

Clerk of Courts Increases Revenue by Offering E-Payments.

“We did a side-by-side comparison with the leading e-payments provider, and Point & Pay was a better all-around solution.”

WHY DID YOU CHOOSE POINT & PAY FOR E-PAYMENTS? “There are two main reasons Clark County selected Point & Pay over the other services we evaluated. The fact that payments show up in real time is one of the most important benefits to us. Once an individual makes a payment, they can contact our office, give us the confirmation number, and then staff is able to confirm the payment has been made within minutes. The other reason we choose Point & Pay was the real-time reporting capability.”

WHAT DO YOU LIKE BEST ABOUT IT NOW? “The convenience — clients have another way to pay for court services they did not have before. Prior to using Point & Pay, individuals wishing to make payments had to mail in a money order or go to the clerk’s office. Payments sent in the mail could be lost or delayed, taking several days to be received and processed. For example, we had customers from as far away as England calling us to get copies of court papers. Before working with Point & Pay, our staff would have to let them know what it would cost to receive the papers, and then the customer would mail a money order so we could process the payment. Now, we can take the payment over the phone and e-mail or send the paperwork right away.”

“The overall benefit for us is that we’ve had an increase in the amount of money we’ve been able to collect.”

“I was also impressed with Point & Pay’s willingness to help out with marketing templates and issuing press releases if needed. They have the tools available to launch and promote the service without us having to worry about how to get it done.”

WHAT WOULD YOU ADVISE OTHERS SEEKING E-PAYMENT SOLUTIONS?

“I’m not sure why anyone would use any other service. The reporting capabilities are outstanding, payments show up in real time and we are able to take payments at the counter. I have contacted many of the other Clerk’s Collections offices within our state to let them know about Point & Pay’s service and recommend they make the switch.”

CUSTOMER
Clark County Superior
Court Clerk’s Office

Population: 404,066
Households: 152,584
Source: U.S. Census Bureau, 2005

Point & Pay Services
Launch Date: 7/16/2007
Clerk Service Fees and
Legal Financial Obligations

- Online
- Phone
- Office



Baine Wilson
Program Coordinator,
Clark County Superior Court
Clerk’s Collection Unit
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Learn more at our website. Request an online demo.
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