



...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

ONLINE UTILITY BILL PAY (CONTINUED)

PAYMENT HISTORY

Your Municipality Online Services

Payment History

Mailing Address: SCOTT BAYS, 2232 POWELL BRICKYARD RD, ANYCITY NC 99999
 Account Number: 790029
 Billing Address: SCOTT BAYS, 2232 POWELL BRICKYARD RD, ANYCITY NC 28645

[View Current Bill](#)

1/1/2007 to 12/27/2007

Date	Amount	Reference
5/11/2007	\$65.00	Cash
11/8/2007	\$19.95	N/A

BILLING HISTORY

Your Municipality Online Services

Billing History

Mailing Address: SCOTT BAYS, 2232 POWELL BRICKYARD RD, ANYCITY NC 99999
 Account Number: 790029
 Billing Address: SCOTT BAYS, 2232 POWELL BRICKYARD RD, ANYCITY NC 28645

[View Current Bill](#)

4/1/2007 to 12/27/2007

Date	Trans Code	Curr	Prev	Usage	Bill Date	Reference	Charge	Pmt	Balance
5/11/2007	DEP				6/19/2007		\$65.00		\$65.00
5/11/2007	DEPPAY					Cash		\$65.00	\$0.00
6/19/2007	CHWA	2,892	2,881	11	6/19/2007		\$17.33		\$17.33
7/17/2007	LP				7/18/2007		\$10.00		\$27.33
7/18/2007	CHWA	2,949	2,892	57	7/18/2007		\$42.64		\$69.97

ONLINE TAX PAY

CSI's Online Tax Pay feature provides citizens with a way to view and pay tax bills via the Internet. The Tax Inquiry Screen also provides information to attorneys and other professionals who routinely need access to this data.

TAX INQUIRY

Your Municipality Online Services

Your Municipality Online Taxes

Use the simple form below to look up your tax records and pay your tax bills online.

Name:
 Tax Type:
 Receipt Number:
 Map Number:

Name	Address	Type	Tax Year	Balance	Paid Date	Map #
SMITH KELLY T	455 SWANSON DRIVE SW ANYCITY NC 99999	REAL PROPERTY	07	Paid	8/5/2007	03.33.1.11
SMITH PAULINE	1988 PATIO LANE ANYCITY NC 99999	REAL PROPERTY	07	Paid	7/29/2007	03.53.2.22
SMITH JAMES CONWAY	2721 FAIRWOOD DRIVE ANYCITY NC 99999	REAL PROPERTY	07	Paid	7/20/2007	03.53.2.22
SMITH SCOTT DUANE	2824 ELLERWOOD RD ANYCITY NC 99999	REAL PROPERTY	07	Paid	8/5/2007	03108A.1.2
SMITH LLOYD BELL JR & MARY	501 HIGHLAND AVE S W ANYCITY NC 99999	REAL PROPERTY	07	Paid	7/29/2007	06.1.1.4
SMITH BRIAN K & PAM M	1070 CEDAR HILLS CT SE APT H ANYCITY NC 99999	REAL PROPERTY	07	\$829.44		06.7.1.68
SMITH THOMAS EUGENE & GRACE T	1915 THREE LAKES RD ANYCITY NC 99999	REAL PROPERTY	07	\$164.70		06.12.2.5
SMITH WILLIAM & MELISSA M	414 SPRUCE ST SW ANYCITY NC 99999	REAL PROPERTY	06	\$261.54		06.12.4.10
SMITH WILLIAM & MELISSA M	414 SPRUCE ST SW ANYCITY NC 99999	REAL PROPERTY	07	\$247.32		06.12.4.10
SMITH THOMAS & ROXANNE	1013 WELLINGTON CT ANYCITY NC 99999	REAL PROPERTY	07	\$10.96		06.12.6.1

TAX PAYMENT

Your Municipality Online Services

Details for your selected account appear below.
 You may also use the "Pay Now" button to pay your tax bills online.

Tax Receipt Number: 8400 Tax Year: 07 Description: REAL PROPERTY

Mailing Address: SMITH BRIAN K & PAM M, 1070 CEDAR HILLS CT SE APT H, ANYCITY NC 99999
 Map Number: 06 7 1 68 Description: 1059/0873 1992 6.00

Assessment: \$153,600.00
 Appraisal: \$153,600.00

Transactions:

Date	Description	Amount
6/28/2007	PROPERTY TAX 2007	\$829.44

Tax Status: Not Paid

Net Taxes: \$029.44
 Transaction Fees: \$0.00
Total Payment: \$829.44

Pay Method: Credit Card PayPal

APPLICATION FOR NEW SERVICE

Customers can now apply for new utility service via the Internet. When a customer comes in to finalize the application, simply pull up their data in CSI and complete the new service setup.

Your Municipality: New Service Application

Requested Services (select one or more)
 Water/Sewer

Turn-On Date: 1/26/2009
(weekdays only, please)

Previous Customer? Yes No
 Customer Status: Renter Owner

Deposit: \$0.00
 Total: \$0.00

Pay Method: Credit Card PayPal

Service Information (* = Required Field)

*Name:
 Street #: *Street Name:
 *City: *State: *Zip:

Billing Information Use Service Address

*Name:
 Street #: *Street Name:
 *City: *State: *Zip:

SSN: --
 *Phone #: (ex: 800-123-1234 or 888-555-1212 x5)

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="checkbox"/>	Needs work	Roads	01/22/2009	01/23/2009	N/A	Assigned	Low	Admin1	Admin1		