

City Hall Systems

ePresentment, ePayment and eBilling Solutions

Below is a brief overview City Hall Systems' (CHS) background, available features/functionality, as well as some benefits to municipalities using our services:

Overview

- **20+ Years of Experience** – CHS management team has 20+ years of experience providing municipal software to over 100 Massachusetts communities.
- **Customizable Software** – CHS' in-house programmers have the ability to timely respond to communities' needs with customized solutions.
- **No Cost to Municipalities** – Our online bill presentment and collection services are **FREE** to municipalities. Taxpayers using our site are charged a low convenience fee per transaction. *There are no extra fees for features like ebilling or user accounts.*
- **Complete Customer Service and Support** – City Hall Systems will provide customer support for all of our services, both to the municipality and the taxpayers. *We will handle all taxpayer phone calls and emails through our call center, saving the time and effort of municipal employees.* We even notify taxpayers of failed payments.
- **One Account for All Taxpayer Bills** – Taxpayers will be able to establish a single personal account to manage all of their bills, across multiple towns (good for summer homes, 2nd properties, etc.).
- **Collect Any Payment Online** – Our software allows you to collect any type of payment online. We can collect payments through our online payment sites, at the point of sale with card swipers, through our handheld devices, or through our kiosks. *Any payment, any place, any time.*
- **Order Verification & Fulfillment** – We specialize in order verification and fulfillment. If your municipality issues permits, stickers or other passes to residents and/or non-residents, we can assist in the online collection, verification and fulfillment of these for you. We will design a custom website to accept all request, verify all the critical information, process the payment, and then fulfill the order.
- **PDFs of Bills** – Copies of bills are available online for taxpayers and for municipalities. We even create the PDFs when your printer cannot provide them.
- **Automated Bill Updates/Calculation of Overdue Interest** – We offer automated daily updates to/from your in-house software to keep bill balances up to date. However, unlike our competitors, daily updates are not required because we can accurately calculate interest on past due balances. Thus, allowing you to update as frequently as desired or not at all.
- **We Load All Bills** – We load all bill files for municipalities and ensure the accuracy of the files being loaded, saving time and effort of municipal employees.

- **On-Site Training** – We provide your staff with on-site training by our professional training staff.
- **Secure Site** – Our sites utilize Secure Socket Layer (SSL) technology requiring both server authentication and data encryption. We also implement an advanced security method based on dynamic data and encoded session identifications. The site is hosted in a secure server environment that uses firewalls and other advanced technology to prevent interference or access from outside intruders.

Features/Functionality

1. Online ePayment Site

- Offers taxpayers ability to set up customer accounts for expanded functionality.
- Site does not require customer account or log in to pay bills.
- Easy straight forward site to navigate and use for taxpayers.
- **Bill Cart allows for multiple bills to be paid together at one fixed ACH cost.**
- Customer accounts may contain any combination of bill types available online.
- Site offers 3 different billing methods: paper, eBilling, or a combination of both.
- **Electronic billing and notification options for each bill at no cost.**
- Automatic and scheduled payments available through customer account.
- Bill online payment history available.
- PDFs of bills are available online for taxpayer.
- **CHS will create PDFs of any bills that copies cannot be provided by printer.**
- Listing of scheduled payments available.
- Final verification screen includes customers' bank name and Bill Cart details.
- Each transaction produces a printable receipt and receipt is emailed to taxpayer.
- Collect any type of payment with customizable messages and data fields.
- Customized website link that directs taxpayer to page with municipal banner.
- CHS customer support phone number and email address on every web page.
- **Call center handles all customer phone and emails.**
- Customer support handles all municipal needs.
- **CHS loads all bill files for municipality.**
- Ability to automatically provide periodic bill file updates.
- Access debit and credit cards from MasterCard, Visa and Discover.
- **Payments may be accepted from smartphones, kiosk and handheld tablets.**
- CHS provides free POS credit card swipers.
- **CHS can backload historical information and bill PDFs for online access.**
- **CHS handles all payment reversals, including emailing taxpayer.**
- **CHS will add NSF fee to online outstanding balance for municipality.**

2. Backend Reporting

- **CHS's revenue collection software provides extensive access and reporting.**
- **System calculates overdue interest on past due bills.**
- Automated daily payment files and reports sent to municipality.
- All reports are customizable by period, payment type and bill type.
- **Historical PDFs of bills are available to municipality.**
- **Municipal user security for unlimited users allowing for restricted access.**
- **Electronic database created with all data and payment information.**
- **Access to prior year information, including PDFs of bills.**
- Bank check search function that allows for easy identification and resolution.
- **Ability to generate bill with past due amount stated through future date.**
- In transit report for reconciling bank account statement to posted payments.
- Complete on-site training for all personnel.
- **Notes can be added to any account to retain pertinent information.**
- CHS provides the municipality's tax file to mortgage service providers.

3. Verification and Fulfillment Services

- White-glove service to handle every aspect of issuing permits and passes.
- Custom website designed to capture application and payment information.
- Verification of information, including residency, age, and outstanding taxes.
- Follow up with applicant to resolve any issues that arise from verification.
- CHS will complete approved stickers and mail them to applicants.
- Call center customer support to handle taxpayer issues.
- Electronic database of all application and payment details created.

4. Planned Future Features

- Look through on online ePayment site to K&R online payment site.
- Listing of payments made to directly to municipality in online payment history.
- Ability to view historical PDFs online in accounts.
- Electronic bank check solution to allow posting in CHS.
- Look up new future excise bills based on driver license.
- Ability to PDFs into accounts in CHS for future reference.