



**Beyond Utility Billing
Streamlining Forms and Payments**

Presented by Tim McCausland
Session #8




Assess | Improve | Manage
Information Technology

Grand Prize



Don't forget to fill out your card!



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Information Technology

Overview


Residents are expecting municipal services to operate faster and more efficiently. Explore how to move away from time-consuming paper forms and manual payments with easy-to-use online versions.



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Benefits of Going Electronic

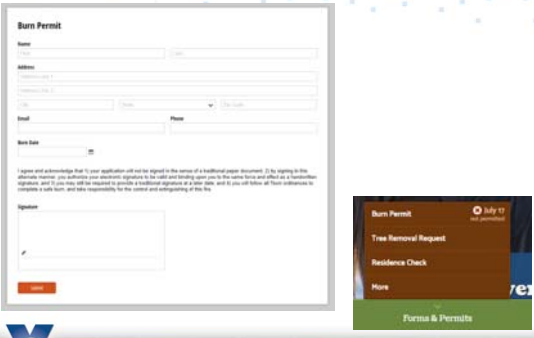
- Meet & Exceed Resident/Business Expectations
- Increase Participation & Engagement
- Reduce Turnaround Times
- Reduce Workload
- Increase Revenue



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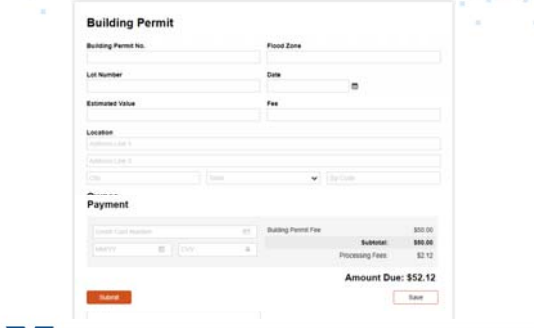
Simple Scenario



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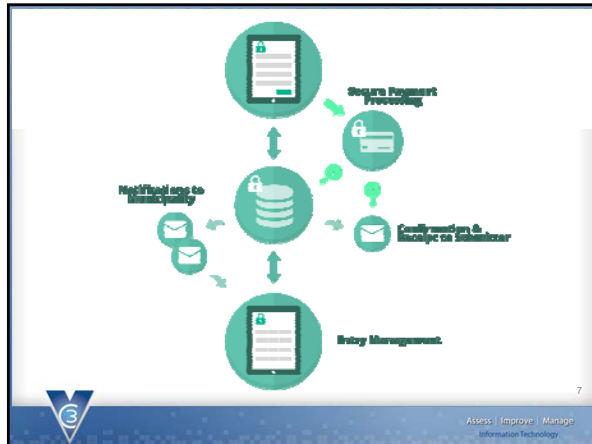
5

Taking Payment



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Managing Submissions

| All Entries | Columns | Sort | Filter | Actions | New Entry | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------------------|----------------|---------------------|---------------------|-----------|-------------------|----------------|------|-----------|-------------------|----------------|------|-----------|-------------------|----------------|------|-----------|-------------------|----------------|------|---|---------------|---------------------|-----------------|---------------------|--------------------------------------|-----|---------|--------------------|-----------|---------|---------------------|--------------|----------------|
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Building Permit No. 7088
Approved by Planning & Zoning: [Signature]
Planning Supervisor: [Signature]
Lic Number: 5128
Submitted Value: \$125,000.00
Location: 1000 West 10, Suite 1000, Columbia, South Carolina 29201
Client: [Name]
Name: [Name]
Address: 384 Carter St, Columbia, South Carolina 29201
Phone: (803) 733-2344

Managing Workflow

| All Entries | Columns | Sort | Filter | Actions | New Entry | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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Planning Supervisor: [Signature]
Lic Number: 5128
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Location: 1000 West 10, Suite 1000, Columbia, South Carolina 29201
Client: [Name]
Name: [Name]
Address: 384 Carter St, Columbia, South Carolina 29201
Phone: (803) 733-2344

Other Examples

| | |
|-----------------------------|------------------------------------|
| Job Applications | Car Seat Installation Appointments |
| Business Licenses | Police Security Check Requests |
| Alcoholic Beverage Licenses | - with Visit Logs |
| Inspection Requests | Facility Rentals |
| Zoning Permits | Recreation League Sign-ups |



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Thank You!
For more information contact
Lynn Kenyon.


lynn.kenyon@vc3.com
803-753-5441




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Don't forget your card!



Suggestions and feedback?
Visit www.vc3.com/masc2018



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