



MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

10/08/2020

A. MANAGER'S MEMORANDUM

Source:
1. Finance Department

Subject:
New Electronic Payment Option for
General Billing

Action:
FYI

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: October 8, 2020

TO: Doug Krieger, City Manager

FROM: Rachel Mayer, Finance Director

SUBJECT: New Electronic Payment Option for General Billing

PURPOSE:

To provide City Council with information regarding a new electronic payment option for general, non-utility billing customers to view and pay bills using the Citizen Self Service (CSS) portal associated with the City's ERP.

BACKGROUND:

Prior to the COVID-19 pandemic, the Finance Department recognized the need to increase options for customers to view and pay City bills electronically and began looking at options to add online payments within the City's existing software platforms, specifically, GovQA, the City's citizen help center, and Munis, the City's ERP.

In July 2020, Finance launched an online payment system that allows businesses to submit their local Food and Beverage, Hotel/Motel and Motor Fuel tax documentation and payments online. Since rollout, the early adoption rate is approximately six percent of registered Food and Beverage taxpayers. As of September 1, online submission of tax paperwork is mandatory, and staff is contacting businesses that continue to send paperwork by mail.

Following this implementation, Finance staff then turned its attention to general, non-utility billing, which includes, but is not limited to, items such as fire alarm monitoring, police services, and claims for damage to City property. Currently, when a City customer receives a general billing item, they are required to pay by sending a check by mail, calling the call center, or paying the bill in person. Until now, there were no options for customers to view or pay their bills online.

One of the components of the General Revenues module of Tyler Munis is a customer portal called Citizen Self Service (CSS). The portal allows customers to view and pay their general billing invoices online. CSS was not implemented with the original implementation of the ERP Financial and General Revenue modules in January 2018 because staff wanted to verify the implementation worked properly before adding the portal.

DISCUSSION:

Over the last two months, staff has worked with Tyler Munis to create and test the CSS online general billing portal. In October, Finance will begin to roll out CSS to its general billing customers. In addition to a secure online payment, customers will have the option to continue to submit payments via mail, placing them in the drop box in the lower level of the Municipal Center garage and in person.

Communications Plan

The Communications Team and Finance Department have developed a communications plan to notify general billing customers. The plan includes direct communications to general billing customers as well as providing information on the City's website. Starting in October, when a general billing customer is sent an invoice, the envelope will also contain a flyer explaining CSS and how to access it. Information about CSS and the other online payment options are available on the City's website at www.naperville.il.us/general-billing.

RECOMMENDATION:

Include this information in the October 8, 2020 MM.