CITYBASE

Storefront

A better way for governments and
utilities to accept and track payments

Your customers have never been so happy to pay their bills.

You've never been so happy with your payment system.

CityBase Storefront makes it easy for people to make payments to governments and utilities **in person**, **online**, or **on their phones.**

Customers love our well-designed, efficient user experience, while you'll appreciate the operational improvements and lower costs — for example, you collect more revenue more quickly and spend less by digitizing manual processes. Direct data entry and database integration make transactions and reporting seamless.

There's no up-front investment required. We provide all hardware, software, maintenance, and support; our cloud-based technology means that updates and improvements happen without downtime. We're an EMV, PCI Level-1 Compliant payment platform, so we take the burden of security compliance off our customers.

Kiosks

Friendly technology, faster transactions

Industry-leading indoor and outdoor kiosks mean you can provide 24/7, multilingual customer service, with no upfront costs to install. Transactions also happen faster, taking less than a minute on average.

- Highly visual instructions are simple for all customers, including those with low levels of literacy.

- Reduce foot traffic and wait times.

- Handle multiple services and payments in one place.

- Integrate directly with CIS and other systems for robust reporting and reconciliation.

- Sensitive information stays safe because it isn't stored.

Point of Sale (POS)

Customer-driven, cashier-assisted

With cashiering software and tablets, CityBase point-of-sale solutions enable more efficient interactions between citizens and cashiers.

- Visual cues and plain language simplify transactions for customers.

- Easy for cashiers to learn and use, so they can work faster.

- Direct integration with your databases means immediate processing, posting, and reconciliation.

- Capture email addresses and mobile numbers so you can encourage users to move to lower-cost service channels.

Web + Mobile

Portable payment technology

CityBase's web and mobile payments make it quick and convenient to pay. Customers can link accounts and store payments.

- Mobile-first design ensures accessibility on all devices.

- Customers can make payments from anywhere that has cellular or internet service.

- Send reminders and bills via email and text. Take payments via IVR.

- Monitor trends in user behavior via advanced analytics.

Revenue Management

Track revenue across devices

Now, you can track all payments across agencies and utilities through CityBase's elegantly designed, end-to-end system.

- Choose your visualizations for transaction activity: by location, debt type, payment type, transaction times, historical comparisons, and more.

- Standard system-wide inputs enable consistent reporting across agencies.

- Automatic reconciliation is available in real time, daily, and monthly.

CityBase helps smart people build intelligent government.

We create enterprise payment, data, and communication systems that connect back-office systems to give agencies and utilities a better way to accept payments, deliver services, and be more responsive to customers. We use our expertise in technology and design to build solutions that are:

ACCESSIBLE to anyone, from any device.

USEFUL in helping people find information they want and get services they need.

RELEVANT, delivering one-to-one service and keeping information up to date by design.

DYNAMIC, with a platform and products that evolve with your organization and with technology.

CITYBASE

We're innovators, problem solvers, and thought partners.

Collaborate with us to build intelligent government and utilities.

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