

SPRWS

ELECTRONIC BILL PAYMENT PORTAL



Paymentus

INSTANT PAYMENT NETWORK

Engagement

Enhanced Customer Communications



Payments

Payment Types
Payment Channels
Payment Methods



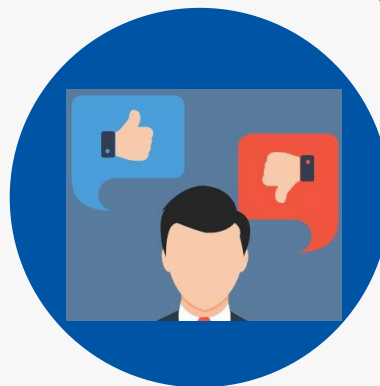
Intelligence

Advanced Analytics



Empowerment

Customer Oriented Solutions



Security

Superior Protection and Fraud Management



ENGAGEMENT

ENHANCED CUSTOMER
NOTIFICATIONS

Smart Notifications –
notified via email, text or
IVR phone system

Campaign Manager Tool –
out going notifications can be
sent to targeted areas or all
customers



POSITIVE
REVIEW



CUSTOMER RELATIONSHIP
MANAGEMENT



CUSTOMER
SERVICE



CUSTOMER
LOYALTY



CUSTOMER
EXPERIENCE



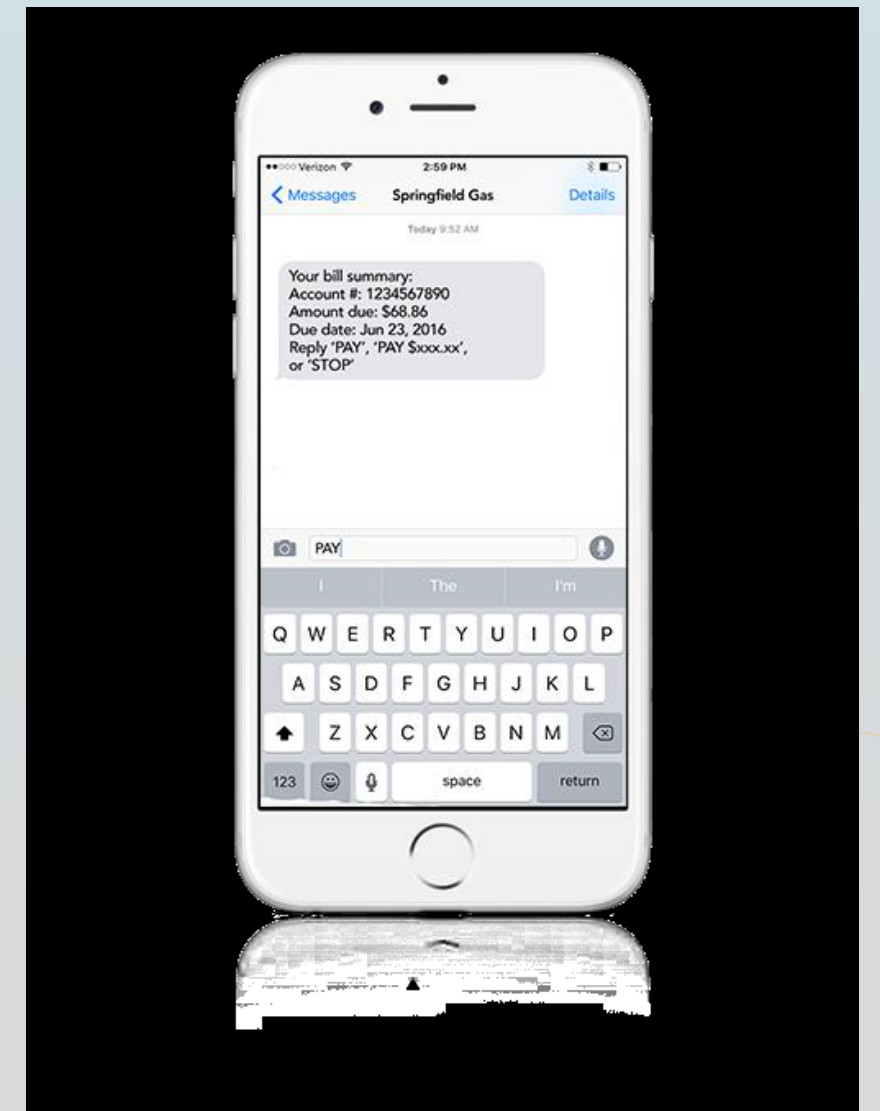
INTERACTION
AND SUPPORT

PRESENTMENT

BILL PRESENTATION IN
ALL CHANNELS

Payment Portal
Text
Email

Secure PDF
IVR phone system
Chatbot



PAYMENT

PAYMENT TYPES



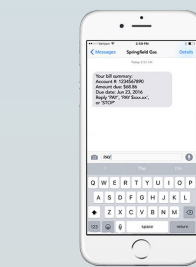
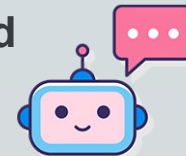
PAYMENT CHANNELS



Responsive Web:
Phone, Tablet, Desktop



Agent
Assisted



Text/email



Point
of Sale



PAYMENT METHODS

- One-Time Payment
- Recurring Payment
- Monthly Manager
- Payment Plan
- Future-Dated Payment
- Multiple Accounts Payment

EMPOWERMENT

CUSTOMER ORIENTED
SOLUTIONS

Multi-Lingual capability

ADA Compliant

CSR - See What They See





INTELLIGENCE

ADVANCED ANALYTICS
FOR SPRWS

Agent Dashboard –
shows real time billing and payment activity

Reconciliation –
customized remittance and settlement
process across all pay types and channels

Superior Protection

Prevents employees from hearing or seeing card or banking information.

Utilizes a secure, fully hosted environment that is engaged after customer authentication and payment setup.



Fraud Management

Level-1 Payment Card Industry (PCI) Compliance ensures secure electronic payments.

Multiple Security Certifications

- PCI
- HIPAA
- FISMA
- ISO/IEC27002
- SSAE SOC1 Type2
- NIST DOD

SECURITY



PAYMENTUS - TRANSACTION BASED FEE MODEL

STAFF RECOMMENDATION

Registered Users

E-Check: **\$0.40**
(absorbed by SPRWS)

Online bank bill payments **\$0.10**
(absorbed by SPRWS)

All other payment types: **\$3.95**
(paid by customer)

Unregistered Users

All payment types: **\$3.95**
(paid by customer)

SPRWS COST ESTIMATES

2022 payment processing costs

Absorbed fees-Credit cards, e-checks and online bank fees

\$365,492

Estimated payment processing costs

(based on 2022 data)

Online bank fees and e-checks

\$34,000

NEXT STEPS

Approve and sign Paymentus contract

Finalize integration contract with AUS

**Notification to customers of upcoming
new portal and payment fee changes**

Implementation

QUESTIONS?

