



Legislation Text

File #: 110041., **Version:** 0

Remittance Processing System (NB)

Staff recommends the purchase of a remittance processing system from OPEX Corporation. The Cash Receipts staff processes and posts over 350,000 utility payments annually, with a deposit value of over \$223,000,000. To ensure payments are posted promptly and accurately, staff relies upon an automated remittance processing system. The current remittance system, installed in 1998, is at the end of its useful life. The equipment's reliability has significantly diminished and replacement parts are becoming obsolete while parts and maintenance costs continue to increase.

New payment remittance processing equipment can perform a rapid extraction of the remittance documents with proficiency and accuracy using secure and reliable extraction components. The technology allows a cashier to perform all tasks in a single location, including opening and separating the payment envelope from the inserts, removing contents for electronic scanning, and scanning payments. This improved automated process will save a cashier approximately four hours each day in processing time. With fewer manual steps, repetitive motion injuries can be reduced. In addition, the equipment will improve reliability by reducing downtime while allowing staff to implement an online electronic bank deposit process with increased speed, quality and enhanced scanning quality.

OPEX Corporation is the only supplier of remittance processing systems for the equipment size required by GRU. Utilities Purchasing obtained a written quotation for the system. The City Commission authorize the issuance of a purchase order to OPEX Corporation, a specified source, for the purchase of a utility payment remittance processing system for an amount not to exceed \$78,398. Funds for this purchase have been included in the FY 2011 Customer Support Services budget. Prepared by Cindy Andrade, Customer Operations Director
Submitted by Robert E. Hunzinger, General Manager for Utilities