

# Virginia-based Water Utility Cuts Processing Time, Staff Overhead with RemitPlus®

Located near the middle of the Commonwealth of Virginia is Bedford County. The county's Public Service Authority works to serve the area with clean, high-quality water and wastewater services.

As an independent Authority, the Bedford County Public Service Authority ([www.bcpsa.com](http://www.bcpsa.com)) seeks to provide services to residents at rates that are "reasonable and just." Keeping costs down and efficiencies high is crucial to this approach.

One of the Bedford County Public Service Authority's 36 employees is Anthony Browning, Customer Services Manager, who is always on the lookout for new ways to save time and conserve labor and expenses. BCPSA receives a large number of physical checks and remittance stubs as customers pay their bills each month.

## Hundreds of Incoming Payments to Manage and Process Daily

As the Authority grew to service more and more individuals, check payment processing became an increasingly huge manual undertaking, draining staff resources and flooding BCPSA's headquarters in Bedford, Virginia, with paper.

"We were tying up three customer service representatives for half a day entering everything manually," Browning recalls. "We would receive up to 500 new payments on some days. It was quite a burden to manage, as you can probably imagine."

BCPSA had already been using BillMaster®, a popular utility billing and management software application from Data West, a Colorado-based

software company. While the billing side of BCPSA's business operations was going smoothly, Browning felt that there had to be a better way to manage their remittance processing. The Authority turned to RemitPlus® Remittance/Lockbox Processing from ProfitStars®.

## RemitPlus and BillMaster: Powerful Integration for Utilities

RemitPlus proved to be the ideal choice because it works seamlessly with Data West's BillMaster application. The RemitPlus system is a turnkey, automated image-based solution that drastically reduces the time and cost of manual payment posting for utility companies.

BCPSA noticed the in-house results almost immediately.



## ORGANIZATION

Bedford County Public  
Service Authority

## ADDRESS

1723 Falling Creek Road  
Bedford, VA 24523

## PHONE

(540) 586-7679

## WEB SITE

www.bcpsa.com

## CUSTOMERS

8,800

## EMPLOYEES

36

## PROFITSTARS SOFTWARE SOLUTIONS DELIVERED BY DATA WEST

Remitplus® Remittance/  
Lockbox Processing

“RemitPlus quickly freed up eight to ten manpower hours per day for us,” says Browning. “We’ve had it in place now for almost a year and love it.”

The solution simplifies the remittance process by providing the ability to quickly scan and capture images of checks and remittance slips, decreasing labor and reducing errors. RemitPlus provides advanced character recognition (CAR/LAR) reads and stores amounts, endorses the checks, and saves selected identifiers from the utility’s payment stubs. It can also convert paper checks into an electronic funds transfer (EFT), then transmit through a secure ACH or Check 21 image exchange network. The solution combines user-friendly research with comprehensive archiving and search functionality.

What’s more, the system’s seamless integration with BillMaster is a capability Browning finds particularly valuable at BCPSA.

“We can easily upload a file from RemitPlus to BillMaster at the click of a button, in just a few easy steps. It makes for a really great matchup. I wish everything was this well-integrated.”

### **Cost Savings, Speedier Processing, and Up-and-Running-Quickly Implementation**

With the time- and labor-saving efficiencies created by RemitPlus, BCPSA was able to eliminate a position from their customer service team, further reducing overhead.

“They’re just not as busy,” notes Browning. “And the savings are significant when you consider that we added RemitPlus for less than half the cost of one person’s salary.”

Implementing RemitPlus at BCPSA was also a smooth experience. “It didn’t take us long to get the team up to speed,” Browning adds. “ProfitStars’ support staff has been excellent and responsive.”

ProfitStars, a Jack Henry & Associates (JHA) company, is an industry leader in business and financial technology solutions, providing feature-rich systems that improve the performance of utilities like Bedford County Public Service Authority, as well as other diverse organizations and financial institutions. RemitPlus is just one of ProfitStars 60+ solutions that facilitate revenue and growth, risk mitigation and control, and cost control. ProfitStars serves more than 8,700 clients in the U.S. and internationally.

“RemitPlus is just a great product,” concludes Browning. “It’s one of the easiest processes that we have now. I couldn’t see doing without it.”



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