CivicPay

Reinvent customer engagement and deliver the multi-payment solution your citizens require for proper pandemic response. **Now featuring online service request capabilities!**

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 a comprehensive 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 paying bills online, our safe and secure website offers easy login enabling citizens to view their usage, account balance and set up recurring payments. All payments are posted in real-time, avoiding messy file transfers between third-party payment portals. Now your agency can manage citizen requests online, with our powerful customizable service request feature.

CivicPay Pad

Citizens who prefer to pay their bill in person can utilize the CivicPay Pad. This P2PE secure payment terminal integrates with all Springbrook receivables. Your agency can accept payments for anything in CR utilizing the CP Pad.

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. Transparent, customizable, powerful.
- Provides citizens with the fastest, easiest and safest experiences for paying bills, fees and initiating service requests.
- Reduces time, steps and errors.
- Speeds collection time and reduces late payments; why wait for the mail?
- 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**