Incode Utility Billing CIS

Improve Utility Billing and Enhance Customer Service
Drive Efficiency, Streamline Workflow, and Improve Customer Service

Tyler’s Incode® Utility Billing Customer Information System (CIS) is a comprehensive billing and account management solution designed to manage every aspect of your utility services with an emphasis on powerful functionality, access to data, and ease of use. Built on a scalable and flexible platform, Incode Utility Billing CIS delivers a diverse set of tools to drive efficiency, define workflow through customized processes, and access critical business information when you need it.

The foundation of Incode Utility Billing CIS is a powerful contact and parcel database. With centralized data entry that eliminates data duplication and reduces human error, customer information is stored in one location for easy access and editing. Whether you offer your citizens electricity, gas, and water-metered services or non-metered services, Incode Utility Billing CIS transforms the complex procedures associated with billing, scheduling, and reporting utilities into simple, automated tasks. And with complete integration with a variety of other Incode software applications like General Ledger, Content Management, and Cashiering, your organization’s efficiencies are multiplied.
Powerful Technology Increases Productivity

Incode Utility Billing CIS uses the most up-to-date and proven technology platform to ensure optimum performance today and into the future. With unprecedented flexibility, customization, and scalability to meet your changing needs, you've never had so much power in your utility system – and it's never been easier.

Intuitive enough for basic users and strong enough to keep up with your power users, your staff will be able to do their jobs faster and help more citizens in less time.

A Customized Experience

We understand every utility organization is unique in their approach to workflow and staff responsibilities. Incode Utility Billing CIS offers a customized experience to meet your unique needs through client-defined codes, fields, and processes, while also allowing management to assign program, data, and functionality permissions based on specific job functions and roles within your organization. Through role-based workspaces and security, you'll increase staff productivity and keep the focus on the information relevant to each job — whether you're a billing clerk, service manager, or utility director.

Workspaces can include data processing shortcuts and custom widgets like upcoming service orders, delinquent notifications, revenue statistics, key performance indicators, and more. In addition, web-based dashboards are also available to allow non-Incode users, such as elected officials, to access certain information, reports, and decision-making data.

Information at Your Fingertips With Dynamic Search Functionality

Incode Utility Billing CIS provides quick, on-demand access to key information with an easy-to-use global search.

- Search data throughout the entire Incode platform (and other Tyler products) including contacts, parcels, permits, licenses, and call center applications.
- Search directly for customers, parcels, meters, accounts, and services.
- Filter, sort, select, and export data easily using search result grids.
- Save and share your most common search queries and results.
Integrated Reporting and Content Management

Incode Utility Billing CIS is equipped with a variety of reporting options designed to minimize steps and provide you with quick access to the data you need — in a format you can use to make important business decisions.

- Access data through dynamic links that drill down into the application.
- Create and edit reports on the fly.
- Export reports into more than a dozen formats including Adobe® PDF, Microsoft® Word, and Excel.
- Schedule reports to run, print, and deliver automatically to one or many users.
- Share reports effortlessly by placing on workspaces, emailing, or posting online.

Simple Yet Powerful Billing

Next to keeping your customers' services up and running, billing for those services and collecting the revenue your community relies upon is a top priority. The enhanced billing services available through Incode Utility Billing CIS handle the most complex rate scheduling for single or multi-unit residential or commercial applications including:

- Support for water, sewer, electric, gas, solid waste billing, and more
- Flexible rate engine to calculate complex and simple rates without the need for customization
- Billing based on consumption, flat rate, assessment, installation agreements, and miscellaneous charges
- Imported meter reading data from any third-party system through configurable integration
- Streamlined bill and notification distribution and management
- Flexible bill generation options including email bills and online presentment

Auto-billing processing ensures each account is billing and delinquent notifications are provided in a timely manner with little operator intervention.

Centralized Revenue Collection and Cashiering

Incode Utility Billing CIS includes an easy-to-use, centralized cashiering product that accepts multiple payment types and offers reporting, auditing, and payment entry capabilities including barcode-enabled bills that streamline data capture for your billing clerks. This powerful tool enables automatic, real-time inquiries; on-demand management reports; and detailed tracking of cash collections for maximum transaction efficiency. PCI-DSS certification gives you peace of mind while allowing credit card processing over the phone, in person, or on a recurring basis, while built-in cash drawer reconciliation, batch reporting, and end-of-day processing reduces errors and makes managing collections easier.

Work Smarter, Faster With Integrated Service Orders

Incode Utility Billing CIS is designed to help you get work done quickly and efficiently. Scheduling, tracking, and billing for service orders has never been easier with at-a-glance visibility, email alerts, and in-system notifications. Through user-customized workspaces, service clerks can drill into individual accounts and service orders before approving or dispatching service calls to initiate, modify, or discontinue service — all without leaving the Incode Utility Billing CIS workspace.
Additionally, a complementary Mobile Service Orders application empowers field technicians with the tools they need to do their jobs anytime, anywhere. Its robust functionality allows users to initiate, view, assign, modify, complete, and void service orders from any Apple iOS® device without ever going back to the office. Notes, meter reads, and other critical details are entered directly into the application and updated in Incode in real time, increasing staff efficiency.

- View and pinpoint open service orders on a map using GIS data.
- Assign new service orders, which can be received in the field.
- View relevant contact, service address information, notes, and instructions.
- Search service orders using the map, service address, or service order number.
- Enter meter information, readings, and field notes.

Unparalleled Citizen Access via Online Utility Billing
Your citizens are accustomed to viewing account information and paying their bills online — utilities are no exception. Incode Utility Billing CIS delivers the functionality your customers demand. Through a powerful online portal, customers can view transaction and payment histories, bill due dates, deposits on file, current balances, and more. Through secured and non-secured access, you control what information your account holders can see and what actions they can take — request service, pay a bill, or change account information. With Incode Utility Billing Online, your organization can reduce phone inquiries, shorten lobby lines, increase staff efficiency, and empower your customers with 24/7/365 access to their accounts.

Connect Data and Maximize Efficiency With Integrated Applications
With the broadest range of integrated software applications and services in the market today, Tyler Technologies is uniquely positioned to deliver the tools you need to revolutionize your operations and citizen services.

Incode Utility Billing CIS is designed to work with the systems your organization uses every day. In one central location, users can — based on permissions — access and edit citizen information from the Incode Citizen Services Suite. Once a citizen or a parcel record is recorded in the Incode system, it is accessible throughout the software. Additionally, data sharing between departments enables the flow of utility revenue into the Incode Financial and Personnel Management suites. Seamless integration means processes are smooth and you always have access to the data and functionality you need, when you need it.

Whether you implement Incode Utility Billing CIS as a stand-alone product or maximize the benefits by using it in multiple departments, you will enjoy simplified workflow, increased access to information, and a more engaged citizenry.
We’re With You for the Road Ahead

At Tyler, we believe clients succeed when they have a technology partner they can rely on. As you travel the road from idea and installation to product training and ongoing technical support, Tyler is with you every step of the way with superior services that recognize your unique needs and challenges.

Our public sector experience helps you navigate to the right solution.

It’s our job to know and understand the solutions that will make you the most efficient — an understanding that comes from our staff, many of whom held public sector positions prior to joining Tyler. When you’re unsure of the right combination of software that can help, we’re here to provide you with in-depth product and service knowledge — all backed by industry experience — to drive you to the best decision for your organization.

Get operations off to a good start with proper training.

The right training for your solution equips you to serve citizens on a different level. Learn how your software works using a structured curriculum, including a combination of one-on-one and self-paced instruction, with an extensive library of utility billing-specific help videos built into the software.
For ongoing training and support, Tyler provides interactive resources:

**Tyler University**
Tyler’s continuing education portal is a one-stop shop for your organization’s continuing education needs. Get access to specific Incode Utility Billing courses, Microsoft® software training, and other courses complementary to your daily work 24/7/365 from the convenience of your computer. Tyler U is designed to help improve your skills, reduce new employee training costs, and keep up with the latest technology or procedures.

**Tyler Community**
We understand that some of the most valuable support and product information can be found in the minds of you — our clients — who use the product every day. Tyler Community is a user-driven online support community designed to foster interaction with more than 22,000 public sector peers — including nearly 2,000 Incode users — to get free advice, discuss best practices, troubleshoot issues, and share ideas for software improvement.

**We go the extra mile when it comes to implementation.**
It’s not just anyone’s software implementation experience. It’s yours, and we take your trust seriously. Tyler’s implementation and conversion experts will do whatever it takes to make sure your project runs smoothly, on time, and on budget while keeping your data accurate and secure.

**Ongoing software support for the miles ahead...**
Think of our toll-free hotline, email access, and website dedicated to Tyler’s Incode client support as “roadside assistance” when there is trouble along the way. Tyler’s dedicated Certified Support Professionals can quickly answer questions and get you back on the road to serving customers.

**PERPETUAL UPGRADES — A LONG, SMOOTH RIDE FOR YEARS TO COME**
Your software experience should feel like an easy drive with included and convenient upgrades. While other companies claim to offer free updates, there are often new license fees and wait times hidden under the hood.

Tyler’s true evergreen philosophy is different. Our perpetual licensing delivers new releases, upgrades, and next-generation software at manageable intervals based on your schedule — not ours — so there’s minimal disruption to your operations, it’s easy to learn, and surprises are eliminated.

At Tyler, we’re committed to keeping you productive, efficient, and moving down the road for years to come with proven, tested software developed with your needs in mind.
About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools, and other government entities — to become more efficient, more accessible, and more responsive to the needs of their constituents. Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom, and other international locations. In 2017, Forbes ranked Tyler on its “Most Innovative Growth Companies” list, and it has also named Tyler one of “America's Best Small Companies” eight times. The company has been included six times on the Barron’s 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.