



eSend Electronic Billing

Diamond's eSend electronic billing module gives you the power of automated and paperless billing and notifications. With eSend you'll provide both greater customer convenience and save money year over year - everybody wins!

Advanced features include custom email templates, extra attachments and a full audit and history of all emails sent. Virtually every type of bill or notice you send to customers from Diamond can now be sent electronically instead!

Add Up the Savings...

Conservative industry estimates suggest a cost of \$2 per piece of traditional mail sent. If you produce, say, 5,000 bills/notices per month and with 40% of those customers subscribing to eSend (or about 2000 eSend documents per month), you would realize savings of \$4,000 per month or \$48,000 annually!

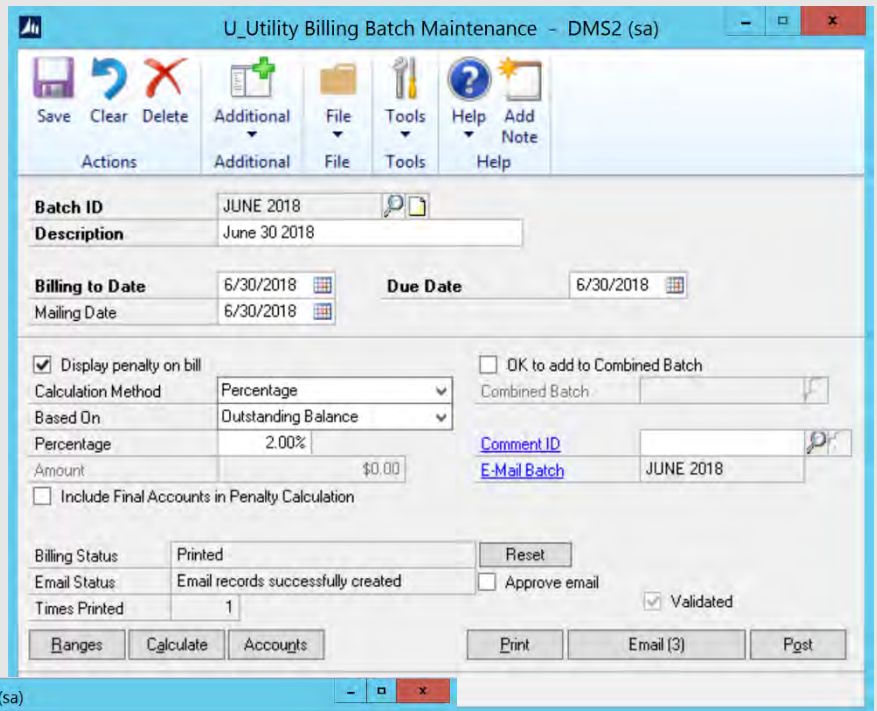
eSend Feature List:

- *Super Easy to Use - Uses Standard System Processes*
 - *Easy sign up of customers*
 - *Full Audit, History and Inquiry of sent Bills*
 - *Easily resend a bill at any time*
 - *Customized and Personalized Email Templates*
 - *Add attachments to emails*
 - *Integrated to Virtual City Hall*
 - *Things You Can eSend include:*
 - a) Tax Notices*
 - b) Tax Arrears Letters and Statements*
 - c) Tax Certificates*
 - d) Tax Assessment Notices*
 - e) Utility Bills*
 - f) Utility Arrears Letters*
 - g) Cash Receipts*
 - h) Cash Receipts (Pre-Authorized Payments)*
 - i) Pre-Authorized Payment Change Letters*
 - j) Sundry AR Invoices*
 - k) Permit Forms and Applications*
 - l) Animal Renewal and Past Due Notices*
 - m) Business Licenses and Renewal Notices*
-

Easy to Use

We've worked hard to embed Diamond eSend into all of your standard billing and notice generation functions. Because it works with those standard processes you use every day, eSend is very easy to adopt and use with minimal impact on the organization.

For example, per the screen shots to the right and below, you can see a standard utility billing run and batch process. Notice how the email and eSend functions are embedded directly into this standard process including email lists, drill down to individual emails and one click send of email bills to customers.



U_Utility Billing Batch Maintenance - DMS2 (sa)

Save Clear Delete Additional File Tools Help Add Note

Batch ID: JUNE 2018
Description: June 30 2018

Billing to Date: 6/30/2018 Due Date: 6/30/2018
Mailing Date: 6/30/2018

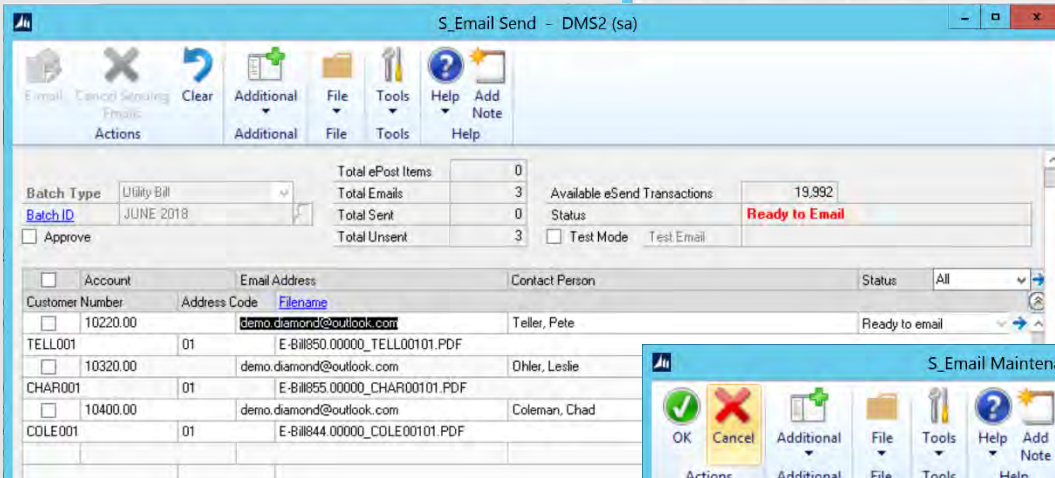
☒ Display penalty on bill
Calculation Method: Percentage
Based On: Outstanding Balance
Percentage: 2.00%
Amount: \$0.00
☐ Include Final Accounts in Penalty Calculation

☐ OK to add to Combined Batch
Combined Batch:
Comment ID:
E-Mail Batch: JUNE 2018

Billing Status: Printed
Email Status: Email records successfully created
Times Printed: 1

Reset
Approve email
Validated

Print Email (3) Post



S_Email Send - DMS2 (sa)

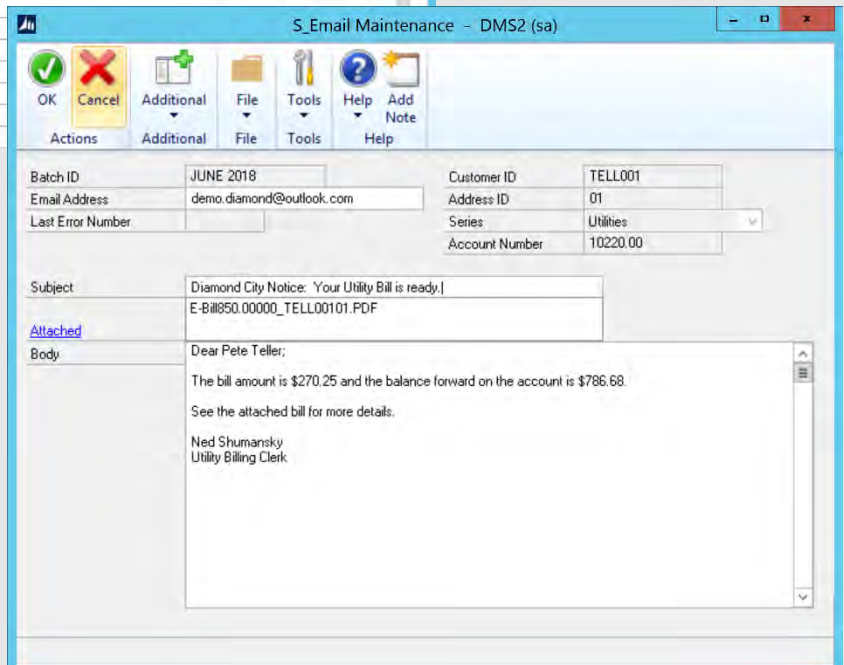
Batch Type: Utility Bill
Batch ID: JUNE 2018

Total ePost Items: 0
Total Emails: 3
Total Sent: 0
Total Unsent: 3

Available eSend Transactions: 19,992
Status: Ready to Email

☐ Approve
☐ Test Mode Test Email

Account	Email Address	Contact Person	Status
10220.00	demo.diamond@outlook.com	Teller, Pete	Ready to email
TELL001	01	E-Bill#850.00000_TELL00101.PDF	
10320.00	demo.diamond@outlook.com	Ohler, Leslie	
CHAR001	01	E-Bill#855.00000_CHAR00101.PDF	
10400.00	demo.diamond@outlook.com	Coleman, Chad	
COLE001	01	E-Bill#844.00000_COLE00101.PDF	



S_Email Maintenance - DMS2 (sa)

Batch ID: JUNE 2018
Email Address: demo.diamond@outlook.com
Last Error Number:

Customer ID: TELL001
Address ID: 01
Series: Utilities
Account Number: 10220.00

Subject: Diamond City Notice: Your Utility Bill is ready.
E-Bill#850.00000_TELL00101.PDF

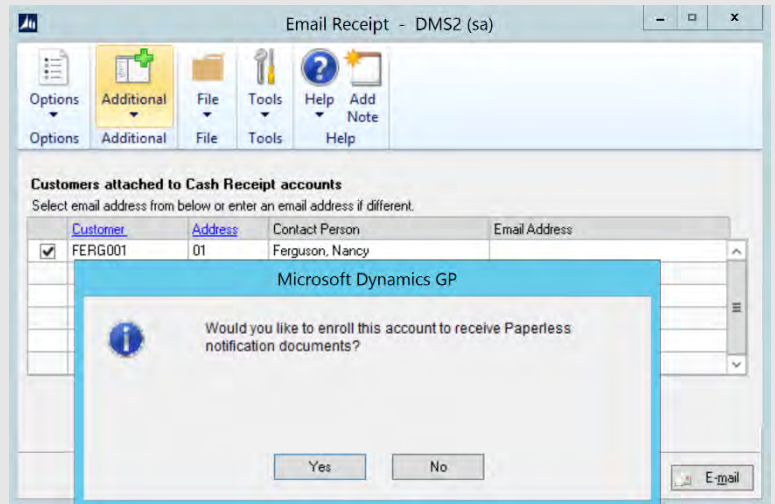
Attached

Body: Dear Pete Teller;
The bill amount is \$270.25 and the balance forward on the account is \$786.68.
See the attached bill for more details.
Ned Shumansky
Utility Billing Clerk

Easy to Sign up New Customers

Industry studies on electronic billing tell us to take advantage of our initial contact with customers to maximize electronic billing adoption.

Diamond has made it super easy to sign up new customers to eSend, regardless of how many sub ledger accounts they have! The screen shot to the right shows how, during a simple cash receipt transaction, you can easily enroll a customer onto eSend and paperless billing.



The screenshot shows a window titled "S_Paperless Notifications Customer Enrollment - DMS2 (sa)". It has a menu bar with "Save", "Clear", "Additional", "File", "Tools", "Help", and "Add Note". Below the menu bar, there is a form for customer information:

Customer ID: FERG001
Address ID: 01
Email Address: demo.diamond@outlook.com

Contact Person: Ferguson, Nancy
Address: 420 Kelsey Street
City: Diamond City
Province: ON
Postal Code: N5Y 6Y2

☒ Automatic enrollment to future paperless notification documents

Select accounts/documents to receive paperless notifications

Print	Series	Account/Document	Location	Type
<input checked="" type="checkbox"/>	Tax Roll	001600700101400	420 Kelsey Street	Primary Owner
<input checked="" type="checkbox"/>	Utilities	10340.00	420 Kelsey Street	Primary Occupant
<input checked="" type="checkbox"/>	Cash Receipt	Pre-Authorized Payments		
<input checked="" type="checkbox"/>	Receivables	FERG001 - 01	420 Kelsey Street Diamond City ON	

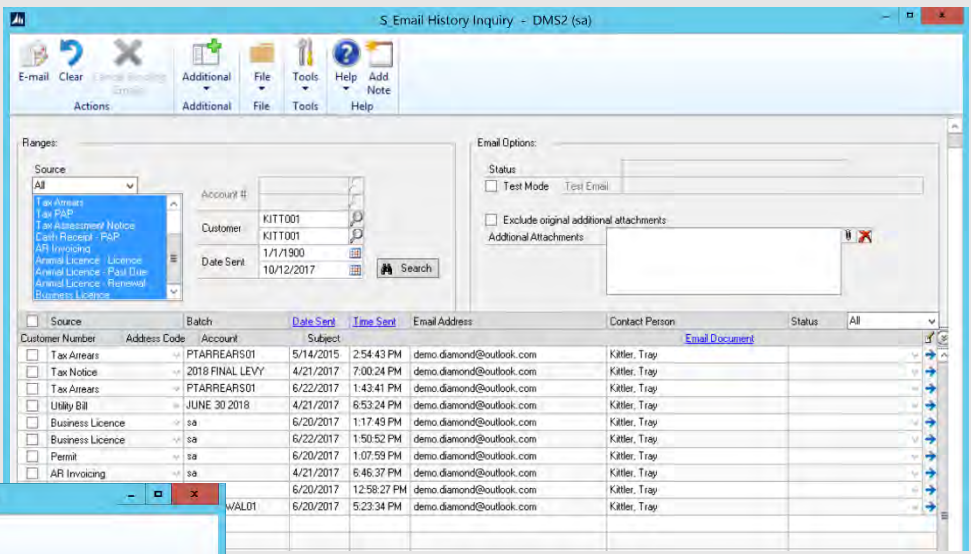
The enrollment process itself is very simple. Once you click on "yes" in the screen above, the system automatically opens the enrollment window (screen to the left) and identifies all of the subledger accounts for that customer.

You enter an email address and click one box to select all accounts and just like that, you have enrolled the customer to eSend.

If you like, you can also selectively add accounts and subledgers rather than all accounts.

Full Audit, History, and Inquiry

A super powerful feature of eSend is the ability to view ALL historical emails sent at both the customer and sub ledger level. This includes not only a listing of the emails but full drill down into the contents of the email and to the PDF attachment itself. This gives you full confidence to review, audit and resend emails as required.



S Email History Inquiry - DMS2 (sa)

Actions: E-mail, Clear, E-mail Binding, E-mail, Additional, File, Tools, Help, Add Note

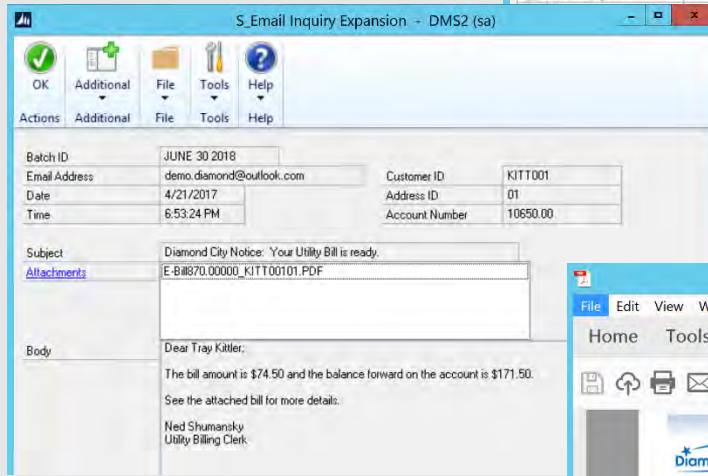
Ranges:

- Source: All
- Account #: KITT001
- Customer: KITT001
- Date Sent: 1/1/1900 to 10/12/2017

Email Options:

- Status: Test Mode, Test Email
- Exclude original additional attachments: ☐
- Additional Attachments:

Source	Batch	Date Sent	Time Sent	Email Address	Contact Person	Status
Customer Number	Address Code	Account	Subject			
<input type="checkbox"/> Tax Arrears		PTARREARS01	5/14/2015	2:54:43 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> Tax Notice		2018 FINAL LEVY	4/21/2017	7:00:24 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> Tax Arrears		PTARREARS01	6/22/2017	1:43:41 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> Utility Bill		JUNE 30 2018	4/21/2017	6:53:24 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> Business Licence		sa	6/20/2017	1:17:49 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> Business Licence		sa	6/22/2017	1:50:52 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> Permit		sa	6/20/2017	1:07:59 PM	demo.diamond@outlook.com	Kittler, Tray
<input type="checkbox"/> ARI Invoicing		sa	4/21/2017	6:46:37 PM	demo.diamond@outlook.com	Kittler, Tray
			6/20/2017	12:58:27 PM	demo.diamond@outlook.com	Kittler, Tray
			6/20/2017	5:23:34 PM	demo.diamond@outlook.com	Kittler, Tray



S Email Inquiry Expansion - DMS2 (sa)

Actions: OK, Additional, File, Tools, Help

Batch ID: JUNE 30 2018

Email Address: demo.diamond@outlook.com

Date: 4/21/2017

Time: 6:53:24 PM

Customer ID: KITT001

Address ID: 01

Account Number: 10650.00

Subject: Diamond City Notice: Your Utility Bill is ready.

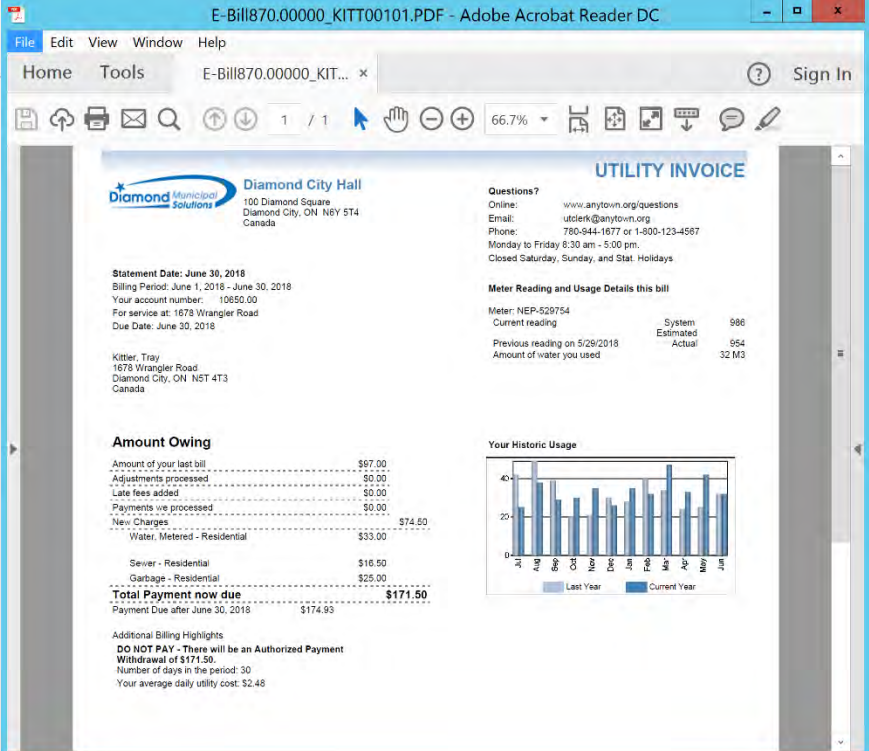
Attachments: E-Bill870.00000_KITT00101.PDF

Body:

Dear Tray Kittler,

The bill amount is \$74.50 and the balance forward on the account is \$171.50. See the attached bill for more details.

Ned Shumansky
Utility Billing Clerk



E-Bill870.00000_KITT00101.PDF - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools E-Bill870.00000_KIT...

66.7%

UTILITY INVOICE

Diamond Municipal Solutions Diamond City Hall
100 Diamond Square
Diamond City, ON N5Y 5T4
Canada

Questions?
Online: www.anytown.org/questions
Email: utclerk@anytown.org
Phone: 780-944-1677 or 1-800-123-4567
Monday to Friday 8:30 am - 5:00 pm.
Closed Saturday, Sunday, and Stat. Holidays

Meter Reading and Usage Details this bill

Meter: NEP-520754
Current reading: 986
Previous reading on 5/29/2018: 954
Amount of water you used: 32 M3

Statement Date: June 30, 2018
Billing Period: June 1, 2018 - June 30, 2018
Your account number: 10650.00
For service at: 1678 Wrangler Road
Due Date: June 30, 2018

Kittler, Tray
1678 Wrangler Road
Diamond City, ON N5T 4T3
Canada

Amount Owning

Amount of your last bill	\$87.00
Adjustments processed	\$0.00
Late fees added	\$0.00
Payments we processed	\$0.00
New Charges	\$74.50
Water, Metered - Residential	\$33.00
Sewer - Residential	\$10.50
Garbage - Residential	\$25.00
Total Payment now due	\$171.50
Payment Due after June 30, 2018	\$174.93

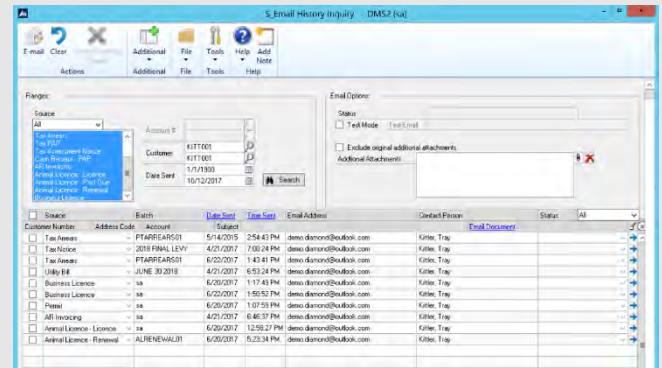
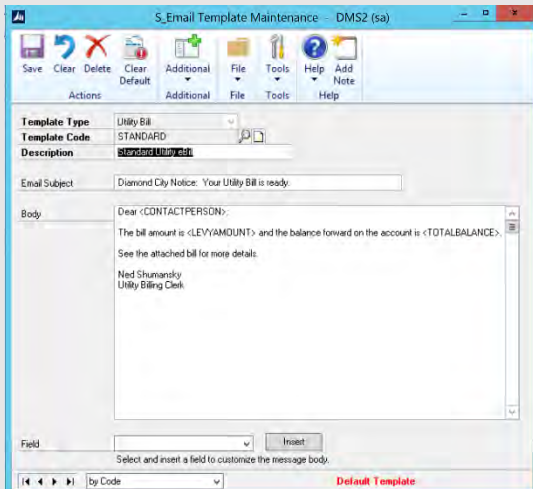
Your Historic Usage

Bar chart showing water usage (M3) for the last year (light blue) and current year (dark blue) from July to June. The current year usage is generally higher than the last year usage.

Additional Billing Highlights
DO NOT PAY - There will be an Authorized Payment
Withdrawal of \$171.50.
Number of days in the period: 30
Your average daily utility cost: \$2.48

Easily resend a bill at any time

Thanks to the full history and audit of all emails sent, you can select any email from history and resend it at any time. It's super easy to provide excellent customer service!



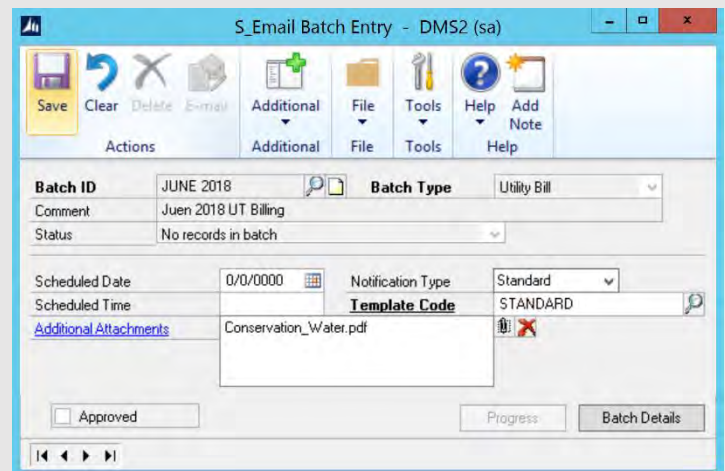
Customize and Personalize Emails

With Diamond eSend, you create email “templates” for each eSend document you plan to use. This allows you to create custom messages and subject lines for EACH type of document so the content is very clear to the recipient.

You can even personalize each email by adding the recipient's name plus other relevant information such as the service address, amount of bill, total balance and other fields. Open rates on personalized emails are much higher so take advantage with Diamond eSend!

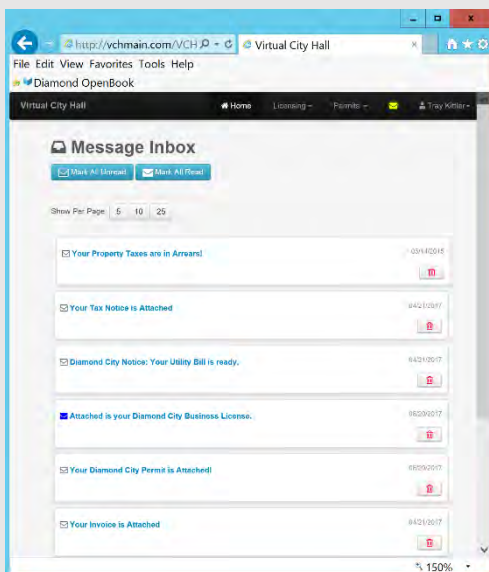
Add Additional Attachments

Need to add a waste collection schedule with your emailed utility bill? No problem! The Diamond eSend module allows you to add any number of additional attachments to be emailed along with your bill or document. Simply add the new attachment to the batch and send – it's that simple!



Integrated to Virtual City Hall

Your citizens and stakeholders can also see their emails online in Virtual City Hall. Every email you send is shown in the online message centre when the user logs in.



eSend Everything!

The Diamond eSend module allows you to email virtually any document you send to citizens and stakeholders today. This long list includes:

- Tax Notice – Annual
- Tax Notice – Interim/Final
- Tax Notice – Supplemental
- Tax Assessment Notice
- Tax Certificates
- Tax Arrears Letters and Statements
- Utility Bills
- Utility Arrears Letters
- Cash Receipts
- Cash Receipt pre-authorized receipts
- Change of Pre-authorized payment amount letter
- Sundry AR Invoices
- Pet license renewal notice
- Pet license past due notice
- Business License
- Business License renewal notice
- Permit Documents – Permit Forms and Applications

