

Where Does Your Agency Stand on Payment Modernization?

A quick, practical checklist to help you evaluate where modernization is working – and where small improvements could strengthen citizen trust, staff capacity, and financial accountability.



Evaluate your strengths, gaps, and opportunities



Citizen Experience

Are we giving citizens fast, modern ways to interact with us?

- Online payments available for all fee types
- Mobile-friendly and ADA-compliant experience
- Clear instructions and confirmations for citizens
- Reduced phone volume for routine payments
- Multiple payment channels available to meet citizen preferences



Operational Efficiency

Are staff spending less time on manual tasks and more time serving the public?

- Automated reconciliation and next-day deposits
- Unified reporting across departments (Court, Sheriff, Treasurer, etc.)
- Elimination of manual spreadsheets or paper logs
- Low-lift workflows that reduce staff retraining
- Ability to quickly launch new programs or payment types



Security, Risk & Compliance

Are we protected and audit-ready?

- PCI compliance is handled by a validated partner
- Secure storage for receipts, transactions, and payment history
- No manual handling of sensitive information
- Automated audit trails available
- Up-to-date controls for chargebacks and fraud



Financial Stewardship

Is the agency maximizing collections with minimal complexity?

- Clear visibility into revenue trends
- Reporting supports council/ commissioner transparency
- Ability to grow revenue by enabling additional payment channels
- Updated fee structures aligned to statutes
- No lapse in program availability during staff turnover



Modernization Opportunities

Where could we improve with minimal IT lift?

- Support new fee types and programs as needs evolve
- Modernize legacy portals with better citizen UX
- Consolidate multiple vendor workflows
- Introduce tools that improve payment completion, communication and citizen experience
- Replace manual processes with automated visibility

Want a free score & modernization report?

AllPaid will benchmark your checklist and share recommendations tailored to your agency.

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