

SUCCESS STORY

“RPCS not only saves time, it also helps us increase the amount of dollars we can collect.”

SANDY CONTE

Manager, Placer County Administrative Services Department - Revenue Services Division

State of California Placer County Administrative Services Department - Revenue Services Division

- Located in Auburn, California, Placer County's collection division manages all debt and fee collections for the courts and county.
- Placer County is located 100 miles northeast of San Francisco, encompassing six incorporated cities, Auburn, Roseville, Colfax, Lincoln, Loomis and Rocklin.

Results At-A-Glance

- ✓ Investing in RevQ's RPCS products enabled Placer County to optimize collection time across departments. Staff is now able to implement custom strategies within the account flow manager to automate paper processes.
- ✓ Deployment of tools such as CU•Remit helped increase collections to \$8.3M in one year.

Challenge: Automate Workflow between Departments and Increase Collections

The Revenue Services Division for Placer County manages payment of court-ordered fines and other fees, including fines for writing bad checks, restitution to the victim of a crime, collections for all county departments, and Transient Occupancy Taxes (TOT). For these debts, the division manages professional collection services including billing and collection, negotiating payment arrangements, delinquent noticing, collection pursuit, accounting and distribution of revenue collected to appropriate funds and entities.

The county primarily handled business manually via a paper process. “When I started at Placer County, there was paper all over everyone's desks. We printed out credit reports. We handwrote receipts and posted the payments the following business day.” said Sandy Conte, Manager, Revenue Services Division. It became apparent that the existing method was not meeting the growing and ever-changing needs of the county.

“We lacked the automation of many processes and needed to implement strategies that would allow staff to work faster and more productively, which in turn would eliminate the paper-heavy administrative duties,” said Conte.



“We saw opportunities to automate workflow between departments and delinquent letter notifications, as well as manage payment by credit card processes to free up valuable phone time during business hours.”

Solution: Customize RPCS and Implement New Modules

According to Conte, “RPCS was attractive to us for a number of reasons. We saw opportunities to automate workflow between departments and delinquent letter notifications, as well as manage payment by credit card processes to free up valuable phone time during business hours.”

First, staff spent some time outlining strategies for account flow within RPCS. “Every account created in the system was attached to a strategy or automated process,” said Conte. “Automatic rules were implemented.” Utilizing RPCS, delinquent letters are automatically distributed. The system identifies which letter needed to be sent and distributed for immediate mailing. The system also adds abstract fees, check fees, civil assessments and add-ons as necessary. “This not only saves time, but helps us increase the amount of dollars we can collect.”

Placer County also purchased RevQ’s CU•Remit, a check processing program, a Dialer, and CU•Interact, an IVR system, which allows debtors to access recent account history information. “It is a powerhouse. It alone has saved a lot of staff hours,” said Conte. Prior to the new implementation, staff would handwrite requests for credit card payment. This manual process

increased the amount of time on the phone and tied up the phone lines with callers that were not necessarily “true collection” calls. Now, credit and check payments are directed through the IVR system. The detail is entered electronically. At day’s end, Revenue Services can easily get reports and process all credit card and check payments via phone.

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Result: Collections Increased and Processing Times Were Cut in Half

Through the use of RPCS and the new modules, Placer County is seeing significant benefits via increased automation of processes. Payments can now be made by check or credit card, which can be processed automatically through CU•Remit or CU•Interact. New interfaces with the Data Flow Manager of CU•Remit enables staff to upload approximately 2,000 accounts in less than 20 minutes.

Placer County went from collecting court accounts totaling \$5.6 million in 2002 to \$8.3 million in owed money for 2005 – 2006 year. “Due to the increased automation, many of the accounts can be filtered and managed on the front end, leaving a core group of accounts for our agents to actually handle. It’s an efficient system that has saved our county valuable resources, time and money,” said Conte.

About RevQ

RevQ is part of the Columbia Ultimate family of companies, providing industry leading software and consulting services to improve collections for the public sector. Leveraging innovative collections tools, techniques and technologies, the RevQ staff provides over 100 years of collective government experience and unsurpassed expertise in delivering compliance improvement and revenue results, which are critical to today’s Courts, Taxation and other public sector entities.



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