El Dorado Utility Software

Question: How long does it take to set up?
Answer: Setting up online bill pay is easy. Creative Technologies will provide all the necessary software and professional services to help you set it up. Usually, you can be up and running within 24 hours. We simply add a "Pay Now" link to your web site and your ready to start taking online payments.

Question: Do I need any special computer hardware, software licensing or advanced secure high speed internet connection?
Answer: No, all you need is the El Dorado software program, a Personal Computer and an internet connection, all the integration work and security setup has already been done for you.

Question: Can I still do paper utility billing for customers that don't want to go online?
Answer: Yes, You or your customers decide when to stop getting paper utility bills. You create online bills at the same time you do your paper invoicing there are no additional steps or billing process to run.

Question: How long does it take to see the bill online and see payments?
Answer: Bills are available online immediately, you schedule when the email notification is sent out. Payments are real time as soon as the customer pays the bill you have your money. Specifics on payments are outlined in the program.

Question: Can I accept Credit Card, ACH and Electronic Checks with this system?
Answer: Yes, you decide the payment types you want accept and your customer can select the options available. Our online virtual credit card terminal allows you to accept credit card payments over the phone and link back to our system.

Question: Can I charge more for online payment to cover credit card payment fees or set a minimum payment?
Answer: Yes, you define your payment costs and minimum payment options for both electronic and paper invoicing.

Question: How long are the utility bills available for viewing by my customers?
Answer: Invoices are stored for 18 months

Question: Is this secure and should we be concerned about data protection?
Answer: Sensitive customer data is secure, using PCL (Payment Card Industry) encryption and processed according government regulations. No confidential customer data will reside in your system; confidential customer data is handled by the payment clearing houses and never touches your El Dorado system.

Question: What's the cost to add online billing?
Answer: The cost of online billing is less than the price of printing a paper statement and postage. The solution is a hosted service that links directly with the El Dorado program and saves you money by reducing paper invoice statement creation and data entry. There are no long-term commitments or expensive bank set up fees for you or your customers.

Question: What if I am migrating from another billing system?
Answer: Not a problem. Creative Technologies will handle the data conversion from the old system to the new one and get you up and running without missing any billing cycles.

Question: What if I don't have my customers email contact information – how will I collect this data?
Answer: When your customers register for online billing on the web portal we collect their email information and store it in the El Dorado system. Overtime you will collect an accurate list of the customers email information.

Question: Are there reports available that show online activity?
Answer: Yes, there are several reports available that show online billing status and statistics. You have access to information on rejected payments, payment transactions and customer information changes.

Question: How many users and invoice statements can this system support?
Answer: The solution is scalable and can support smaller billing entities with a single PC to large multi-user organizations billing thousands of accounts. The solution is a secure robust billing system exclusively designed for the utility industry.