

City of Fort Lauderdale
P-Card Spend & Rebate Program
and
Customer Service Payment Kiosks



Prepared by
City of Fort Lauderdale
Finance Department

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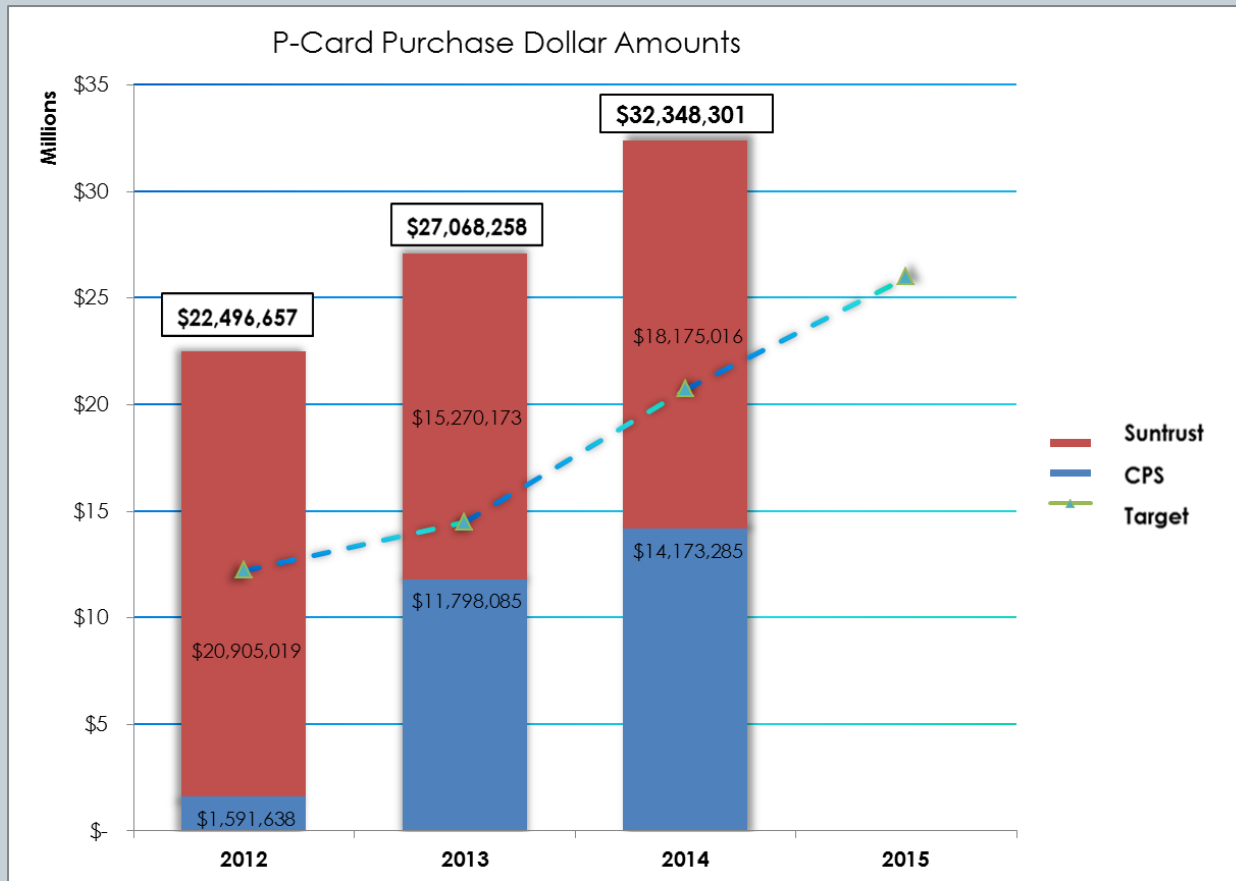
P-Card Spend & Rebate Program



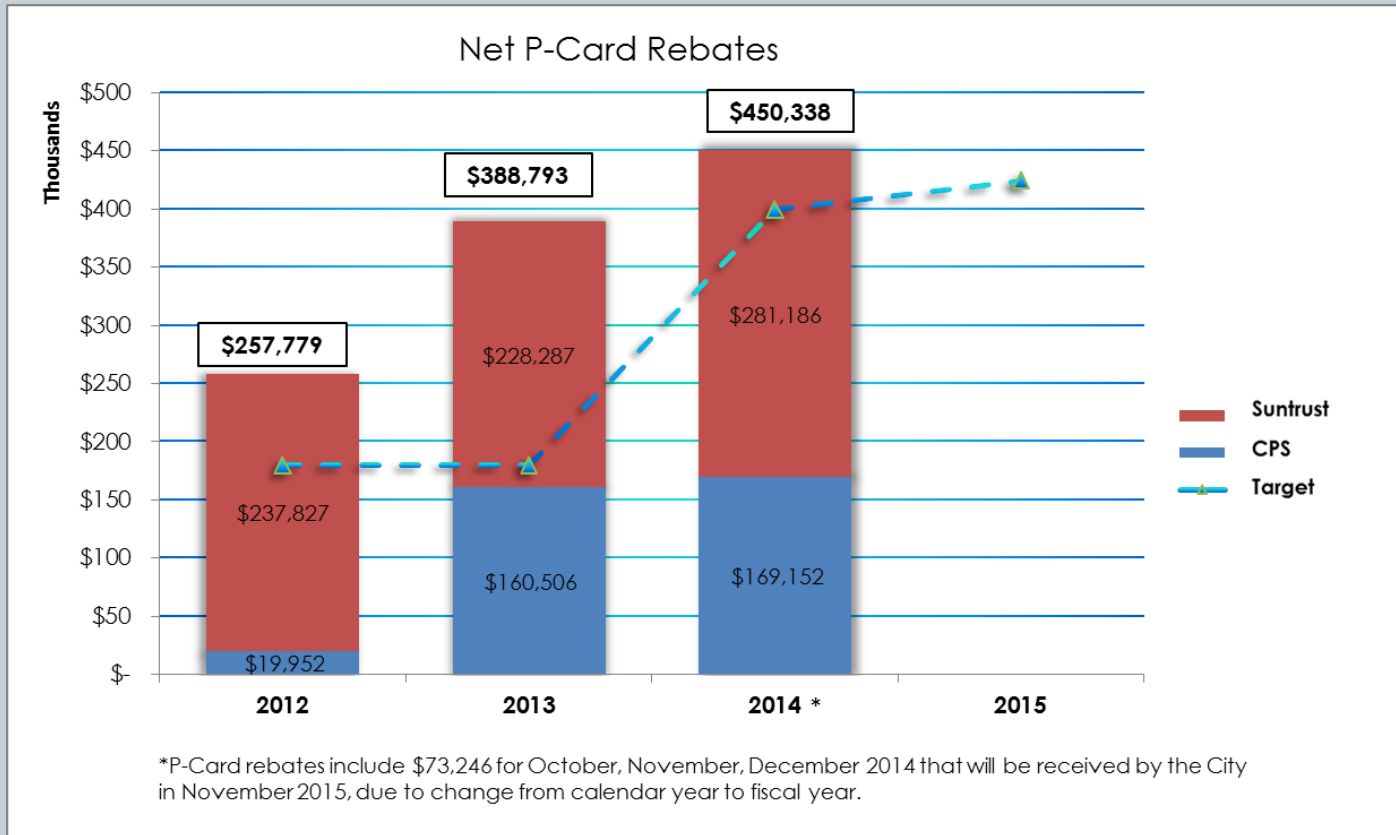
This portion of the presentation will provide an overview of the following:

- P-Card Spend
- P-Card Rebate Amounts
- New P-Card Contract Enhancements
- E-Payables Campaign

P-Card Spend by Calendar Year



P-Card Rebates by Calendar Year



P-Card Contract Enhancements



- Rebate period changed from calendar year to fiscal year
- Rebate payout change:
 - 160 basis points to 175 basis points for weekly pay
- Established Fort Lauderdale P-Card Consortium
 - Additional 5 basis points as consortium member

E-Payables Campaign



New Enrollment Campaign

- 12/8/2014 – 03/05/2015
 - 48 new vendors added for an estimated additional spend of \$8,508,110



CITY OF FORT LAUDERDALE

UTILITY BILLING & COLLECTIONS



**SELF SERVICE
BILL PAYMENT
KIOSKS**

Bill Payment Kiosk



Payment Options

Cash
Check
Credit / Debit cards



Neighbor Advantages

- Pay utility bills quickly and securely
- Pay conveniently at other specified locations
- Pay utility bills 24/7
- Payments applied to accounts in real-time

Benefits



Improves Neighbor Services

- Bill payment service in multiple languages - English, Spanish and French
- Kiosk accepts cash, checks, and credit cards
- Neighbors never have to leave their cars

Improves Internal Operations

- Alleviates long lines at the counter
- Representatives have more time to focus on resolving complex neighbor service-related issues
- Representative currently in the drive-thru can work inside
 - Reduces the abandoned call rate in the Call Center
 - Reduces the neighbor hold time in the Call Center
- Reduces operational risks
- Improves reconciliation and auditing processes

Security Features



Other Facts

- Payment Card Industry (PCI)/ Data Security Standard (DSS) compliant
- Kiosks do NOT store credit card information

Questions

