City of Asheville Staff Report

City Council Meeting Date: May 12, 2026

Staff Resources: Bill Hart, III, Director of Water Resources, Pamela Irvin, Revenue Manager of Water Resources

Action Requested: Adoption of resolution authorizing the City Manager to execute a contract amendment with Crediton for Water Customer Service mail scanner annual maintenance agreement.

Background:

- The original contract was issued in 2023 for a 12 month term with three renewals.
- During the fourth year, the contract reached an amount of $92,510.18 which exceeded the $90,000.00 threshold.
- Creditron provides electronic remittance and lockbox processing for financial institutions, businesses, and government entities.
- Its platform utilizes advanced imaging, data recognition, and cloud-based technology for check and invoice processing.
- Payments received via US mail are processed and deposited electronically.
- Creditron is integrated with Tyler Munis to provide immediate payment posting on receipt for customers.

Council Vision 2036 Focus Area(s):

- Safe, Healthy Environment

Council Priority Recovery Area(s):

- People and infrastructure.

Committee(s):

N/A

Fiscal Impact:

- Increasing the original contract amount of $82,074.67 to $92,510.18
- The cost for Year 3 of the contract will be part of the FY 2026-27 Water Resources operating budget.

Suggested Motion:

- Motion authorizing the City Manager to amend a contract with Creditron for maintenance agreement for a mail scanner for the Water Resources Department.

Attachment(s):

- Resolution

City of Asheville Resolution Number 26-___

Resolution authorizing the City Manager to amend a contract with Creditron for a maintenance agreement on the Water Resources Customer Service Mail Scanner

Whereas, pursuant to N.C.G.S. § 160A-20.1, the City of Asheville may enter into contracts with private entities to carry out any public purpose the City is authorized to engage in; and

Whereas, the City of Asheville entered into a 12 month contract with three (3) options for renewal after that with Creditron for a maintenance agreement for the city owned equipment on December 9th, 2022; and

Whereas, additional costs due to inflation have caused the contract amount to increase over the contracting threshold and requiring City Council approval;

Now, Therefore, be it resolved by the City Council of the City of Asheville that:

The City Manager, on behalf of the City of Asheville, is hereby authorized to execute a contract amendment for Creditron to increase the original contract amount from $82,074.67 to $92,510.18 to cover the final year of the contract;

Read, approved and adopted this 12th day of May, 2026.

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Esther E. Manheimer, Mayor

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Brad Branham, City Attorney

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Magdalen Burleson, City Clerk