

City of Bloomington Utility Billing System Conversion

March 12th through March 22nd



Summary

History: The City moved to current ERP system Tyler Munis in 2011
Utility Billing was to be one of the final conversions

Goals: Staff: Efficient operations – system integration
Residents: Convenience - modernization

Conversion: Data for +30,000 utility accounts
Roll out of the payment portal platform – Invoice Cloud
3 years in the making (IT, Finance, Public Works)



The Benefits

Expanded Payment and Communication
Options



Easy for Customers to Pay the Way They Want

Create an omni-channel experience

Intelligent communications



Email notifications



Text messaging



Calendar Reminders

Pay my invoices



Online



Mobile



IVR



Local



Agent / CSR Assist



Scheduled payments



AutoPay



One-time payments



Mobile optimized



One-click pay



Pay by text



Outbound



Inbound



Retail Cash



Point of Sale



Online bank direct



Agent / CSR portal



Customer Engagement Point:

1. Paying a Bill + Receipt

Payment Options Payment Information **Review Payment**

Review your Information

Your Credit/Debit Card Edit	Billing Address
MONROE REAL ESTATE XXXXXXXXXXXX1111 3 / 2020 VISA	10 Main St Boston, MA 02111

Send me Pay by Text messages for future invoices ←

I would like to sign up for AutoPay ←

I would like to sign up for Paperless ←

Payment Summary

Invoice #	Amount
20200110-UB-31028-00574 - View	\$5.00
SUBTOTAL	\$5.00
SERVICE FEE *	+\$4.95
GRAND TOTAL	\$9.95

[Process Payment \\$9.95](#)

Paper aligns to the Invoice Cloud Paper Terms and Conditions [C](#)

* If you have a question on the bill, please contact us at (773) 334-0190.
Service fees are non-refundable. If you have items to be added on the Credit/Debit Card, ACH or Service Fee charge, please contact Invoice Cloud Customer Service at (773) 294-0236, Option 2.

Leverages out of sight, out of mind and
increases on-time payments
while decreasing disconnects

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 321231

Payment Method
Visa
XXXXXXXXXXXXXXXX1111

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 242,000 tons of paper every year. PayStream Adoption 2019

[Go Paperless](#)

Save time and money by signing up for AutoPay.
You no longer need to worry about making sure you send a payment early to avoid late fees. You even need sign online to schedule a payment. With AutoPay, that is done for you. Your bill will be on the due date.

[Sign up for AutoPay](#)

Dear Deane Ads

Thank you for your payment to Pearlyth County 0885. Your payment has been successfully processed and your account has been updated.

You will continue to receive an email each time a bill is ready for your review. This is an easy way to access, review and pay your bills.

If you haven't already gone paperless, please consider helping the environment, reducing your clutter and supporting our green strategy by opting to move to paperless billing in your next billing cycle. You will always have the option to print your bill directly from your computer if you need it for your records.

To go paperless, log on to your account at <http://www.pearlythads.com/next> and select paperless options under My Profile. Then check the box, I want to go Paperless box and press update.

If you have any questions regarding your account, please email us at help@pearlythads.com and include your account number, first name and last name on the account.

Thank you for being a valued customer.

Payment Confirmation

Account Number:	1081
Invoice Number:	1081 1207
Payment Amount:	\$1.00
Message:	APPROVED 321231

"I already took care of my bill by setting up **AutoPay**"

Email receipt is branded for the biller

What Residents Need to Know

- > System Down from March 12th to March 22nd
- > Account Number and Bill Format will change
- > Auto Payment and E-delivery options will need reset



System Down

Our payment and billing system will be down from March 12th at 4:30 PM, through March 22nd, which means bills and payments cannot be processed during this period. However, mail-in and drop off payments will be accepted – and posted after the conversion.

Given this, no late fees will be assessed on accounts from March 12th through April 30th.



Account Number – Bill Format

Your account number will change – which is the key to transacting online.

New bills will be sent out beginning the week of March 29th. If you were scheduled to receive a bill during the shutdown, it will be sent out that week. New bills will include a “How to Read Your Bill” insert. Instructions will also be available on the City’s website.

If you mail in your payment, no processes will change. Please continue to make your payment using your current bill – until the new ones begin to be issued.



Auto Payment / E-Delivery

All autopayment customers, either via credit card or direct debit to your bank account, need to re-enroll for these processes. Instructions on how to do this will be available on the City's website.

Note: If you had an autopayment scheduled to be processed after March 12th, you will need to process a one-time payment for your current bill, and then re-enroll for autopay on the date desired. Instructions on how to do this will be available on the City's website.

If you have signed up for Paperless bills, you will also need to re-enroll online.

In order to enroll in anything online you must have your new customer account number which you can obtain by waiting for your first bill or by calling the City beginning March 23rd at 309-434-2426.

Conclusion

We apologize for the inconvenience.
It will be worth it!

Questions??

