

## CASE STUDY

## TRANSFORMING THE BUSINESS OF COUNTY GOVERNMENT

Tarrant County, Texas is one of the fastest growing urban counties in the United States benefiting from a resilient local economy driven by natural gas production, manufacturing, transportation, financial services and real estate. Recently, Tarrant County launched an e-Government initiative with the aim of saving tax dollars, streamlining cash flow and enhancing service levels for the county's 1.7 million taxpayers.

**OBJECTIVE: OPTIMIZE TAX COLLECTION AND PROCESSING**

In late 2007 and the first quarter of 2008, Tarrant County sought to improve the collection and processing of property, motor vehicle and vehicle inventory taxes. Advances in transaction processing, document imaging and Internet usage could help the county lower costs, improve accuracy and deliver more responsive service to citizens and businesses. Deploying a state-of-the-art, fully-integrated receivables solution, would reduce or eliminate paper-based, manual processes, speed cash flow and provide taxpayers with payment flexibility and convenience.

**SOLUTION: CHASE IMAGE CASH LETTER WITH ACH AND PAY CONNEXION**

In November, 2007 Tarrant County launched a suite of Chase financial tools to optimize the collection and processing of tax payments. Chase Image Cash Letter with ACH transforms paper check processing while Pay Connexion promotes electronic payments by taxpayers through credit card, debit card and electronic check acceptance.

Image Cash Letter with ACH enables taxpayer checks from all nine County payment locations to be imaged and electronically transmitted to Chase for clearing and settlement via the ACH network (90% of checks) and via other check imaging channels — streamlining processing and reducing administrative costs.

Additional benefits are realized through Pay Connexion's Web and IVR capabilities which permit taxpayers to securely and effortlessly look-up the amount due and make a credit card, debit card or e-check payment. Cardholders can also make face-to-face card payments at any of Tarrant County's nine locations. Convenience fees ensure the county receives the full payment amount.

**RESULT: ENHANCED CASH FLOW AND TAXPAYER SERVICE**

Using Image Cash letter with ACH, Tarrant County is now able to more efficiently process all county fees, including property taxes, department of motor vehicle fees, vehicle inventory tax, beer, wine and liquor licensing fees. Credit card and electronic check payments for property tax made over the Web grew by 20 and 30 percent respectively in 2007.

**CLIENT**

Tarrant County, Texas

**OBJECTIVE**

Optimize county tax collection and processing

**SOLUTION**


JPMorgan Image Cash Letter with ACH and Pay Connexion

**RESULTS**

- Enhanced payment flexibility and convenience for county residents
- An eight percent increase in collected and paid entities over historical averages
- A collected funds balance increase by an average of \$37 million per day
- Nearly 100 percent of the County's one million checks are now sent to the bank electronically
- No waiting on collected funds balances to pay entities

"The e-Government project has been a win for taxpayers and for the taxing authorities. It had a large and rapid payback both in interest earned and in helping to keep county staffing low. For the taxpayer their payments are processed rapidly thus delivering the citizens their tax receipt or motor vehicle sticker and plates in a very timely fashion and improving customer service to our citizens. It has been a resounding success for my office."

- BETSY PRICE, TAX  
ASSESSOR/COLLECTOR,  
TARRANT COUNTY

 For more information, visit [chase.com/cb](http://chase.com/cb)