

# Client Case Study: Lucas County

## Lucas County modernizes tax payments by integrating CSG Forte Solutions

### The Challenge

In Lucas County, home to more than 425,000 Ohioans, residents could only make tax payments by mail and in person at the Treasury department. This paper-only system limited residents' payment options and slowed down processing. Treasury department employees had to keep carbon copies of payments and enter data into their computer system by hand.

The county partnered with a payment processor to expand their payment options. But that company came with a high fee structure and unresponsive customer service. Though these fees were transferred to the taxpayers, the county wanted a better payment solution that cost less and offered responsive technical support.

In CSG Forte, Lucas County found easy, secure solutions with an affordable fee structure.

### The Solution

CSG Forte provided Lucas County an agreeable fee structure along with more options for taxpayers to make payments. The Treasury department can now accept credit card and eCheck payments, as well as payments over the phone. The county can also add EMV-compliant point-of-sale options in the Treasury department office. CSG Forte even streamlined the online tax collection process for Lucas County and its taxpayers using Secure Web Pay (SWP) Checkout.

The county already had payment infrastructure in place from the previous processor, but the transition to CSG Forte was "pretty seamless," according to Gina Hughes, the cash management supervisor at the Lucas County Treasurer's Office.

### The Results

Since adopting CSG Forte solutions, Lucas County saw a vast reduction in posting issues, and an increase in credit card and eCheck transactions. Over the first six years of their partnership with CSG Forte, the number of transactions the Treasury department processed per year grew more than 280%. The department has also received fewer complaints from taxpayers concerning the fee structure.

Lucas County has enjoyed a positive partnership with CSG Forte, and both parties continue to collaborate on payment processing solutions that meet the county's needs. Hughes gave high marks to CSG Forte's customer service, saying their reps go "above and beyond" to ensure issues are handled in a timely manner.

"Their customer service is awesome," Hughes said. "Just dynamite when it comes to making sure we are taken care of."



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Cash Management Supervisor,  
Lucas County Treasury Department

