

> Case Study: **BPAY QR Codes**

Waverley Council, located in Sydney's Eastern Suburbs, is the first Australian Council to implement BPAY QR Codes on their Council Rates. **Rockend** caught up with Brett Grunert, the Revenue Accountant, for Waverley Council, to see how this new system has improved their business processes.



W A V E R L E Y
COUNCIL



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How have the BPAY QR Codes on Waverley Council Rates notices helped the Council?

It has helped to channel our ratepayers through a payment method that is extremely low cost for us. Anytime anyone comes in for an over the counter transaction with us or processes a transaction through the bank, that's a transactional cost to the council. By using the BPAY QR Codes, this helps us to substantially reduce our transactional costs. Our experience implementing the QR Codes onto the rates was seamless and simple, we worked with Rockend and SEMA (a large print and mailing house) to integrate the QR Codes. There was a small one off payment to SEMA and then the process was complete.

What sort of time saving does the BPAY QR Codes on Council Rates provide?

At Waverley Council, we have one Clerk who processes these transactions. On an average day, she was spending 3-4 hrs processing cheques from real estate agents during the busy instalment payment period. Since the implementation of the BPAY QR Code system we have seen a significant reduction in the number of cheques coming through, which is now saving us 15 hours per week, a huge time and monetary saving for the Council.

What benefits do QR Codes provide for rates payment/reconciliation?

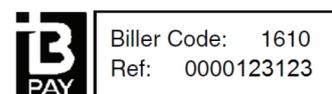
The biggest benefit is the time saving associated with using this system. As all the payments are processed through the BPAY System, we can simply collate and upload the transactional file in a matter of seconds. Due to the nature of the payment methods all money goes directly into our bank account which means we have the funds far earlier than when people were using cheque payments. We now have the ability to reinvest or redistribute the funds as we need in a faster time frame.

What would you say to other Councils or other organisations considering using QR Codes for their notices or invoices?

It's an exciting advancement that uses existing platforms and software to their maximum potential. This system has provided some of the biggest net benefits our Council has seen in a long time. The associated time-saving benefits are indisputable and these will only increase with the size of the council. The BPAY payment received on 31 August was huge, nearly double! Some conclusive proof the QR code is having an effect. I would highly recommend the BPAY QR Code system to any organisation investigating this process.



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