



*Self-Service*

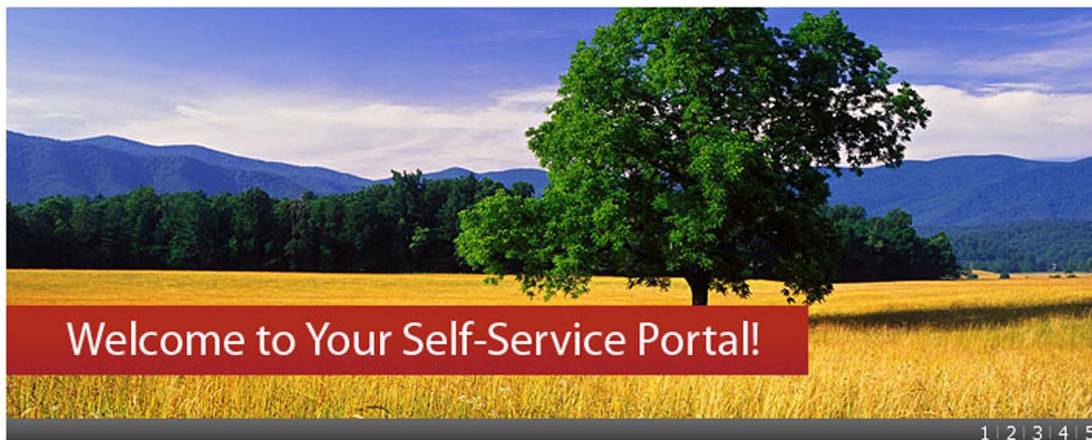
client relations web portal  
for municipalities & utilities

MEMBERS LOGIN

User:

Password:

Enter



Welcome to Your Self-Service Portal!

1 | 2 | 3 | 4 | 5

Welcome to your future site!

Convenience and 24/7 customer service is what you can now offer to your clients. You can offer a new way to contact you, pay their bills, keep in-touch and allow them to order any of the services and products you offer at any time of the day with just a web browser!

What are the benefits for your clients?

- » Improved service by giving them online access to their account information at their convenience - 7 days a week, including the ability to view and pay utilities, taxes, and order anything you may offer with a credit card or bank account!
- » Save their time and money by eliminating the need to write a check, find a stamp and rush to get their payment made on time or come to your office to fill out new service forms - anything that in the past required a visit to your office.
- » View current and past usage history - Compare service consumption and determine usage patterns.
- » Send requests to your departments and track their progress. Fill out any forms that were only available on paper in your office before!
- » Signup to receive updates by e-mail or optionally via SMS/text messaging of outages, requests submitted or new billing statements and news as they become available!

What are the features?

- » Pay any bill - Use a credit or debit card or bank account to pay utility bills online, including electric, water, sewer and property taxes via your own website.
- » Payment history - View payment history, including pending payments.
- » Customer account information - View and optionally update account information, including account status and balance, last bill sent, and last payment received. Multiple accounts you can be viewed with the same registration.
- » Consumption summary information - Display consumption summary information for each meter, including last reading, average daily usage, and period usage.
- » Customer billing history - View billing history, including bill date, due date, balance forward, current charges, and total billed amount.
- » Customer service summary - View service and tax summary information, including service status, the start and stop dates, and the average charges!
- » Customer billing statement - View customer billing statements with detailed information for a specific bill.
- » Send and track requests to any available departments.
- » Manage notifications and notification methods including outage reports.
- » Custom order forms to buy online everything you have to offer without a visit to your office. Fill out and submit forms that were previously only available on paper.

It is a secure and dependable way, available 24/7 any day of the year, to provide the best possible customer service.

How does this site help you?

- » Reduces expenses by reducing the workload of your staff allowing you to pass savings to your clients
- » The look and feel of this website is customized with your own colors, logos, links and general look preserving your identity and branding!
- » Provides you with a system to track requests, move away from hard to track paper forms resulting in better customer service.
- » Integrates with your current billing system to allow both automated and manual imports and exports.
- » Allows you to select your card processor and bank, negotiate your own rates and charge any convenience fees if needed - your are no longer outsourcing online card and bill payments - you are in control!

SEARCH SITE

Send a Request

Utilities

New Service

Planning & Codes

Public Works

Garbage Cart Order (\$)

Tax Payments (\$)

News & Events

12/01/2009 **News headline 1**

Pay your utility bill - Use your credit or debit card to pay your utility bill online, including electric, water, sewer and property taxes via the city's website. »

12/01/2009 **News headline 2**

Customer account information - View your account information, including account status and balance, last bill sent, and last payment received. You have multiple accounts, view each account.

Modules Navigation

Request Tracker

Payment Tracker

Billing Import

Payment Export

News Management

Content Management

Menu Management

Site Sections

News Blast

User Management

Global Settings

11/13/2009 **News headline 3**

Consumption Summary  
Display your account summary information including last usage, and period usage.

11/11/2009 **News headline 4**

Customer service  
View your account's information, including account status, the status of your account, the average of your account's previous 12 months.





**VIC** *Self-Service*

client relations web portal  
for municipalities & utilities

MEMBERS LOGIN

User:

Password:

- About Us
- Departments
- Residents
- Businesses
- Visitors
- Safety & Outages
- Environment
- Forgot Password?
- Not Registered?

- » You can publish any forms online that otherwise your clients would have to come to your offices to fill out and then track their submissions!
- » Ensures that all requests are routed to the correct department eliminating paper trail and lost requests.
- » You can manage the content and every aspect of our website without any special knowledge using a simple interface so you can keep it up to date without external costs!
- » You can introduce new products and services and rapidly deploy them by collecting any kind of fees and payments that apply online.
- » Allows you to keep in touch with your clients 24/7 and provide them with news, updates and newsletters by e-mail or optionally via SMS/text messaging based on the notification criteria they have selected.

**It is easy for your clients to begin using this site:**

- » They need an e-mail address.
- » An account number from their last statement or any other means of verification.
- » Register with the online form.
- » Check their e-mail for a confirmation message and follow the included link to verify their e-mail address.
- » Sign on and begin using the site!

For more information and to schedule a demonstration please contact us at (888) 811-8681 or by e-mail at [sales@vic.com](mailto:sales@vic.com).



**Who we are:**

VIC, short for Scirocco Communications LLC dba Virtual Interactive Center, is a web-technology agency with the creative and technical expertise to develop and deliver Internet-based products and services that add value to your bottom line. We provide custom solutions to Create, Develop, Market & Manage the complete Lifecycle of your online presence. We build tools to manage your internal and external relationships with clients and partners. We cultivate relationships through technology.

VIC was founded in Knoxville, Tennessee in March of 1995, and our headquarters are located in downtown Knoxville. We are a small profitable business, committed to our clients and their success. Our value proposition is that we provide you with a single relationship with the expertise and experience to be the only online technology partner you will need.

With our own advanced datacenter, which is the base for products and services we offer, we are able to ensure quality and deliver unmatched service.

**ACCOUNTS**

- John Smith (445674993)
- NewBean Inc. (399200019)

**SEARCH SITE**

**Account Menu**

- My Statements
- Payment History
- Update/Add Accounts
- Message Center
- Notification Options
- Logout
- Send a Request
- Utilities
- New Service
- Planning & Codes
- Public Works
- Garbage Cart Order (\$)
- Tax Payments (\$)

**Important Messages About Your Account**

Any transaction made after 3:00 p.m. will not be credited until the next business day.

**Account information - John Smith (445674993)**

Account Number: 445674993  
 Name: SMITH, JOHN L  
 Street: 4338 MAIN DR  
 Address 2: CITYSTATEZIP: KNOXVILLE, TN 37901  
 Phone: 865-555-5111  
 Email: johns@myemailaddress.com [\(update\)](#)

**Total amount (\$)**

Past Due: 0.00  
 Current Due: 269.17  
 Total Due: 269.17  
 Paid: 0.00 [\(pay now\)](#)

**Notes:**

We are pleased to announce that we will accept Visa & Mastercard cards by internet, telephone and in our business office for utility and tax payments.

Credit card companies charge a fee to businesses or governments who accept their cards. The fee is a percentage of the amount charged. Thus, accepting credit cards is an additional expense. To offset the cost of credit card usage, we will institute a convenience fee to be applied to such transactions. All convenience fees are paid to the company that processes the credit card transactions.

You will find that our flat convenience fee of \$3.95 is comparable to neighboring utilities and municipalities. We're hopeful that competition will eventually lower the fee and allow us to take all credit cards in the future.

**Payment Form**

Amount: \$ 269.17 +\$3.95

**Billing History**

| # | Period     | Consume (kWh) | Amount (\$) |
|---|------------|---------------|-------------|
| 1 | 2009 / Jul | 2298          | 171.39      |

**VIC Self-Service** System Management Portal

Main | Modules | Logout

Welcome Joe Doe | Last login: 01/10/2010 14:25 | You have 5 new requests

**Modules Navigation**

- Request Tracker
- Payment Tracker
- Billing Import
- Payment Export
- News Management
- Content Management
- Menu Management
- Site Sections
- News Blast
- User Management
- Global Settings

**Request Tracker**

Status filter:  New  Feedback  Processing  Resolved  Closed  Error

| ID  | Title                                       | Created             | Commented           | Status     | Delete                           |
|-----|---|---------------------|---------------------|------------|----------------------------------|
| 140 | Payment form                                | 2009/11/25 14:23:02 | 2009/11/25 14:23:02 | New        | <input type="button" value="X"/> |
| 130 | Customer Service Request - Public Works     | 2009/08/11 16:57:55 | 2009/08/11 16:58:58 | Feedback   | <input type="button" value="X"/> |
| 129 | Customer Service Request - APD              | 2009/08/11 10:04:51 | 2009/08/11 10:04:51 | Resolved   | <input type="button" value="X"/> |
| 122 | Customer Service Request - Planning & Codes | 2009/08/04 14:34:00 | 2009/08/04 14:34:00 | Processing | <input type="button" value="X"/> |
| 140 | Payment form                                | 2009/11/25 14:23:02 | 2009/11/25 14:23:02 | New        | <input type="button" value="X"/> |
| 130 | Customer Service Request - Public Works     | 2009/08/11 16:57:55 | 2009/08/11 16:58:58 | Feedback   | <input type="button" value="X"/> |
| 129 | Customer Service Request - APD              | 2009/08/11 10:04:51 | 2009/08/11 10:04:51 | Resolved   | <input type="button" value="X"/> |
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| 140 | Payment form                                | 2009/11/25 14:23:02 | 2009/11/25 14:23:02 | New        | <input type="button" value="X"/> |
| 130 | Customer Service Request - Public Works     | 2009/08/11 16:57:55 | 2009/08/11 16:58:58 | Feedback   | <input type="button" value="X"/> |
| 129 | Customer Service Request - APD              | 2009/08/11 10:04:51 | 2009/08/11 10:04:51 | Resolved   | <input type="button" value="X"/> |
| 122 | Customer Service Request - Planning & Codes | 2009/08/04 14:34:00 | 2009/08/04 14:34:00 | Processing | <input type="button" value="X"/> |

Pages:

Main | Modules | Logout

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