



Online Tax Payments Streamline Customer Experience

The Challenge

In theory, taxpayers in Coconino County, Arizona, had the option to submit payment in three different ways. In practice, each method of tax collection – in person, online, or by phone – was managed by an individual vendor that charged their own convenience fees or service percentages. The resulting confusion, inaccuracy, and a complete lack of clarity led to consumer hardship, a backlog of customer service cases, and strained relations between taxpayers and government.

The Solution

In her commitment to leading a service-oriented tax department, treasurer Sarah Benatar implemented the Catalis Tax Payments solution, for their tax payment processing. User-friendly options to pay online, including through PayPal, made transactions seamless, easy, and transparent – lifting a burden on both citizens and county tax staff. As intuitive as online commerce, Catalis integrates with credit and debit cards, e-checks, digital wallets, Venmo, and PayPal. Constituents responded positively to the consistent, mobile-ready experience, as well as Catalis' highly responsive customer service.

The Results



480% Increase
in electronic tax payments



98% Increase
in collection rate



24 Hour
commitment to resolving customer service issues

"Catalis brought the convenience of the private sector to the essential services of our municipality. This solution has provided Coconino County with the tools, resources, knowledge, and ability to take our payment processing to the next level."

Sarah Benatar

Coconino County, AZ Treasurer

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