

# AllPaid Case Study: Modernizing Legacy Government Payments

Results from agencies replacing legacy payment systems

## Agency Profiles

**Organizations Represented:** County finance offices, statewide associations, and membership-based nonprofits

**Primary Payments:** Property taxes, certifications, membership dues, events, and registrations

## Challenge

Legacy payment tools created manual work, unclear reporting, limited visibility, and inconsistent experiences.

## Outcome

Legacy payment tools created manual work, unclear reporting, limited visibility, and inconsistent experiences.

**3X**

increase in payments collected year over year

**\$0**

chargeback exposure with guaranteed payments

**0 Hrs**

spent on manual receipt processing

## Goals & Change Drivers

- Eliminate manual work and chargeback risk
- Improve accuracy, reconciliation, and financial controls
- Provide modern, anytime payment access with real-time visibility
- Strengthen member and taxpayer experience
- Deploy with minimal internal lift and responsive human support

## Pain Points

- Manual receipts and daily file downloads
- No chargeback protection
- Limited visibility into failed or duplicate payments
- Messy reporting and manual reconciliation
- Slow, impersonal vendor support
- Outdated, frustrating online payment experiences

*"It was an antiquated system. We were limited in how people could pay and how we could see payments."*

## Why AllPaid

- Guaranteed Payments**  
Every dollar delivered with no chargeback risk.
- Simple, Modern Experience**  
Payers can complete transactions in seconds with instant receipts.
- Real-Time Visibility**  
Payments post immediately, reducing calls and follow-ups.
- Accurate Financial Reporting**  
Clearer data that provides confidence in the numbers.
- Hands-Off Implementation**  
AllPaid manages vendor coordination and technical lift.
- Human Partnership**  
Responsive support from people who understand public-sector urgency.

*"AllPaid removed the stress of chargebacks entirely."*

## After AllPaid

- Real-Time Visibility**  
Staff can instantly see and resolve payment issues without waiting on tickets.
- Staff-Controlled Fixes**  
Teams can correct duplicates or posting issues without vendor escalation.
- Cleaner Reconciliation**  
Accurate reporting simplifies month-end close and audits.
- Better Member & Citizen Experience**  
Payers can confirm balances and payments anytime, even after hours.
- Reduced Administrative Burden**  
Instant receipts and automation save staff significant time.

*"The biggest improvement has been the increased confidence that the books are balanced and accurate."*



## Results at a Glance

**Guaranteed** payments with zero chargeback losses

**100%** elimination of manual receipt work

**Real-time** payment visibility for faster issue resolution

**Audit-Ready** reconciliation with clearer financial reporting