

# Case Study: Custom Payment Portal City of Concord: Providing Solutions in a Time of Need



*Closing City Hall during a pandemic does not mean that the ability to collect vital revenue stops. Agencies still depend on revenue such as taxes, licenses, permits, fines, and more sustain operations. When strict stay-at-home regulations are put in place, creating methods to perform daily operational functions are still necessary.*

## PROBLEM

Recently, municipalities across the world were forced to close their doors to help prevent the spread of COVID-19. Normal operations had to be altered to allow working remotely and finding solutions to maintain the needs of the public.

## SOLUTION

The City currently utilizes HdL for their online applications, renewals, and payments of their business licenses, but needed a quick way to collect other payments from various departments such as police, building, planning, and finance to continue their revenue stream for other items such as permits, taxes, fines, and other fees while having to close its doors to the public to prevent the spread of the disease.

Seeing the success of their online business license solution, the City of Concord reached out to HdL to see if a payment platform could be built to receive payments for other departments. HdL built a custom payment platform which allows the City to receive information such as the taxpayer name, email, phone number, specify a department bill type, a bill ID or case number (invoice number, permit number, etc.), a brief bill description, and PCI method of payment for the taxpayer to remit their fees.

Every time a payment is made, the City receives an email stating the information requested and payment amount as well as a monthly remittance report for reconciliation. Concord's payment platform serves a model for other cities across the United States to maintain operations as normal, but from the safety of their home during this important time.

## NEXT STEPS

Whatever taxes and fees you are responsible for levying and collecting, HdL can help. Discovery, collections, audits, applications, renewals, payments, taxpayer support, software fees, mail handling and postage – Let HdL's experienced revenue management team handle all of the these challenges for you so you can focus on other areas of strategic importance.

HdL's Revenue Management Service will help you improve customer service through use of the latest technologies and best practices, increase revenues through business-friendly education and compliance practices, and decrease cost of operations due to HdL's economies of scale.

## THE SUCCESSES

HdL was founded by local government finance professionals with the singular mission of helping local government leaders maximize their revenue sources. The HdL Team includes experienced business tax department supervisors, certified revenue officers and local government leaders who have served at all levels of local and state municipal organizations. Having walked in your shoes, the HdL team is uniquely prepared to help achieve your strategic goals.

Emergency Service Districts, cities and counties throughout Texas have benefited from HdL's extensive resources and expertise for over 35 years. HdL is proud to be a corporate sponsor of the following organizations:

- Texas Municipal League
- Government Finance Officers Association of Texas
- Texas City Managers Association
- League of California Cities
- California State Association of Counties
- California Society of Municipal Finance Officers
- California Municipal Revenue and Tax Association

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