



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. _____

<i>Moved by:</i>	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams
<i>Seconded by:</i>	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams

<i>Ayes:</i>	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams
<i>Nays:</i>	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams
<i>Abstain:</i>	Abdo	Barden	Roscoe	Talley	Wadsworth	Webb	Williams

MOTION CARRIED
UNANIMOUSLY

MOTION CARRIED

MOTION FAILED

InvoiceCloud®

Innovating the Customer Experience

Rich Plese

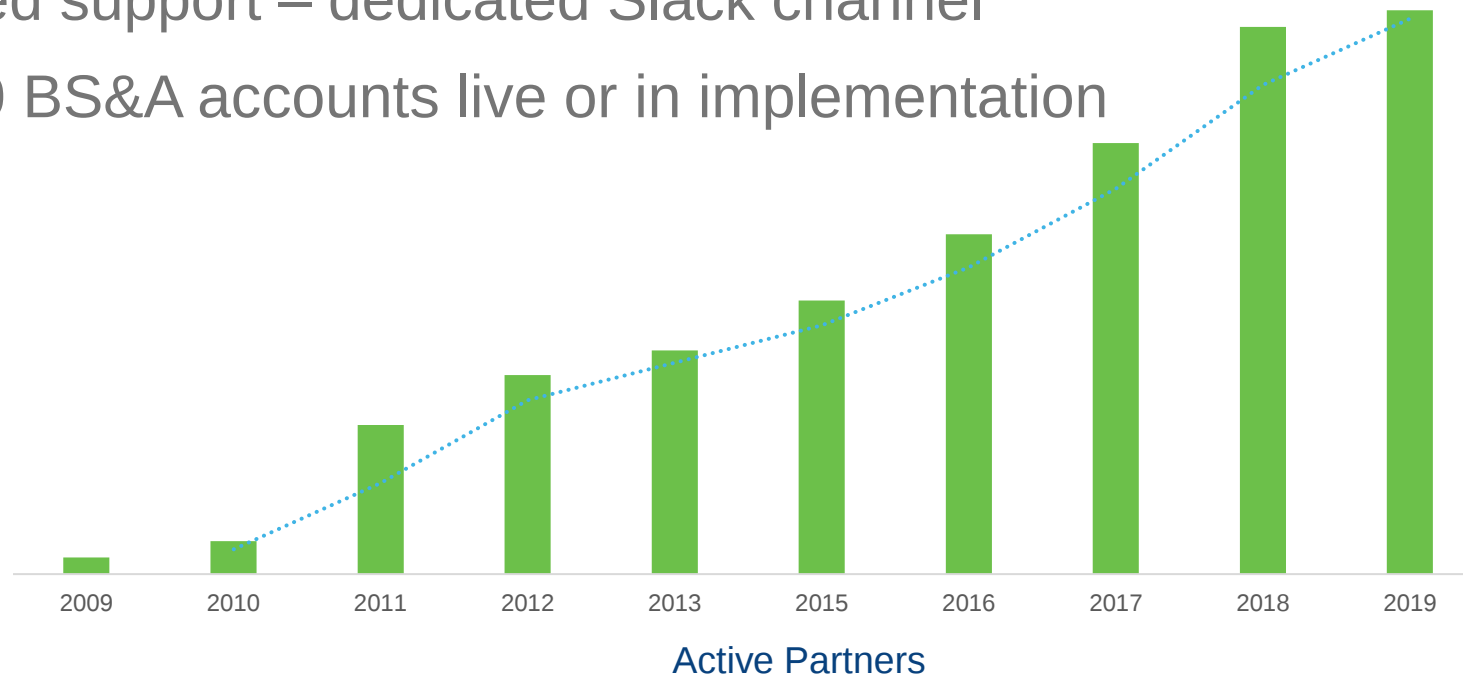
Upper Midwest Regional Director



Software Partner – BS&A

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

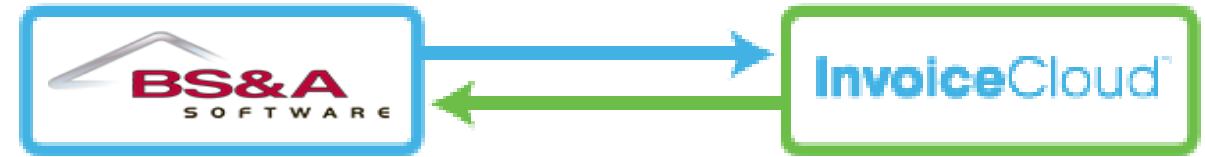
- Tight systems integration
- Real time data exchange – Data Pump & Real Time Data Refresh
- Coordinated support – dedicated Slack channel
- Nearly 100 BS&A accounts live or in implementation



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

The screenshot shows the "Data Pump History" interface. At the top, there are filters for "Data Pump Type" (set to Payments), "Account Number", "Response" (set to All), "Start Date" (5/1/2017), and "End Date" (5/10/2017). A "Submit" button is below these filters. Below the filters is a table with columns: Receipt #, Customer, Pmt, Amount, Delivered, and Options. A callout bubble points to the first row of the table, which is highlighted. The callout bubble contains the text "9:04:21 AM" and "9:04:26 AM", indicating the time taken for the payment to be processed. The "OK" button in the "Options" column of this row is circled in red.

Receipt #	Customer	Pmt	Amount	Delivered	Options
162594766	AARON BANK	9:04:21 AM	\$58.73	9:04:26 AM	OK
162594765	MARK				
162587472	BRITTANY ESSWEIN	0119604-005493 EFT (Check)	AM	AM	OK
162569199	LINDA WITTE	0081950-006818 EFT (Check)	5/10/2018 7:50:46 AM	\$128.53 5/10/2017 7:51:22 AM	OK
162485393	ALEX WESTERHOLD	0117736-003049 Credit Card	5/9/2018 10:18:41 PM	\$142.85 5/9/2017 10:19:06 PM	OK
162479896	ARIEL ZINK	0119638-002972 Credit Card	5/9/2018 9:37:27 PM	\$199.51 5/9/2017 9:38:20 PM	OK
162458622	SHAWN TUHY	0119390-005418 Credit Card	5/9/2018 8:28:55 PM	\$114.21 5/9/2017 8:29:15 PM	OK

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

PAYMENT OPTIONS:



BUSINESS RULES:



NOTIFICATIONS:



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

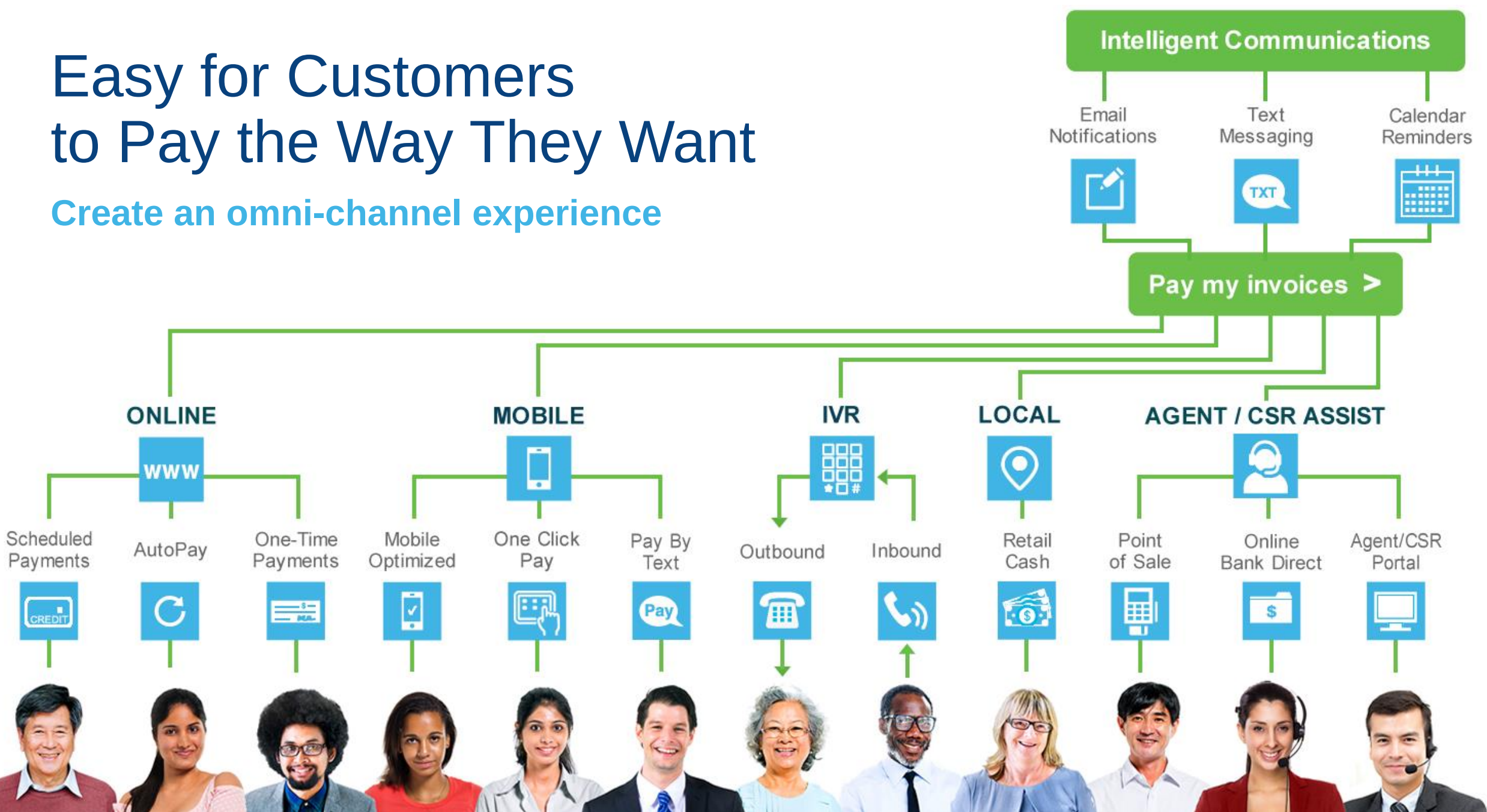
PCI Level 1 Security

Double Data Encryption — the highest level of security



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

City of Romulus

Dear John Doe

Your Auto Payment Date is almost here

This is a reminder of an upcoming AutoPay transaction; no action is required on your part.

Your invoice is scheduled to be paid via AutoPay on 6/1/2018.

Please go to <https://www.invoicecloud.com/mb> and log on to the Customer Portal to review this invoice or to change your AutoPay settings. Changes must be made prior to the payment date above.

AutoPay Details

Account Number: ACCT000000

Invoice Number: INV1234567890

Payment Date: 6/1/2018

City of Romulus

You have a new invoice from Innovative Biller!

OneClickPay using "XX1111"

[View Invoice or Pay Now](#)

Dear Steven L. Smith,

A new invoice is now available to view online.

has implemented a convenient online billing and payment system for you to access and pay your bills. Simply click on the **View Invoice or Pay Now** button to get started. You can review and print your invoice, pay electronically now, or schedule the date your invoice will be paid.

You may also access your invoice via our Customer Portal at <https://www.invoicecloud.com/jsmithtest>.

UPCOMING EVENTS

Date	Event
10/27/2017	Balance Due: \$191.59

Dear Steven,

Second Notice

Your invoice that your bill payment to already paid

FINAL NOTICE

Your payment is pending. If you do not pay this email.

This is the last notice you will receive. Please pay your invoice online.

It is very easy to access your invoice, just click on the **View Invoice or Pay Now** button or log on to our Customer Portal at <https://www.invoicecloud.com/jsmithtest>.

Account Information

Account Number: 1233227

Invoice Number: OWS-74312

Invoice Due Date: 10/27/2017

Balance Due: \$191.59

Customer Engagement Point:

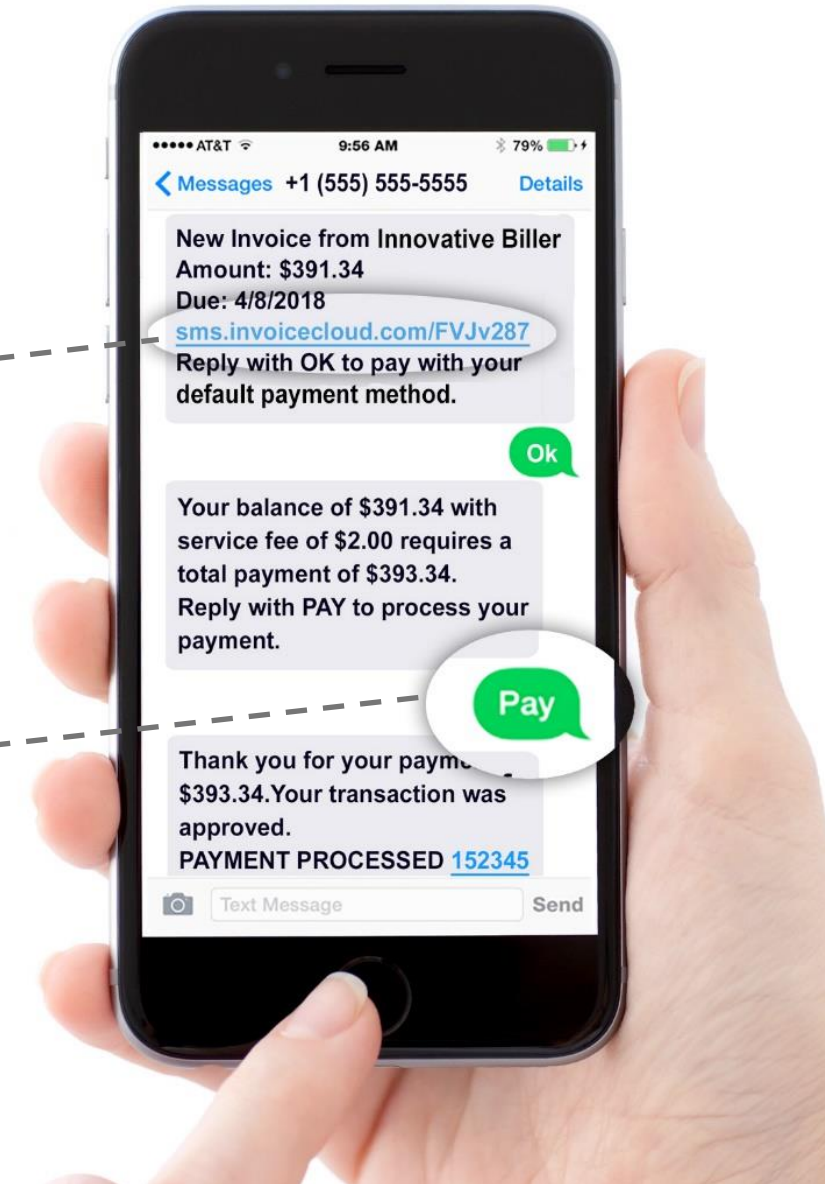
Event Based Reminders

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**”

Payment Options

Payment Information

Review Payment

Review your Information

Your Credit/Debit Card [Edit](#)
Bob Jones
XXXXXXXXXXXX1111
11 / 2020

Billing Address
100 Main Street
Davenport, WI
53718
rjones@gmail.com

☐ Send me Pay by Text messages for future invoices

☐ I would like to signup for AutoPay

☐ I would like to sign up for Paperless

Payment Summary

Invoice #	Amount
20200207-UB-04314-01031 - View	\$38.30
SUBTOTAL	\$38.30
SERVICE FEE *	+ \$4.95
GRAND TOTAL	\$43.25

Process Payment \$43.25

Payer agrees to the [Invoice Cloud Payer Terms and Conditions](#)
* If you have a question on the bill, please contact us at (734) 384-9140.
Service fees are non-refundable. If you think there is an error on the Credit/Debit Card, ACH or Service Fee charge, please contact Invoice Cloud Customer Service at 877-256-8330, Option 2.

Thank you for your payment!

A Receipt for this transaction has been sent via email for your records.
 [Click here to Print a receipt with additional details](#)

Total Payment Amount
\$951.89

Payment Message
APPROVED 343131

Payment Method
Visa
XXXXXXXXXXXX1111

Reduce clutter and help the environment – by Going Paperless.
Did you know? Getting rid of half of US invoices (12 billion pieces of paper) means saving almost one million trees and 240,000 tons of paper every year. PayStream Advisors 2010

Go Paperless

Minimize the time you spend paying bills – by signing up for AutoPay.
You no longer need to worry about making sure you send a payment early to avoid late fees. You don't even need to go online to schedule a payment. With AutoPay, that is done for you. Your bill will be paid on the due date.

Sign up for AutoPay

Customer Engagement Point:

Paying a Bill

Bill Presentment

Client billing data is transferred to Invoice Cloud

Filter by Account	Filter by Invoice Type	Filter by Date	Filter by Amount
#803700 - MATTHEW R FARROW	Biller Name	All Dates	All Amounts
		This Year	\$0.00 - \$100.00
		This Month	\$100.01 - \$250.00
		Last Month	\$250.01 - \$500.00
		Last 3 Months	\$500.01 - \$1000.00
		Last 6 Months	\$1000.01 +
		Last 12 Months	

Date/Time Paid (CST)	Summary	Amount	Fee	Total	
5/3/2017 7:55 AM	 ending in 2323 Approved PAYMENT PROCESSED 565315 Account #803700 Invoice #2017UB21705011237341	\$38.45	\$0.00	\$38.45	View Invoice
5/3/2017 7:55 AM	 ending in 2323 Approved PAYMENT PROCESSED 348763 Account #803700 Invoice #2017UB21705011237341	\$0.00	\$0.40	\$0.40	View Invoice
5/1/2017 8:40 PM	New Invoice - Balance Forward Account #803700 Invoice #2017UB2170331122174	\$38.45	\$0.00	\$38.45	View Invoice

PO BOX 1456
PROVIDENCE, RI 02901-1456

803700000501170000000003845000038450000008

MATTHEW R FARROW
34 EMELINE ST
PROVIDENCE RI 02906

Bill Date5/1/2017
Account Number803700
Payment Due DateUpon Receipt

Total Amount Due\$ 38.45

Amount Enclosed \$

PO BOX 1456
PROVIDENCE, RI 02901-1456

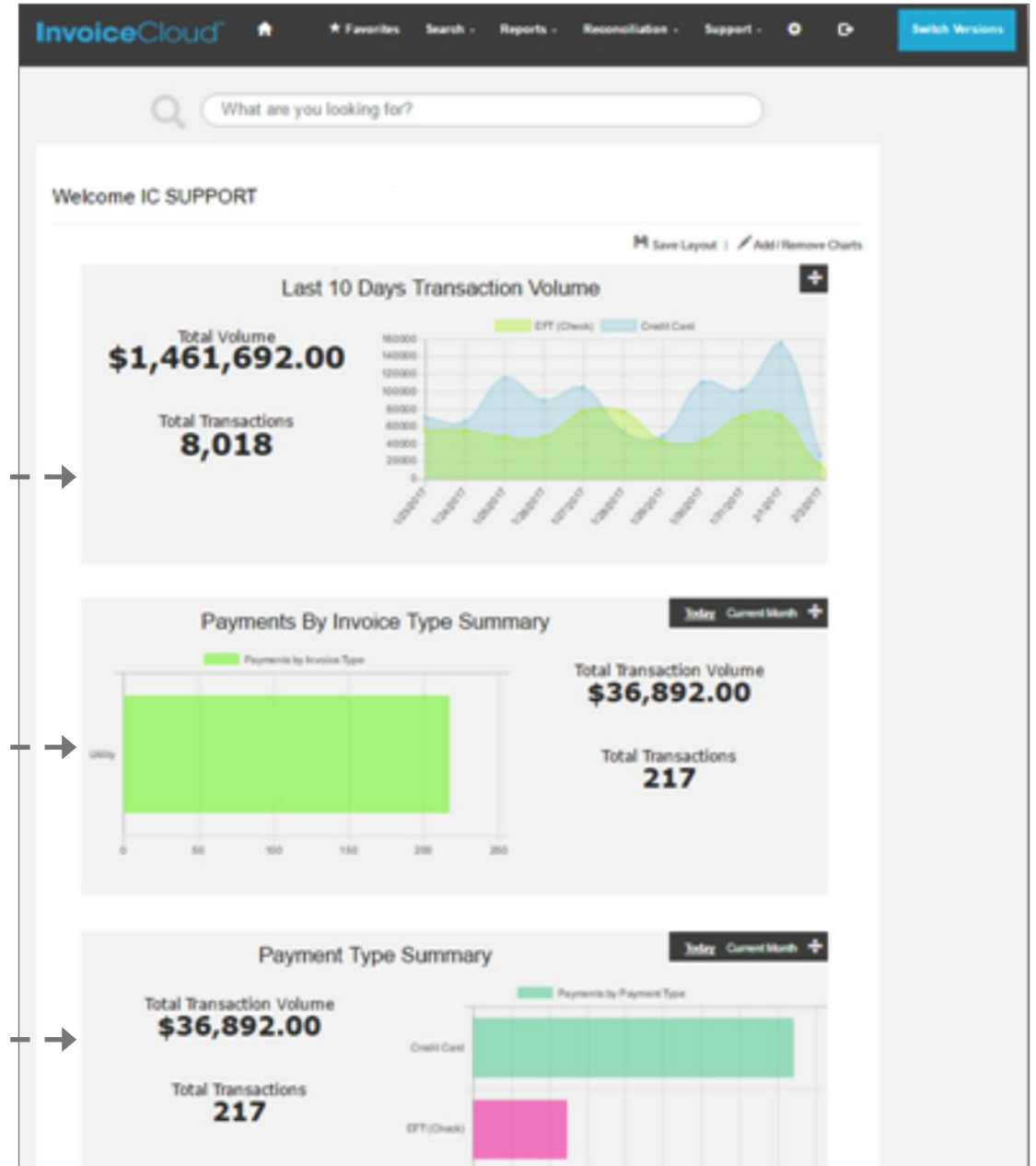
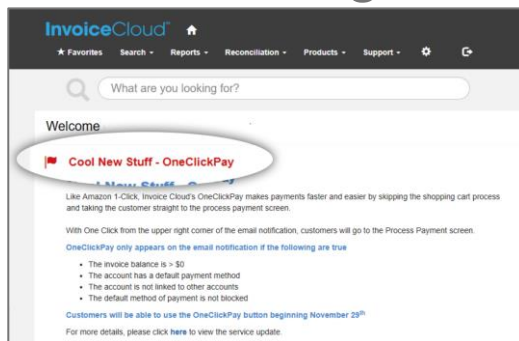
Bill Summary

Current Charges

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

Adjournment - Motion to adjourn the Special Meetin

Council Meeting Held:

August 10, 2020

Item No. A.

General Description: Motion to Adjourn

Resolution No. _____

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