

ICON WebPay Cash Receipting

Cash offices may be consolidating but it is still essential that the public has a means of making payments to local authorities. Contact Centres and One Stop Shops are now seen as the alternative, providing citizens with better equipped places to find out about public services in their community as well as provide the convenience of accepting counter payments for goods and services.

Also, despite the advent of the Internet, Intranet, telephone and other remote payment systems, many Authorities still have a need for flexible back office cash receipting functions. This might be for the managing of postal cheques singly or in batch, the posting of journals and reversals or the handling of departmental returns.

An easy to use facility allowing staff to manage the many ad hoc requirements of a busy Cashiers Office such as adjustments, enquiries, cashing-up, and banking is just as important as accepting the initial payment from the customer in a face to face environment.

The solution

The solution is to implement an integrated cash receipting facility which allows staff to manage the complete payment cycle.

This might be through a network of neighbourhood offices, or just one central collection point. Whatever the configuration WebPay Cash Receipting is adaptable and flexible enough to handle installations, ranging from a few workstations in a single office to many workstations across multiple offices.

The powerful account search facility allows the cashier to answer customer queries, giving full account information to speed up the processing for the account that is being paid.

Also online integration can be provided to other back office systems to provide immediate, realtime updates to the account information.



Benefits

- > Intuitive and single key navigation with a host of on-demand features for deliverable performance and functionality
- > Browser application avoiding need for multiple installations of the software
- > Centrally controlled to handle multiple cash offices
- > Single, multiple, journal, reversal and cheque encashment transactions
- > Enables multiple payment methods within the one transaction

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WebPay is also the application that Call centre staff and operator use to manage payments over the phone, so the users can manage multiple payment channels with a single application.

This distributed architecture decreases time to deploy and as the system is the same for all payment channels the training can be combined for multiple staff functions.

Also a user is no longer tied to a particular machine and they can take their login to different locations and still action their cashup/banking or journals.

Journals

Where income cannot be immediately identified, full journal facilities are available for re-allocation. This applies to all income, from an unidentified cheque received through the post to files received electronically such as Bank or Giro statements. Unallocated income can be grouped for processing by different officers and / or departments. Each item can be reallocated against single or multiple income codes.

Full exception reporting is available detailing any outstanding unallocated items.

Cash Up and Banking

Till balance, cash up reports and cheque listings are automatically produced and stored electronically for future reference. There is no longer any need for bulky paper back-ups. Bankings are automatically recorded and immediately made available to the Bank Reconciliation module. Bankings are recorded for each cashier but may also be grouped.

Payment Tracking

A user can review any transaction that they have processed to see the status and depending on their access controls, they can review, refund or journal those transactions.

A full history is presented of the transaction data, giving the operator or cashier the ability to quickly respond to customer queries.



Access to other WebPay Module payments

As WebPay is the platform for all ICON Payment modules users can access information, payments and administration of ServicePay, Payments4Schools, ParkingPay and Reporting modules.

If a refund is required then this can either be full or partial and the transaction is appended to the payment history.

Some users may require higher privileges or access to multiple users payment histories so that they can action queries on the behalf of others. This can be achieved by setting up roles within WebPay and assigning responsibilities. For example: a supervisor can have access to administrative functions where as a cashier may only have cash payment processing responsibility.

Reporting

Browser Reporting module provides a comprehensive range of reports and the ability to create, schedule, edit and save reports. With the ability to selectively export data to CSV and XML format, the ICON Reporting module provides a user-friendly gateway to all the financial, operational, statistical and performance information available.

Strategic Solutions

Many local authorities are being faced with the need to identify and implement an e-Government strategy authority-wide that will give them cashable savings and improve service delivery. For customers who are going through this process, Civica can provide assistance based upon their extensive experience and knowledge base.

A Strategic Planning engagement can include spending time with the authority interviewing managers, staff and third party suppliers to establish your requirements and produce a strategy document and formal proposal of how they can be implemented.

End-to-End Income Processing

Taking Web Payments whether across the Counter, in Contact and Call Centres or across the Internet, is only the first stage of income processing. ICON is available for any payment method whether by Cash, Cheque or Card.

In the case of card payments, immediately the payment is authorised the transaction is written to the ICON central database. Payment details are safe, secure and auditable. All payments are automatically posted from WebPay to the General Ledger as part of the ICON automated distribution process.

Fully automated Bank Reconciliation is also available for both e-payments and cash and cheque bankings, making ICON the only system to offer a true, end-to-end income processing solution.