

Village continues ERP transition

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Starting February 4, the Village will begin the official switchover from its old enterprise resource planning system (ERP) to a new cloud-based one by BS&A software that will improve operational efficiencies and make it easier for residents and businesses to interact with the Village.



From Tuesday, Feb. 4 to Tuesday, Feb. 11, the Village will have to shut down its existing systems in order to maintain data integrity for the conversion. This will allow BS&A to complete its final data conversion so the Village has “clean” data in the new system.

During this time, **the Village will not be able to take any payments** (including water billing), either online or in-person at all Village facilities. The Village will still accept payments via cash or check at Village Hall and the Tinley Park Police Department, and will hold them in que until the new system is up and running.

Water customers will notice a slightly different look to their water bills starting in March. The new system also will have an enhanced online payment portal where residents can better manage their payments and view their account history. Once the system is live, users wishing to make an online water billing payment will need to establish a new account. If you're interested to see what the new portal will look like, you can watch the video on the BS&A website at www.bsasoftware.com.

New public-facing portals will allow businesses, contractors, and developers to submit all license requests, license renewals, permits, and plans online. Users can also track the status of their submission in addition to making payments. Please note that online portals won't be immediately available after the switchover, as the Village will first need to make sure all other internal areas are functioning correctly. Portals will be up and running before the end of February.

An ERP touches nearly all aspects of Village operations and houses everything from accounts payable, accounts receivable, payroll, licensing, permitting, utility billing, purchasing, human resources management and beyond. Staff has been working behind the scenes for more than a year preparing for the change in order to ensure a smooth transition.

The Village will continue to provide updates as the transition continues.