



## Agenda Statement

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**File #:** 19-0208      **Version:** 1  
**Type:** Report      **Status:** Filed  
**File created:** 5/1/2019      **In control:** City Council  
**On agenda:** 5/8/2019      **Final action:** 5/8/2019  
**Title:** Implementation of Online Billing/Payments Platform: Xpress Bill Pay  
**Sponsors:** City Council  
**Indexes:**  
**Code sections:**  
**Attachments:**

Date	Ver.	Action By	Action	Result
5/8/2019	1	City Council		received and filed

**ITEM TITLE:**

Implementation of Online Billing/Payments Platform: Xpress Bill Pay

**SUBMITTED BY:** Brian Carlson, Finance Director

**FISCAL NOTES:**

Expenditure Required: n/a  
Unencumbered Balance: n/a  
Funding Source: n/a

**RECOMMENDATION:**

Receive and file

**SUMMARY STATEMENT:**

In March, following an RFP, Finance staff implemented Xpress Bill Pay for web-based billing and payments. This service applies to all operations except for Ports/Harbor and Civic Center movies.

Below are points of interest since implementation:

- Utilization among utility and AR customers is 15%
- 156 customers have established online accounts
- 67 have requested paperless billing
- 81 have established auto-pay features
- 377 transactions totaling \$37K have been processed online without direct involvement from COV staff

- Total merchant fees rates have been reduced by approximately 46%

There remain some shortcomings which staff is working to rectify. They are:

- Lack of efficient point-of-sale accessories to enable Civic Center movies to use the system (too slow for movie lines). Finance and Civic Center staff have a temporary solution in place while we work toward a long-term solution.
- Property tax bills are not yet viewable, though property tax payments can be made. Staff is working with XBP technicians, and anticipates this being solved prior to mailing 2019 bills.
- AR customers can view/pay statements, but cannot view individual invoices through the billing platform.