# The City of Bellevue Enhances the Bill Payment Experience with Cloud-Based Cashiering.

**Bellevue is a city located outside of Seattle, Washington with nearly 150,000 residents. With numerous public services available through the city, Bellevue prioritizes access and convenience for all of their residents.**

## Challenge

The City of Bellevue faced many challenges with in-person bill payments for essential services. Residents who wanted to make payments in person had to travel to multiple locations throughout the city to complete their transactions, adding an unnecessary burden to their already busy schedules. In addition, high dollar value checks could not be processed easily, preventing businesses from making payments with their previous solution. Further, each department within the city uses different backend systems, causing revenue collection to be siloed. This made reporting and reconciliation particularly difficult for staff. When the city abruptly found out that their cashiering solution would no longer be supported in 5 months time, they realized they needed a new solution quickly. Bellevue needed new cashiering technology that was PCI compliant and would centralize payments across all departments.



| Payment Details | $1,635.00 ⌄ |
|---|---|
| Place of Entertainment Permit<br>Palmer Square Park | $435.00 |
| Limited Live Performance Permit<br>Palmer Square Park | $1,200.00 |
| **Paid** | |
| Card ending in 3348  Void | $400.00 |
| Account ending in 2213  Void | $1,000.00 |
| Cash  Void | $20.00 |
| Amount paid | |
| **Remaining amount due** | |
| **View Cart** | |

## Solution

To address these challenges and support evolving needs, Bellevue selected Euna Payments to implement a cloud-based cashiering solution. The integration includes payments from five departments including the Bellevue Police Department, Community Development, Development Services, the Finance and Asset Management Department, and the Information Technology Department. Euna Payments technology integrates into four of Bellevue's source systems (JDE, CIS, Cayenta, and Amanda) and centralizes all revenue collection onto a single back-office reporting tool. This allows residents to pay any of these bills at any department office and streamlines payment collection and reporting for staff. Euna Payments also provides Image Cash Letter (ICL) functionality for the City of Bellevue, enabling the processing of high dollar value checks.

> The launch of the new Cashiering solution equips our staff with an exceptional tool to service Bellevue residents wanting to pay their bills in person. And integrating this solution across other agencies centralizes and simplifies the payment and reconciliation process for everyone.

**Roger Lewis**
Senior IT Manager

## Benefits

Euna Cashiering provides a convenient, accessible option for Bellevue residents that prefer to make their bill payments in person. The point of sale software provides city staff with a user-friendly interface and back-office reporting tool to easily manage transactions. Euna Payments technology allows Bellevue to easily add additional departments onto the Cashiering solution and enables them to add additional payment channels including kiosks and online payments in the future.

Some of the benefits include:

**Enhanced security with Euna Payments assuming all PCI scope**

**The ability for staff to ring up payments for multiple obligations in a single transaction**

**Accepts multiple payment methods including; cash, check, card, and contactless payment methods**

**Centralized, cross-departmental reporting and reconciliation with Revenue Management**

## Results

Euna Cashiering has made a huge impact on Bellevue residents and staff. The increase in flexibility allows residents to make a payment at whichever office is most convenient for them and allows cashiers to accept payments more easily. Further, Revenue Management, Euna Payments' back office solution, significantly simplifies the research, reporting, and reconciliation processes for staff, ensuring steady, timely, and accurate revenue collection. The cashiering solution hardware can be shared by multiple cashiers, allowing Bellevue to reduce the number of cashiering stations and resulting in significant cost savings for the city.

**4**
integrations completed in 4 months

**5**
city agencies have been onboarded onto the cloudbased, secure platform

**1,000**
transactions made per month on average

**4**
source system integrations

### Join The Movement

Scan the QR code to learn how Euna Payments can make life easier for customers and staff.

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solutions