xpress BILL PAY

Sidney, Nebraska

A Seamless Transition to Robust, Self-Service Payment Solutions

Founded in 1884 and still home to farmers and ranchers, the City of Sidney, Nebraska, faced challenges with payment collection. Their payment solutions vendor, recommended by a former finance director, promised a robust set of customer-facing features. However, the platform failed to deliver all the functionalities and advanced payment options Sidney needed.

Like many agencies during the COVID-19 pandemic, Sidney saw an uptick in online payments. To meet this demand, the city needed a modern solution that would empower citizens to pay on their preferred payment platform.

Sidney also operates with a limited team who often wear many hats. For example, City Clerk Lori Borchert serves as the secretary for the planning commission and the board of adjustment, also handling all liquor and tobacco licenses, account payables, and procurement. With limited human resources, the city needed an efficient payment platform that would streamline the staff's work while also shifting more responsibility to citizens with comprehensive self-service capabilities.

Their former vendor was unable to provide the solutions they needed. Among other issues, the platform didn't display grand totals for customers with multiple accounts, creating more work for staff as they looked up and added individual account balances.

So, in the fall of 2023, after just a year and a half with the vendor, the city decided to switch to Xpress Bill Pay, and they couldn't be happier with the decision.

What Sidney Needed:

Robust Self-Service Features

Operating with a small team, Sydney needed to reduce its staff's workload and shift more responsibility to citizens with self-service tools.

Flexible Online Payments

The city sought a vendor that could offer the wide range of online payment options citizens were demanding.

Efficient Workflows

The city needed to switch to user-friendly, integrated solutions and streamlined workflows to empower staff to work more efficiently.

> **"The transition to XBP last november was as close to seamless as it could be."**
>
> **Lori Borchert**
> City Clerk & Treasurer, Sidney, NE

Solution

Modern, Integrated Payment Processing with
xpress BILL PAY

SIDNEY
NEBRASKA

"They guided us through the entire process. The customer service was absolutely wonderful."

Lori Borchert
City Clerk & Treasurer, Sidney, NE

According to City Clerk Lori Borchert, the transition to Xpress Bill Pay was as close to seamless as it could be and provided her staff with the user-friendly interface and leading-edge features they needed to serve citizens efficiently, even with a limited team.

For example, with top-tier integrations, such as Real-Time Bill Display, customer accounts are now updated automatically after each payment or adjustment, delivering the most up-to-date information to both city employees and Sidney residents.

Xpress Bill Pay reduces Sidney's customer service burden by enabling citizens to manage their accounts through robust self-service options and empowers staff to focus on higher-leverage tasks. With the ability to create and print reports by department, city staffers now have the in-depth visibility they need to make informed strategic decisions.

Flexible, User-Friendly Payments

With Xpress Bill Pay, Sidney can offer easy digital payment options, including a web portal, pay-by-text, Android and iOS mobile app, Interactive Voice Response (IVR), and Venmo support. Today, at least half of the city's 6500 residents pay online.

Comprehensive Self-Service Tools

With a robust set of self-service features, Xpress Bill Pay empowers Sidney citizens to set up an account in minutes, pay bills on their own schedule, and review two years' worth of billing history, no matter how they made their payments.

Integrated Solutions for All Payments

Sidney consolidated all of its online and in-person payment processing into a single, user-friendly platform, managing payments for utilities, the aquatic center, building permits, speeding tickets, dog tags, cemetery plots, and landfill fees.

Streamlined, Efficient Workflows

With Xpress Bill Pay, city staff can manage payment processing efficiently by gaining quick access to key information, such as grand totals for customers with multiple accounts and real-time integrations for immediate payment posting.