CITY OF WESTMORLAND
CITY COUNCIL REPORT

DATE: September 18, 2024

FROM: Laura Fischer, Manager

SUBJECT: Authorize expenses related to the implementation of Accounting Software in the total amount of $5,056.00 for Microsoft 365 upgrade, Conveyor Group for website improvements, and Invoice Cloud for customer payment integration.

RECOMMENDATION: Authorize expenses related to the implementation of Accounting Software in the total amount of $5,056.00 for Microsoft 365 upgrade, Conveyor Group for website improvements, and Invoice Cloud for customer payment integration.

FISCAL IMPACT:
$5,056.00 Total for annual cost.

$1,056. Microsoft 365 –
          4 computers software upgrade needed to integrate with accounting software.
$1,600. Conveyor Group –
          Approximate cost to upgrade website to facilitate online payment integration with Frey and Invoice Cloud.
$2,400. Invoice Cloud –
          Software to connect our customers, City website, Frey Software so that customers can make payments on-line, over the phone, or in person. All transaction fees for credit/debit cards are passed on to customers.
$5,056.00 TOTAL

Split equally between four funds. General Fund $1,264: Water Fund $1,264: Sewer Fund $1,264 and Trash Fund $1,264.

DISCUSSION:
In order to continue with the implementation of the Frey Accounting Software, the City needs to update our Microsoft 365 accounts for the four office computers. We need to have our website hosting service, Conveyor Group, update our website to include the connectivity to the Frey software and to the invoice cloud service, which is what service the customer will seamlessly connect with to pay bills online, by phone or in person. The third component is to pay for one year of service for Invoice-Cloud, which works in partner with Frey Accounting Software to automatically send out invoices via paperless billing and accept payments and post all funds and fees to the correct account.

CONCLUSION:
As this amount is included in the FY 2025 budget and the amount will be slip evenly between four funds; General Fund, Water, Sewer and Trash, it is recommended by staff to approve the expense as outlined above.

ALTERNATIVES:
1. Table this item and request additional information from staff.
2. Deny the request.

Respectfully Submitted,
Laura Fischer

From:	Conveyor Group Email <aaron@conveyorgroup.com>
Sent:	Monday, September 9, 2024 4:56 PM
To:	lfischer@cityofwestmorland.net
Cc:	Steven Thomas; tcastro@cityofwestmorland.net
Subject:	Re: City of Westmorland new accounting software

Hi Laura,

The municipal software you've licensed doesn't really have any documentation regarding integrations or an API we can use with another payment gateway. We must assume that if Invoice Cloud already works with that software, it's likely your best option to avoid hurdles with the setup. We can post any links, buttons, embed codes or even set up a subdomain, as mentioned in our meeting, to ensure your residents have seamless access to their portal. Their proposal seems to be in-line with the cost for most similar systems, so I don't know that you'd see savings by going another direction. It may be more of a headache than anything - with no certainty of success.

As with most of these automation efforts, the cost has to ultimately get passed on to the customer (resident) as a fee on their monthly bill. But it should also reduce staff requirements, which is likely your goal. I do suggest you get at least one card reader to use at City Hall for walk-ins. They generally allow you to cancel those at some point if you aren't using them. What I don't see is that they will charge a lower rate for the card being present (using that card reader). Which is an incentive for you to have it. You might ask about that. Normally that shaves off a point or so.

Regarding your meeting posts shifting to the integrated format you prefer, we are estimating 12-16 hours to set up that for you. You'll get basic templates and fields set up for both agendas and minutes as well as a way to post support documents and link to them. Should work very similarly to how your system did at Heber. But on the specific control panel Westmorland has on their site. We can tackle that in the coming days if you are ready to proceed.

Thanks,
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Aaron F. Popejoy
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Creative Director/Operations Manager,
Conveyor Group
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aaron@conveyorgroup.com
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Phone: 760-355-1500
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2419 Imperial Business Park Drive
Imperial, CA 92251
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www.conveyorgroup.com

NOT to Exceed: $2,400.

1

○ Subscription & account details   ○ Sign-in details   ○ Add payment, confirm & complete order

Set up your subscription

Choose the number of users, subscription length and billing term you prefer.

How many people is this for?

[4]

Choose the length of your subscription

(●) 1 year - $22.00 user/month, $264.00 user/year

○ 1 month - $26.40 user/month

How often do you want to be billed?

[Yearly ▼]

Your order summary

Microsoft 365 Business Premium
1-year subscription, Pay $1,056.00 a year for 4 users

Payment due today (tax not included) $1,056.00

[Next]

Microsoft 365 Business Premiur

Product highlights

✓ Get started quickly with **documents, sprea**
  presentations, and email

✓ Use **Microsoft Teams** to meet online and ·

✓ **Help keep business data secure** on your ·

✓ Get phishing and malware protection to g
  cyberthreats

✓ **Manage new PCs and devices** quickly and

✓ Back up and share files with a terabyte of

✓ **Copilot for Microsoft 365** is available as a

Word	Excel	PowerPoint
Publisher (PC Only)	Access (PC Only)	Teams collaboration hub
SharePoint knowledge sharing	Exchange professional email	Intune manage endpoints

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Handwritten notes:

Microsoft software 365 — 1,056⁰⁰

Conveyor website ± 1,600⁰⁰

invoice Cloud   200 mo x12 = 2,400

5,054

City of Westmorland CA+ InvoiceCloud Proposal

Goals, Objectives, Current Environment

Customer Service Calls

What's my balance?

How do I pay? Can you help me pay?

Where is my bill?

Today - no way for customers to view their bills online. Only what they receive in the mail once a month

Simplification for employees and citizens

Lots of friction with todays process

- google, website, pay, enter all info

One system for all payments, processing, reconciliation, etc

Elimination of manual entry (integration)

- No more wrong entries

Reporting/Biller Portal

No back end reporting for you to review

From what there is it's a puzzle for reconciliation (can drill into the payments to see the debits)

Integration/Partnership with Frey

Recently purchased Frey Municipal for Customer Information System

If you stick with current solution for online payments CS calls, trouble reporting, low online adoption, bill prep process will continue

Proposal

Proposal (submitter model)

Service Description- Paid by City of Westmorland	Fee
Integration, Deployment and Training NOTE: Includes integration with Truepoint Solutions	~~$5000~~ Waived

Account Access – monthly access to branded Customer and Biller Portals – includes unlimited administrative users
 	
    NOTE: The monthly access fee covers maintenance, support, upgrades, and full
    access to the Invoice Cloud service for the biller and its customers
	$150

HelpDesk Support and Marketing – access to Invoice Cloud HelpDesk, client services team, and marketing support to help you achieve the industry's highest payment and paperless adoption.	No Charge
Paperless Billing – per paperless bill per cycle NOTE: Only when paper is suppressed, and a paper invoice is not mailed.	$0.05
Electronic Payment Fees – Paid by customers	
Credit / Debit Cards Visa, MasterCard and Discover, Paypal, Venmo and American Express – Fee per transaction – Paid by customer	3.25% of transaction and $2.95 minimum
E-Check / ACH– Paid by customer	$2.95
Miscellaneous Fees- Paid by City of Westmorland	
Credit Card Chargeback	$10
ACH Reject	$10
IVR	
Inbound – Surcharge Per Call (Payment Only)	$0.95
Point-of-Sale Card Readers (Optional)	
Encrypted Card Readers for counter payments	$40/month

Paperless Savings

Total Bills Per Month	Example Paperless Adoption	Paperless Bills	Estimated Cost Per Bill	IC Paperless Fee	Projected Net Savings/Month	Projected Net Savings/Year
560	5%	28	$ 1.05	$ 0.05	$ 28.00	$ 336.00
560	10%	56	$ 1.05	$ 0.05	$ 56.00	$ 672.00
560	15%	84	$ 1.05	$ 0.05	$ 84.00	$ 1,008.00
560	20%	112	$ 1.05	$ 0.05	$ 112.00	$ 1,344.00
560	25%	140	$ 1.05	$ 0.05	$ 140.00	$ 1,680.00
560	30%	168	$ 1.05	$ 0.05	$ 168.00	$ 2,016.00
560	35%	196	$ 1.05	$ 0.05	$ 196.00	$ 2,352.00
560	40%	224	$ 1.05	$ 0.05	$ 224.00	$ 2,688.00