

Case Study

American Canyon Saves \$38K a Year in Print and Mail Costs



THE CHALLENGE

The City of American Canyon, CA was in search of a payments platform to decrease their high manual payment volumes, reduce expensive print and mail costs, and accommodate resident payment preferences with an intuitive customer experience.

THE SOLUTION

Since switching to InvoiceCloud's payment solution to enable residents to self-service, the city experienced many positive benefits including:

- Better customer communications which increased AutoPay adoption
- Back-office efficiencies with simplified reconciliation and intuitive reporting
- Decreases in customer disconnects
- Less staff involvement in the payment acceptance process

THE RESULTS

Within 9 months, the City of American Canyon achieved:

55%

electronic
payment
adoption



\$38k

in annual
print
savings



30%

self-service
AutoPay
signups



50%

decrease
in call
volumes



About the City of American Canyon

Located about 35 miles northeast of San Francisco at the southern end of Napa County, the City of American Canyon has a population of nearly 22,000.



“Especially working in finance, the most valuable thing has been how much we have saved on monthly print/mail savings costs. We’re saving \$3,200 per month.”

Andrea Villada
Accounting Technician
City of American Canyon, CA