



City of Franklin, Tennessee

FY 2019 Operating Budget Request

Program Enhancement Summary

Priority	Request	Compensation	Benefits	Expenses	Total	Funded
Revenue Management						
1	Electronic Bill Presentment and Payment Program	\$ -	\$ -	\$ 40,000	\$ 40,000	
Total		\$ -	\$ -	\$ 40,000	\$ 40,000	\$ -
		Compensation	Benefits	Expenses	Total	
Total G/F Requests		\$ -	\$ -	\$ 40,000	\$ 40,000	\$ -

FranklinForward Allocations

	A Safe, Clean, Livable City	\$ -
	A Effective and Fiscally Sound City Government Providing High Quality Service	\$ 40,000
	Quality Life Experiences	\$ -
	Sustainable Growth & Economic Prosperity	\$ -
Totals		\$ 40,000

Traditional Allocations

	Personnel	\$ -
	Operations	\$ 40,000
	Equipment	\$ -
	Capital	\$ -
Total		\$ 40,000

FY2019 PROGRAM ENHANCEMENT REQUEST FORM



Department Priority: **1** of **1**

Department:

41310 REVENUE MANAGEMENT

Division:

FranklinForward Theme:

A Effective and Fiscally Sound City Government Providing High Quality Service

Title:

Electronic Bill Presentment and Payment

Purpose: Use this form to spell out your request for additional personnel and/or programs. We will work with you to tally the requests and create a prioritized list.

REQUESTED PROGRAM ENHANCEMENT FUNDING

Account Description	One-Time Cost (FY19 Only)	Ongoing Annual Cost (FY19 & Future)	TOTAL FY19 Request
<u>Compensation</u>			
			\$0
			\$0
<u>Benefits</u>			
<i>Benefits auto-calculated at 30% of compensation -->></i>			
	\$0	\$0	\$0
<u>Expenses</u>			
82510 COMPUTER SERVICES		\$40,000	\$40,000
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
TOTAL	\$0	\$40,000	\$40,000

PURPOSE / DESCRIPTION OF REQUEST

Electronic bill presentment and payment (EBPP) is a process that enables bills to be delivered and paid over the Internet. Through the benefits of paperless billing, EBPP promises to be a no cost service enhancement to our current billing, payment and customer interaction options.

SERVICE IMPLICATION

Today's customers expect to conduct business online and are highly adept at transactions made through convenient self-service electronic channels. EBPP is the most frequently requested service by our customers.