

KeyBank Automated Payables Project Communication Plan

	Task Name	Notes	Start	Finish	Assigned To	Status
1	 City Communication Plan	City to send out 1 month prior to GO LIVE. FIS will follow with their Letters/Emails 2 weeks after City sends out their Letters/Emails.	04/01/26	09/25/26	Wanda Norman	In Progress
2	Project Request to Communications Office		04/01/26	04/01/26	Wanda Norman	Complete
3	Schedule Kickoff Meeting for Communications for Outsourcing Checks to Vendors		04/01/26	04/01/26	Wanda Norman	Complete
4	Kickoff Meeting for Communications for Outsourcing Checks to Vendors	Discuss communication channels below. Timeline should be discussed for how many days in advance of GO LIVE should you communicate this out to vendors.	04/06/26	04/09/26	Wanda Norman	Complete
5	Create and Finalize Internal and External Communication Plan		04/09/26	04/21/26	Ryan Hoover	Complete
6	Attain Approval on Communications Plan and Communications	4/21 - Kelley wants changes to these.	04/09/26	04/21/26	Kelley Cochran	Complete
7	 City Notification to Vendors for ACH Campaign	These are estimated Dates. Dates are contingent on GO LIVE Date.	08/14/26	08/19/26	Wanda Norman	Not Started
8	Post ACH Campaign and Partnership with KeyBank/FIS on CivicPlus Website	Need GO LIVE Date. This will be posted 30 days before GO LIVE	08/14/26	08/14/26	Ryan Hoover	Not Started
9	Send out Energov GOV Email Delivery to all Vendors except the ones already on ACH	Provide email list from Online systems to Ryan in .csv or .xls format These go out on Friday's This will be posted 30 days before GO LIVE	08/14/26	08/14/26	Ryan Hoover	Not Started
10	City Stories	This will be posted 30 days before GO LIVE	08/19/26	08/19/26	Ryan Hoover	Not Started
11	 Vendor Mgmt - Campaign Execution (timing flexible) This is the execution of the vendor management strategy. This occurs concurrent with other project activities.	Send out 2 weeks after City sends out their communications.	08/28/26	09/25/26	'FIS Vendor Management and City	Not Started
12	Letters/email to check vendors	Campaign runs for 4-6 weeks	08/28/26	09/25/26	'FIS Vendor Management and City	Not Started
13	Setup Vendor's who request ACH	Bulk pre-load of current vendors (2-3 days before first payments)	08/28/26	09/25/26	'FIS Vendor Management and City	Not Started
14	Bulk pre-load of current vendors (2-3 days before first payments)		08/28/26	09/25/26	'FIS Vendor Management and City	Not Started

**Dates are subject to change.*