

CASE STUDY:

CITY OF KINSTON BRIDGES GAP IN PAYMENT PROCESSING USING FORTE SWP CHECKOUT



{ The challenge }

In Kinston, North Carolina (pop. 20,000), residents paid their utility bills directly to the city government. But the city offered limited options for making those payments electronically. Residents could pay over the phone and in person at a kiosk, but not online. Other city departments, like recreation, police and fire, couldn't accept electronic payments at all.

To let residents pay for utilities online, Kinston officials wanted to integrate payment processing into their billing software's web interface. The city also wanted to enable other departments to accept payments by phone or in person.

Kinston turned to Forte for help, and Forte delivered.

{ The solution }

Forte developed programming to bridge the gap between Kinston's enterprise resource planning system and a payment interface. The city used Forte's Secure Web Pay (SWP) Checkout tool, which redirects payers from the city's website to a secure, third-party webpage to complete their transactions. SWP Checkout is ideal for governments and other users that want to accept online card and eCheck payments, but don't want to spend budget or technical resources developing their own webpage to process payments.

Forte launched an online and IVR utilities billing solution for Kinston using a convenience fee model and provided technical support. By processing more payments electronically, Kinston staff now handle less cash and fewer checks, which reduces bank fees and saves time.

FORTE PROVIDES GREAT CUSTOMER SERVICE FROM THE BEGINNING STAGES OF PLANNING TO FINAL DEPLOYMENT. THEY DEFINITELY STILL HAVE A PERSONAL TOUCH THAT IS MISSING IN SO MANY INDUSTRIES."

KATHERINE GWYNN,

Assistant City Manager, City of Kinston

{ The results }

After integrating more electronic payment processing, Kinston saw **41 percent year-over-year growth in the number of transactions** processed. The city also received positive feedback from residents who appreciated the ease of making payments through the Forte solution.

Forte was able to provide Kinston with a reliable solution that has proven to be attractive to both city officials and utilities customers.

"Forte provides great customer service from the beginning stages of planning to final deployment," said Katherine Gwynn, Kinston's assistant city manager who worked with Forte to implement the payment solution. "They definitely still have a personal touch that is missing in so many industries."

Learn more about how you can expand your payment processing capabilities with Forte as your payment solutions partner at www.forte.net/customer-stories or by calling **866-290-5400**.