

837300 - Teller Online

Originating Year:	2025	Project Type:	Governance and Community Engagement	Department:	170 - Finance
Planned Completion Year:	2025/26	Category:	Special	Project Manager:	Nancy Grove

Project Description/Scope/Purpose

Implement online payment portal for City wide invoices created by Finance. In addition, other miscellaneous fees could be captured through this online portal. Teller Cashiering is currently integrated with the City's ERP system and implementation with their online portal would save significant time and resources should the City select a new vendor.

Project Evaluation and Analysis

CAN/AM Teller Cashiering went live in 2019 as part of the City's overall ERP implementation. Since that time Teller has been implemented at Finance, One-Stop, Library and Public Safety. This cashiering system is fully integrated with Oracle. In 2023 Teller introduced an online payment portal as part of their services. Sunnyvale residents and customers have requested the option of paying online which is a service offered throughout the City but not for Finance non-utility payments.

Fiscal Impact

Annual license cost would increase 5% each year following year 5. Replacement would be budgeted in FY 2035/36 for \$52,630.

Funding Sources

Technology and Communication Services Fund

Plans and Goals

CC - Community Character - CC-1: Distinguished City Image

Project Financial Summary

	Project Costs	Revenues	Operating Costs
Prior Actual	-	-	-
2024-25	-	-	-
2025-26	100,459	-	-
2026-27	-	-	-
2027-28	-	-	-
2028-29	-	-	-
2029-30	-	-	-
2030-31	-	-	-
2031-32	-	-	-
2032-33	-	-	-
2033-34	-	-	-
2034-35	-	-	-
2035-36	-	-	-
2036-37	-	-	-
2037-38	-	-	-
2038-39	-	-	-
2039-40	-	-	-
2040-41	-	-	-
2041-42	-	-	-
2042-43	-	-	-
2043-44	-	-	-
2044-45	-	-	-
20 Year Total	100,459	-	-
Grand Total	100,459	-	-