

Multiple Payment Options Improve Efficiency



Osceola County
Clerk's Office
Osceola County, FL

The Challenge

The Osceola County Clerk's Office recognized that their citizens were being affected by long wait times when attempting to pay criminal or traffic infraction fines, fees and costs. The clerk's office realized that by adding online and phone payment options would improve efficiencies and reduce frustration their citizens were experiencing.

They also knew that servicing their citizens is of the utmost importance and leaving the issue unaddressed would generate ill will and potentially lead to a loss of revenue.

The Solution

Following a demonstration of nCourt's solution, the clerk's office recognized this could be the answer to its challenge of long wait times. nCourt's web-based solution made it easy to train the team. In fact, the training was completed in less than one day. On the day of go-live, nCourt's team was on-site to ensure the implementation went smoothly.

Public awareness was key in making sure that nCourt's solution was being utilized and would be a successful initiative for the court. nCourt provided the clerk's office with free marketing materials to direct citizens to use the newly developed website payment page or call the Citizen Payment Center to make payments. Team members were also vigilant about informing customers of the ability to make a payment via the web or phone in order to avoid having to wait in line. In the beginning, the clerk's office only accepted payments for traffic infractions that were considered on-time. After a year, the office realized that allowing late payments would further increase convenience for citizens.

The Results

- The Office saw reduced wait times for those citizens that still had to pay in person; thereby improving its efficiency.
- Citizens could easily make payments via the customized website payment pages and phone 24/7.

Looking Forward

Future endeavors with nCourt include a mobile application, integration with the Office's case management system/website, integration with the Tax Collector's Office and automatic post-back of payments into its case management system.