INVOICECLOUD

FEES APPLY
NO CHARGES

- REGISTRATION FOR ONLINE ACCOUNT
- ACCESS TO ELECTRONIC BILL PRESENTATION
- TEXT AND E-MAIL NOTIFICATIONS
COSTS CHARGED TO DISTRICT AUTHORITY

➢ OFFSETTING COST SAVINGS

➢ AVAILABLE TO ALL CUSTOMERS

➢ COST IS RECUPERATED IN AN EQUITABLE MANNER

➢ INCLUDED IN 2018 RATE INCREASE
CURRENT ACTIVITY COST TO PROCESS PAYMENTS

• AVG. WAGES & BENEFITS OF ACCOUNT CLERKS II:
  = $40/HOUR        = $0.67/MINUTE

• TIME ESTIMATE TO CURRENTLY PROCESS 1 PAYMENT
  1 MINUTE = $0.67

• COST TO PRINT AND MAIL REGULAR MONTHLY BILL
  $.60 / BILL
## COSTS CHARGED TO DISTRICT

<table>
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<tr>
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<th>Setup</th>
<th>Annual</th>
<th>Per Item</th>
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<tr>
<td>Harris</td>
<td>250.00</td>
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<tr>
<td>Invoice Cloud</td>
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<tr>
<td>E-Portal</td>
<td></td>
<td>600.00</td>
<td>0.40</td>
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<tr>
<td>Online Bank Direct</td>
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<tr>
<td></td>
<td>$250.00</td>
<td>$1,500.00</td>
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</table>

E-Portal: $31,200.00 100% Participation
Access & Account Information
Online Bank Direct: $4,500.00 18,000 items/year

**Total Cost to OPUD / Year:** $35,700.00 Annually
**Initial Setup / 1 Time:** 250.00
INVOICECLOUD CONVENIENCE FEES
UTILITY PAYMENTS

• CREDIT CARDS ** $2.95
• DEBIT CARDS ** $2.95
• E-CHECK/ACH $2.95
• PHONE PAY (IVR) $3.95
• PAYNEARME 1.99

** $400.00 TRANSACTION MAX
• UTILITY PAYMENTS – Paper Bills
CONVENIENCE FEE - UTILITY PAYMENTS

ABSORP OR RECUPERATE?

➢ NOT ENOUGH OFFSETTING COST SAVINGS TO ABSORP ($2.95-$0.67 = $2.28)

➢ NOT USED BY ALL CUSTOMERS = DISCOUNTED BILL AMOUNT FOR CREDIT CARD CUSTOMERS

➢ COST TO DISTRICT:
  ➢ 40% (2,800 Credit Card payments/month) = $76,000/YEAR

➢ DOES NOT MEET EQUITABLE MANNER GUIDELINE
• UTILITY PAYMENTS – Paperless
CONVENIENCE FEE - UTILITY PAYMENTS

ABSORP OR RECUPERATE?

➢ NOT ENOUGH OFFSETTING COST SAVINGS TO ABSORP
   ($2.95 - $0.67 - $0.60 = $1.68)

➢ NOT USED BY ALL CUSTOMERS = DISCOUNTED BILL AMOUNT FOR CREDIT CARD CUSTOMERS

➢ COST TO DISTRICT:
   ➢ 40% BUY-IN = $56,400/YEAR

➢ DOES NOT MEET EQUITABLE MANNER GUIDELINE

➢ POSSIBILITy OF PASSING ON COST SAVINGS TO PARTICIPATING CUSTOMERS
• MISCELLANEOUS PAYMENTS
INVOICECLOUD CONVENIENCE FEES
MISCELLANEOUS PAYMENTS

• CREDIT CARDS 2.5%
• DEBIT CARDS 2.5%
• E-CHECK $1.95
CONVENIENCE FEE – MISCELLANEOUS PAYMENTS

Achsel or recuperate?

Cost to District:

✓ Transaction volume unknown
✓ Absorbed by general fund or capacity fees
✓ Discounted fees for customers using e-portal
WHAT IS BANK DIRECT?

• “BACK-END” PROCESSING FEATURE

• 48 HOUR PROCESSING TIME FOR PAYMENTS INITIATED AT OPUD CUSTOMERS’ PERSONAL BANKS

• SUBJECT TO CONDITIONS AND CHARGES OF OPUD CUSTOMERS’ PERSONAL BANKS USED
HOW DOES BANK DIRECT WORK?

- A customer goes to their personal banking website, such as Bank of America, and submits a payment.
- The online bank payment is automatically uploaded to the client's biller portal and matched against open invoices.
- Client reviews the pending payment files and finalizes payments with one click.
- The customer, if a registered user, will receive an email confirming that his/her online bank payment was received.
- Client can access reports for processed payments, reconciliation, deposits and more in the Online Bank Direct section of the biller portal.
WHO OFFERS BANK DIRECT

• FINANCIAL INSTITUTIONS USING
  • FISERVE
  • MASTERCARD RPPS