

The background of the entire slide is a photograph of high-voltage power lines and transmission towers. The scene is captured during sunset or sunrise, with a warm orange and yellow glow on the horizon and a deep blue sky above. A large, semi-transparent blue geometric overlay, composed of various sized triangles, covers the bottom half of the image, creating a modern, tech-oriented aesthetic.

Doxim Payment for Utilities

Reimagine the Bill-to-Payment Experience

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Choice & Convenience For Your Customers. Savings & Efficiencies For You.



At Doxim, we understand that sometimes the billing and payment process is your only regular opportunity to engage with your customers. As a result, enabling personalized and frictionless digital customer experiences while supporting traditional payment methods has become almost as important as offering reliable services.







With this in mind, we've completely re-engineered the payment experience so that you can take customers from bill presentment to payment in the most convenient and cost-effective way.

With Doxim as your single vendor that supports the end-to-end billing and payment process, you can simplify implementation, create a seamless experience for customers and staff, and remove the operational burden of reconciliation – all while reducing your cost per transaction.



All the Features You Need in a Single, Integrated Solution

Doxim Payment









Omnichannel

- | | |
|---|--|
|  Web |  Mobile |
|  AutoPay |  Kiosk |
|  eLockbox |  Pay by Text |
|  Retail Authorized Agent |  Pay by Phone IVR |
|  Walk-in Utility POS | |

Secure Processing

- | | |
|---|--|
|  360° Account View and Management | |
|  Mobile First Design |  Multi-Language |
|  Biller-Branded Customer Portal | |

Easy To Use Portal

- | | |
|--|---|
|  Credit / Debit |  Cash |
|  Digital Wallet |  eCheck / ACH |
|  Charitable Donations |  Real-Time Authentication |
|  1x, Scheduled and Recurring Payments |  Automated Monitoring & Alerts |

Advanced Reporting & Reconciliation

- | | |
|---|--|
|  Transaction Reporting |  Returns Management |
|  Reconciliation Reporting |  Real-Time Posting |
|  On Demand Scheduled Reports (Coming soon) | |

Modern, Intuitive, Personalized Experiences for Your Customers



Make Omnichannel Payments a Reality

Customers want options for when, where and how they pay their bills. More importantly, your customers want the ability to move seamlessly between payment channels and methods as their needs and preferences change.

Our platform offers an omnichannel solution that enables your customers to choose from a variety of self-service and biller-assisted payment options, personalized according to their preferences.

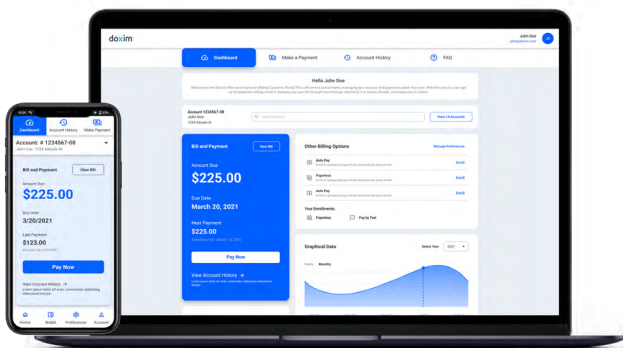
With Doxim, you can offer your customers a variety of innovative payment methods including digital wallets, credit/debit cards, check, and cash, without alienating the underbanked households.

Reduce Call Volumes and Lobby Traffic with a Customer Self-Service Portal

By choosing Doxim Payment, you can provide a modern and intuitive self-service portal that can be configured and branded to enable fast and frictionless payments for your customers.

Our mobile-first design is fully device responsive, providing your customers the optimal experience whether it's through a desktop, tablet, or mobile device.

Doxim's feature-rich portal puts the power of information in the hands of your customers. With instant access to complete account details, along with controls to manage and personalize their billing and payment preferences, your customer service team is sure to see reduced call volumes.



- View account balance, billing and payment history
- Submit, change, or delete a payment
- Set-up one-time or recurring payments
- Personalize delivery preferences for notifications and reminders
- Manage paperless and AutoPay enrollment
- Save payment methods in personalized wallet

Integrated Payment Solution for Operational Excellence



Reduce the Operational Burden of Reconciliation

At Doxim, we understand the challenge of reconciling numerous payment channels and vendors. That's why we've streamlined the reconciliation process by consolidating payments from multiple channels and methods into a single source for reporting and funding. With real-time payment posting to your CIS and advanced reporting on the full payment lifecycle, from authorization through funding, Doxim Payment ensures to-the-penny reconciliation, every time. With a single view of all payments, you can reduce the time and effort spent each day on reconciliation.

Improve Customer Service with a Powerful Biller Portal

Help your CSR team better serve your customers by arming them with the right tools and information. Doxim's biller portal empowers your business users with visibility and control over the customer engagement process.

- Instant 360° view of customer account
- Assist customers in making payments, enroll them in paperless, or set-up AutoPay
- Analyze payment metrics
- Review payment history
- Manage transaction volume across channels through a single interface

Support the Community with Our Donations Management Module

Offer your customers the opportunity to opt-in and support their communities without burdening your billing team. Customers can simply add a donation with just a few clicks during the payment experience.

Drive eAdoption while Lowering Costs

Doxim Payment is designed to help you drive eAdoption so you can lower your cost per transaction and accelerate remittance. Our best-in-class, mobile first payment interface makes converting customers to digital channels a breeze and for those more reluctant, our industry experts will advise you on enrollment strategies that are sure to get results. Utilities can also help set-up features like AutoPay and text alerts to ensure customers pay on time, every time.

Faster Payment Processing with Real-time Payment Authentication & Posting

Enable your billing and treasury teams with the most up-to-date payment data so they always have complete visibility into the status of every payment. With real-time payment authentication and posting, not only will your utility reduce the processing times and get paid faster but your teams will be better equipped to manage day-to-day cashflow and operations.

The Doxim Difference

As your single-source partner, Doxim simplifies the process of diversifying your payment channels to meet evolving customer preferences – all while mitigating costs and keeping your data highly secure and protected.

Utility Market Expertise

Since 2001, we have specifically focused on delivering purpose-built solutions for utilities. Given our unique focus on the utility sector and our deep understanding of the challenges of billing and payments for metered services, our knowledge of utility market dynamics will benefit you as your business needs continue to evolve.

Single Bill Delivery & Payment Vendor

By managing the entire billing and payment process from start to finish we can simplify and reduce the number of integrations and partnerships thus allowing us to regularly communicate the same message across all delivery and payment channels, creating a more consistent customer experience.

Exceptional Customer Service & Support

Our client services team has the expertise you need to extract maximum value from your Doxim investment. Our team knows your industry and can provide assistance on the daily use, configuration, and functionality of all your Doxim products.

Digital Transformation Consulting

Doxim's strategic consulting team can guide your digital transformation efforts. Leverage our expertise to assess your needs, develop strategies, chart your course, and improve each step of the CX.

CIS Expertise

We have experience with providing custom solutions based on your CIS data. Our team is well-versed in working with Oracle CC&B, Banner, Cayenta, and Hansen (among others).

Unmatched Pricing

At Doxim, our goal is to give your customers maximum choice and convenience while driving down your costs. Therefore, we've created a flexible and configurable fee structure that enables you to mitigate costs while creating a payment mix that best suits your customer's needs. Configure convenience fees based on ticket amount, payment method, payment channel, or account type and only pass along costs to customers based on their payment preferences.

Proven Implementation Method

Our project and implementation timelines are backed by a dedicated team of Certified Project Managers (PMP) and experienced developers. You can rest assured that every milestone will be achieved, and the deadline is secure.

Highest Level of Security & Compliance

Securing customer data is of utmost importance to us at Doxim. Our tested, proven, and secure cloud-based solution holds the highest level of PCI and SOC 2 compliance so you can be assured that your data is protected. In addition to upholding bank level security and compliance, virtually every aspect of our infrastructure contains several levels of redundancy and backup, using state-of-the-art technology.

The Doxim Payoff



Improve Customer Experience



Decrease Cost Per Transaction



Simplify Reconciliation



Collect Funds Faster



Reduced call volumes and lobby traffic



Greater Operational Efficiency



Ready to Transform Your Payment Experience for Customers & Staff?

Book a personalized demo to see the power of a single, integrated end-to-end payment solution.



Book a Personalized Demo

doxim®

Doxim is the customer communications management and engagement technology leader serving highly regulated markets, including financial services, utilities and healthcare. We provide omnichannel communications and payment solutions that maximize customer engagement and revenue, while reducing costs. Our software and technology-enabled managed services address key digitization, operational efficiency, and customer experience challenges through a suite of plug-and-play, integrated, SaaS software and technology solutions. Learn more at www.doxim.com.

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