



LOCK BOX PROCESS

****INTERNAL PAYMENT PROCESSING SYSTEM****

PRESENTED BY

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STANDARD LOCKBOX PROCESS

- **CONTRACT WITH BANK TO PROVIDE SERVICE**
- **GENERALLY REQUIRES PAYMENTS TO BE MAILED TO OUT OF COUNTY ADDRESS**
- **EXCEPTIONS OR PROBLEM PAYMENTS ARE FORWARDED TO OUR OFFICE FOR MANUAL PROCESSING**
- **PAYMENTS ARE DEPOSITED AND PAYMENT FILE SENT FOR DELAYED POSTING IN COLLECTIONS SYSTEM**
- **CHECK IMAGES ARE SCANNED BUT NOT EASILY ACCESSIBLE FOR USE IN FUTURE COLLECTION PROCEDURES**
- **IN BUSY PERIOD, TRAYS OF MAIL STORED FOR MANUAL ENTRY**



CONTRACT –VS- INTERNAL

- **CONTRACT WITH BANK TO PROVIDE SERVICE**
- **GASTON COUNTY COST FOR SERVICE WAS BETWEEN \$94,000 TO \$105,000 PER YEAR**
- ***PRE NEW RMV SYSTEM, SO COST WOULD BE LESS NOW. BANK HAD NOTIFIED THAT PER PIECE COST WOULD INCREASE DUE TO DECREASE IN VOLUME**
- **CURRENT YEARLY COST, \$2,400 PER YEAR**
- **ONE TIME COST FOR EQUIPMENT, TRAINING, ETC.... WAS \$24,900**



CONTRACT –VS- INTERNAL

- **GENERALLY REQUIRES PAYMENTS TO BE MAILED TO OUT OF COUNTY ADDRESS**
- **ALL PAYMENTS ARE MAILED TO COUNTY OFFICE**
- **NO MORE COMPLAINTS ABOUT PAYMENTS BEING MAILED TO OUT OF TOWN ADDRESSES**
- **MANY INSTANCES FUNDS ARE DEPOSITED QUICKER**



CONTRACT –VS- INTERNAL

- **EXCEPTIONS OR PROBLEM PAYMENTS ARE FORWARDED TO OUR OFFICE FOR MANUAL PROCESSING**
- **THESE SAME EXCEPTIONS OR PROBLEM PAYMENTS ARE CORRECTED AT TIME OF PROCESSING**
- **NO ADDITIONAL DELAY OF POSTING THESE PAYMENTS WHICH COULD CAUSE CONFUSION, UNWARRANTED ENFORCED COLLECTION ACTIVITY**



CONTRACT –VS- INTERNAL

- **PAYMENTS ARE DEPOSITED AND PAYMENT FILE SENT FOR DELAYED POSTING IN COLLECTIONS SYSTEM**
- **PAYMENTS ARE POSTED SAME DAY**
- **PAYMENTS DEPOSITED ELECTRONICALLY**
- **NO ADDITIONAL DELAY OF POSTING PAYMENTS WHICH COULD CAUSE CONFUSION, UNWARRANTED ENFORCED COLLECTION ACTIVITY, AND CONCERN FROM TAXPAYERS THAT PAYMENTS NOT RECEIVED YET**



CONTRACT –VS- INTERNAL

➤ **CHECK IMAGES ARE SCANNED BUT NOT EASILY ACCESSIBLE FOR USE IN FUTURE COLLECTION PROCEDURES**

➤ **CHECKS CAN BE RESEARCHED EASILY BY:**

CHECK NUMBER

CHECK AMOUNT

DATE OF CHECK

BILL NUMBER

OWNER ID NUMBER

BATCH NUMBER

ROUTING NUMBER

CHECKING ACCOUNT #

DATE RANGE



CONTRACT –VS- INTERNAL

- **IN BUSY PERIOD, TRAYS OF MAIL STORED FOR MANUAL ENTRY**
- **PAYMENTS ARE PROCESSED DAILY AND OCCASSIONALLY BY NEXT DAY.**
- **NO MANUAL ENTRY OF PAYMENTS**
- **USE TEMPORARY STAFF TO ASSIST WITH OPENING AND SORTING MAIL IN BUSY SEASON.**

AUTOMATED PAYMENT PROCESSORS





QUESTIONS ?