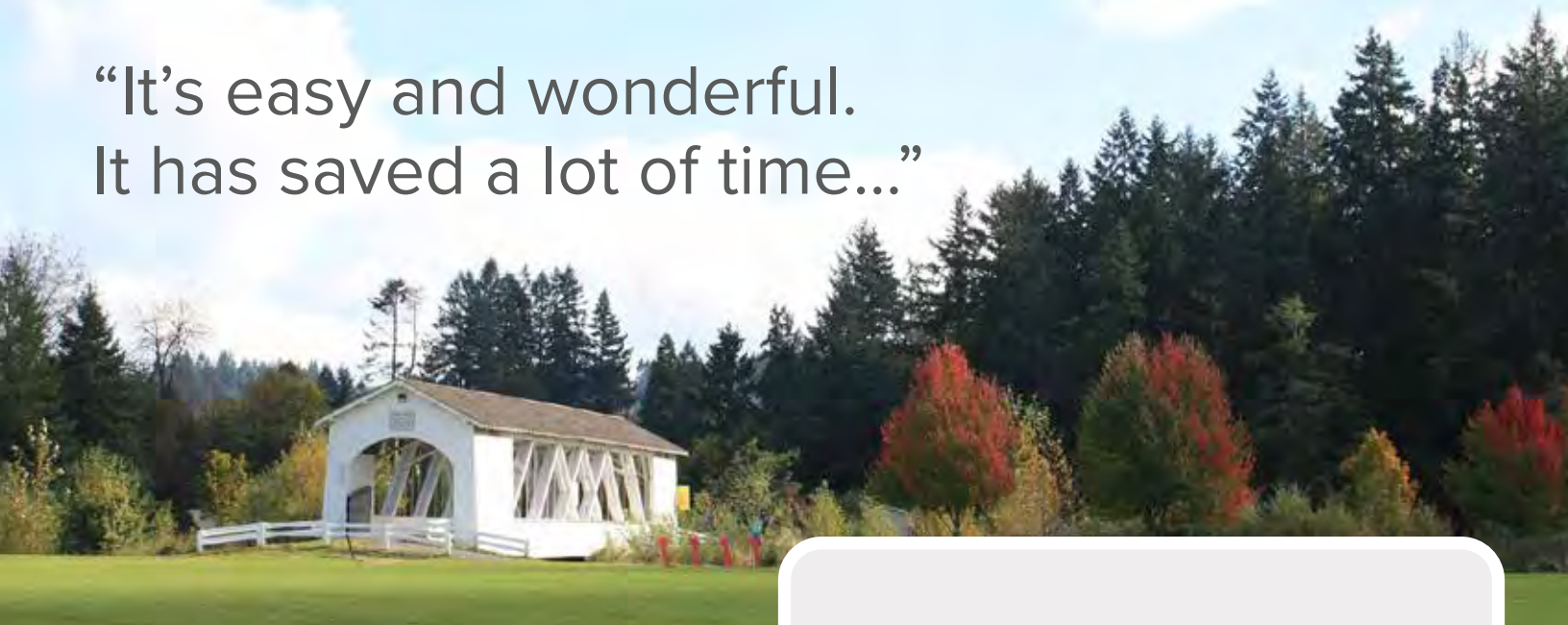


“It’s easy and wonderful.
It has saved a lot of time...”



Cindi Robeck has been with the City of Sweet Home, OR for the past 2 decades and loves CivicPay. She has extensive experience working in a Government finance. More specifically, Cindi has worked in Utility Billing and Public Works for Sweet Home for the last 20 years.

Location - Sweet Home, Oregon
<https://www.sweet-home.or.us/>

Population - 9,500

Number of accounts - 3,400

Challenges

- Handling of personal card data
- CSR time management

Solution

- CivicPay Pad
- Cash Payments integration

Benefit

- Improved customer service
- Reduced CSR time
- P2PE - Reduced PCI risk
- Money in agency account sooner



Cindi's current role is Accounting Supervisor. In addition to being supervisor, she also supports the roles of UB, AP and Payroll functions. Cindi feels the greatest success in her position if the 3,400 customers of Sweet Home are satisfied and happy.

Sweet Home grew unhappy with several third-party payment systems. They needed a modern payment system that quickly and directly to their financial system and allow customers to not give over their credit cards. Sweet Home was introduced to CivicPay after Cindi requested more information from a Springbrook account manager. Cindi felt at ease as the team from SpringBrook set up their account on site and walked the Sweet Home staff through the process. Sweet Home quickly saw how easy CivicPay was and how convenient an integrated payment process could be.

"It has saved a lot of time"

Common workflows are "via utility billing payment and with the terminal, we absolutely love it because now you just, we have a cash receipt batch and up at our front counter where we have that terminal, we now don't have to touch the card, which is amazing to us, especially in the situation we're in right now."

"We absolutely love the terminals!"

Sweet Home uses Civic Pay with Online Payments and Pay Pad terminals. Cindi added, "It's easy and wonderful. It has saved a lot of time having to hand enter those cards into the web payment system or anything like that. We're absolutely in love with the terminals."

Cindy says it several times, "we love the terminals." They also appreciate the trust it builds with her customers who she refers to as, the "breakfast community." She boasts of how easy and fast the system is now. She loves the customer service provided by CivicPay. Her 'elevator pitch' for CivicPay is simply, "a great group and customer service... they're going to be there to support and help you."

The City of Sweet Home has become confident with CivicPay and the level of support they have received. Cindy added, "I can't even tell you the last time we had a problem with CivicPay."



Discover CivicPay and streamline your entire utility process?

Call 1.866.777.0069