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Eastpointe joins the DivDat Kiosk Network for Municipal Bill Payments through Metro-Detroit Kiosks, Online Web Pay, and DivDat Mobile App

EASTPOINTE – The City of Eastpointe becomes the first Macomb County municipality to offer DivDat bill payment technology and convenience to residents. The City of Eastpointe is introducing a new payments system to allow residents to pay water and tax bills through online services including a MobileApp, Webpay and on the **DivDat Kiosk Network** with multiple kiosks in the city and more than 100 kiosks in the metro area, it was announced today.

The DivDat Kiosk Network is pleased to announce that Eastpointe is the latest Metro-Detroit municipality to join the bill payment network offering convenience to Eastpointe residents and businesses. With over 100 DivDat Kiosks located throughout Metro Detroit, paying Eastpointe property tax and water bills is easy and convenient meeting residents with bill payment options in locations and methods they prefer. The Fresh Choice Market located at 18801 E. 9 Mile in Eastpointe, the Shoppers Market at 14350 E. 9 Mile in Warren, and the Vegas Food Center at 19700 Kelly Road in Harper Woods are all grocery store locations hosts to DivDat Kiosks allowing Eastpointe residents to pay bills while they shop. An even more convenient outdoor kiosk located at Eastpointe City Hall will be launched this winter. Since launching on the DivDat network, Eastpointe municipal bills can be paid by cash, check, or credit card with instant account posting and immediate receipt either printed, texted, or emailed to the bill payer.

“The city of Eastpointe is the first Macomb County city to offer the convenience of bill pay on the DivDat Kiosk Network to its residents. Eastpointe joins seven other Metro-Detroit communities along with the Wayne County Treasurer and the 36th District Court to provide their constituents the highest level of payment innovation,” said Bruce Babiarz, Chief Marketing Officer for DivDat. “Eastpointe treasurer, Randy Blum, has spearheaded the initiative to give Eastpointe community members access to fee-free bill payment options in a location and method they prefer. DivDat applauds Treasurer Blum, Mayor Monique Owens, and the Eastpointe staff for embracing DivDat’s proven technology and for being dedicated to enhancing customer service saving residents time and money. Adopting the DivDat Kiosk Network increases consumer propensity to pay which ultimately provides huge benefits to all Eastpointe residents.”

With over 100 DivDat bill-payment kiosks located in the Metro-Detroit area – several available 24-hours a day, 7-days a week – consumers have access to pay their bills without having to make a special trip to a payment center. City of Eastpointe residents using any of the DivDat Kiosks to pay their Eastpointe



water and tax bills may do so by typing in their name, address, or account number and the kiosk will automatically display any balances owed.

Eastpointe has also adopted the DivDat mobile app and online web pay as a bill payment method allowing residents to easily check balances and pay bills on the go. Individuals opting to use the DivDat mobile app can simply download the free mobile app from the Apple App Store or Google Play Store, then access their accounts using the same search methods available on the kiosk. Additionally, the mobile app features a QR code that pairs with the kiosk for scanning and faster cash payments. The DivDat mobile app and online web pay portal allows the consumer to pay multiple bills with an “Add to Cart” feature and will store customer receipts and payments history.

The DivDat Kiosk Network assists some 100,000 people per month paying their bills in municipalities like the City of Detroit, City of Dearborn, City of Ecorse, City of Hamtramck, Redford Township, City of Dearborn Heights, City of Wayne, 36th District Court fees and fines, Wayne County Delinquent Taxes, and more. “The Kiosk corporate and government users have worked with us to create a unique customer service model in a public-private alliance dedicated to leveling the ‘paying’ field by charging no fees to consumers to pay their bills,” said DivDat Kiosk Network president, Jason Bierkle. “We are very proud of these organizations, and we are working hard to reduce agency fees by adding additional agencies to the network and other efficiencies.”

Bierkle added that the return on investment for kiosk billers is enhancing treasury functions as well as increasing cash flow. Kiosk payment channel accounting and reconciliation is done automatically daily, and customers receive a valid company receipt with each transaction. He said that additional benefits for billers include reductions in shutoffs and reconnections as well as freeing up staff time to assist customers with payment programs or other complex transactions. Companies have also re-assigned cashiers to other customer service roles, and no jobs have been lost due to the kiosk deployments.

“For many consumers, being forced to pay a two or three-dollar charge for each bill they pay creates a hardship and the kiosk is one of the few places where people who prefer to use cash can do so without paying a convenience fee.” said Bierkle.

Eastpointe, as the newest municipality to join the DivDat Kiosk Network, invites residents to try the DivDat Kiosk at City Hall, a convenient retail location, or use the online or mobile app bill payment options available to them. Residents can visit divdatkiosk.com for kiosk locations and eastpointemi.gov for more information.

DivDat™ is a national, privately-held company in Detroit, MI. While founded in 1971 as a print and mail invoicing and payments company, the firm has pioneered web-based payments, IVR, over the counter, mobile app, and kiosk payment models unique to the industry. DivDat is a high-tech electronic invoicing and payments solutions provider to corporate and government entities seeking to provide greater customer service while increasing collections and streamline treasury reporting models.

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