4/5 Webinar: Delivering cashless utility bill and municipal fee payment options to your citizens

Is your local government agency dealing with decreased office foot traffic and employees opting to work from home? Are your citizens hesitant to pay their utility bills in person? On April 5th, Springbrook's panel of experts will explore managing this dynamic situation and adopting new payment-applications, through Springbrook's CivicPay system, to provide citizens with the options they expect for cashless payments and relieve burdens on staff.

You'll learn:

The changing nature of citizen interactions and expectations

Providing cashless payment options on multiple, accessible platforms

Reducing errors and burden on staff

Integrating payments with utility billing and cash receipts

Bringing the highest level of security to your payment systems

Securing budget and building a case for new applications

REGISTER HERE FOR THIS IMPORTANT PANEL
April 5, 2021 10:00 AM PT

SpringbrookCirrus

Cirrus Public Beta! We are pleased to announce that Springbrook's Cirrus cloud platform is now available to all Springbrook Enterprise Cloud customers in public beta.

Cirrus currently includes our Bank Reconciliation product and features several Cirrus only enhancements. See the Cirrus Enhancement Notes for details.
For more information about how you can start using Cirrus today see our blog post.
For complete information on Cirrus, visit the platform page.

Did you catch Springbrook's Activate 2021 annual virtual event? If not, we've got you covered.

Complete video recap of Springbrook Activate 2021 sessions are now available. We've gathered all the sessions for every Springbrook platform. You can view our technology roadmaps, strategic vision, product features and updates, and exclusive sessions covering ransomware, Tableau reporting and analytics and our latest product, Springbrook's Cirrus cloud. Springbrook's Cirrus financial cloud delivers a 25% performance boost and is available for all Springbrook customers. Jump on our cloud now!

COMPLETE COVERAGE HERE

It is time once again to ask to volunteer for the SNUG Board of Directors. These directors will serve on the SNUG Board and continue the advancement of SNUG through its mission:

The Springbrook National User Group exists to bring all Springbrook Software users together to enhance efficiency and value for all users.

Volunteer Submissions are due April 1, 2021

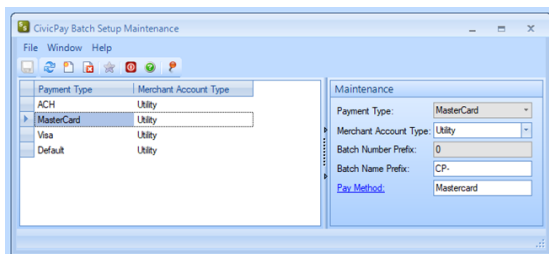<u>CLICK HERE TO VOLUNTEER!</u>

New product updates!

CivicPay Online (CPO):

CivicPay Batch Setup Enhancements! For Springbrook Enterprise Cloud customers a new feature designed to improve the reconciliation process for your online utility payment Cash Receipts batches is now available. Setup your online payments to flow into different Cash Receipts batches by payment type (Visa, Mastercard, ACH) and/or specify a specific Pay Method to be assigned to the Receipt per payment type.

For more information on this enhancement please see our online help article.

Combine this enhancement with the new Cirrus Bank Reconciliation 'split batch' Receipt Deposits option to streamline your reconciliation process!

Recorded webinars

Springbrook is offering a **series of recorded webinars** and materials designed to ease the burden of deciphering and filing your documents, utilizing our own solutions. Click on your January webinars to find out more.

1/21: Tableau Report & Analytics Library

An exclusive webinar for all Springbrook Cloud customers on the upcoming release of our Tableau reporting and analytics solution. Get an inside look: Navigating within the solution an overview of the growing library..

1/27: Work From Everywhere: The new landscape of local government management

Work From Everywhere: The new landscape of local government management .The 2020/21 pandemic caused a fundamental change in the local government agency work environment, impacting how employees "go to work." Agencies have scrambled to cope with.

Meet Springbrook!

Julia Jasa is one of Springbrook's software customer support analysts. She works with the support teams across the company to assist with customer questions and is also part of the team that handles any chat questions that come through the Springbrook website. Julia loves working with our customers to help them achieve their goals with our software. "Even if I do not have the answer, I always try to escalate the issue to quickly resolve the problem."