

# BAY COUNTY CLERK OF THE CIRCUIT COURT

## EXCISE CASE STUDY



### Bay County Clerk of the Circuit Court

300 East 4th Street  
Panama City, Florida 32401  
Phone: (850) 747-5102

<http://www.baycoclerk.com>

"We are very happy with the Excise system. It has made the process of collecting monthly and quarterly tax payments easier and more efficient for both our taxpayers and us. By the end of the year, we think a majority of our tax payments will be collected through the online payment system."

**Charlene Honnen**  
Tax Specialist



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## **Excise** Tourist Development Tax System

### The Challenge:

- Reduce the amount of manual (paper) collections
- Provide online account access for their taxpayers
- Process and handle collections more efficiently

### Solution: Reduce Paper Flow

Pioneer Technology Group's Tourist Tax software, **Excise**, allowed Bay County to process an average of **25%** of all returns online in their first three months of using the system. This percentage has greatly reduced the amount of paper in and out of the Clerk's office. Tax Payers are able to create accounts online, submit collections, receive correspondence and check real time account balances all through the website.

### Solution: Web Hosting Without Wires

Bay County took advantage of Pioneer Technology Group's optional web hosting service. This service alleviates the County from purchasing new hardware to maintain sufficient storage or upgrading network to allow for high speed web access. Web Hosting also eliminates the concern of online payment acceptance and credit card fees.

### Solution: Advanced Audit & Reporting Capabilities

Excise provides advance audit tracking capabilities that integrate with the Property Appraiser's office and other County departments to share information (building permits, non-homestead condo/homes, commercial properties) to aid tracking down businesses not in compliance.

In addition Bay County has access to a complete, customized report and letter library for financial and statistical tracking and reporting. Standard reports include New Accounts Report, No Return Filed Report, Outstanding Balance Report, Daily Collection Activity Report, DOR Exception Report, TDC Monthly Revenue Report. Standard letters consists of Credit letters, New Account letters, and Outstanding Balance Letters.

### Pioneer Technology Group: **Different. Better.**

The Pioneer Technology team is comprised of experts in system design and development, integration and implementation thus providing clients with an unparalleled level of service. Our commitment to each client goes beyond the completion of a project. We provide continual support through all project phases, including software maintenance, version upgrades, technical support and dedicated personnel to meet your needs.