

Save time and money by enhancing the payment experience

Solutions Sheet

Paying bills online has become increasingly popular—it's convenient and simple for both billing organizations and their customers. For local government and utility offices, this has heightened the need for an electronic bill presentment and payment (EBPP) platform. Specifically, a user-friendly solution that evolves with customer expectations to accelerate payments and increase collections efficiencies.

The Challenge

Limited bill payment platforms cause several obstacles, putting a strain on your resources by increasing the time and money required to resolve problems and answer questions. Some of the challenges caused include:

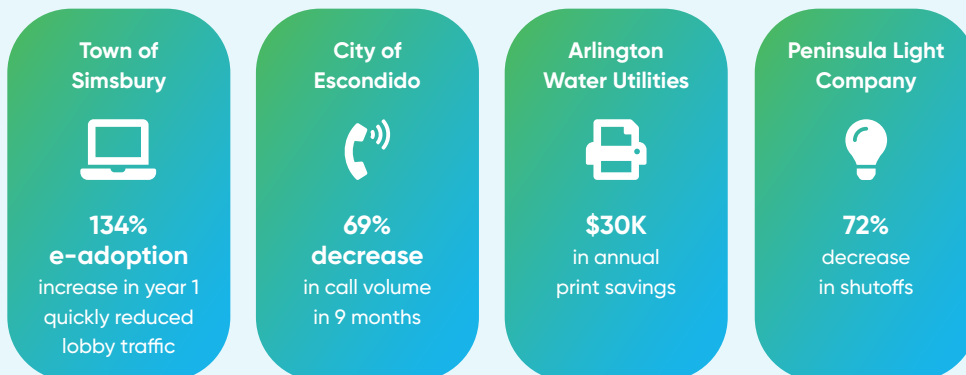
- High volume of walk-in traffic
- Increasing call volumes and wait times
- Rising costs associated with printing and mailing paper bills
- Shutoffs due to late/missed payments

The Solution

InvoiceCloud alleviates these obstacles by providing a better user experience, which drives customers to self-service and greatly improves operational efficiencies. Upon selecting InvoiceCloud, our customers have experienced:

- Increased self-service adoption
- Improved customer engagement
- More digital payments due to a better user experience for their payers
- Increased enrollment in cost-saving services like AutoPay, paperless billing, and payment reminders

The Results



"The InvoiceCloud platform helped us cut mailed and in person payments in half, enabling us to shift resources to other areas of need. In fact, it decreased mailed in payments so much that we never fell behind on processing these payments in a single day in the past cycle—a first in my 20+ years of processing payments."

Jennifer Tomes

Treasurer

James City County

"We were impressed with the ease of use that InvoiceCloud delivered to employees and customers. The platform's simplicity increased on-time payments while reducing shutoffs, saving us the time and resources needed to focus on other pressing needs."

Jaci Williams

Supervisor Member Services

Peninsula Light Company