

*About Walk-In Retail:

Walk-In Retail is a new TouchPay payment service that is available to all TouchPay's agency clients. In most cases, initiating Walk-In Retail payments is an additional option on the TouchPay provided agency online payment portal. When agencies do not have TouchPay provide their online payment services, we can create a payment site to originate the payments for consumers who would like to pay in cash at a local retail store.

An Overview of Walk-In Retail

TouchPay's comprehensive automated payment processing network is tailored to the unique needs of government agencies and their customers. Our goal is to provide convenient, easy-to-use and reliable ways for all customers to conduct government transactions regardless of whether they prefer to pay in cash or with credit or debit cards. By offering many different automated options for making payments, government agencies increase their revenues and reduce costs as well as improving customer satisfaction.

TouchPay serves over 250 agency clients nationwide including courts, child support agencies, municipalities, state Departments of Corrections, and local and county sheriffs and police departments. In addition to providing these agencies with premise-based cash accepting payment kiosks, web credit/debit payment services, toll-free telephone payment services, and countertop terminals, TouchPay is now offering cash customers the opportunity to conveniently make their government monetary transactions in their own neighborhood with Walk-In Retail. Walk-In Retail is available as an additional service to all the customers of TouchPay's clients without any additional cost to the government agency.

What is Walk-In Retail?

In particular, TouchPay's Walk-In Retail service is designed to meet the needs of the approximately 68 million cash preferred or unbanked customers in the United States. It provides these customers with a way to pay their court payments in cash without having to go to the Court Clerk's Office. Cash preferred customers will appreciate not having to find transportation and take time off from work. And, the convenience fee to the payer is identical to the fee for cash payments at a TouchPay premise-based kiosk.

How does Walk-In Retail Work?



ONLINE: www.TouchPayOnline.com/WalkInRetail **BY PHONE:** (866) 204-1603 **SUPPORT:** CustomerSupport@TouchPayDirect.com

With TouchPay's Walk-In Retail, the customer will be able initiate the payment on the TouchPay website accessed from their computer or smart phone and then complete it at a neighborhood retail location. Online or on their smart phone, they select Cameron County Clerk of Court, the type of



payment, Account Number, and payment amount. If they do not have access to the web, TouchPay's Customer Support Representatives can help them set up their order.

Once the payer has ordered the transaction, they take the TouchPay Walk-In Retail Order Number to an authorized Walk-In Retail location to make the cash payment or deposit. The payment must be made within 5 days for the transaction to be complete. When the order has been paid, the payer will receive a payment receipt and the transaction will be funded and verified in real time.

Walk-In Retail is available to the customers of all TouchPay client agencies but when TouchPay does not provide the web payment processing, a Walk-In Retail online order site must be set up by TouchPay. Cash payments can be completed at ACE Cash Express stores but thousands of additional retail stores will be added in the Fall of 2015.