



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2018/85**

TO: Administration & Finance Executive Committee
FROM: Dawn Galusha, Deputy Treasurer
DATE: June 14, 2018
SUBJECT: Addition of Modules for Financial Software

BACKGROUND

In 2016, the treasury department of the Town of Fort Frances began the successful implementation of the Microsoft Dynamics GP Financial software with Diamond extensions, which are specific to the Municipal sector. At the time of determining the software choice, the Town anticipated expanding the system to incorporate additional modules for use throughout the municipality in a networked environment designed to allow for seamless integration and the ability to offer our ratepayers a one-stop shopping service. We recently had training on EFT transfers for our accounts payable payments which will enable us to send the payments via EFT, saving on cheque stock and mail costs, in addition to ensuring that bills can be paid in a timely fashion without having the lag time of the mail system.

At this time, we are considering adding two modules that work very closely with each other, eSend and Virtual Town Hall. When preparing the budget, however, we did not include the cost of the two modules in the Capital Budget as we were uncertain if we would be ready for implementation in 2018. Since we feel prepared to take this next step in the implementation process and to provide additional customer service options to the ratepayers, we would like Council to consider using the Corporate Projects Reserve for the capital component (software and implementation services) of the costs. The remainder of the costs would flow through the operating budget lines.

To begin with we suggest starting with a 5,000-transaction tier for eSend, with costs as follows:

Software – \$4,000

Implementation Services - \$1,720

Annual Fee - \$1,120

The costs for Virtual City Hall are:

Software - \$12,500

Implementation Services - \$12,470

Annual Fee - \$3,500

The use of eSend will allow us to email a variety of bills, notices, and letters. The functionality allows for attachments to be sent with the email, such as the letters or stuffers that are often printed and

sent with a Water and Sewer bill. As well, it provides for a complete audit trail, history and inquiry of sent bills, notices, and letters with the option to resend at any time.

Virtual City Hall will allow customers to log into a portal to see their accounts and details of the accounts and enable them to pay online through this portal. The account activation for the customer appears quick and seamless. Payments through the portal allows for debit and credit card payment where a surcharge of up to 1.75% may be added to cover the credit card option. The cashier will be able to import the portal payments and create the cash receipt in a seamless process. The entire portal will enhance our customer service capabilities for our customers.