



Billing System Upgrade: New Payment Processing Vendor

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Interim Director
Lake County Public Works**

**Public Works, Planning and Transportation Committee
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Current Payment Vendor (NCR)

- Current Transactions
 - Number of Bills/Invoices sent per month = ~15,000-16,000
 - Number of Credit/Debit Transactions/month = ~4,000
 - Number of ACH Transactions/month = ~3,000-6,000
- Current Payment System
 - Can customers enroll in paperless billing/e-mail reminders = YES
 - Can customers enroll in Text reminders = NO
 - Can customers enroll in Calendar reminders = NO
 - A cumbersome system with limitations

New Payment Vendor

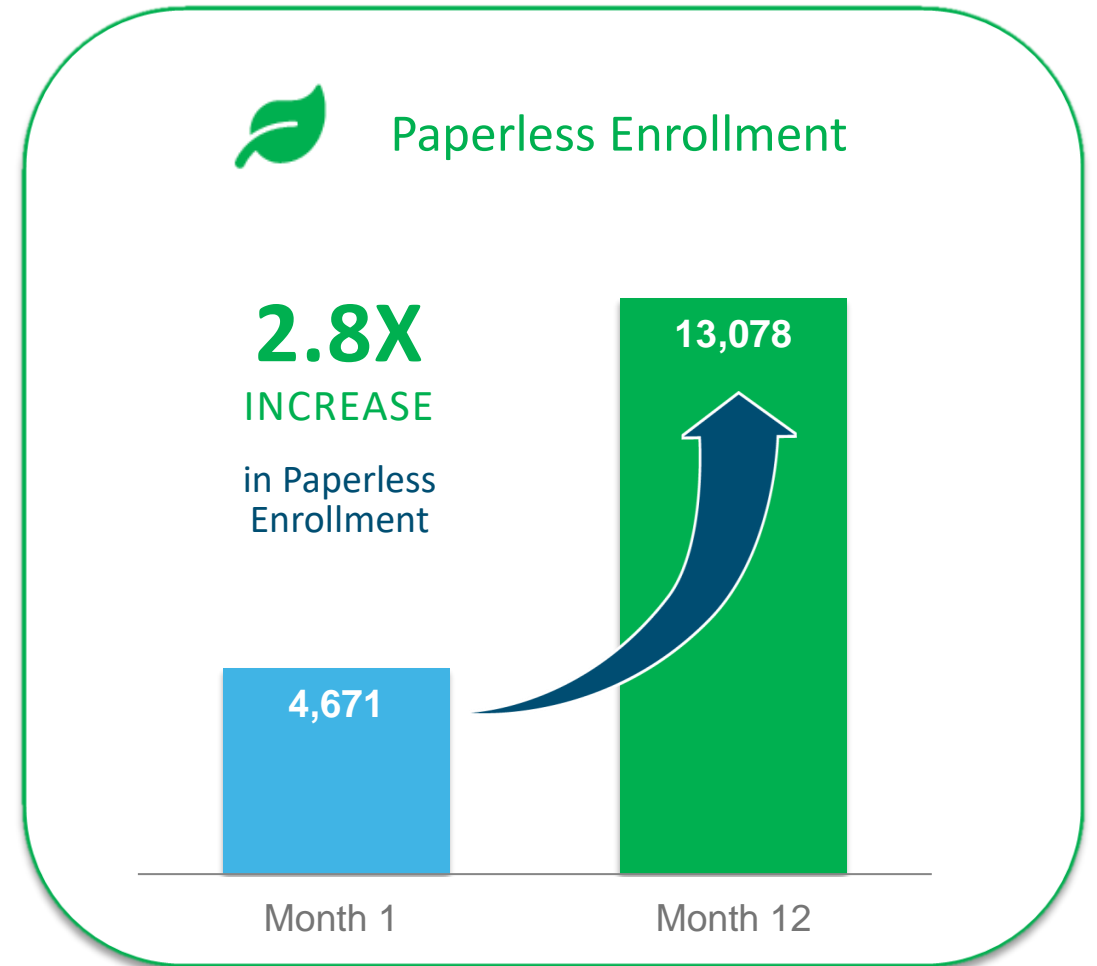
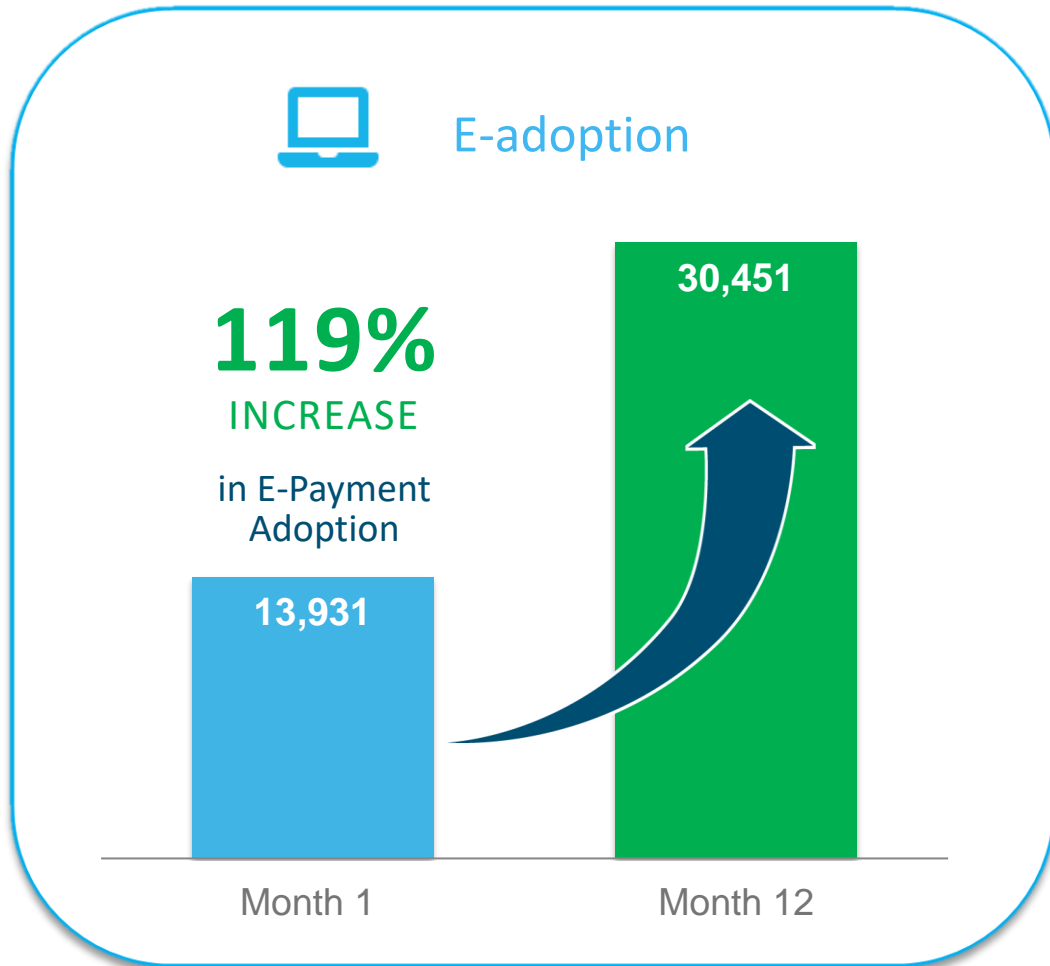
- New Vendor - Invoice Cloud
- Greater ease for signing up/accessing the self-service system
- Better execution of a payment through that system
- A variety of payment options for customers
- Overall design of the platform designed to drive self-service adoption

Easy for Customers to Pay, the Way They Want

Create an omni-channel experience



Your Year 1 E-Adoption Growth On Invoice Cloud*



Projected base on average year 1 results of Invoice Cloud Customers*

Safety & Security

Double Data Encryption



Customer Service Representatives (CSR) Calls → On Demand Text Message

Update Customer Profile: Deana Ada

Please review your profile. Click update to save any modifications.

Customer Info Options History Bank Accounts Credit/Debit Cards AutoPay Recurring Scheduled Payments Paperless

Email History Pay By Text Customer Activity

Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options
1/31/2020	1001-1587	PREM-1001	2/24/2020	\$143.45	\$122.45	[Icons]
1/2/2020	1001-2558	PREM-1001	1/26/2020	\$97.85	\$0.00	[Icons]

Send Invoice Notification by SMS

Sign customer up for Pay By Text:

Enter a Phone Number:

Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information. Message frequency varies. Contact customer support at (111) 111-1111. T-Mobile is not liable for delayed or undelivered messages.

Send

AT&T 9:56 AM 79%

Messages +1 (555) 555-5555 Details

New Invoice from Innovative Biller
Amount: \$391.34
Due: 4/12/2020
sms.invoicecloud.com/FVJv287
Reply with OK to pay with your default payment method.

Ok

Your balance of \$391.34 with service fee of \$2.00 requires a total payment of \$393.34.
Reply with PAY to process your payment.

Pay

Thank you for your payment of \$393.34. Your transaction was approved.
PAYMENT PROCESSED 152345

Text Message Send

FORSYTH COUNTY GEORGIA

Your Invoice

Click on Checkout when you are ready to pay.

Type - Utility Services

Items	Options
Utility Services Due on 4/12/2020 Balance Due \$142.45	View Invoice

Subtotal (1 Items) \$142.45
Not including any applicable service fees.

Checkout >

Functionality designed to change customer behavior!



Questions?