



## Legislation Text

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**File #:** 19-0208, **Version:** 1

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### **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.