City Council Special Meeting

Study Session Agenda
August 10, 2020
6:00 PM

1. **Roll Call**
2. **Agenda - Motion to accept Study Session Agenda as presented**
   - **A.** Motion to Accept Study Session Agenda
3. **Discussion:**
   - **A.** Invoice Cloud Presentation
4. **Public Comment**
5. **Adjournment - Motion to adjourn the Special Meeting**
   - **A.** Motion to Adjourn

City of Romulus

Agenda - Motion to accept Study Session Agenda as

Council Meeting Held: **August 10, 2020**

Item No. A.

General Description: Motion to Accept Study Session Agenda

Resolution No. __________________

Moved by:	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams
Seconded by:	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams

Ayes:	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams
Nays:	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams
Abstain:	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams

MOTION CARRIED UNANIMOUSLY

MOTION CARRIED

MOTION FAILED

InvoiceCloud®

Innovating the Customer Experience

Rich Plese

Upper Midwest Regional Director

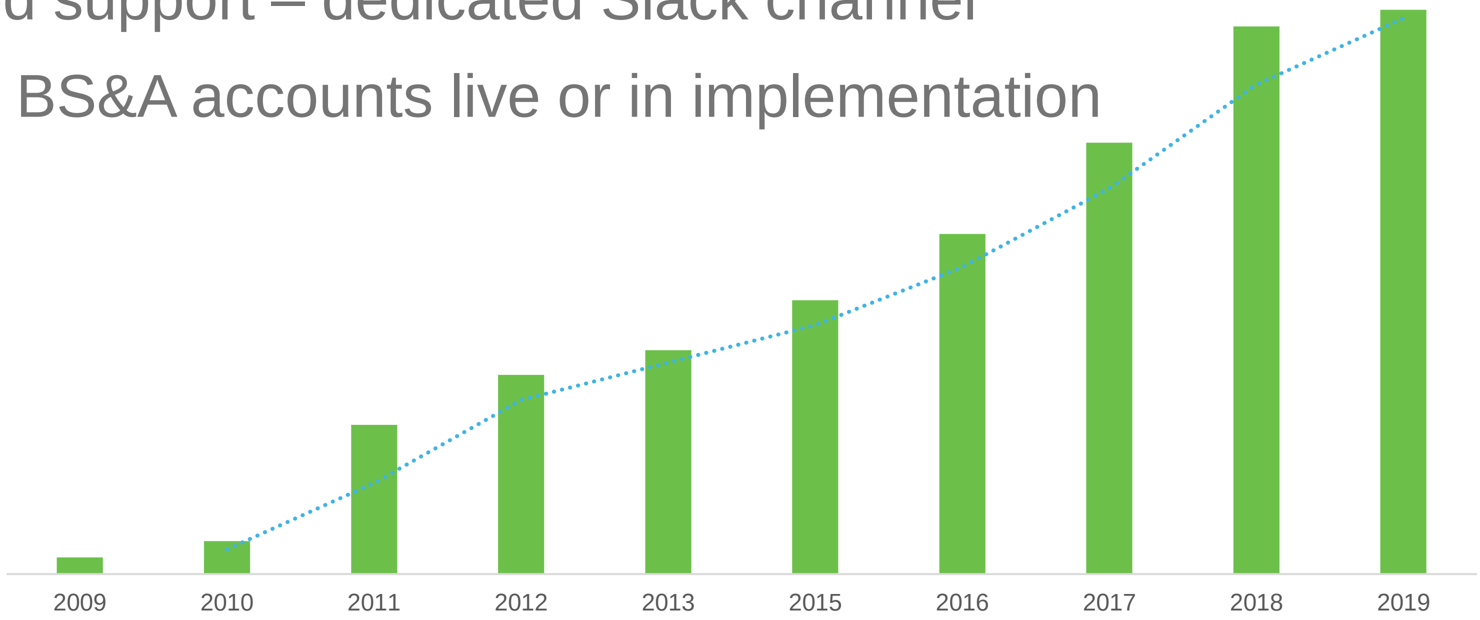
Romulus

Home of Opportunity

Software Partner – BS&A

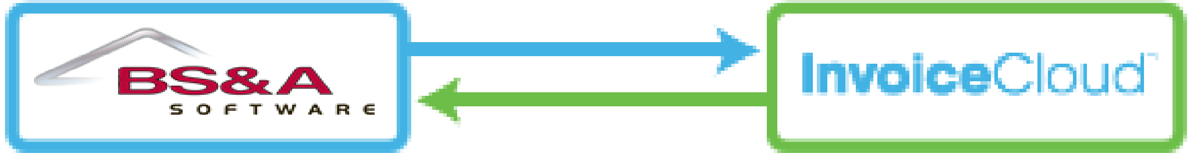
Invoice Cloud partners with leading CIS/Billing/Tax Software companies to provide:

- Tight systems integration
- Real time data exchange – Data Pump & Real Time Data Refresh
- Coordinated support – dedicated Slack channel
- Nearly 100 BS&A accounts live or in implementation



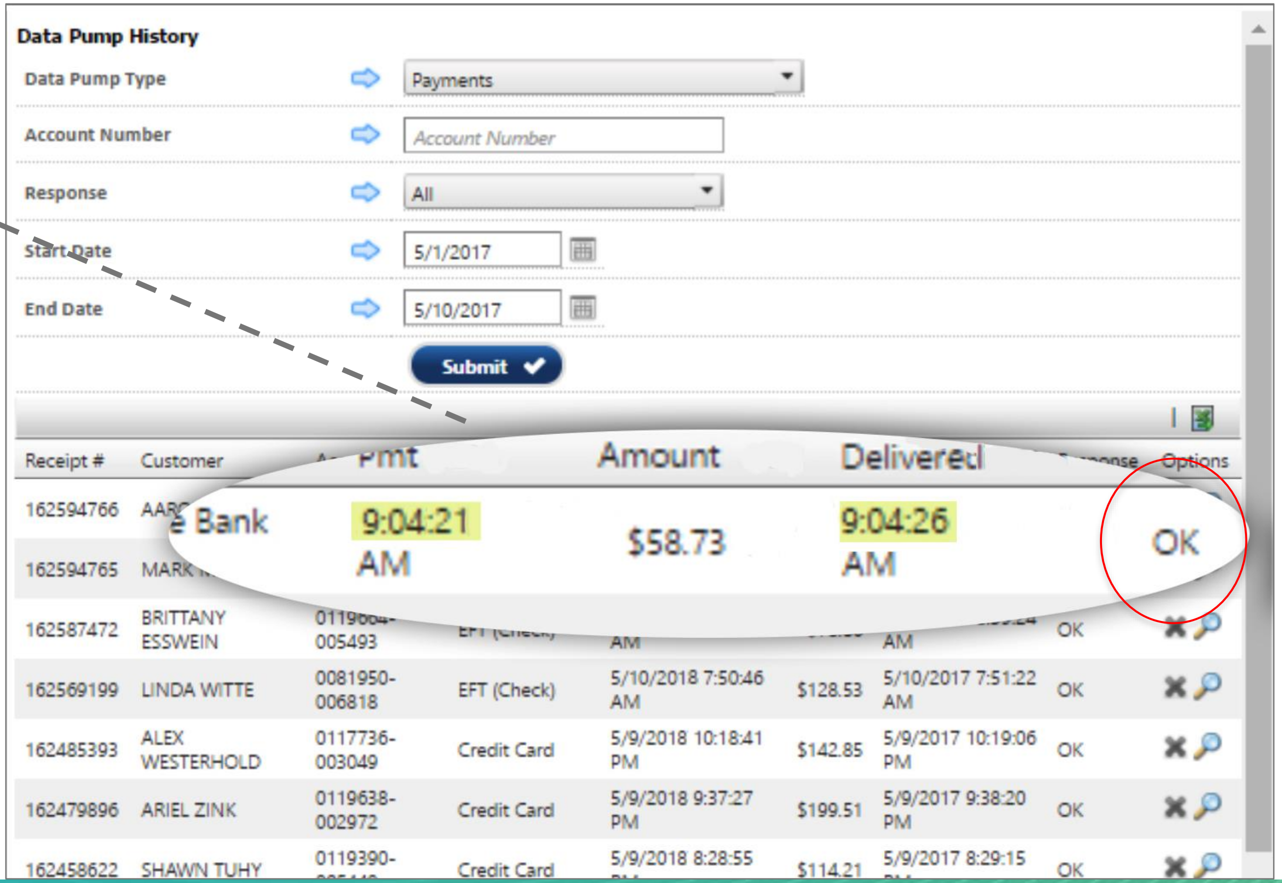
Active Partners

Data Pump with BS&A



Real-time data ensures that **100%** of payments are received

The biller knows **within seconds** after a payment is made

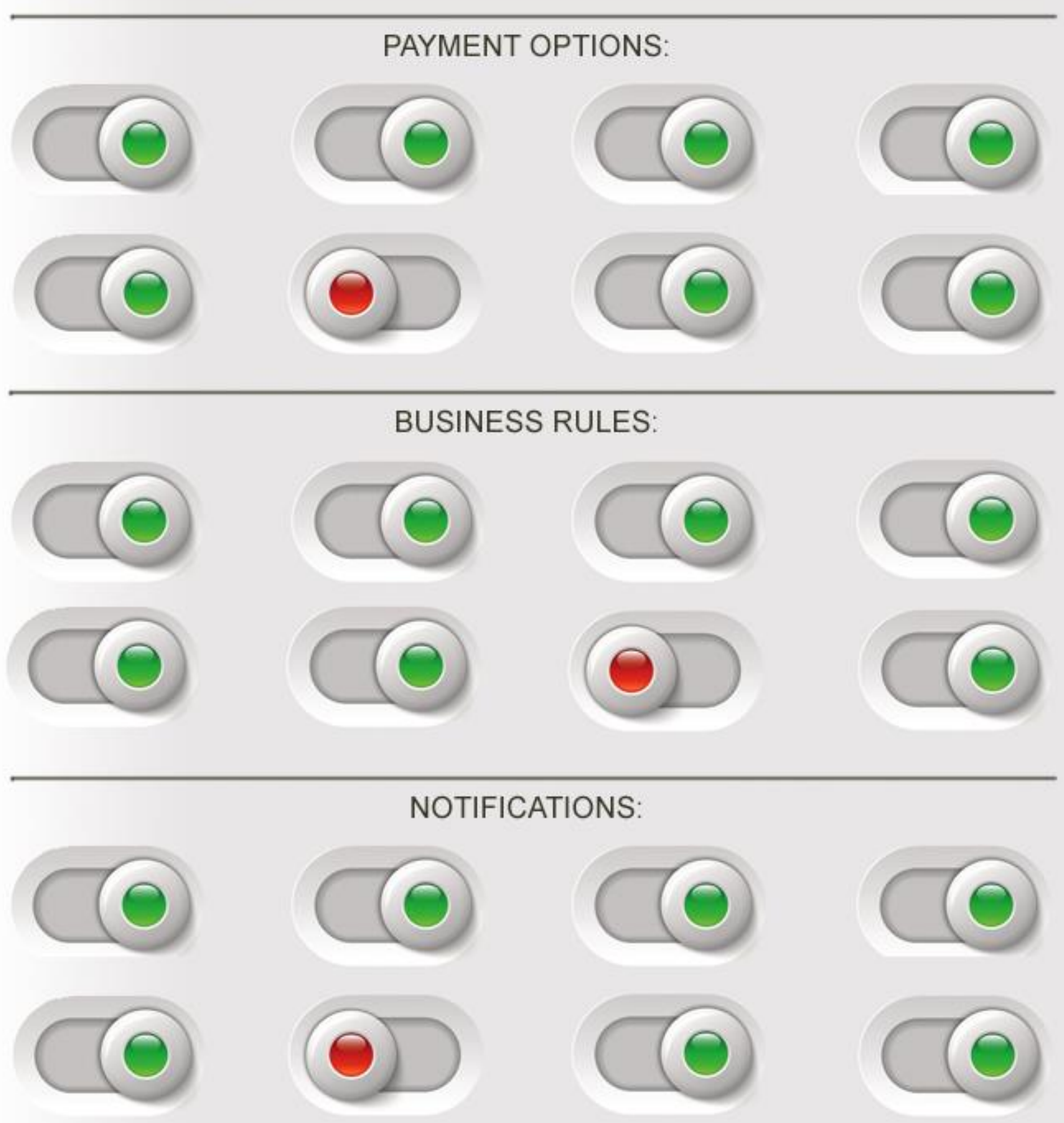


- Payments
- AutoPay enrollments
- Paperless enrollments

SaaS

Software as a Service and the *Single Instance Multi-tenant Platform* allows Invoice Cloud to be a leader in delivering features!

- One Version, Single Instance
- Automatic updates
- Customizable
- Customer Support model
- No maintenance fees



SaaS software….

A few features we have recently released:

- AutoPay enrollment during the payment process
- Apple Pay and Google Pay
- One-click Pay from an email reminder, similar to Amazon checkout
- Text Message on demand initiated by customer service representative
- Electronic calendar reminders

PCI Level 1 Security

Double Data Encryption — the highest level of security

Microsoft Azure

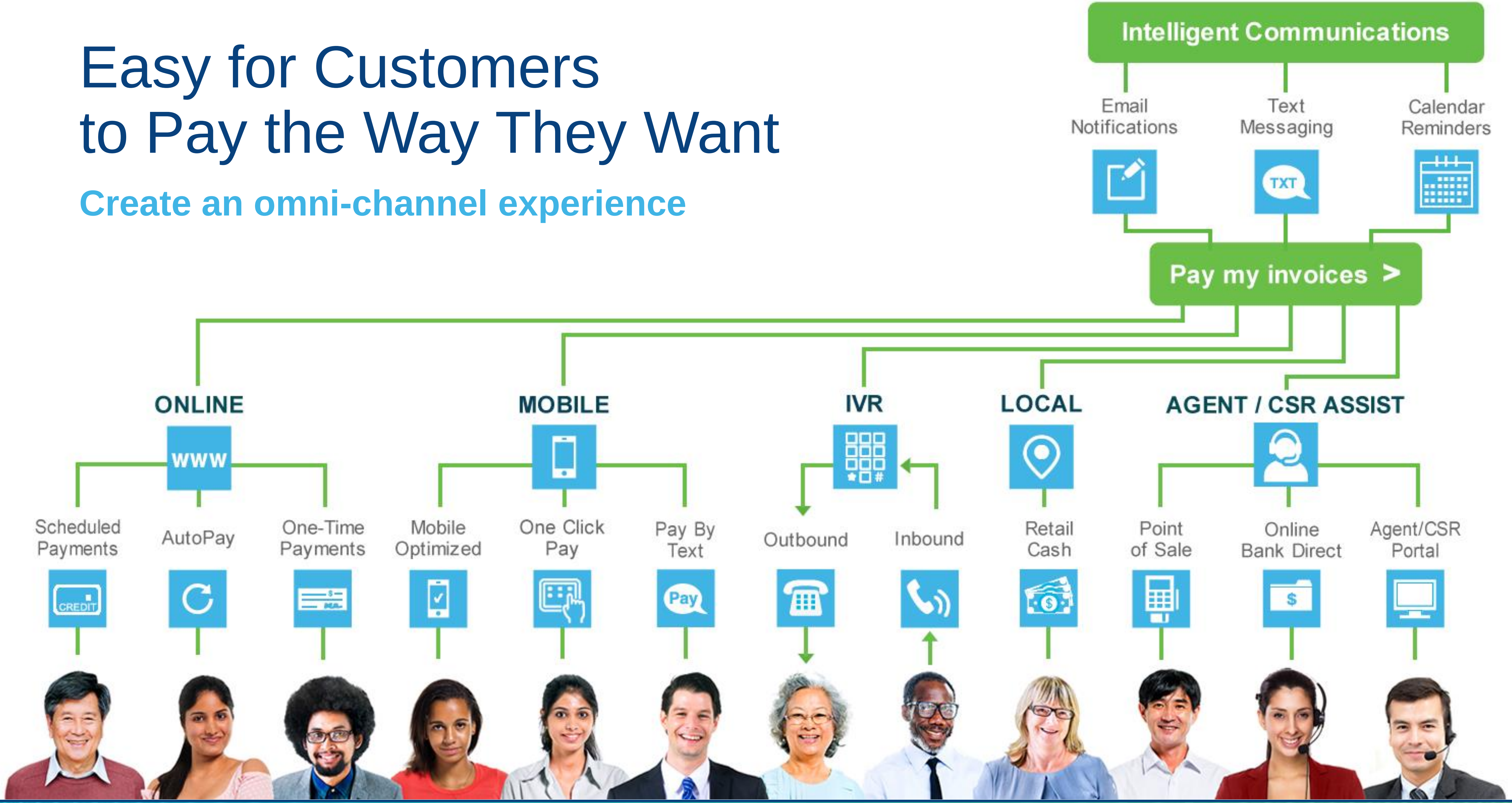
PCI Security Standards Council®

NACHA The Electronic Payments Association®

Trustwave®

Easy for Customers to Pay the Way They Want

Create an omni-channel experience

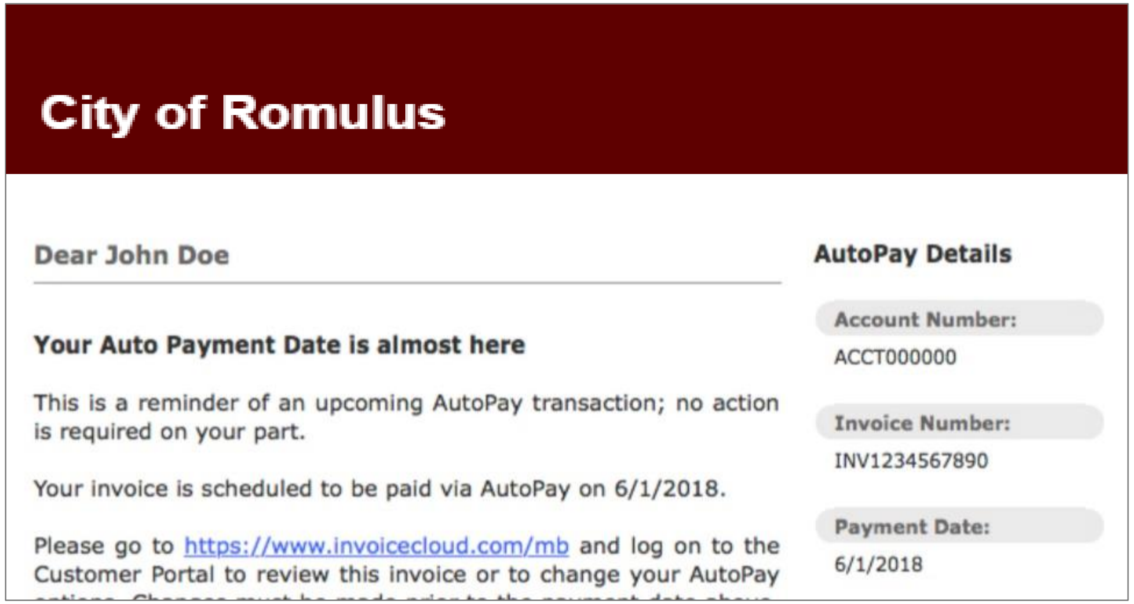


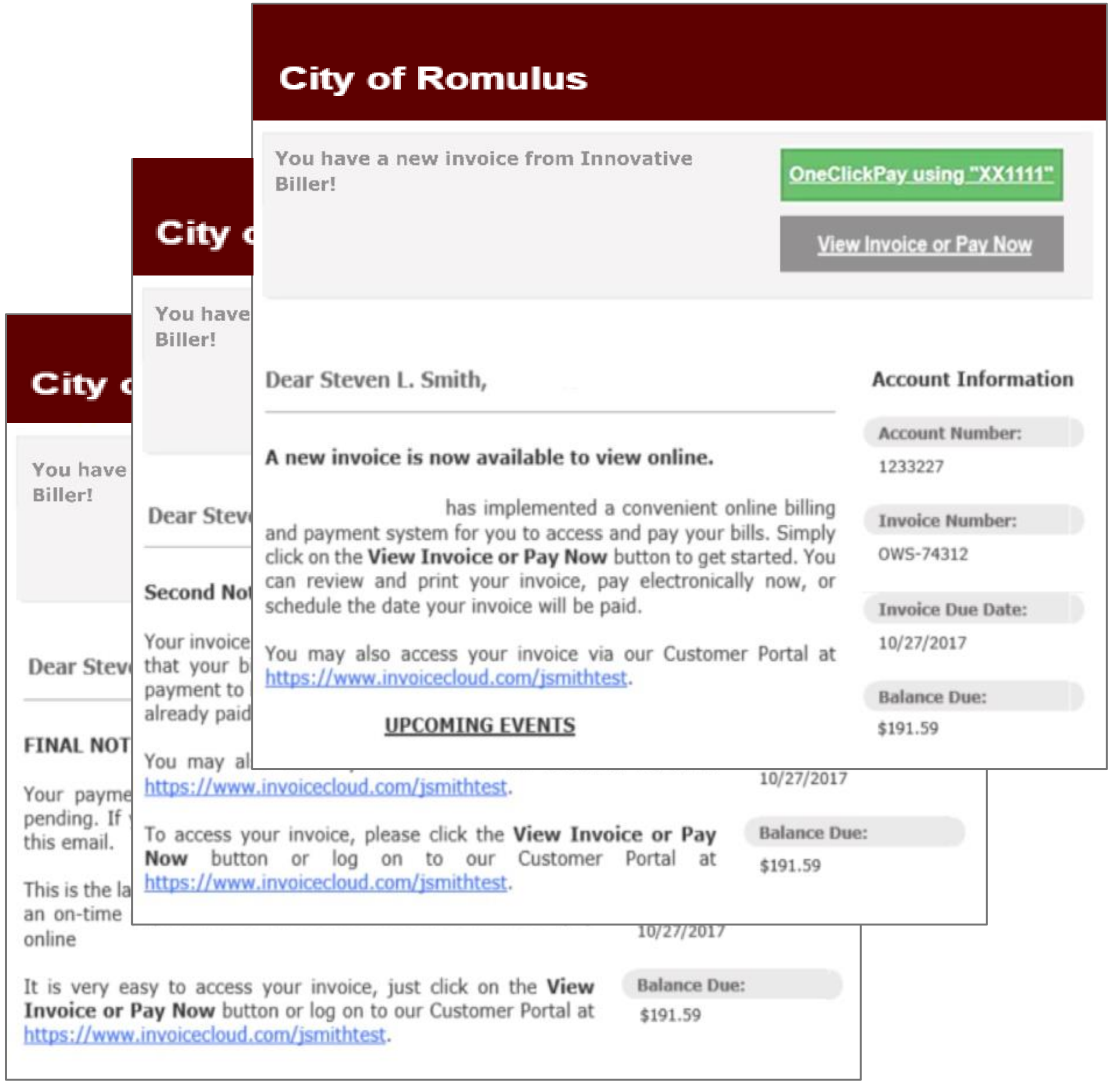
Customer Engagement Point:

Event Based Reminders

Email Reminders

- Up to **3 reminders** per bill
- Up to **27 branded emails** based on events





Customer Engagement Point:

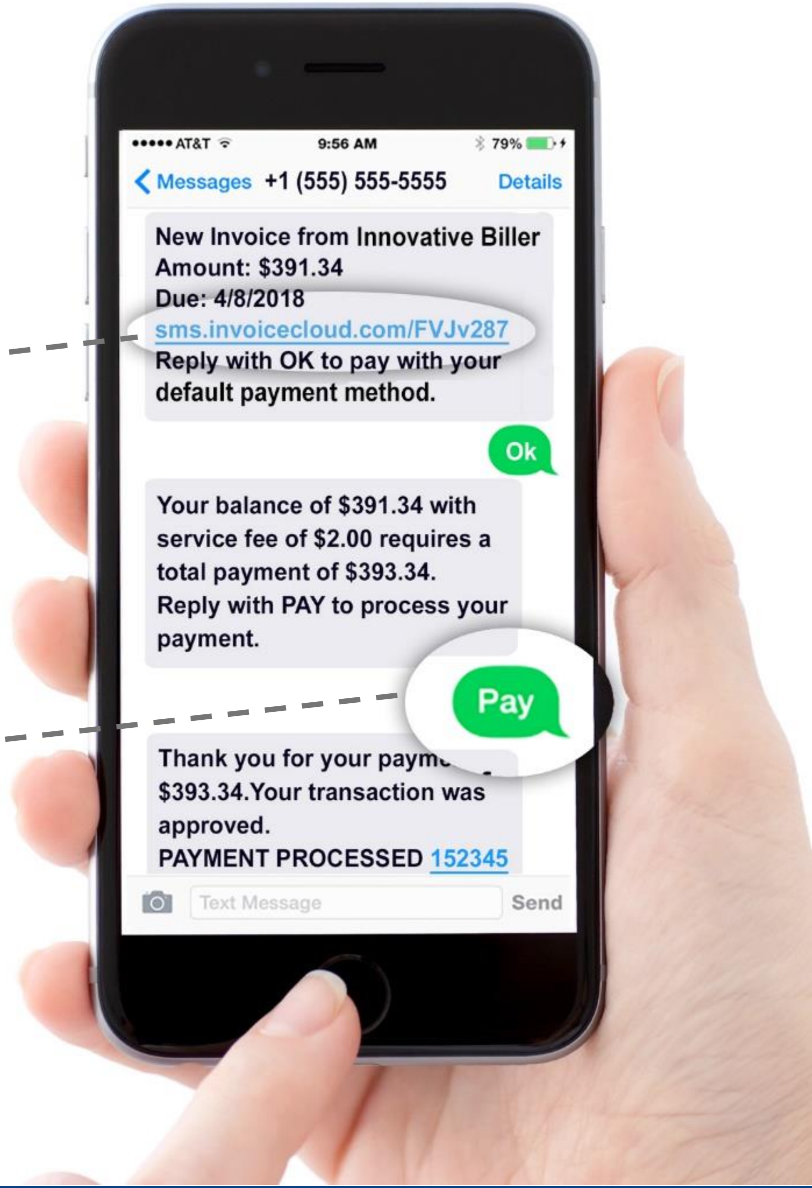
Event Based Reminders

Pay by Text Reminders

Customers access the **mobile optimized payment channel** by clicking on the link

OR

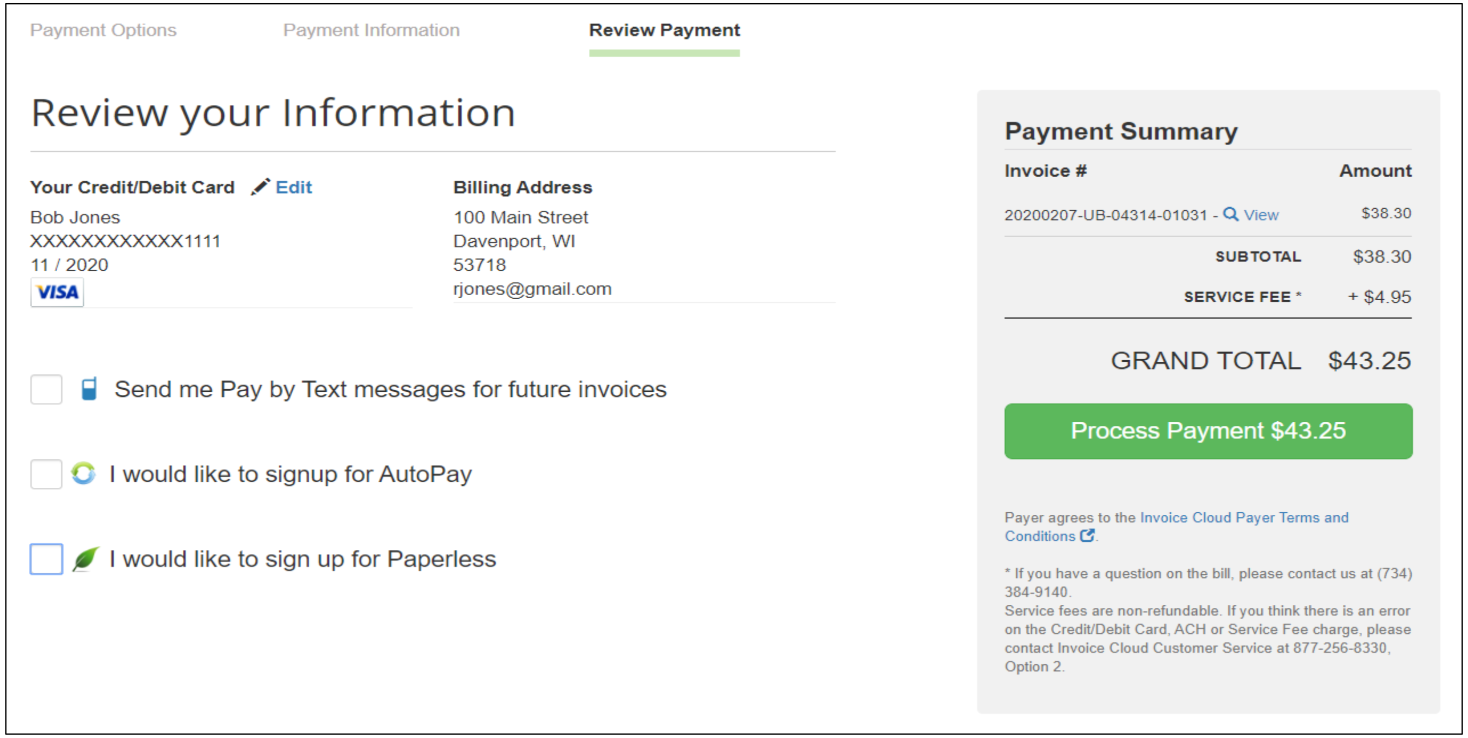
Registered customers with **stored remittance information** can Pay by Text by responding to the text with “Pay”

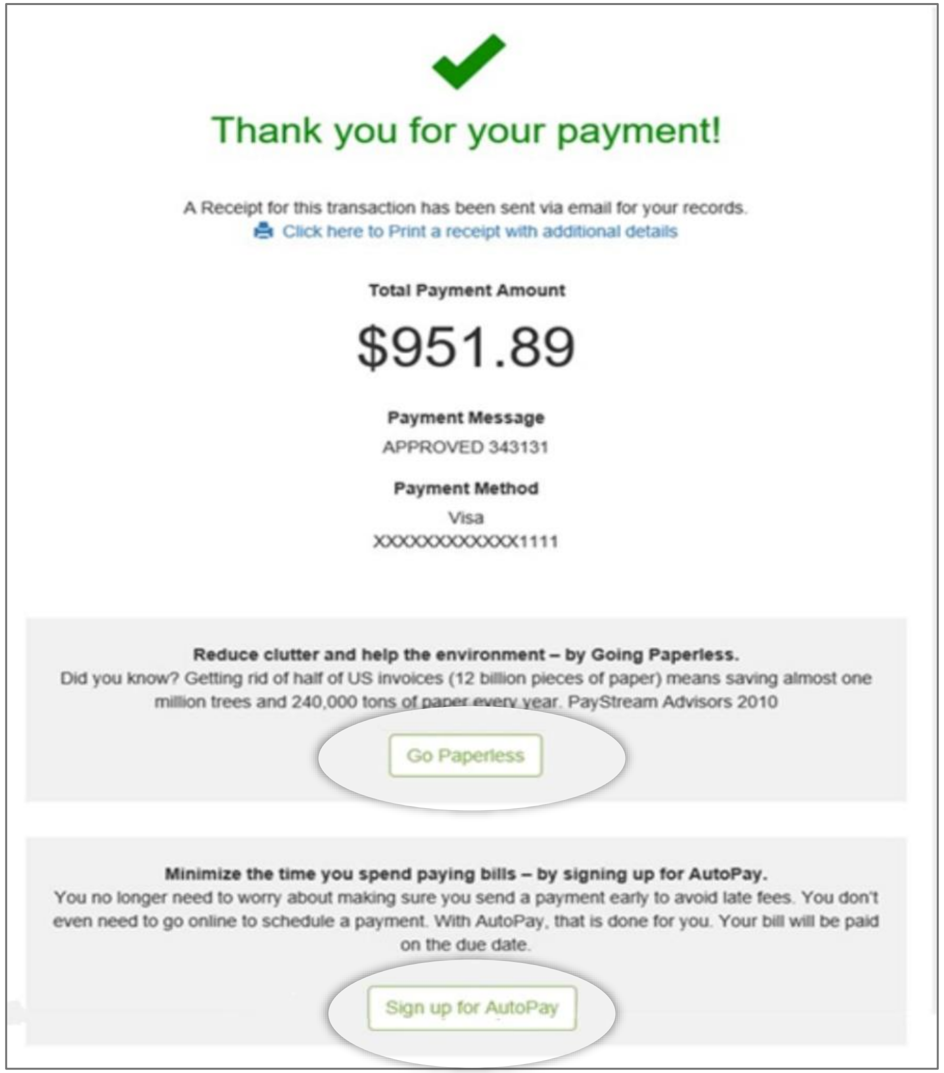


Customer Engagement Point:

Paying a Bill

- Leverages out of sight, out of mind and **increases on-time payments** while decreasing disconnects
- "I already took care of my bill by setting up ***AutoPay***"



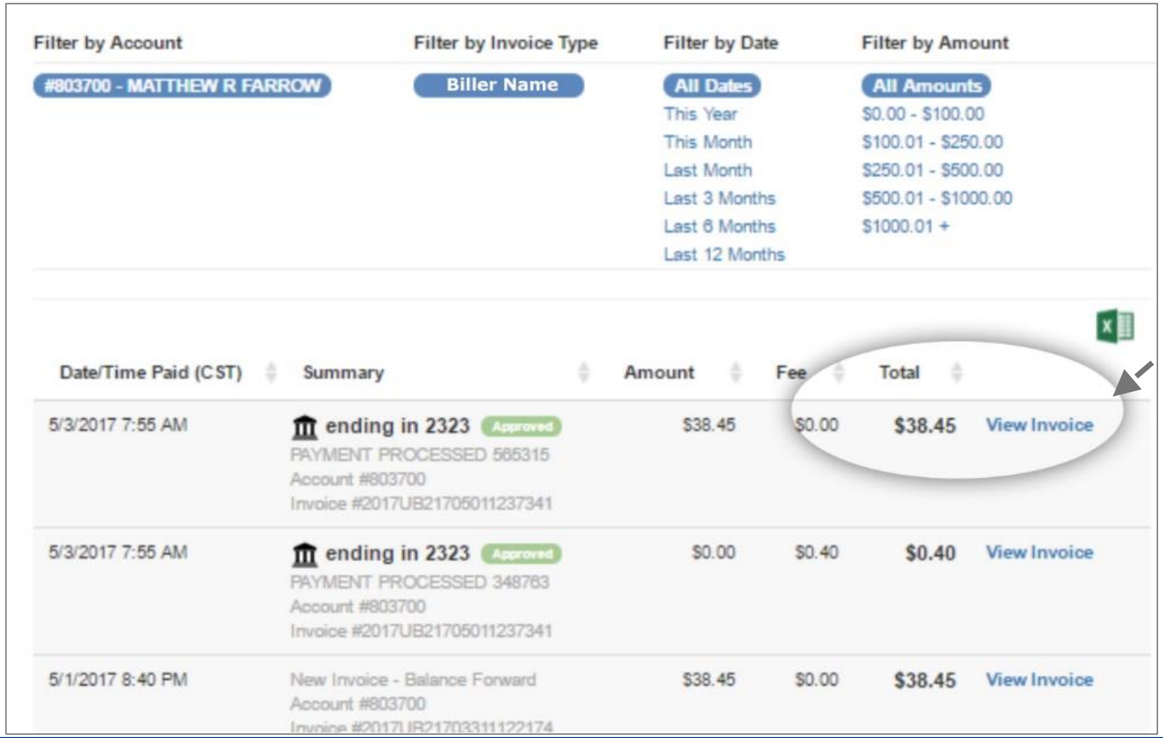


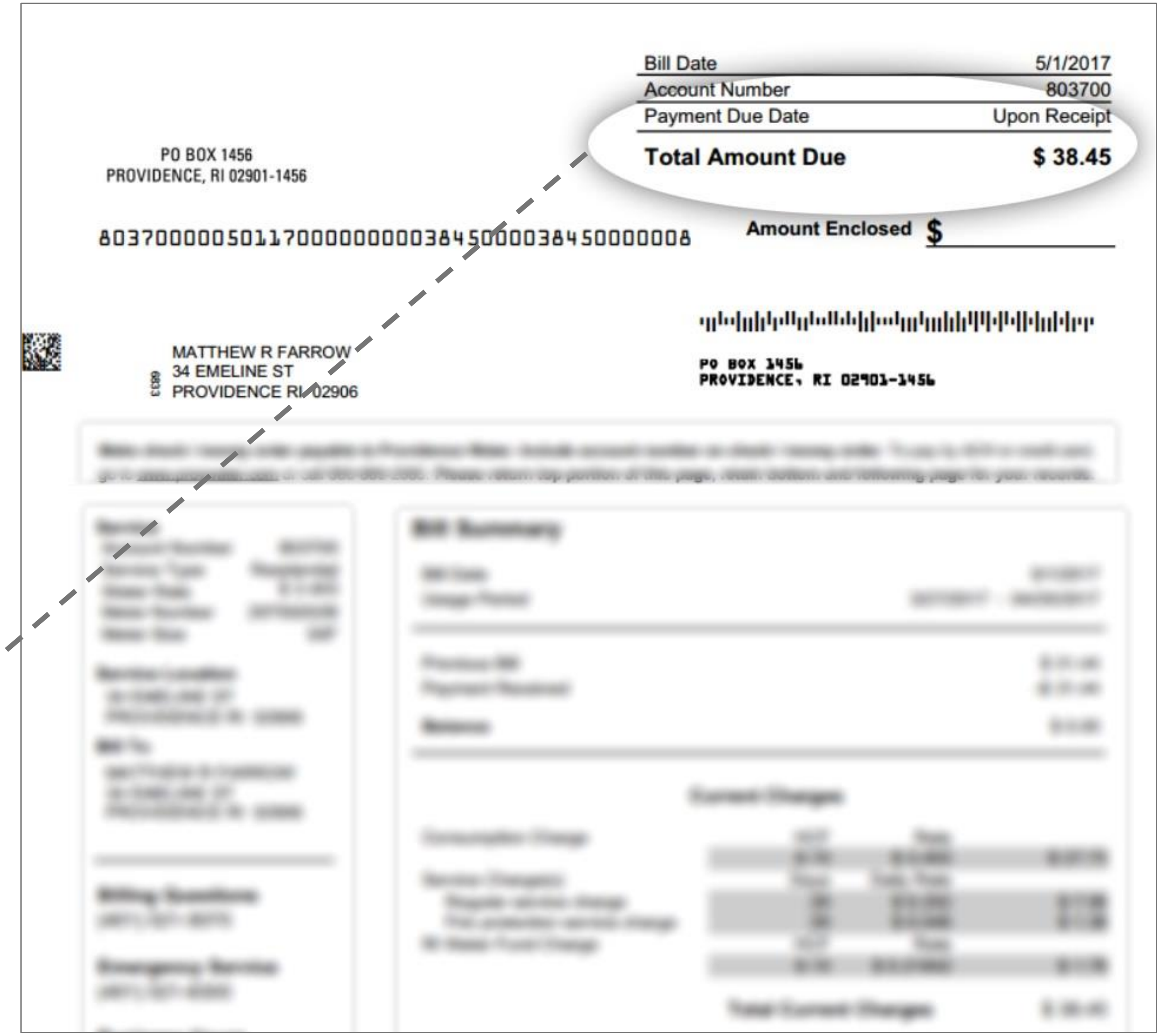
Customer Engagement Point:

Paying a Bill

Bill Presentment

Client billing data is transferred to Invoice Cloud

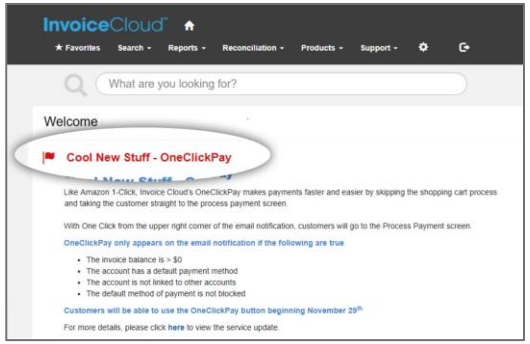


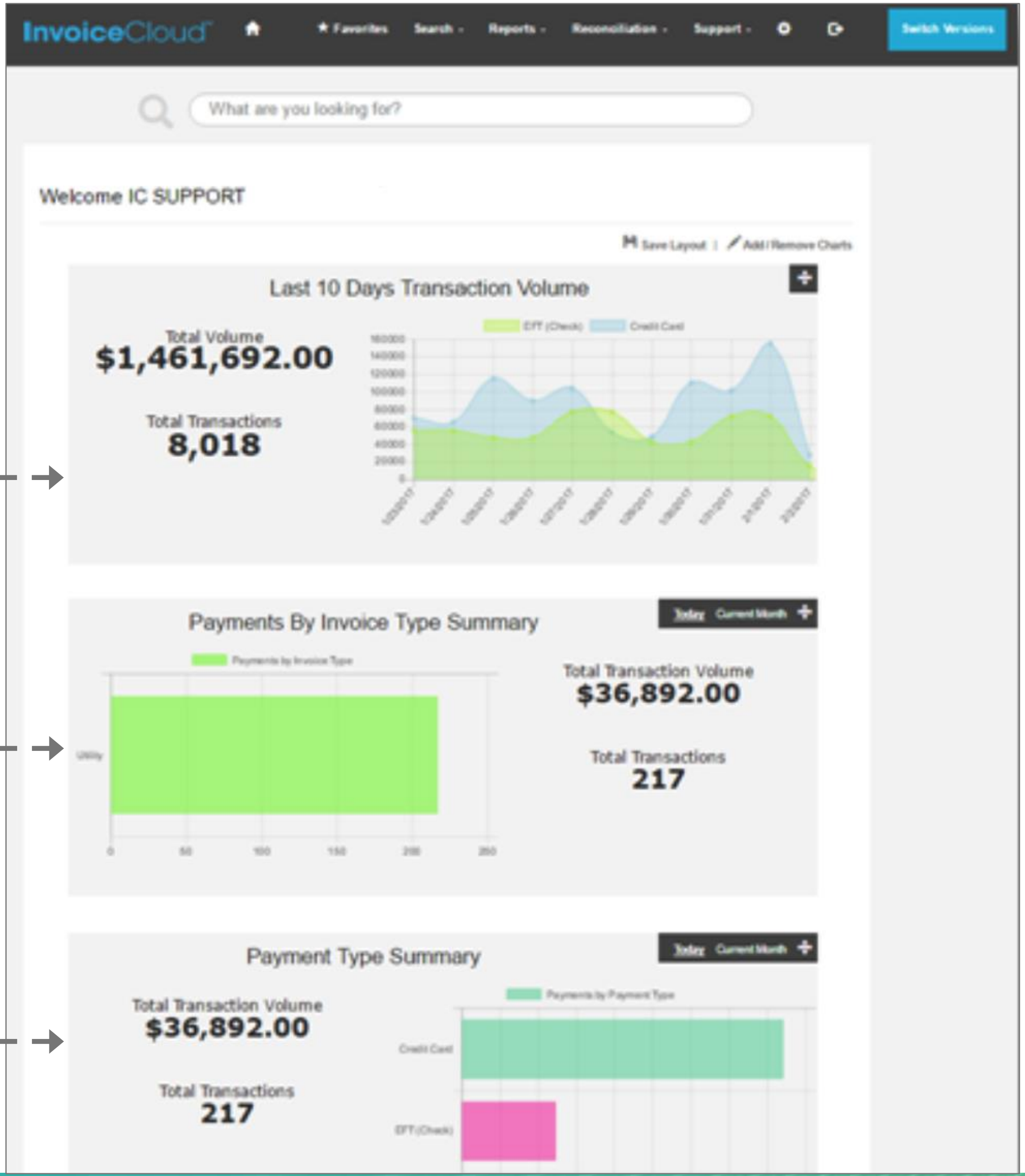


Biller Portal Dashboard

Dashboards on the **Main Screen** can be selected and **sorted by user preference**

View the day’s numbers in several different areas at a glance





Adoption Support:
Customized Marketing to Drive Customer Enrollment

Onsite Collateral

Posters and takeaway cards

Web Content

Visible payment button on home page, FAQs, email blasts and more

Print Material

Graphics files supplied for
use on envelope teasers, bill inserts,
bill messages, newsletters and more

City of Romulus, MI Fees with Invoice Cloud

Monthly Access Fee	$50.00 / month
Invoice Presentment for Paperless Customers 300 (3%) paperless accounts to be converted	$.25 each time a paper invoice not printed
AutoPay / Recurring ACH fee	$.50 / each
ACH Reject / Credit Card Chargeback Fee	$15.00 / each
Credit card machines	Normally 2 provided for no charge, $60 / each 10 machines included for no charge
Online Bank Direct – Capture of online banking checks (paper)	~~$50.00 / month~~ WAIVED $.25 per matched check

City of Romulus, MI Resident Fees with Invoice Cloud

Water, Sewer Invoices

Payment Method	Fee	Limit
Credit Card	$3.95	$350
ACH/eCheck	$1.95	$125,000
IVR Surcharge	$.95	N/A

City of Romulus, MI Resident Fees with Current Vendor

Payment Method	Fee	Limit
Credit Card	$2.50-$11.00	$400
ACH/eCheck	$2.50	??
IVR Surcharge	N/A	

City of Romulus, MI Resident Fees with Invoice Cloud

Tax – Summer & Winter

Payment Method	Fee	Limit
Credit Card	2.95% / $1.95 minimum	$75,000
ACH/eCheck	$1.95	$125,000
IVR Surcharge	$.95	

City of Romulus, MI Resident Fees with Current Vendor

Payment Method	Fee	Limit
Credit Card	2.75% / $2.50 minimum	??
ACH/eCheck	$2.50	??
IVR Surcharge	N/A	

City of Romulus

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