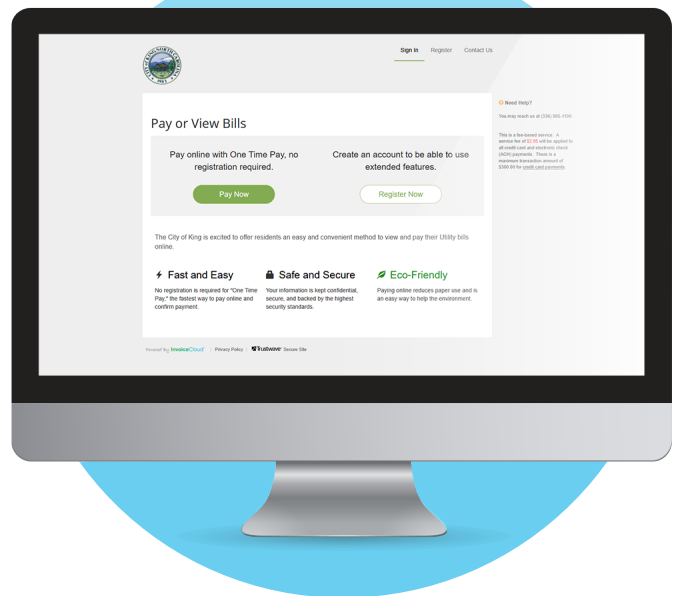


City of King Improves Efficiencies and Customer Experience by Simplifying Payments

The City of King 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 and enhance the user experience, while providing the highest level of data security.

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

- Increased self-service and e-adoption
- Improved collections efficiency
- Higher customer satisfaction
- Decreased print and mail costs
- PCI Level 1 Compliant security




"Since implementing Invoice Cloud payments are much more convenient for everyone. Processing payments has become so much easier that we were able to allocate the time and resources saved to other top priorities in our busy office."


Susan O'Brien
 Director of Finance
 and Personnel
 City of King

BY THE NUMBERS:

City of King saw:


9X
 increase in
 in e-payment
 adoption since
 month 1


19X
 increase in
 paperless
 enrollment in
 year 1


15%
 decrease in mailed
 checks to the office


 Decrease in
 lobby traffic

1—THE CHALLENGE

The inability to process card payments was causing significant challenges for the city. They needed to implement a digital payment platform that could modernize their payment processing to increase collections efficiencies and protect sensitive customer payment data. Other challenges included:

- Limited and inconvenient payment options
- Lack of self-service functionality
- Prolonged payment processing times
- High costs associated with paper bills

2—THE SOLUTION

The City of King needed an EBPP solution that would help them innovate payment processing to overcome current business obstacles. They chose Invoice Cloud as it provided everything they needed to:

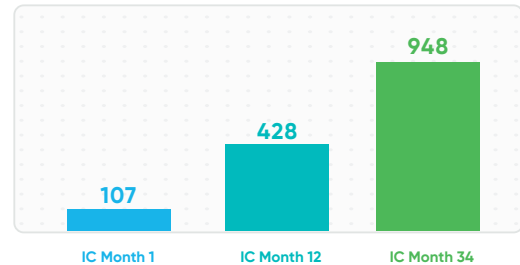
- Simplify payments and provide a better user experience to drive more digital payments
- Drive higher e-adoption and card payments for more efficient payment processing
- Increase self-service adoption with omni-channel payment options
- Securely store customer payment data

3—THE RESULTS

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

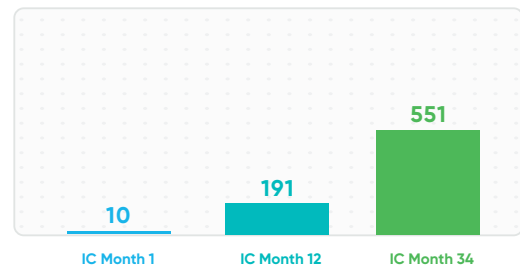
- **Increased self-service and higher customer satisfaction** due to enhanced user experience
- **Higher customer engagement** with omni-channel payment options
- **Simplified payment processing** with a seamless integration to the core billing software
- **Improved operational efficiencies and reduced costs** with the increase in e-adoption
- **PCI level 1 security** to protect sensitive data

Monthly Electronic Payments



9X increase in e-adoption

Paperless enrollment



Paperless adoption has grown to an all-time high



ABOUT THE CITY OF KING

The City of King is located in the state of North Carolina with a population of 7,000. Its public utilities department processes payments for water and wastewater operation and maintenance.

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®