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**Meeting Date**

May 16, 2023

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**New Business Item #2**

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**Subject**

Agreement with Invoice Cloud for Payment Interface with Caselle ERP Software

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**Recommendation**

Staff recommends the Board of Directors approve the Biller Agreement with Invoice Cloud as proposed and discussed.

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**Background/Analysis**

For several years, BWA has utilized a third-party service for online bill payment processing. Although this service provided convenience for many customers and helped to reduce staff workload, the service has not been updated adequately to accommodate evolving technologies or customer expectations. Because of this, BWA has regularly received customer complaints concerning the current interface, the most common of which include:

1. The interface is not mobile-friendly.
2. The interface does not store credit card information for customers not on autopay.
3. Customers must enter their personal information (name, address, phone) each time they make a payment.
4. It is difficult to enroll in autopay.
5. It is difficult to update credit card information for autopay customers.
6. There is no integration with our WaterSmart portal, so customers are not able to pay their bill while in WaterSmart.

Staff have long been interested in addressing our customers' concerns and improving the billing interface. However, considerations involving the Authority's Enterprise Resource Planning (ERP) Software have hindered these efforts. The March 2023 BWA Board approval of the contract with Caselle, Inc. for ERP software necessitates the evaluation of options for the payment interface with the Caselle software since the current payment interface is built into the OpenGov software and cannot be moved over to Caselle's software.

Staff evaluated the three payment interface options with Caselle based on customer concerns described above, as well as the functionality, features, and cost of each option. The Invoice Cloud solution best addresses the customer concerns listed above, while providing enhanced functionality that is not available with the other two options. Invoice Cloud is mobile-friendly with a user-friendly interface. The platform can store customer payment information (with customer approval) even if the customer is not on autopay. Additional features include two (2) automated reminders sent to customers each month (with links to pay included), automated notification of credit card expiring (with a link to update), the addition of an e-check payment option, and an Interactive Voice Response (IVR) system for customers who prefer to call in to make a payment. Invoice Cloud is also fully integrated with WaterSmart, and the payment page is embedded within the WaterSmart portal. A single sign-on works for both the payment interface and WaterSmart.

From a staff perspective, Invoice Cloud replaces our current credit card processor, as well as our electronic check consolidator and our merchant services vendor. All credit card payments, ACH bank draft payments, and electronic check payments will be processed through Invoice Cloud, which will streamline reconciliation. Both Invoice Cloud and Caselle will waive implementation costs for this solution.

# ***Staff Report***

## **Financial Impact**

Based on current transaction numbers, the impact on the 2024 budget should be approximately \$12,000. Staff does not anticipate an impact on the 2023 budget as no costs will be incurred until full functionality of the Caselle software has been achieved and we begin taking payments through Invoice Cloud.