



Municipal court delivers verdict on its partnership with Paya: Efficient, convenient, and responsive

OVERVIEW

Like many government departments, the COVID-19 pandemic forced the municipal court in this North Texas city to perform more of its day-to-day operations remotely—including processing payments. Fortunately, the court recognized how technologies could facilitate remote operations even before the pandemic. The city’s manager of court services had experience working with Paya in a previous role, and was delighted to work with Paya once again as the court’s payment vendor. Under this partnership, Paya processes all of the court’s payments for warrants and fees, and enables the court to initiate text messages to defendants about payments for outstanding warrants.

CASE STUDY

THE CHALLENGE

With virtually all court operations administered remotely during the pandemic, the court needed an efficient, reliable way to accept credit card payments when defendants could not make payments in person. In addition, the court needed assurance that any technical problems customers might encounter with payments could be resolved quickly. In any given month, the court might have more than 10,000 unpaid outstanding warrants. Unless defendants have a convenient method of paying those fees, the court may have a long wait to receive the funds, requiring additional collection efforts and straining the court's resources.

THE SOLUTION

Paya provided the court a complete payment platform enabling secure online and telephone payments with bilingual representatives. Paya also provides technical support that frees up court staff from answering questions involving payment processing. And the court receives notification of payments in near real-time. With the ability to send text messages and a live link to initiate payments through Paya, the court dramatically reduces the lag between notification and payment.

THE RESULTS

Paya's solution enables the municipal court to accelerate defendants' payments and improve fee recoveries from defendants. In its previous vendor relationship, the court incurred at least \$1,500 per month in credit card processing fees, which it did not pass on to defendants. Working with Paya eliminated those processing expenses, saving the court both money and time. Online and telephone payment options also reduced the amount of foot traffic in the court building, mitigating health risks during the pandemic and beyond. The ability for many defendants to complete payments remotely also relieves stress on the court's staff and reduces staffing requirements. All of these factors combine to let the court focus on better serving the North Texas community.



If we have a customer that has a problem with payments, I can contact Paya directly and they work it out. Within a few minutes, the issue is resolved.

- Manager of Court Services

10,000+

Notifications of outstanding warrants texted simultaneously to defendants with payment links through Paya

\$1,500

Cost saved per month on credit card processing fees by using Paya

Hands down, Paya is a great organization. Their customer service is amazing. They're very responsive and offer quick resolutions if any problems arise."

- Manager of Court Services



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.