EUNA solutions® | **Payments**

How the City of Chicago Leveled the Playing Field with Euna Payments.

★ CHICAGO

CHALLENGES

- Limited locations and operational hours of official payment centers forced citizens to sacrifice time waiting in long lines.

- Residents unable to visit a payment center resorted to using check cashing businesses, incurring high processing fees and penalties for late payments.

APPROACH

- Introduction of numerous self-serve payment kiosks in neighborhoods all over the city—many of which operate 24/7.

- Seamless integration with the City's existing source systems, allowing payments to be posted immediately and giving city staff access to all payment data post-transaction.

- Average transaction time reduced to 60 seconds or less.

About the City of Chicago

The City of Chicago doesn't need much of an introduction. Known for its incredible food, stunning architecture, and elevated train system, it's one of the most celebrated and iconic places in America.

But as the United States' third-largest city, handling its growing population of 2.5 million people comes with challenges for municipal staff, and one issue in particular was hard to solve: finding an efficient and convenient method for customers to pay their bills in person.

OUTCOME

Using Euna Payments, the City of Chicago introduced over 100 self-serve payment kiosks across multiple locations, streamlining in-person bill payment and reducing the average transaction time to 60 seconds or less. As a result, citizens are saving time and money.

100+ Self-Service Kiosks
Introduced by Euna Payments

60s or Less
Average transaction time with Euna Payments

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Challenge

Making In-Person Bill Payment More Efficient

Lacking an easy method of in-person bill payment, citizens were forced to take time out of their schedules to join long lines at City Hall and various payment centers during the day. This often led to frustrated residents and exhausted, overburdened staff, making the process unpleasant for everyone.

For those unable to visit these locations during working hours, a last resort was often check-cashing stores. The good news was that these businesses typically stayed open later. The bad? High processing fees and the risk of incurring penalties if their payments were posted late.

Struggling to find a convenient, modern solution, the City of Chicago finally discovered what they'd been looking for: Euna Payments.

Solution

Accessible, Self-Serve Payment Kiosks

After implementing Euna Payments in 2017, Chicago now has a total of 103 self-serve payment kiosks across the entire city, including safe and secure locations such as City Hall, City Clerk's offices, libraries, police stations, family services, and community centers. Using these stations—many of which operate 24/7—customers can now pay for water bills, parking tickets, business taxes, citations, and more using cash, check, credit, debit, and prepaid cards.

The convenience and ease offered by the kiosk network now allows Chicago residents to pay bills in their own neighbourhood at a time that works for them, saving them time and unnecessary headaches.

> " The Euna Payments kiosks provide our customers with real-time information about their balance, helping them to avoid fees and penalties. "
>
> **Reshma Soni**
> City of Chicago Comptroller

Results

Money Saved, Transaction Time Reduced, and Administrative Burden Eased

Chicago residents can now pay multiple bills to the city in a single visit to a kiosk, reducing per-transaction fees to save them money. Citizens are also saving time as a result, with an average transaction time of 60 seconds or less.

Plus, those living far from payment centers no longer have to endure long commutes to complete a payment at a small number of locations; customers can now make important payments securely in their own neighborhoods during hours that fit their schedule. This has also reduced strain on City staff, as phone calls, mail-in payments, and foot traffic has lessened as a result.

And with Euna Payments syncing directly to the City's existing source systems, payments post to accounts immediately and city staff have access to all payment data right after a transaction is completed to better serve customers.