



# Utility Payment and Miscellaneous Receipt Services

Functionality and cost benefit analysis



# Current Utility Payment Processing for The District

## Third Party

- Credit card payment processing for Utilities
- District website “on-line payment services”
- Over the counter payment for gate card fees and other miscellaneous payments at Customer Service desk
- ACH payment processing currently done in-house; paperwork handled by District; stored by district



# Current Provider Point and Pay

- Point and Pay was selected as the vendor of choice in 2018
  - One of two BSA partner
  - Leader in industry
- Had not considered the need for another vendor
- Overall processing and customer service failures since lost dedicated service representative within the past year
- General drop in service and communication; we have attempted to remedy but non-responsive
- Functionality has not elevated since inception 4 years ago
- Competitors have increased functionality to end-user (resident) since 2018



# Vendor Analysis and Selection

- Limited to two vendors that interface to BSA
  - Point and Pay
  - Invoice Cloud
- Selection Team includes Utility Billing, Customer Service, GL team, District's IT Coordinator, TSG representatives, Finance Director
- Several vendor demonstrations, several reference checks including two current customers (one of which recently converted from Point and Pay)



# Who is Invoice Cloud ?

# Intro – Our Track Record

Invoice Cloud started in 2009.

Thanks to high **adoption success** and our **Software as a Service (SaaS)** technology,  
here is where we are today:

DURING 2021:

**\$17B+**

IN PAYMENTS AND

**84+**

**MILLION**  
TRANSACTIONS

**2,100**  
**CLIENTS**



**425**

**EMPLOYEES**

AND GROWING

**40%**

**ANNUALLY**



# Why Invoice Cloud ?

- BSA supportive of both vendors
- Point and Pay has remained stagnant in their functionality for 4 years
- Invoice Cloud has surpassed Point and Pay in functionality since we first reviewed their product in 2018

# Easy for Customers to Pay the Way They Want

Omni-channel experience



Intelligent communications



Email notifications



Text messaging



Calendar Reminders

Pay my invoices



Online



Mobile



IVR



Local



Agent / CSR Assist



Scheduled payments



AutoPay



One-time payments



Mobile optimized



One-click pay



Pay by text



Outbound



Inbound



Retail Cash



Point of Sale



Online bank direct



Agent / CSR portal



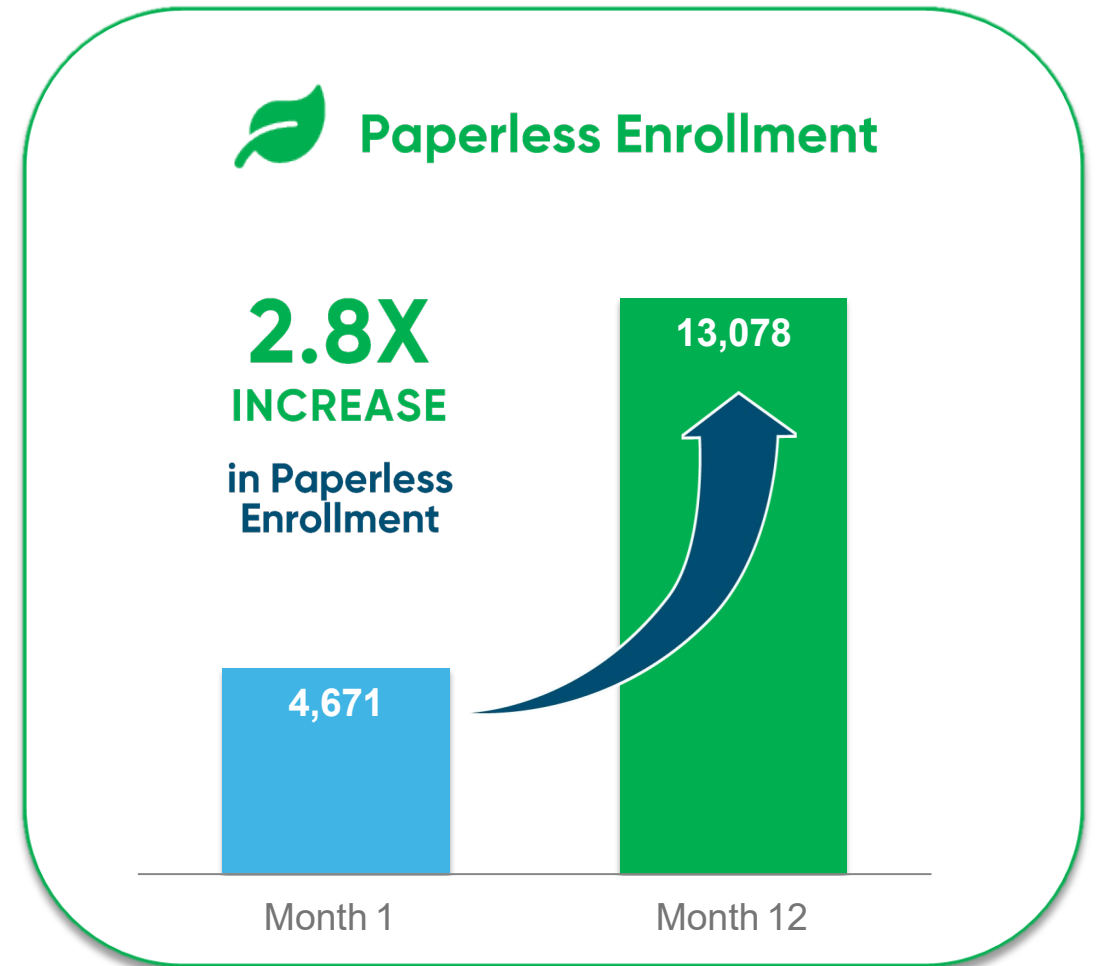
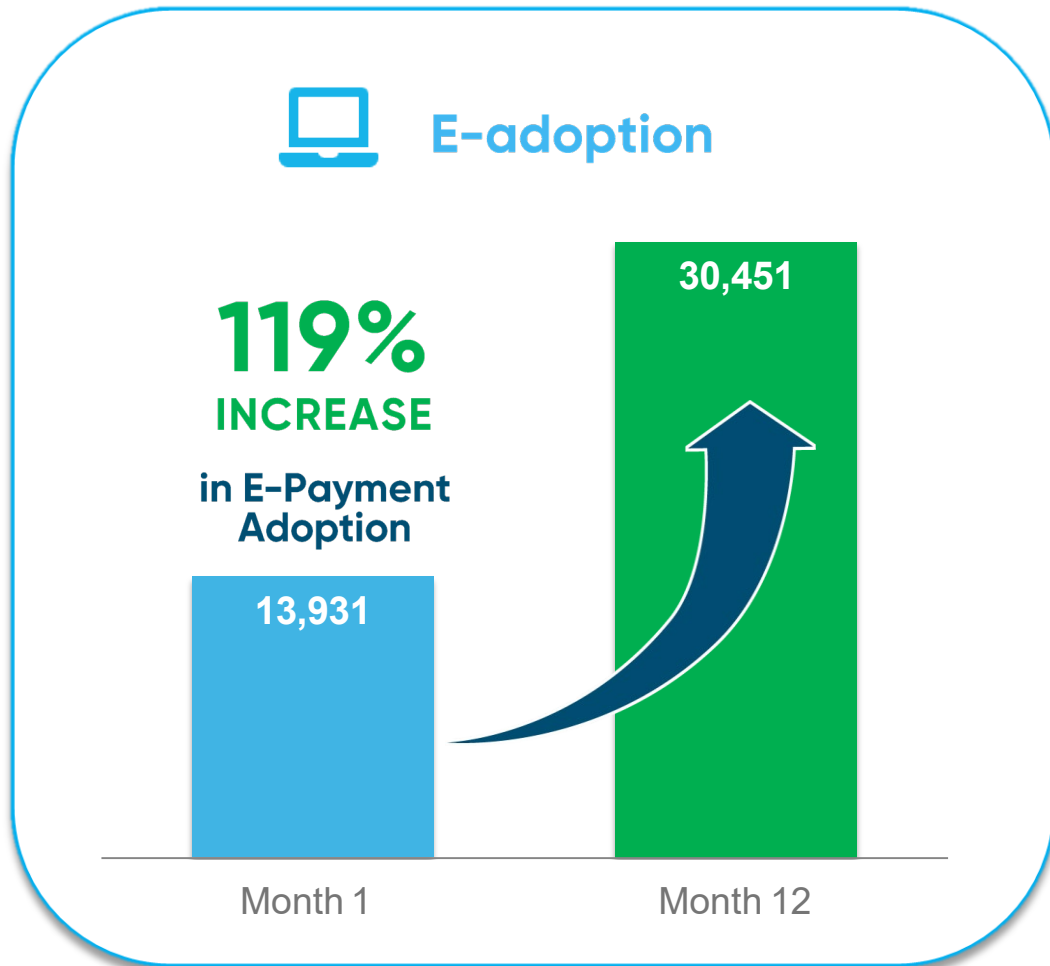


# Safety & Security

## Double Data Encryption



# Your Year 1 E-Adoption Growth On Invoice Cloud\*



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



# What sets Invoice Cloud apart?

## To the Customer

- More functionality for better customer experience
- Additional payment options including text to pay, PayPal, Apple Pay
- Actual bills stored on line at Invoice Cloud site for customer review (versus P&P recreates a bill at the time a customer requests it, which may not reflect what was on the original bill)
- Check-free adds Chase Bank (900 per month)
- 30 event driven emails available to customers (reminders, due dates, prevent cut off, late payments)
- IVR system that is user friendly Smart payment (recall customer payment account information)
- Vendor customer service team to guide the resident



# What sets Invoice Cloud apart?

## To the District

- Improved comprehensive and customizable reporting
- Manages ACH customer setup; enroll through their secure website.  
(Reduces paper/scanning/electronic storage costs.)
  - Approximately 1 fte devoted to paperwork for ACH set up
  - Repurpose for Customer Service as District grows
  - District will no longer retain personal banking information
- All E-billing subscriber set up and bills sent by Invoice Cloud; better likelihood of resident receiving email
- Invoice Cloud saves customer credit card information to be used month over month



# What sets Invoice Cloud apart?

## To the District

- IVR reduces the number of calls for one-time payments
- Reduced number of check payments (check free Chase Bank)
- More intelligent communication between vendor and resident
- History of successful conversion to paperless enrollment, thus cost savings
- Invoice Cloud has PCI, NACHA and SOC compliant platform
- Shared marketing efforts; sweepstakes



# Invoice Cloud Pricing

Service	Quantity	Cost	Current (P&P)	Invoice Cloud
<b>Direct Vendor Payments</b>				
On line Bank Direct (Fiserv)	12,000	.25 vs .10	\$ 14,400.00	\$ 36,000.00
Recurring Auto Pay (ACH/EFT)	35,000	.25 vs .07	29,400.00	105,000.00
Mailed Checks through CFB	13,000	0.45	108,000.00	108,000.00
<b>Other Billing Expenses</b>				
Paper Billing Fee	53,250	.56 vs .10/bill	357,840.00	357,840.00
Assume convert 25% of paper bills				284,355.00
Assume convert 50% of paper bills				210,870.00
Assume convert 75% of paper bills				137,385.00
<b>Total Expenses Based on Various Scenarios</b>				
Assume no change in # of paper bills			\$ 509,640.00	\$ 606,840.00
Assume convert 25% of paper bills	13,313			533,355.00
Assume convert 50% of paper bills	26,625			459,870.00
Assume convert 75% of paper bills	39,938			386,385.00
<b>Direct Resident Billing</b>				
IVR		new service	not available	0.75
Credit card payment		billed to resident	2.30%	2.75%
ACH payment (1-time)		billed to resident	\$ 1.00	\$ 0.95
Recurring auto pay charge will decrease to \$0.20 after 50,000				
Invoice Cloud will not charge us \$0.10 for all paperless bills converted in the first 90 days implementation				



# Questions