



Agenda Item Summary

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Submitted By

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Reviewed By

CLP

Agenda Item Title

A Resolution Approving Expenditures For Annual Online Bill Payment Services with Invoice Cloud, Inc. in an Amount Not to Exceed \$55,000 for Fiscal Year 2020

Overview

The Village utilizes the services of Invoice Cloud, Inc. for water/sewer/refuse invoicing and as well as payment processing for online transactions. Please be aware that it is anticipated that Invoice Cloud will be replacing Heartland Payment Systems in early 2020 as the online payment processor for those transactions originating in Cityview.

Staff Recommendation

Approval.

Fiscal Impact

This expense has been appropriated in Finance operating budget 1001.41300.101.530675 and 5040.41300.101.530675

Background

Invoice Cloud, Inc. is the service provider for electronic invoicing (in the case of water/sewer bills) as well as the interface for online payment processing for water/sewer/refuse, Day in Our Village, FOIA, Farmers Market, and soon-to-be implemented Cityview payments.

Invoice Cloud has been used by the Village for approximately two years now and the response from customers has been overwhelmingly positive due to its ease of use. The annual cost of Invoice Cloud is largely dependent on the volume of transactions paid online.

Alternatives

N/A

Previous Board Action

On December 11, 2017, the Village Board approved a Billing Services Agreement with Invoice Cloud, Inc. to provide electronic Utility Bill presentment and payment services.

Citizen Advisory Commission Action

N/A

Anticipated Future Actions/Commitments

N/A

Intergovernmental Cooperation Opportunities

N/A