

**Name:** Cashiering Project Highlights

**Completed:** Fiscal Year 2023/2024

**Goal Alignment:**

**DIGITAL** - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile).

**RESILIENT** - Deliver viable IT solutions that are dynamic, scalable, and maintainable.

**Summary:** The City of Sacramento used a centralized cashiering system to accept payments for most services, programs, fees, and charges. City departments that collected revenue using in-person or online payments utilized a variety of software applications that impact cashiering operations. The cashiering system is separate from the many revenue software systems that are unique to specific services or programs. The revenue systems track how departments earn revenue by permit, rental, or citation. The cashiering system is used to record payments to those revenue systems and the city-wide general ledger financial system.

The existing cashiering application was procured in 2008, does not acknowledge EMV chip technology and therefore subjects the City to greater risk from fraud, and has not been upgraded to utilize modern peripheral support equipment (printers, scanners, locking cashier drawers). In addition, the online payment capabilities of the existing system are limited to accepting payments for invoices generated in the city ERP Accounts Receivable module. Excluded in these invoice types are business operations tax payments, permits processed through the permitting and licensing system, recreation team, activity, and reservation fees. The product therefore does not meet user or customer expectations.

- Centralized online payment portal to process City payments and minimize confusion and repetition.
- Streamlined City payment process with the creation of an interface with revenue and billing applications (department's back-end system for permits or tracking) directly that does not require duplicate input of transactions.
- Supports the use of EMV chip cards
- Use of digital imaging, barcodes, and OCR data capture to eliminate paper-based payment processing, document retention and manual data entry
- Full security, audit trail, reconciliation, archival, and retrieval capabilities following industry best practices. Flexible reporting and managerial tools
- New integrations with City systems

**Benefits:** The cashiering system is used by many city departments. With interfaces to the city financial system and operating department applications, the cashiering system meets the following business needs:

*City of*  
**SACRAMENTO**  
Information Technology

- Afford citizens maximum flexibility to navigate with the City by allowing payments to be received in person by departments with knowledge and responsibility for programs, or electronically through a secure user portal,
- Enable decentralized transaction processing and allow payments to be received in multiple locations
- Centralize the vast city-wide accounts receivable, which makes control, monitoring, and collection efforts more efficient and effective
- Allow service departments like the Finance Department, to support operating departments by accepting payments of any type or kind for any program or fee
- Seamless transmission of information between the general ledger and the various backend systems
- Have a single system instead of multiple departments having multiple systems for cashiering and conveying information to the general ledger, which enables accurate, timely cash reconciliation.