



## **New billing system that includes reservations is a win-win for Port and customers**

An easy-to-use billing and reservation system will bring many benefits to the Port of Port Townsend's hundreds of customers. Port staff is excited about the new platform from a marina management company called Molo, and will phase in its implementation in early 2021, said Abigail Berg, the Port's Director of Finance and Administration.

This cloud-based system will issue bills for ALL Port customers, whether from the Herb Beck Marina, Jefferson County International Airport, Boat Haven, the Boatyard or Point Hudson.

Among the improvements for Port customers:

- Emailed bills that include, via a secure website, complete details on current billings as of Jan. 1. (*Customers with balances due as of Dec. 31 will need Port staff support to get prior system details.*)
- An easy and secure platform from which to make credit card payments online.
- Online, direct reservations for guest moorage or RV parking at Point Hudson.

"This gives our customers the freedom to see their invoices online in detail," said Berg. "They can receive their bills, pay their bills and make reservations at Point Hudson themselves without needing to go through our staff. We're hoping everyone gets on board."

"Allowing customers to make their own reservations and review invoice details provides a higher level of customer service," said Berg. The current billing system requires that all reservations are made via calls or emails to Port staff.

Berg said that about half of the Port's 850 customers now receive monthly bills via email, while the rest receive printed bills. Once Molo is fully activated, those email customers will see more options, including quick access to account details. For customers who receive paper bills, she said the Port is hoping the convenience and capability of the Molo system will encourage more to switch to email.

However, since Molo records customers by name, not account number, it is critical for all mailed checks, whether hand-written or issued online by a bank, to include the account holder's name referenced on the check.

The new system will be phased in between now and Feb. 1, 2021. During the first two weeks of January, the Port will take no new reservations while the new software is activated, customer balances are confirmed, current reservations are input to Molo and staff fully trained.

Starting Feb. 1, anyone can use the Molo platform to make Point Hudson reservations via the Port's website - [www.portofpt.com](http://www.portofpt.com) - or review their invoices once they've received them via email.

The new service will not replace all of the Port's in-person reservation and scheduling tasks, Berg noted. Transient moorage at the Boat Haven, often dependent upon permanent slips that are temporarily open, will be done by staff, as will all Yard haulouts.

For January through February, there will be no finance charges for bills created after Jan. 1. Customers with outstanding balances as of Dec. 31 will continue to have finance charges added to their balance until paid in full.

Berg cautioned that paper bills sent via the Molo platform will have less detail than current bills or emailed Molo bills. That's another reason Berg encourages customers to switch from paper to emailed bills, as the detailed information will be fully available online without the need to get help from Port staff. Customers who receive emailed billings can still pay by cash or check if they choose.