



As your citizens have become more comfortable with conducting business on-line, the demand for web-enabled self-service has increased to where citizens actively seek these services. That's why Diamond Municipal Solutions has developed our Virtual City Hall Suite with a broad range of features and account support.

Perfect for municipalities of all sizes, Diamond Virtual City Hall gives your citizens easy, 24/7 access and payment options to all of their accounts. Also, the system's modern and responsive design means they can access the site through any device anywhere; from Smartphone to tablet to PC, all without any special site design or app download.

Diamond Virtual City Hall is fully integrated with the ERP system too. No cumbersome synchronizations or uploads – just seamless, real-time and accurate information- all the time. Even payment, application and tax certificate requests flow seamlessly back to the ERP system so there is zero double entry of data.

## **SUPER EASY TO USE**

One simple login will automatically return all of the accounts and business that a citizen does with you. They can easily drill down to see account details, review balances, and see all messages and printable copies of bills and notices that have been sent.

Everybody wins! Your citizens get instant access to their account and balance information and your customer service teams can focus on more meaningful inquiries and service requests.

## **FEATURES**

- Fully integrated with Diamond ERP, no extra entries
- Easy for customers to sign up automatically
- Works with Diamond eSend for a paperless experience
- Online Payment Engine - Debit and Credit cards
- Simple login - no pin or account numbers to remember
- Modern Design - Fits any device from Smartphone to PC
- Things your Citizens can do with Virtual City Hall:
- Easy Budget vs Actual Report
- Company Colour Schemes
- Simplified Accounts Payable Transaction Entry
- Default Payables Transaction Display Options
- Dictionary Management
- Dropped Connections



## PUBLIC FACING INFORMATION

Your Diamond Virtual City Hall provides a number of “public facing” tools and information too. Without requiring login, citizens and others can:

- Search properties to obtain basic public information and assessment data
- Search and obtain business directory information
- Return lost dogs to their owners using just a tag or tattoo number
- Search for and pay fines and tickets

Business information (above) and pet owner information (right) can be obtained quickly and easily allowing citizens to be informed and neighborly!

Of course, controls are also in place to protect business and pet owner privacy if they wish to not share information online.

## ONLINE PAYMENTS

Virtual City Halls has superior payment flexibility. We work with the major online payment providers to provide a truly secure and PCI compliant payment experience.

We offer both credit card and debit card processing with a host of additional options:

Easily configure payment option types by subledger. For example, you may want to allow debit card but NOT credit card for property tax payments.

Add either a dollar or percentage surcharge fee to the transaction with different behavior for debit/credit.

All transaction details flow back to the Diamond ERP system automatically with no double entry.

## TAX CERTIFICATES

Your Virtual City Hall also offers lawyers and other stakeholders to quickly and easily search, generate and pay for tax certificates all online.

The super easy search facility makes finding properties and generating certificates a breeze and will lead to very high adoption by the legal industry.

In addition, all requests automatically get written back to your tax system.