

**allpaid**<sup>®</sup>

# The AllPaid Trust Report:

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## Why 3,500 Government Agencies Stay



## What 27 Years Actually Proves

Most payment vendors lead with features. The newest integrations. The most modern interface. The longest list of capabilities on the product page.

AllPaid leads with something different.

**98% of AllPaid's** government clients renew every year. Across **3,500+ jurisdictions**. Across **50 states**. Across every agency type – sheriffs and courts, treasurers and tax collectors, utility districts and community service departments. Across **27 years of government payments** evolving, federal mandates shifting, and citizen expectations rising.



That number – **98%** – is not a feature. It's not a claim. It's a track record. And it says something no product demo ever could.

Government agencies don't stay with a payment partner out of inertia. The cost of switching is real – staff retraining, reconciliation complexity, compliance documentation, go-live risk. Agencies only stay when the present is genuinely earning their trust year after year.

**At AllPaid, 98% of clients stay.** The present is earning it.

The agencies in these pages didn't all arrive at AllPaid for the same reason. A sheriff needed bond processing that **never failed at 2 AM**. A treasurer needed to stop worrying about chargebacks. A clerk needed a vendor who cost the county nothing and still picked up the phone. But they stayed for the same reason: AllPaid shows up.



*We don't have the flashiest features. We have **3,500 agencies** who chose to stay – and the proof to show you exactly why.*



## By the Numbers

Seven numbers that explain why government agencies trust AllPaid – and why 98% of them never leave.

**3,500+**

Government agencies across all 50 states

**98%**

Client retention rate, year over year

**27**

Years of serving government exclusively

**<30**

Days to implementation for most agencies

**24/7**

Payer support – always available, always live

**\$0**

Cost to the agency – zero fees, ever

**Zero**

Chargeback losses to the agency



**These aren't projections.** They're the operational reality of 3,500+ agencies that have trusted AllPaid with the payments their communities depend on – and the 98% that keep choosing it every year.



# Justice & Public Safety – When Payments Can't Wait

There is no payment category where the stakes are higher than justice.

A bond payment posted at midnight means a person gets home to their family. A failed payment at 2 AM means they don't. A court fee that can't be paid online means a resident has to take time off work, find a way to the courthouse, and navigate a process that already feels overwhelming.

Justice agencies don't get second chances on payment reliability. And they can't afford a vendor that shifts chargeback liability back to the county – or sends a bill at the end of the month.

AllPaid has served justice agencies **for 27 years**. **365+ sheriff's offices across the country** rely on AllPaid for the transactions that can't fail: bond processing, inmate funds, restitution, civil payments, and fines. **\$0 cost to the agency**. **24/7 live payer support**. **Zero chargeback losses** – AllPaid absorbs the risk so the county doesn't have to.

## What Justice Agencies Rely On AllPaid For

- **24/7 payer support** for bond, bail, inmate funds, and court fee collections – a live person always available
- **Zero chargeback** losses to the agency – AllPaid absorbs chargeback risk entirely
- **\$0 cost to the agency** – processing fees passed to the payer, not the county budget
- **<30 day implementation** with staff training and system integration included
- **Full CJIS, PCI DSS, and SOC 2** compliance managed by AllPaid
- **Audit-ready reconciliation** across bond, restitution, fines, and civil payments

## Custer County Sheriff's Department, Nebraska

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Custer County handles bond payments, civil payments, handgun permits, and inspections through AllPaid. Their staff and the families they serve need to trust that every transaction processes correctly, that the county never absorbs a surprise chargeback, and that payer support is available at any hour.



*AllPaid is a company we use for all our payment needs at the Sheriff's Office. Our customers can pay for cash bond, civil payments, handgun permits, and inspections with one visit. Our inmates and their families find it easy to use, and AllPaid provides detailed reporting and data we need to easily process the bonds within our system. We wouldn't use anyone else.*

– Custer County Sheriff's Department, Nebraska



## Dane County Clerk of Circuit Court, Wisconsin

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Court clerks manage one of the highest volumes of citizen-facing payments in local government – and one of the most compliance-sensitive. One of the most common concerns: who absorbs the risk when a payment is disputed? With AllPaid, the answer has been the same for 15 years: not the agency.



*Dane County Clerk of Circuit Court has been working with AllPaid for over 15 years. They make it easy for individuals who prefer to pay their court obligations by credit or debit card at any time online or by phone. One of the main reasons we chose AllPaid over other payment processing platforms is they handle the risks of security and chargebacks. Our account managers have always been super to work with and very attentive to any concerns or changes we've had over time.*

– Dane County Clerk of Circuit Court, Wisconsin



## New York State Sheriffs' Association – Statewide Endorsement



*For nearly two decades, our Association has worked with AllPaid to support sheriffs across New York State as justice payments evolved beyond cash. What began as a way to help defendants post bail responsibly has become a trusted system for handling civil payments, judgments, and fees – all without adding risk to county operations or taxpayers. Sheriffs value the ability for individuals and attorneys to pay securely by credit card, reducing cash handling while ensuring funds are properly deposited and legally accounted for. County fiscal leaders consistently point to AllPaid's automated records and reporting as a meaningful improvement in reconciliation and audit confidence. Just as important, AllPaid has been responsive, accountable, and easy to work with. Based on our experience, we strongly recommend AllPaid to counties seeking a reliable, modern payment solution that strengthens public service without compromising oversight.*

– New York State Sheriffs' Association



*Guaranteed payments gave us confidence we didn't have with our previous vendor.*

– AllPaid Customer, Justice & Public Safety



## Pinellas County, Florida

Pinellas County is one of the largest counties in Florida, managing bond processing, civil payments, and public safety payment workflows across a high-volume jurisdiction. Their adoption of AllPaid reflects the kind of deliberate, compliance-first decision-making that defines leadership in high-stakes justice environments.



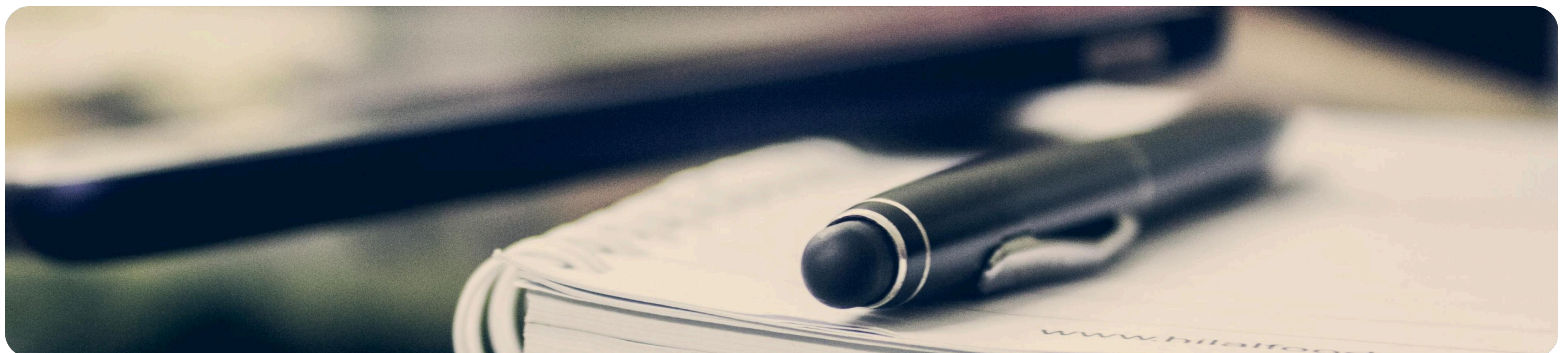
*Taxpayers can pay and see it immediately – something we never had before.*

– Director, Pinellas County, Florida



# Finance & Revenue – When Every Dollar Has to Reconcile

County treasurers and finance directors are the last line of accountability for public funds. Every payment collected has to be traceable, reconcilable, and defensible – and it has to arrive without surprise fees billed back to the county at month-end.



AllPaid's \$0 cost model isn't a promotional offer. It's how the platform was designed: processing fees are passed to the payer, not the agency. The county's revenue collection costs nothing. And every transaction is reconciled automatically – fund by fund, department by department – audit-ready from day one.

## What Finance & Revenue Agencies Rely On AllPaid For

- **\$0 cost to the agency** – no processing fees, no hidden charges, no surprise billing at renewal
- **Zero chargeback losses** – AllPaid absorbs dispute risk entirely, protecting public revenue
- **Automated reconciliation** across funds, departments, and jurisdictions
- **Multi-jurisdiction** fund routing and split disbursements
- **24/7 payer support** so residents can pay at any hour without calling your office
- **<30 days implementation** including integration with your existing financial management system

## What Finance Directors Say



*We selected AllPaid to be our vendor for online credit card services and their team has gone above and beyond our expectations. We vetted a number of companies and AllPaid offered not only the lowest transaction rate for our taxpayers, but their level of personalized customer service, free in-office processing equipment, and willingness to mold their platform to meet our needs was unmatched. AllPaid also granted us the ability to interface their online payment platform with our software, helping to make the process as efficient and streamlined as possible. We would recommend them to any organization that utilizes online payments as a part of their business."*

– Berks County Tax Claim Department, Pennsylvania

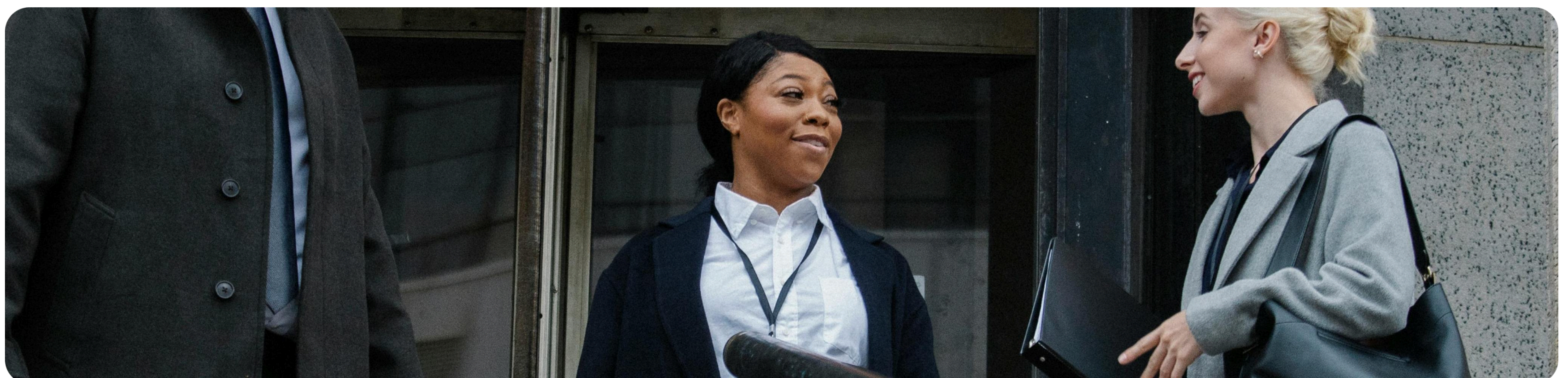


*Stronger confidence in the accuracy of our financial information, gives our team assurance that reports are reconciled cleanly and every dollar is accounted for.*

– County Treasurer, Michigan



The themes that come up consistently among finance leaders who stay with AllPaid are simple: the county never pays for the service, disputes never come back to the agency, and the reconciliation is there before the auditor asks for it. That's not a feature set. That's 27 years of the platform working the way it's supposed to.





# Community & Citizen Services – When Every Interaction Builds Trust

Not every government payment carries the urgency of a bond release. But every payment a citizen makes to their government – a park registration, a building permit, a utility bill, a health clinic co-pay – is a moment of contact. And 81% of citizens say the ease of digital payment directly impacts their trust in local government.

AllPaid delivers that ease – with 24/7 payer support so residents are never left waiting, \$0 cost to the agency so modernization doesn't require a new budget line, and zero chargeback risk so every payment that lands is one the agency keeps.

## What Community Service Agencies Rely On AllPaid For

- **\$0 cost to the agency** – no processing fees, no hidden charges, no surprise billing at renewal
- **Zero chargeback** losses – every payment that lands is revenue the agency keeps
- **Automated reconciliation** across funds, departments, and jurisdictions
- **Multi-program payment collection** on one platform with unified reconciliation
- **24/7 payer support** so residents can pay and get help at any hour without burdening staff
- **<30 day implementation** with staff training and citizen communication support included



*Issues get resolved quickly, and we always feel supported, especially in high-stress situations.*

– Director, County with 400,000+ Citizens



*Our AllPaid contacts are exceptional – knowledgeable, reliable, and genuinely supportive.*

– Director, County Official

# The Federal Standard – And Where AllPaid Agencies Stand

Two federal directives now set the bar that every government agency is measured against.



## Executive Order 14247

**Effective** September 30, 2025

Required all federal agencies to transition disbursements and receipts to electronic payment methods.

**The message to local governments:** the era of cash-and-check-first payment operations is over at the federal level.



## America by Design

**Standard** July 4, 2026

**By July 4, 2026,** Americans should expect government digital services that are modern, intuitive, and inclusive – accessible at any hour, on any device, for any citizen.

The **3,500+** agencies on AllPaid today don't need to scramble to meet these standards. **24/7 payer support** is already standard. **\$0 cost** to the agency means modernization doesn't require a budget line. **Zero chargeback losses** mean agencies aren't absorbing dispute risk as they expand digital access. And most agencies go live in **30–60 days** without disrupting current operations.

**See why 3,500 agencies trust AllPaid.**

Request a demo at [allpaid.com](https://allpaid.com)

