



With the *SOFTBillPay* Solution, customers may view and pay their bills online or by toll-free phone using debit or credit card 24/7. Secure, Simple, and Convenient.

UTILITY BENEFITS...

- Reduces walk-ins, mail-ins, and call-ins
- No merchant account needed, so no merchant fees incurred
- Utility does not handle or store credit card information or deal with convenience fees
- No extra office equipment needed
- No contract to sign– service can be dropped at any time
- Funds are automatically deposited into utility’s bank account
- Daily emails sent to utility, with the total ACH amount deposited
- Payments can be imported into *SOFTWater* at any time
- New customer registrations automatically update in *SOFTWater* when payments are imported
- Secure administrative website provides current payment activity
- Transactions can be exported and/or printed
- Secure payment website allows custom banner design to conform to company branding
- Maintains payer-provided emails and telephone numbers

CUSTOMER BENEFITS...

- Customers can register to view bills and payment history online and opt out of mailed bills
- Registered customers receive email notifications when new bills are ready to be viewed
- Registered and non-registered users may pay online or by phone 24/7
- Receipt for web and phone payments if email address is available
- Only customers who use the service pay a nominal convenience fee
- Optional email payment reminders sent with payment portal link
- Supported on current smart phones and tablets