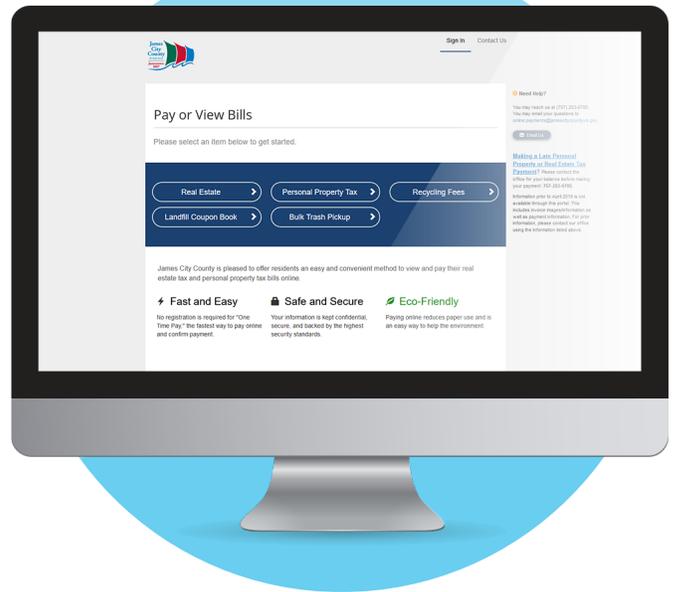


James City County Increases Customer Satisfaction and Collections Efficiencies with Innovative Payment Solutions

James City County was in search of an Electronic Bill Presentment and Payment (EBPP) platform that delivered innovative payment solutions to help them seamlessly adapt to rapidly changing customer expectations and increase business efficiencies.

After switching to InvoiceCloud, James City County has seen several benefits, including:

- Increased self-service and e-payment adoption
- Higher customer satisfaction
- Decreased walk in traffic and paper bill costs
- Automatic technology updates



“The InvoiceCloud platform helped us cut mailed and in person payments in half, enabling us to shift resources to other areas of need. In fact, it decreased mailed in payments so much that we never fell behind on processing these payments in a single day in the past cycle—a first in my 20+ years of processing payments.”

Jennifer Tomes
Treasurer
James City County

BY THE NUMBERS:

Since implementing InvoiceCloud, James City County saw:


11X
increase in
electronic
payments
(from 2019–2022)


554%
increase in
paperless
enrollment
(from 2019–2022)


46%
decrease in mailed
and in person
payments

▲ 1—THE CHALLENGE

Finding an innovative payment solution to drive better customer experiences was a priority for James City County. They needed a digital payment platform that could stay on top of evolving customer needs to deliver better results for their organization. Other challenges included:

- Limited payment options
- Lack of self-service functionality
- Too much staff time being used to take payments
- High costs associated with paper bills

💡 2—THE SOLUTION

James City County needed an EBPP solution that could help them automatically adapt to customer needs to more effectively achieve business goals. They chose InvoiceCloud as it provided everything they needed to:

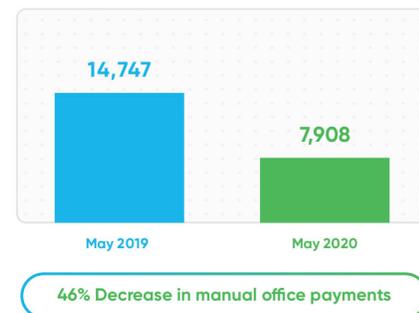
- Increase self-service adoption with omni-channel payment options
- Enable a better user experience to drive more digital payments
- Provide the latest functionality, without needing upgrades
- Decrease print and mail costs

💎 3—THE RESULTS

Since implementing InvoiceCloud, James City County has realized significant benefits, including:

- **Increased self-service and higher customer satisfaction** due to superior user experience
- **Improved collections efficiencies** with the increase in e-adoption
- **Lower print and mail costs** due to higher paperless adoption
- **Quick and easy technology updates** with a true SaaS platform to meet evolving payment preferences

In-person and mailed payments



ABOUT JAMES CITY COUNTY

James City County is a county located in the Commonwealth of Virginia with a population of 76,000. Its tax division processes payments for the county's real estate and personal property taxes, as well as recycling fees.

ABOUT INVOICECLOUD

InvoiceCloud®, an EngageSmart solution, is the leading provider of online bill payment services. Founded in 2009, the company has grown to be one of the leading disruptors in the cloud-based electronic bill presentment and payment (EBPP) space. To learn more, visit invoicecloud.com

InvoiceCloud®