

Productivity First-Round Winner
Innovations Challenge

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Missouri Department of Transportation

MoDOT Online Payment Options



A processing fee of \$.50 applies to each use of E-Check. A processing fee will be applied for any debit card and/or credit card transaction processed per the list below:

\$0.01-\$50.00	\$1.25 Flat Fee
\$50.01-\$75.00	\$1.75 Flat Fee
\$75.01-\$100.00	\$2.15 Flat Fee
\$100.01 and over	2.15% Fee



www.modot.org

Description

MoDOT now offers customers the option of making payments online with debit and credit cards from Visa, MasterCard, American Express and Discover and electronic bank drafts (E-Checks). Payments ranging from individuals for property damage claims to local partners (cities and counties) for their share of transportation improvement projects can now be made at any time, from anywhere. Payments can be one-time or scheduled in the system to be recurring at certain intervals. The payment system is provided by JetPay, a leading source of vertically integrated solutions for corporations and governmental entities of all sizes.

Benefit

MoDOT Online Payment Options saves time by reducing the interaction with customers on the phone and processing of payments. It also greatly improves customer service by allowing payments to be made anytime, from anywhere. Payments can be made when it's convenient for the customer, 24/7. The customer receives an immediate email response acknowledging MoDOT's receipt of their payment, which eliminates the risk of payments getting lost in the mail and missing due dates. This innovation positively impacts MoDOT internally and externally.

Materials and Labor

There were no costs for materials and the total amount of time was 20 hours.

For More Information Contact

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Additional information, photos or videos can be seen by accessing Innovations Challenge SharePoint page at: <http://sharepoint/systemdelivery/TP/Documents/InnovationsChallenge.aspx>

