



City of CHARLOTTE

MEMORANDUM

TO: Mayor Lewis and City Council Members

FROM: Gregg Guetschow, City Manager

SUBJECT: City Manager Report

DATE: March 8, 2019

Claims and Accounts. As I reported at the previous Council meeting, we are now processing the payment of accounts payable through the newly installed BS&A software program. Accordingly, the listing of claims in your agenda packet will look different than what you have seen for much of the past year. One other change that is noteworthy is that we are now able to process through the software claims to be paid through electronic funds transfer (ETF) rather than by check. There will no longer be a separate approval resolution for credit card and AT&T autopay transactions. I have included a separate report of credit card purchases as this information is not detailed in the accounts payable entry.

Finance Software Conversion. In addition to accounts payable, we have successfully implemented general ledger, cash receipting and utility billing over the past two weeks. We have already identified a number of benefits in terms of more efficient use of staff resources that will result from this conversion. There is one final piece of the conversion that we are still evaluating. It concerns the service we are using for handling credit card transactions. To switch from the current service to one that integrates better with the new software would result in a better customer experience and likely lead to greater use of on-line payments. This would also result in improved use of staff resources but there would be some costs that would be incurred that would not be passed on to customers. Any change in this service would not occur prior to August.

Utility Billing. New-format water and sewer bills were printed and mailed this week. We are expecting a positive response to the amount of additional information that is included on the bill. This should help to address some of the frequently asked questions that are fielded by office staff.