

Olivehurst Public Utility District

Agenda Item Staff Report



Meeting Date: April 21, 2022

Item description/summary:

InvoiceCloud CheckFreePay:

This InvoiceCloud feature allows OPUD utility customers to pay their bills at retail locations including Cloverdale Market in Olivehurst and other close retail locations (See attached). OPUD is already set-up to process this option.

Fiscal Analysis:

Processing cost of 25 cents per transactions to be paid by OPUD. Convenience Fee of \$1.50 for- 2 day processing and \$2.50 for next business day paid by customer.

Employee Feedback

Sample Motion:

Approve options and authorize Financial Manager to sign on for CheckFreePay.

Prepared by:

Karin Helvey – Financial Manager

What fees are applicable to the payer?

- **The fee is based on Payer's choice of delivery:**
 - **Standard** – \$1.50, payment in 2 business days
 - **Expedited** – \$2.50, payment in the next business day.
This needs to be keyed in at the agent location or entered prior to 7p Eastern for next business day delivery.
 - **Exception: both Walmart and Kroger stores offer the next day delivery option only at \$1.50 price point.**

What fees are applicable to the Olivehurst PUD?

- ~~\$50 per month online bank direct access fee~~
- \$0.25 per transaction (processing fee)

Add On Order Form: There is no set up fee, just need paperwork signed off on to begin the work in getting this ready for you

How do billers typically communicate locations available for payment and their cost to payers?

- Billers will usually post on their site the cash retail Walk-in Payment Locations (I can send you that)
- Let them know that there is a Fee incurred (that you receive no part of), and that their payment could take 1-3 business days to be credited to the consumer's account.

LOCATIONS IN THE SAME ZIP CODE

CLOVERLEAF MARKET

5780 FEATHER RIVER BOULEVARD

OLIVEHURST, CA 95961

Tel: 530.742.2963

Sunday: 8:00 AM - 9:00 PM

Monday: 8:00 AM - 9:00 PM

Tuesday: 8:00 AM - 9:00 PM

Wednesday: 8:00 AM - 9:00 PM

Thursday: 8:00 AM - 9:00 PM

Friday: 8:00 AM - 9:00 PM

Saturday: 8:00 AM - 9:00 PM

LOCATIONS OUTSIDE THE ZIP CODE AND WITHIN 10 MILES

EL TORO LOCO #5

240 GARDEN HIGHWAY

YUBA CITY, CA 95991

Tel: 530.673.1500

Sunday: 6:00 AM - 11:00 PM

DISCOTECA VALLARTA

637 PLUMAS ST

YUBA CITY, CA 95991

Tel: 530.673.5273

Sunday: 10:00 AM - 8:00 PM

Monday: 6:00 AM - 11:00 PM
Tuesday: 6:00 AM - 11:00 PM
Wednesday: 6:00 AM - 11:00 PM
Thursday: 6:00 AM - 11:00 PM
Friday: 6:00 AM - 11:00 PM
Saturday: 6:00 AM - 11:00 PM

CA CHECK CASHING STORES #649

1222 COLUSA AVE. SUITE A
YUBA CITY, CA 95991
Tel: 530.671.7696
Sunday: 10:00 AM - 5:00 PM
Monday: 8:00 AM - 8:00 PM
Tuesday: 8:00 AM - 8:00 PM
Wednesday: 8:00 AM - 8:00 PM
Thursday: 8:00 AM - 8:00 PM
Friday: 8:00 AM - 8:00 PM
Saturday: 9:00 AM - 6:00 PM

ACE CASH EXPRESS #4093

6000 LINDHURST
MARYSVILLE, CA 95901
Tel: 530.741.0464
Sunday: 10:00 AM - 3:00 PM
Monday: 9:00 AM - 7:00 PM
Tuesday: 9:00 AM - 7:00 PM
Wednesday: 9:00 AM - 7:00 PM
Thursday: 9:00 AM - 7:00 PM
Friday: 9:00 AM - 8:00 PM
Saturday: 9:00 AM - 6:00 PM

ACE CASH EXPRESS #4338

729 EAST STREET
MARYSVILLE, CA 95901
Tel: 530.749.9928
Sunday: Closed
Monday: 8:00 AM - 6:00 PM
Tuesday: 8:00 AM - 6:00 PM
Wednesday: 8:00 AM - 6:00 PM
Thursday: 8:00 AM - 6:00 PM
Friday: 8:00 AM - 6:00 PM
Saturday: 8:00 AM - 5:00 PM

Monday: 10:00 AM - 9:00 PM
Tuesday: 10:00 AM - 9:00 PM
Wednesday: 10:00 AM - 9:00 PM
Thursday: 10:00 AM - 9:00 PM
Friday: 10:00 AM - 9:00 PM
Saturday: 10:00 AM - 9:00 PM

WAL-MART STORES, INC #01903

1150 HARTER ROAD
YUBA CITY, CA 95993
Tel: 530.751.0130
Sunday: 8:00 AM - 9:00 PM
Monday: 8:00 AM - 9:00 PM
Tuesday: 8:00 AM - 9:00 PM
Wednesday: 8:00 AM - 9:00 PM
Thursday: 8:00 AM - 9:00 PM
Friday: 8:00 AM - 9:00 PM
Saturday: 8:00 AM - 9:00 PM

WAL-MART STORES, INC #05136

1131 NORTH BEALE ROAD
MARYSVILLE, CA 95901
Tel: 530.634.9751
Sunday: Closed
Monday: 8:00 AM - 9:00 PM
Tuesday: 8:00 AM - 9:00 PM
Wednesday: 8:00 AM - 9:00 PM
Thursday: 8:00 AM - 9:00 PM
Friday: 8:00 AM - 9:00 PM
Saturday: Closed

EL TORO LOCO MARKET #20

1822 N BEALE RD
MARYSVILLE, CA 95901
Tel: 530.329.8613
Sunday: 7:00 AM - 5:00 PM
Monday: 7:00 AM - 5:00 PM
Tuesday: 7:00 AM - 5:30 PM
Wednesday: 7:00 AM - 5:00 PM
Thursday: 7:00 AM - 5:00 PM
Friday: 7:00 AM - 5:00 PM
Saturday: 7:00 AM - 5:00 PM

Provide on-the-go payment options with CheckFreePay

InvoiceCloud®

Increasingly customers like to pay their bills online. But what happens when people are not in front of or don't have a computer? Often, they simply forget to pay. Giving your customers the option to pay bills on-the-go can improve the customer experience and help increase on-time payments.

With CheckFreePay, your customers can pay their bills at retail stores like Walmart and Kroger, as well as select CVS, 7-11, Walgreens, and more. The customer gives their bill to a customer service representative and pays in cash. The transaction processes digitally and the payment data is passed to Invoice Cloud where it is matched against the customer's invoice. Once complete, you get the benefit of the reporting on these transactions in the Invoice Cloud biller portal, under Online Bank Direct*.



KEY BENEFITS

- ▶ Secure method for cash payments
- ▶ Increased customer satisfaction
- ▶ Reduced foot traffic in the office
- ▶ Improved collections efficiencies
- ▶ Added payment flexibility for unbanked / underbanked customers
- ▶ Increased on-time payments
- ▶ No limit on in-person cash payments
- ▶ Simplified reconciliations with easy-to-export reports

For more information about CheckFreePay contact us today.

*Biller must be using Invoice Cloud's Online Bank Direct product to sign up for CheckFreePay.

InvoiceCloud®

Mike Jacobs

Customer Success Manager

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