

# InvoiceCloud®



## Improve Tax Collections with InvoiceCloud

County treasurer's and tax collectors face the difficult task of collecting payments on time. Common challenges include long periods of time between when the bills are sent and when the payments are due, spikes in collections at the due date, and overwhelmed staff as a result. The key to overcoming these challenges is to streamline the payment process by meeting your taxpayers where and how they want to pay, delivering an effortless payment experience.

InvoiceCloud enables you to do exactly that by improving digital engagement and the customer experience at your most critical touchpoint – the billing and payment journey. Through our true SaaS, customer-centric digital solution we make paying easier than ever. Providing a frictionless payment experience coupled with intelligent communications and customized reminders delivers real collections benefits like fewer delinquencies, more consistent payments, and increased staff efficiencies.

## InvoiceCloud Delivers a Frictionless Implementation

InvoiceCloud is a partner-first company that integrates with CIS solutions to deliver seamless and proven project success. Our partnerships allow us to deliver a world class solution in a fraction of the time associated with typical technology projects. The quality and depth of our partnership allows us to deliver this high-value solution with very low impact on staff.

## Delivering Results in Ohio

As one of the leading providers of digital engagement and payment solutions in Ohio, we're already in your neighborhood working with county treasurers and tax collection offices throughout the state. Our true SaaS solution futureproofs tax collections in the ever-evolving digital payment landscape making paying easier than ever for residents, while giving you the flexibility to adapt to Ohio county tax regulations.



# Tax Office Profile: Mahoning County

## ▲ 1—THE CHALLENGE

The Mahoning County Treasurer's Office, responsible for real estate and mobile home tax collections, was struggling with disparate payment vendors whose systems did not talk to each other, creating a challenging user experience. The outdated payment platforms lacked many of the modern, intuitive digital options taxpayers expect today, creating friction in the payment process. Internally, staff was overwhelmed with the volume of manual processes created from using disjointed, antiquated systems that did not integrate.

## 💡 2—THE SOLUTION

InvoiceCloud offered the Treasurer's Office an end-to-end digital engagement and payment solution that provided the seamless user experience they needed. By streamlining all payment channels under one cohesive solution they could remove friction in the payment process and simplify self-service enrollment options. Doing so would improve the taxpayer experience and reduce staff workload by automating manual processes, allowing the office to focus on higher impact projects.

## 💎 3—THE RESULTS

The Treasurer's Office selected InvoiceCloud as it provided everything they needed and more. From a consultative sales approach to a smooth implementation, and ongoing dedicated customer support, Mahoning County has seen immediate benefits, including:

- **Higher customer satisfaction** with a frictionless, user-friendly payment experience
- **Reduced late payments** and NSF (non-sufficient funds) checks with modern, customer-centric payment options
- **Improved operational efficiencies and manual workload** with increased AutoPay and paperless enrollments
- **A smooth integration** for better payment experiences
- **Increased self-service**, like 75% pay-by-text adoption in first payment collection, with a purpose-built platform that drives a stellar user experience

*"Our late payments and NSF checks were reduced noticeably in our first collection season with InvoiceCloud. This saved a lot of time and frustration for both our office and taxpayers, while allowing us to focus on other needs."*

### Daniel R. Yemma

Mahoning County Treasurer,  
Mahoning County, Ohio

visit [invoicecloud.com](https://invoicecloud.com) today to learn how InvoiceCloud can help you.