

## St. Louis County, MO

*Using Munis and Tyler Cashiering for Centralized Cashiering to Improve Citizen Access to Government*

*Winner of 2010 Tyler Public Sector Excellence Award*

**Industry:** Local Government

**Location:** Clayton, MO

**Employees:** 4,200

**Years as a Tyler Client:** 3

**Budget:** \$486 million

**Tyler Products Used:** Munis, Tyler Cashiering, iasWorld, Incode, Eagle, Tyler Content Manager

**The Facts:** St. Louis County, home to nearly one million people, is part of the St. Louis Metro Area. Spread across 524 square miles, the county is bordered by the Missouri River to the north and the Meramec River to the south. In 1950 St. Louis was the first county in Missouri to adopt a home-rule charter under the Missouri constitution. Executive power is vested in the County Executive and ordinances are passed by a County Council made up of seven members, each from a separate district within the county.

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### Key Challenges

- Develop a centralized cashiering system for collecting payments for taxes, fees and more from citizens
- Improve citizen access to county government
- Establish standardized county-wide processes, procedures and controls for revenue collection

### Benefits: Financial and Beyond

- Implemented a fully-integrated, county-wide financial system, eliminating duplicate data entry, reducing errors and facilitating balancing procedures in treasury management
- Opened 39 cashiering stations across the county that accept payment for most county bills
- Able to access and accept payment for bills created in third-party systems
- Responded to bank requests for electronic check deposit by storing check images in Tyler Cashiering for easy transmittal

### St. Louis County Best Practices

- Listened to the concerns and needs of citizens; implemented new tools and processes to meet these needs
- Utilized financial software with strong general ledger functionality, providing the flexibility needed to incorporate multiple third-party systems

### Why Tyler?

- Tyler has more than 30 years of experience providing software and services to the public sector
- Tyler provides all consulting, product enhancement, implementation, training and support services
- The Munis enterprise resource planning (ERP) suite is a fully-integrated software solution
- Tyler is the largest company solely dedicated to providing software and services to the public sector

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### In Their Own Words:

“By maximizing the Tyler Cashiering and Munis functionality, St. Louis County has developed a centralized cashiering process that capitalizes on the county’s multi-service operations and its strict treasury management and accounting procedures.”

*- Cindy Williams, Assistant Treasurer*

## Customer Service Needed Improvement

With a population of nearly one million stretched across 524 square miles, St. Louis County, Missouri, needed an efficient method for collecting payments from citizens. Because the county had a decentralized cashiering process, citizens with multiple payments for taxes, service fees, permit fees and more were required to visit each corresponding department or division in the county government centers. In some cases, cash payments were not accepted. To make matters worse, each county department managed their revenue with different systems and processes. “This was poor customer service and our County Executive issued a directive for change, starting at our North County Government Center,” said Assistant Treasurer Cindy Williams.

This prompted the treasurer’s office to develop a centralized cashiering process—one that would standardize county processes, procedures and controls for revenue collection and that would provide easier citizen access to government services. The solutions: Munis® and Tyler Cashiering.

## Implementing Centralized Cashiering County-wide

For St. Louis County, centralized cashiering presented an opportunity to provide cashiering stations throughout the county that are geographically close to where citizens live and work, resulting in faster and easier bill payment. “Citizens can go to one cashiering station and pay their taxes, false alarm bills, and license or permit fees,” explained Williams. Centralized cashiering also strengthens internal controls throughout the county as all cashiers would be required to follow a standardized revenue collection process.

In 2008, the treasurer’s office implemented Tyler’s Munis enterprise resource planning (ERP) and Tyler Cashiering solutions. With the new systems in place, St. Louis County opened 39 cashiering stations across the county with expansions planned for the near future. “With the implementation of centralized cashiering [through Munis and Tyler Cashiering], citizens in North County now have access to a government center where they can transact multiple types of payments at a single location—one line and one cashier. Now, we are poised to expand centralized cashiering to our South and West government centers.” Williams emphasized.

For the first time, St. Louis County has a strong, fully-integrated, county-wide financial system. Revenue is now recorded through a fully functional accounts receivable system and integrated with the general ledger, eliminating the need for duplicate data entry. When a citizen comes to a county office to pay a bill—created in Munis General Billing—the cashier can access the bill directly in

Munis and enter payment type and amount in Tyler Cashiering. The system then automatically updates Munis Cash Receipts, General Ledger and General Billing. “This process significantly reduces the opportunity for errors, accurately reports the transactions to all systems and facilitates the balancing procedures in treasury management,” stressed Williams.

In addition, cashiers can now access and accept payment for bills from third-party systems such as those for tax collection, work permits or business licenses. The third-party systems are incorporated into the Munis financial system without entry duplication or lengthy balancing procedures. Munis, Tyler Cashiering and the third-party system are all automatically updated when a transaction is completed. This means county departments can continue to use their preferred, stand-alone software systems but all financials are handled by one comprehensive Tyler system. “By maximizing the Tyler Cashiering and Munis functionality, St. Louis County has developed a centralized cashiering process that capitalizes on the county’s multi-service operations and its strict treasury management and accounting procedures,” Williams said.

## Benefits to the County and Its Citizens

The benefits of using Munis and Tyler Cashiering extend to both the St. Louis County government and to its citizens. The level of service to citizens has dramatically increased. For the first time, financial operations are standardized county-wide. A direct interface with Munis Treasury Management allows for the automatic clearing of bank credits, significantly enhancing the bank reconciliation process. And in response to requests from the county’s primary bank, check images are now stored in Tyler Cashiering, which will allow the county to transmit image cash letters to the bank for the electronic depositing of checks.

According to Williams, since the implementation of Munis and Tyler Cashiering, St. Louis County has yet to encounter a revenue payment process that cannot be streamlined and enhanced with these tools. “With the interface to the strong general ledger functionality in Munis, multiple systems can be incorporated into the financial system,” said Williams. “With large government entities such as St. Louis County, this type of flexibility is critical.”