



# Bill Payment & Queue busting Kiosks

## Overview

Companies in many industries are struggling to find ways to reduce costs and increase revenues. The average cost of accepting a payment for a bill in person has escalated tremendously which has prompted the need for more cost efficient methods of bill collection. With many companies looking to reduce costs by closing remote branch locations, a self-service kiosk offers a convenient, low cost alternative to bill payment and other financial functions without compromising customer service or efficiency.

Queue-busting provides major benefits in many markets. The License Renewal Kiosks provided by transportation agencies in the developed world offer compelling evidence within a few short weeks of deployment: Customers who formerly spent over an hour now spend on average less than 15 minutes!

## Financial Kiosk Features and Benefits

- Bill-pay kiosks offer self-service cash payment to those customers without bank accounts or those who want to avoid standing in queues.
- User friendly touchscreen interface increases throughput and speeds transaction time for customers
- Prepaid Services kiosks reduce in-store queues and improves customer service
- Kiosks installed at offsite locations offer convenience and more timely payments
- Select Multi-lingual options empower vernacular-speaking customers and improve customer relations
- Security features such as privacy screens, trigger mats and proximity sensors ensure safety in every transaction
- “Point of Presence” Advertising through Digital Signage on top of the Kiosk

## Return On Investment

- Self-service kiosks reduce costs by lowering employee headcount
- Electronic input reduces mistakes, errors and duplication of data input
- Decreases reconciliation costs
- Additional incremental revenue thru E-Services
- On demand and “Point of Customer” information access increases sales
- Advertising revenue from overhead signage

## Examples of organizations that can use Financial Kiosks are listed below, the list is not exhaustive.

- Power and Water Utility Companies
- City and Town Councils
- Credit Card Companies
- Cable and Digital TV Companies
- Retail Outlets



To find out how your company can use our KIOSK products to improve profitability and customer service visit our website at [www.i3kenya.com](http://www.i3kenya.com) where you can [request more information](#) or [request a quote](#).

For more information Contact:

**Interactive Technologies Ltd**  
PO Box 66141-00800, Nairobi KENYA  
Phone: +254 20 2012004 • Fax: +254 20 2012003  
Web: [www.i3kenya.com](http://www.i3kenya.com) Email: [info@i3kenya.com](mailto:info@i3kenya.com)