



Lydia Gardner

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Orange County • Florida

E-Commerce

More than 50 percent of our traffic-ticket fines are being paid electronically, through online payments, at AMSCOT and Western Union, by phone and through our lockboxes. Not only is this a significant customer convenience, it is also far more cost-effective than processing payments made at the counter. If a customer pays through any of these methods, it saves our office \$2.26 per transaction. **Cost-avoidance to organization: nearly \$2,300,000**

2009 E-Commerce Items

Category	Cost Saved or Cost Avoided
Web Payment – since FY 2005	\$841,000
Electronic Case Filing (ECF) – since FY 2006	\$245,000
AMSCOT – since FY 2006	\$639,000
Western Union – since FY 2005	\$24,000
Phone Payment System (IVR) – since FY 2005	\$248,000
Lockbox – since FY 2005	\$275,000
Total	\$2,272,000