



Texas court cites value of Paya partnership: Convenient and cost-effective

OVERVIEW

A long working relationship with Paya paid off during the pandemic for the Cedar Hill, Texas Municipal Court. To mitigate the spread of the coronavirus and increase convenience for defendants, the court pivoted to virtual dockets and encouraged citizens to resolve warrants and citations online. Under its partnership with Paya, all of the Cedar Hill court's online payments are processed quickly and efficiently through Paya. Even though court operations are resuming in person, the court is keen to maintain the convenience of online payments.

CASE STUDY

THE CHALLENGE

Cedar Hill, a city of about 45,000 approximately 16 miles southwest of Dallas, requires an efficient way to process payments for warrants and citations when citizens cannot make those transactions in person at the courthouse. Convenience and cost-effectiveness also are important, because the court chooses not to pass along surcharges to citizens for services such as credit card payments.

THE SOLUTION

Paya provided a comprehensive remote payments solution in which defendants can make their payments online or by phone, 24 hours a day, seven days a week—without incurring additional charges for card processing. A text notification system through Paya, initiated by the Cedar Hill Municipal Court, lets defendants know they have a payment due and reminds them of court dates. For certain dockets, failure to appear can result in additional court fees, which are automatically billed. The municipal court benefits from faster resolution of outstanding warrants and citations, quicker receipt of payments owed, and near-immediate notification when citizens make their payments.

THE RESULTS

With Paya, the Cedar Hill Municipal Court has a partner that is “almost like having an extra person in the office,” Court Administrator Bobbie Spence says. “They’re like an extension of our court clerk, making it much easier to administer court operations.” And Paya is able to scale with the court’s use of new technologies. For example, Cedar Hill recently implemented electronic ticket writers that print a quick-response (QR) code for defendants to scan and go directly to Paya’s payment site. The QR codes make it faster and easier to make payments for traffic violations. With convenience for citizens and efficiency for the court staff, Cedar Hill’s municipal court can focus on serving its community.

“We don’t know where we’d be without Paya. We love working with them and we love the convenience they offer.”

– **Bobbie Spence**
Court Administrator,
Cedar Hill Municipal Court



Paya (NASDAQ: PAYA) is a leading provider of integrated payment and frictionless commerce solutions that help customers accept and make payments, expedite receipt of money, and increase operating efficiencies. The company processes over \$40 billion of annual payment volume across credit/debit card, ACH, and check, making it a top provider of payment processing in the US. Paya serves more than 100,000 customers through over 2,000 key distribution partners focused on targeted, high growth verticals such as healthcare, education, non-profit, government, utilities, and other B2B goods and services. The business has built its foundation on offering robust integrations into front-end CRM and back-end accounting systems to enhance customer experience and workflow. Paya is headquartered in Atlanta, GA, with offices in Reston, VA, Fort Walton Beach, FL, Dayton, OH, Miamisburg, OH, Mt. Vernon, OH, Dallas, TX and Tempe, AZ.