

Treasurer Improves Tax Collection With Point & Pay.

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WHY DID YOU CHOOSE POINT & PAY FOR E-PAYMENTS? “We were looking to give our taxpayers as many payment choices as possible. While our previous payment provider enabled us to accept credit card payments online and over the phone, Point & Pay accepts in-office transactions in addition to the other two channels. This has made things more convenient for both our taxpayers and our office staff.”

WHAT DO YOU LIKE BEST ABOUT IT NOW? “An additional benefit is that Point & Pay’s online process is significantly easier for our residents. They can now look up their information online simply by inputting their ID number. With our previous payment provider, the residents needed to supply additional account details, including their address and their total amount due. Many times they did not know the amount and had to call into the office to get the information before making a payment. Point & Pay presents this information to the taxpayer right up front.

This has had a noticeable impact on our payments. With our previous payment provider, we collected about 2% of our payments online. With Point & Pay, that percentage has jumped up to around 8%. Increasing our online payments reduces in-office traffic, and allows us to collect revenue more quickly. Point & Pay has also been quicker to settle funds back to the county by a full day.

In addition, Point & Pay helped us raise awareness of the service with our residents. They worked with our local media to distribute press releases, and provided messaging for our bills. Because gas prices have gone up so much over the past year, we want our residents to know they have more convenient ways to pay and don’t have to drive all the way into the office.”

WHAT WOULD YOU TELL OTHERS THAT ARE CONSIDERING A SWITCH TO POINT & PAY? “Do it! We are very, very happy with Point & Pay’s service. This has been our best year for tax collection, and Point & Pay has been a big part of that. I have recommended them to other treasurers in my state, and several have already switched.”

CUSTOMER Grant County Treasurer's Office

Population: 29,699

Households: 12,146

Source: U.S. Census Bureau, 2007

Point & Pay Services

County Taxes

- Online
- Phone
- Office

Launch Date: October 18, 2007



Alfred Sedillo
Treasurer,
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Silver City, NM



Learn more at our website. Request an online demo.

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