

CASE STUDY - Jury Duty

The Problem

When someone is called for Jury Duty, the process of compensation for time spent in trial is burdensome. Checks are issued after the trial is completed, and mailed to the individual, which can sometimes take weeks. Sometimes these checks are mailed to wrong addresses and the individuals never receive payment. This costs staff time, additional mailing and check costs, and large amounts of frustration for both parties involved. When checks are never cashed, or funds go unclaimed, State escheatment laws come into affect that cost even more time and money.

The Solution

Market researchers estimate the cost of issuing paper checks to be nearly \$10 per check. Contrast that with the roughly \$1 per transaction for electronic payments (ACH). Labor costs comprise the largest expense incurred from in-house payment operations. But there are also costs for materials like printers and envelope stuffing and sealing machines; postage; and supplies, including highly secure check stock, MICR toner, and envelopes. Businesses will also pay bank fees and incremental charges for fraud protection, such as positive pay, check reconciliation services, and retrieval of transaction history and check images.

JURY FUNDS

OUTCOME

Heidi Scheppe - County Treasurer

“The ability to offer jurors payment within 24 hours of their service is a significant improvement in customer service. Most individuals have to take time from work to serve so getting their payment to them quicker is an improvement to the system. It also helps reduce stress in our payment procedures. The savings was in the efficiency and the elimination of data entry of all the personal information in our accounting system.”