

# MUNIBILLING® | BILLING & PAYMENT SERVICES

*Our billing experts save you time and money by managing the lifecycle of your billing processes from invoice creation through distribution and payments*



## Online Presentment & Electronic Distribution

Optimize operational efficacy by allowing our team to manage bill presentment, utilizing our customer portal, printed bill services, & distribution to your customers.



## Rate Schedule Management

Allow our team to collaborate on rate schedules through impact assessments, tests and rate schedule changes, all going through our quality assurance process.



## Off Cycle Bill Management

Accommodate the dynamic challenges of unplanned one-off billing activities to streamline management of seasonal residents and other changes.



## Customer Communications

Leverage the power of full spectrum, (voice, SMS, and email) on-demand broadcast communications to target alerts to specific customer segments.



## Combine Billing Management

Manage all billing operations, metered and non-metered, into a central platform and handoff that work to billing specialists designed in the specific needs for each billing type.



## Payment Processing

Enjoy the benefits of worry-free payments through our full spectrum of offerings: traditional lockbox to multifaceted electronic payments



## Invoice Generation Handling

Eliminate manual activities and liabilities required to manage the lifecycle of billing activities from processing usage data to quality assurance, invoice distribution and monthly management reports

# MUNIBILLING® | BILLING OPERATIONS SERVICES

*Our trained specialists manage your daily operations to comply with your specifications, enabling you to prioritize and achieve business objectives.*



## Personalized Best Practices

We work not only within your processes but also seeking to optimize business operations through best practices learned from entities just like yours, all while educating you in the process.



## Contact Center Supervision

Leverage the benefits of multi-lingual trained staff and robust multi-media communication resources, (voice, video, SMS) to provide timely expert resolve to your customers.



## Multi-Tiered Incident Management

Let our team manage incident resolutions against predefined service level agreements and provide reporting on the lifecycle of the incidents.



## Service Request Management

Leverage a single point of communication to manage and track the lifecycle of all types of service requests in order to improve your customer relationships from move in to move out.



## Customer Account Management

Allow our team to manage all customer account detail and leverage the benefits of intuitive access to all customer information to make more effective decisions in a timelier manner.



## Meter Change Management

Plan and manage the lifecycle of activities involved with meter changes by collaborating with our team and benefit from our collaborative, structured project management process.



## Vendor Logistics Management

Eliminate the hassles of multiple vendors and enjoy of a single point of collaboration to manage third party vendors for payments and printing.