



...eGovernment

Dramatically increase efficiency and the level of service you provide to your citizens with CSI's eGovernment solution. Customers can apply for new services online, complete service requests, and pay their utility and tax bills without having to spend time waiting in line. Your staff will save time by reducing the need for mailing printed bills, as well as processing payments received via mail.

CUSTOMER BENEFITS

- Access, review, and pay bills online.
- Provide faster, more efficient service.
- Increase convenience and customer satisfaction.

CITY BENEFITS

- Interface instantly with CSI Accounting +Plus.
- Link to eGovernment page via city's website.
- Receive assistance from CSI with set up of merchant account and gateway.

CSI's eGovernment solution is designed so that your organization can offer the online services that best fit your needs. The following modules are available:

- Online Utility Bill Pay
- Online Tax Pay
- Citizen Service Request
- Online Application for New Service

ONLINE UTILITY BILL PAY

Online Bill Pay feature allows citizens to access, review and pay bills online. They can also view Account History, including past payments, for a complete look at their account and related activities. A fully integrated solution, Online Bill Pay instantly updates the CSI Utility Billing module/database and vice versa. Citizens can access Online Bill Pay through a link on the your website. The Online Bill Pay pages can have the same look and feel as the rest of the your website.

LOG-IN

Your logo here

Your Municipality Online Services

Account Login

Please enter your account number and billing zip code.

Account #

Zip Code

PAYMENT METHOD

Your Municipality Online Services

Payment Method - Credit Card

Balance Due **\$80.20**

Billing Credit Card

Amount

Card Type

Card #

Expiration

Name on Card (First / Last)

CVV2 (Where is my CVV2?)

Billing Address

Address 1

Address 2

City

State

Zip

CITIZENS SERVICE REQUEST

Citizens Service Request is a dynamic Web-based tool that enables citizens to place non-emergency service requests from anywhere with Internet access, 24 hours a day. With the Service Request feature you'll be able to keep an open line of communication between your municipality and citizens and keep them aware of progress on their reported issue.

FOR CITIZENS

- Enter a Service Request at any time. Citizens can report on potholes, downed trees, and make other non-emergency requests.
- Receive multiple e-mail notifications on all Service Request activity, including confirmation that their Service Order has been received, notification of acceptance or rejection of the Service Request, completion of Service Request.
- E-mail correspondence includes the Service Request number, title, and other pertinent information, including a link that will let them check the status if they are logged in.
- Optionally, attach an image to a Service Order.

FOR STAFF

- New Service Requests are instantly routed via e-mail to the person(s) responsible for handling the request. Easily designate who receives these e-mails, typically based on type of Service Request.
- Create a workflow for each Service Request by assigning the request to an available employee, setting a priority for the request and adding internal notes that are not visible to citizens.
- Automatically notify employees when a service order is assigned to them.
- Track expenses associated with a particular work order.

REQUEST FOR NEW SERVICE

Your Municipality: New Service Order

Service Order Request (* = Required Field)

* Description

* Request Type

* Requested Date

Requester Name: Customer1
Email: barry@pmwebs.com
Phone: 864.877.9111

Location

Notes

Attachments (images only)

(Maximum file size: 1 MB)

EMPLOYEE SCREEN

Your Municipality: New Service Order

Status: Open || Estimated Completion: N/A

Service Order Request (* = Required Field)

* Description

* Request Type

* Requested Date

Requester Name: Customer2
Email: barry@pmwebs.com
Phone: 8643500229

Location

Notes

customer notes 2

Attachments (images only)

(Maximum file size: 1 MB)

ADMINISTRATOR SCREEN

Your Municipality Online Services

Service Order Requests

Quick Dates: Active Only Due Date Range: to

Review	Title	Type	Date Requested	Date Due	Date Completed	Status	Priority	Assigned To	Requested By	Workflow	Expenses
<input type="checkbox"/>	Test 2	Signage	01/20/2009	01/31/2009	N/A	Open	Low	Employee4	Customer2	<input type="button" value=""/>	<input type="button" value=""/>
<input type="checkbox"/>	Needs work	Roads	01/22/2009	01/23/2009	N/A	Assigned	Low	Admin1	Admin1	<input type="button" value=""/>	<input type="button" value=""/>