



## CASE STUDY

# Texas court cites value of Nuvei partnership: Convenient and cost-effective



### OVERVIEW

A long working relationship with Nuvei paid off during the pandemic for the Cedar Hill, Texas Municipal Court. To mitigate the spread of the coronavirus and increase convenience for defendants, the court pivoted to virtual dockets and encouraged citizens to resolve warrants and citations online. Under its partnership with Nuvei, all of the Cedar Hill court's online payments are processed quickly and efficiently through Nuvei. Even though court operations are resuming in person, the court is keen to maintain the convenience of online payments.

### THE CHALLENGE

Cedar Hill, a city of about 45,000 approximately 16 miles southwest of Dallas, requires an efficient way to process payments for warrants and citations when citizens cannot make those transactions in person at the courthouse. Convenience and cost-effectiveness also are important, because the court chooses not to pass along surcharges to citizens for services such as credit card payments.

### THE SOLUTION

Nuvei provided a comprehensive remote payments solution in which defendants can make their payments online or by phone, 24 hours a day, seven days a week—without incurring additional charges for card processing. A text notification system through Nuvei, initiated by the Cedar Hill Municipal Court, lets defendants know they have a payment due and reminds them of court dates. For certain dockets, failure to appear can result in additional court fees, which are automatically billed. The municipal court benefits from faster resolution of outstanding warrants and citations, quicker receipt of payments owed, and near-immediate notification when citizens make their payments.

### THE RESULTS

With Nuvei, the Cedar Hill Municipal Court has a partner that is “almost like having an extra person in the office,” Court Administrator Bobbie Spence says. “They’re like an extension of our court clerk, making it much easier to administer court operations.” And Nuvei is able to scale with the court’s use of new technologies. For example, Cedar Hill recently implemented electronic ticket writers that print a quick-response (QR) code for defendants to scan and go directly to Nuvei’s payment site. The QR codes make it faster and easier to make payments for traffic violations. With convenience for citizens and efficiency for the court staff, Cedar Hill’s municipal court can focus on serving its community.

*“We don’t know where we’d be without Nuvei. We love working with them and we love the convenience they offer.”*

— Bobbie Spence, Court Administrator, Cedar Hill Municipal Court



Meet Nuvei: Our future-proof technology allows businesses to accept cutting-edge payment options, optimize new revenue streams, and get the most out of your existing stack—all on one platform.

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