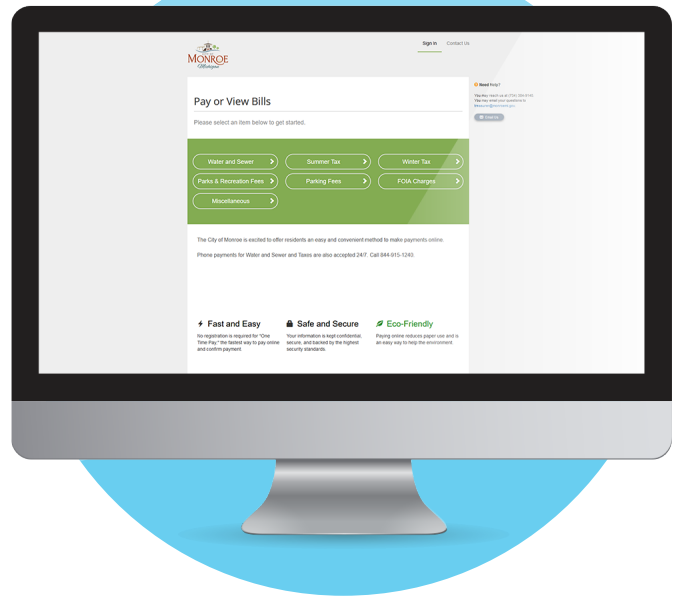


City of Monroe Drives More Digital Payments with a Better User Experience

The City of Monroe was in search of an Electronic Bill Presentment and Payment (EBPP) platform that could seamlessly integrate with its enterprise billing software to expand online bill payments, while delivering innovative payment options to increase customer satisfaction.

After switching to Invoice Cloud, the City of Monroe has seen several benefits, including:

- Increased self-service and e-payment adoption
- Higher customer satisfaction
- Reduced staff workloads
- Decreased print and mail costs



“Invoice Cloud modernized our online bill payment services creating a friendlier customer experience, increased payment adoption, and happier customers.”

Edward J. Sell Jr.
 Assistant City Manager/
 Finance Director
 City of Monroe, Michigan

BY THE NUMBERS:

After 6 months the City of Monroe saw:



41%
 increase in
 electronic
 payments



77%
 increase in
 paperless
 enrollment



Decrease in
 mailed in
 payments

1—THE CHALLENGE

The City of Monroe had a limited digital payment platform that only processed tax and water/sewer bills. They needed an innovative payment solution that could meet the demand to process a variety of city bills online, while increasing collections efficiency. Other challenges included:

- Limited online payment options
- Lack of self-service functionality
- Excessive staff time being used to address payment questions
- High costs associated with paper bills

2—THE SOLUTION

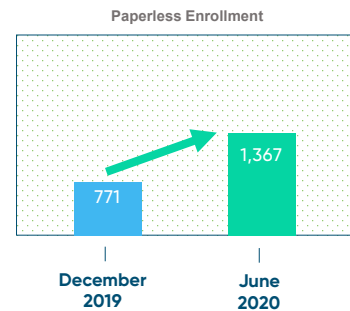
The City of Monroe needed an EBPP solution that could innovate their online payment processing to accept all city invoice types while increasing customer satisfaction. They chose Invoice Cloud as it provided everything they needed to:

- Enable a better user experience to drive more digital payments
- Increase self-service adoption to reduce calls and walk-ins
- Accelerate e-adoption with omni-channel payment options
- Decrease print and mail costs

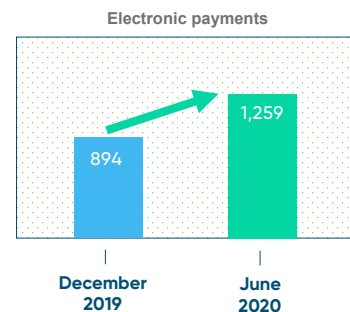
3—THE RESULTS

Since implementing Invoice Cloud, the City of Monroe has realized significant benefits, including:

- **Increased e-adoption and higher customer satisfaction** due to an enhanced user experience
- **Improved staff efficiencies** with the increase in self-service
- **Higher customer engagement** with omni-channel payment options for all invoices
- **Lower print and mail costs** due to higher paperless adoption



77% Increase in paperless adoption



41% increase in electronic payment adoption



ABOUT THE CITY OF MONROE

Monroe is located in the state of Michigan with a population of 21,000. Its billing department processes payments for a variety of invoices for the city ranging from taxes, to utilities, to fees and more.

ABOUT INVOICE CLOUD

Invoice Cloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment (EBPP) solution.

To learn more, visit invoicecloud.com

InvoiceCloud®