Agenda Item No. F12

DATE SUBMITTED	March 9, 2022	COUNCIL ACTION	(x)
		PUBLIC HEARING REQUIRED	( )
SUBMITTED BY	Laura Gutierrez	RESOLUTION	( )
		ORDINANCE 1ST READING	( )
DATE ACTION REQUIRED	March 16, 2022	ORDINANCE 2ND READING	( )
		CITY CLERK'S INITIALS	

IMPERIAL CITY COUNCIL
AGENDA ITEM

SUBJECT: **DISCUSSION/ACTION – APPROVAL OF INVOICECLOUD ELECTRONIC PAYMENT PORTAL.**

APPROVE/DISAPPROVE OF INVOICECLOUD ELECTRONIC PAYMENT PORTAL FOR UTILITY BILLING AND OTHER ONLINE TRANSACTIONS.

DEPARTMENTINVOLVED: **INFORMATION TECHNOLOGY AND ADMINISTRATIVE SERVICES**

BACKGROUND/SUMMARY:

In 2007 the City of Imperial first implemented the I-WEB Portal to receive electronically utility billing payments. At the time, Imperial was the first City was an online payment platform. After 15 years of maintaining the I-WEB Portal inhouse, as the City's customer base continues to grow, and as technology continues evolving our system is close to reaching its End-of-Life.

Currently, the I-WEB Portal only allows for Visa, Mastercard and Discover card payments only. InvoiceCloud allows for the addition of American Express, Apple Pay, Google Pay, Venmo, PayPal and E-checks. The addition of these payment methods allows a friendlier customer service experience. Our current system only allows for paperless billing that is sent on the 1st of each month. With InvoiceCloud, we can continue to send paperless billing, but in addition customers with balances due on accounts can be emailed and/or texted notification reminders when their bill is due, the day prior to turn-off day, and on the last day of that month. All payments made through InvoiceCloud will reflect on customer accounts in real-time. The new portal will allow customer to become more proactive with avoiding late fees.

FISCAL IMPACT: F.O. INITIALS

No additional fiscal impact.

STAFF RECOMMENDATION:

After much research, review and consideration by the Information Technology and Administrative Services Departments, it is recommended that the City Council approve the InvoiceCloud payment portal.

MANAGER'S RECOMMENDATION: MANAGER'S INITIALS

After the review and consideration by the City Manager, it is recommended that the City Council approve

MOTION:

SECONDED:	APPROVED	( )	REJECTED	( )
AYES:	DISAPPROVED	( )	DEFERRED	( )
NAYES:				
ABSENT:	REFERRED TO:			