

Customer Demand for Accepting Electronic Payments Satisfied by Point & Pay.

“As a tax collecting entity, the Point & Pay solution enables us to offer multiple opportunities for customers to interact with our office.”

WHY DID YOU CHOOSE POINT & PAY FOR E-PAYMENTS? “We were facing customer demand for accepting credit card payments for taxes, tags, as well as many other payment services. We anticipated our lobby wait times would be rising, and we needed a way to meet customer demand and improve customer satisfaction. We scanned the market to identify a solution to fit our needs, and found that there really was no solution on the market at that time which allowed people to pay for county or city services using a credit card. We contacted Point & Pay — and worked with them to define a payment system that would fit our needs.”

WHAT DO YOU LIKE BEST ABOUT IT NOW? “As a tax collecting entity, the Point & Pay solution enables us to offer multiple opportunities for customers to interact with our office. Before Point & Pay, most customers walked into our office with their payments, which put a heavy burden on our staff to accommodate everyone efficiently. And with the tremendous growth in Florida’s population, we expect the number of customers to continue to increase, which means heavier future volumes for our branch offices. Our goal is that no one waits longer than 10 minutes to get service in our office. We are aggressively driving transactions through our online channel or through the IVR. Either way, if customers use those channels, we can minimize the wait time and improve customer service in our offices.”

“We also find the reporting system to be robust and extremely useful. We can generate any kind of report we need to help us track volume, and to make necessary management decisions that help us to continue to be successful.”

WHAT WOULD YOU ADVISE OTHERS SEEKING E-PAYMENT SOLUTIONS?

“Point & Pay is very flexible to work with, allowing us to develop and execute creative and innovative processes that help to drive up more efficient transactions, keep wait times down, and make it very convenient for our customers to conduct business with us. We take great pride in being a partner in development with Point & Pay.”

CUSTOMER
Polk County
Tax Collector’s Office

Population: 483,924
 Households: 187,233
 Source: U.S. Census Bureau, 2000

Point & Pay Services

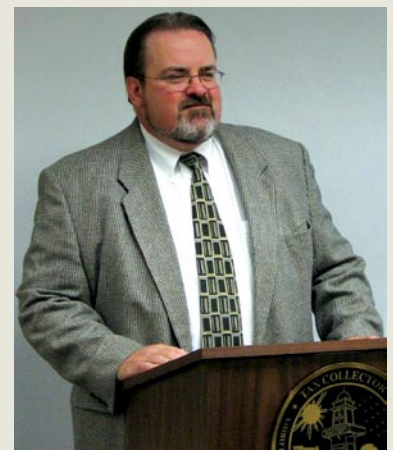
Launch Date: 5/9/2003

Property Taxes Payments

- Online
- Office

DMV Registration

- Online
- Phone
- Office



Christopher C. Rudolph, Jr., CFCA
 Chief Deputy
 Enforcement, Development &
 Compliance



Learn more at our website. Request an online demo.
 Toll-free 888.891.6064 Email info@pointandpay.com Online www.pointandpay.com