



# Achieving Faster Bill Payments

## City of Tallahassee

The City of Tallahassee is a municipal utility system operating in Florida. As such, it is owned, managed, and operated by its citizens. That is why the City of Tallahassee uses the title "Your Own Utilities" to describe its utility services. It therefore provides reliable, high quality utility services at an affordable price.

### CLIENT CHALLENGE

City of Tallahassee wanted to add a digital channel that would improve its customers' billing experience and increase electronic payments.

### DOXIM'S EBILL AND ONE-CLICK PAYMENT SOLUTION

Doxim introduced an eBill option, which enabled the utility to send its customers a PDF bill, attached to an email.

The PDF also included a convenient one-click payment option.

Examples of the City of Tallahassee's innovative eBill with a convenient one-click payment option:

The screenshot displays the City of Tallahassee eBill interface. At the top, it shows the utility's logo and the message "Your Latest SmartBill is Ready!". Key details include a total amount due of \$39.00 and a due date of 12/01/2020. A prominent button encourages users to "Click here to pay from our mobile app".

The interface offers two primary payment methods:

- Electronic Check / ACH:** Labeled as "FREE", this option allows users to pay on a specific date (10/08), enter their routing number (021000021) and account number (\*6666), and confirm the account number (\*6666). It also includes a "Save Payment Details" checkbox.
- Credit Card / Debit Card:** This option includes a "Convenience Fee" and directs users to the Speedpay service site for payment via Visa, MasterCard, Discover, or American Express.

At the bottom, a table summarizes the payment information:

Account Number	Past Due Amount	Current Charges	Total Amount Due	Payment Amount
0027503453	\$0.00	\$39.00	\$39.00	\$ 0.00

A "Pay My SmartBill" button is visible next to the payment amount field. The interface also includes a footer with terms and conditions and a security notice.



## RESULTS

Doxim's eBill and innovative one-click payment solution delivers multiple improvements

- Paperless adoption increased to over **48%**.
- The utility has saved **\$2million** due to paper suppression.
- Adoption of the one-click payment process has improved DSO (days sales outstanding), with as much as **50% of converted customers paying within five days of receiving the eBill.**

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**City of Tallahassee**  
**Your Own Utilities**<sup>SM</sup>

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