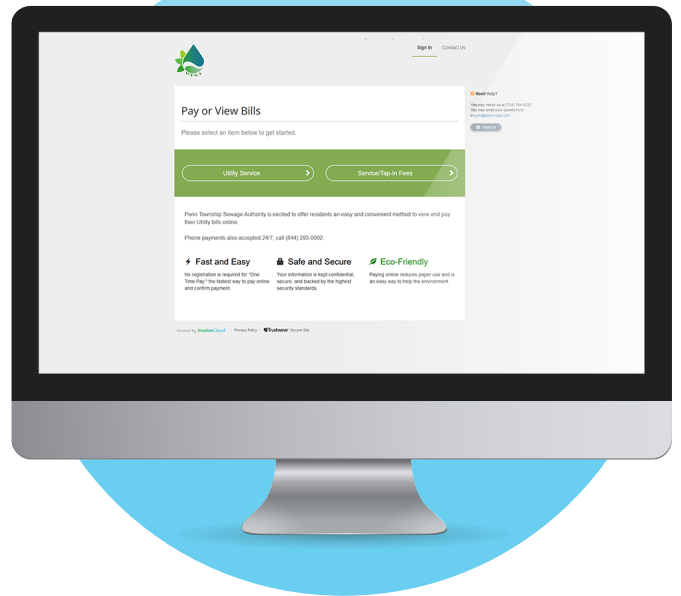# Penn Township Sewage Authority Increases Collections Efficiencies and Customer Satisfaction

Penn Township Sewage Authority (PTSA) was in search of an Electronic Bill Presentment and Payment (EBPP) platform that could seamlessly integrate with its core billing software to simplify payment processing, enhance the customer experience, and increase operational efficiencies.

After switching to Invoice Cloud, PTSA has seen several benefits, including:

- Increased self-service and e-adoption
- Improved collections efficiency
- Higher customer satisfaction
- Decreased print and mail costs

> "Since implementing Invoice Cloud our payment processes have become so much easier, which has given us more time to focus on other high priority department tasks and initiatives."

Angela Zippi Robinson
Penn Township
Sewage Authority

BY THE NUMBERS:

Since Month 1 – Penn Township Sewage Authority saw:

58%
electronic payment adoption

6X
increase in paperless enrollment

34%
decrease in mailed checks to the office

🔺 1—THE CHALLENGE

Antiquated payment processing capabilities were causing significant challenges for PTSA and its customers. They needed to implement an innovative digital payment platform that could increase collections efficiencies while improving customer satisfaction. Other challenges included:

- Limited and inconvenient payment options
- Lack of self-service functionality
- Excessive resources needed to process payments
- High costs associated with paper bills

💡 2—THE SOLUTION

PTSA needed an EBPP solution that would help them overcome payment processing obstacles to more effectively achieve business goals. They chose Invoice Cloud as it provided everything they needed to:
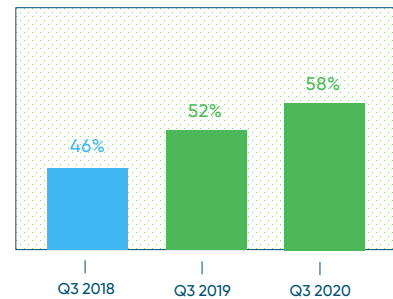
- Enable a better user experience to drive more digital payments
- Increase self-service adoption with omni-channel payment options
- Drive higher e-adoption for more efficient collections
- Simplify paperless enrollment to decrease in print and mail costs

💎 3—THE RESULTS

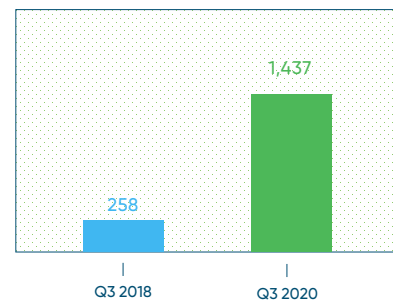Since implementing Invoice Cloud, PTSA has realized significant benefits, including:

- **Increased self-service and higher customer satisfaction** due to an enhanced user experience
- **Higher customer engagement** with omni-channel payment options
- **Improved collections efficiencies** with the increase in e-adoption
- **Lower print and mail costs** due to higher paperless adoption
- **Simplified payment processing** with a seamless integration to the core billing software

% Quarterly E-Payments

46%	52%	58%
Q3 2018	Q3 2019	Q3 2020

E-payment adoption has grown to an all-time high

Paperless Enrollment

258	1,437
Q3 2018	Q3 2020

6X Increase in paperless enrollment

InvoiceCloud®