

Jorge Perez

From: Kaitlin Brannelly <kbrannelly@xpressbillpay.com>
Sent: Tuesday, February 7, 2017 5:18 PM
To: Jorge Perez
Subject: RE: Interactive Voice Response System
Attachments: San Luis IVR Announcement.pdf

Jorge,

I appreciate your email! I am excited to work with you as well.

I am happy to hear that the real-time balances are looking good!

I would be happy to provide you with pricing for our IVR system.

IVR and Live Operator Assisted Payments Pricing

\$0.75 per transaction within the call **(FYI...this was just lowered from \$1.95 to \$0.75)**

This pricing would be added to your monthly invoice from us. No setup fee.

You are able to view all payments made through our phone services in your "Reports" tool on XBP.

Another feature we will be offering is your own private toll free number. Instead of sending out our generic one, you can have your own number for the City of San Luis. This eliminates the step of having to enter your zip code when calling in.

The only thing you need to do for setup is send out our toll free number (or yours) to your customers and get the word out, it is that simple. We will help you get the word out. We have marketing materials for you to send out via postal mail or email. I have attached a sample flyer of what that would look like. See attachment...

Let me know your thoughts and questions!

Thanks Jorge!

Kaitlin Brannelly
Manager of Customer Experience
P: 800-971-4313
F: 800-768-0535

Xpress BILL PAY

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From: Jorge Perez [mailto:jperez@cityofsanluis.org]
Sent: Monday, February 6, 2017 2:24 PM

To: Kaitlin Brannelly <kbrannelly@xpressbillpay.com>

Subject: Interactive Voice Response System

Good afternoon Kaitlin,

I am looking forward to be working with you.

Actually, I already have my first question. We would like to know what would it cost us to move into your IVR system. We have been diligently working with New World System and XpressBillPay in setting up an export file that will allow us to have real-time balances on both software (Billing software and XBP). We are currently exporting files from NWS to XBP and balances are looking good.

The IVR system is something that we have in the loop as it will really help us in our daily operations and will also improve our customer service.

Could you please let me know what the requirements and costs will be for this transition? We are in the middle of budget preparations for next fiscal year, and the IVR system is definitely something that I would like to include.

Your attention and time on this matter is greatly appreciated.

Jorge R. Perez, CPM

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From: Olivia Jenkins

Sent: Wednesday, February 1, 2017 6:21 PM

To: billingsupport@xpressbillpay.com; Kaitlin Brannelly <kbrannelly@xpressbillpay.com>

Cc: Jorge Perez <jperez@cityofsanluis.org>

Subject: Change in Contact

Hello Kaitlin,

Thank you for calling and reaching out last week. As per our brief conversation, I'm no longer in Utilities-Billing and Collections Department. Please, effective immediately, if you could please change the contact information so that the appropriate staff in Utilities may receive the information. Please add Jorge Perez who will be handling all of departments office operations, his email jperez@cityofsanluis.org, please replace my name/contact information with his, in the Auto Pay Notifications, Billing Statements, and as the Administrator in Xpress Bill Pay web access rights.

Your time and attention on the matter will be greatly appreciated, thank you.

Olivia Jenkins, HR Director

San Luis, AZ 85349

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