Reinvent customer engagement and deliver the online payment solution your citizens require for proper pandemic response.

CivicPay

Bill pay becomes faster and more convenient when citizens can choose between online, phone or paying in person. To make your agency's job easier, CivicPay is integrated in real time with our Utility Billing.
Contact Springbrook today for special incentives!

CivicPay™ from Springbrook is the comprehensive online payment solution that integrates seamlessly into the entire Springbrook suite. CivicPay reduces time, steps and errors and improves collection times. Adopt CivicPay and provide your citizens with the fastest, easiest and safest bill paying experience.

CivicPay Online
For citizens who prefer paying bills online, our safe and secure website offers easy login enabling citizens to view their usage, account balance and set up monthly, recurring payments. All payments are posted in real-time, avoiding messy file transfers between third-party payment portals.

CivicPay Pad
Citizens who prefer to pay their bill in person can utilize the CivicPay Pad. This P2PE secure payment terminal integrates directly to the citizen's Springbrook Utility Billing account and makes reconciliation quick and easy.

CivicPay Voice
Citizens on the go can take advantage of CivicPay Voice, an Interactive Voice Response (IVR) system that allows both in-bound and out-bound calls. This real-time integrated technology allows a citizen to check balances, pay their bill and transfer directly to a customer service representative from their phone.

KEY BENEFITS

- Integrates seamlessly with your Springbrook suite
- Provides citizens with the fastest, easiest and safest bill paying experience
- Reduces time, steps and errors on your end
- Speeds collection time and reduces late payments
- Posts payments instantly and automatically in your Utility Billing Module and General Ledger

"CivicPay has reduced our internal workload and helped us develop a great relationship with our citizens." **City of Keizer, OR**