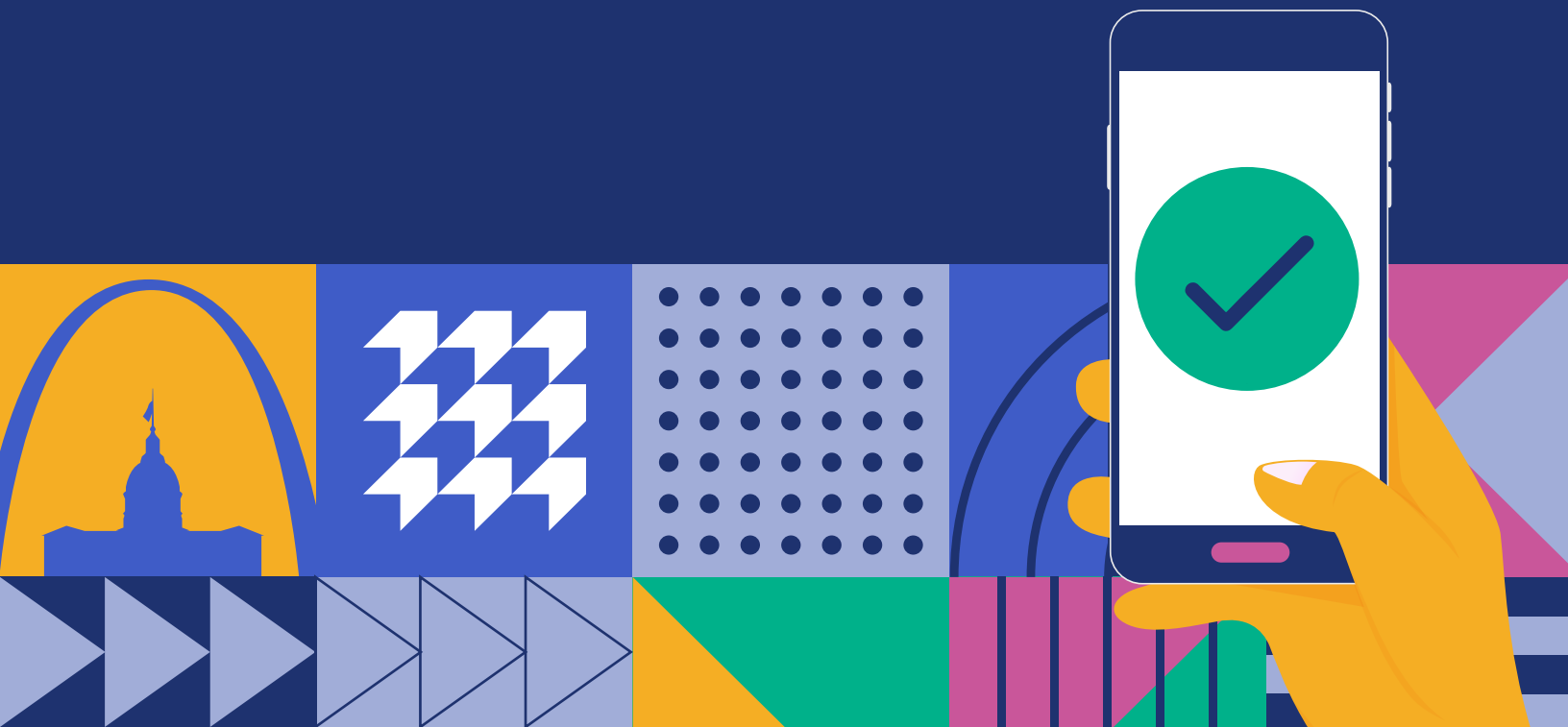


The City of St. Louis license collector's office expands its digital footprint

Any person who owns or engages in a business, vocation, or trade in the City of St. Louis is required to have a business license — and now (for the first time in the history of the license collector's office) people can apply for and renew business licenses online.



Making business licenses easier to manage – all online

The license collector's office distributes business licenses in accordance with both state statutes and city ordinances.

"Our mission is very simple: to keep businesses in business," said Mavis Thompson, License collector for the City of St. Louis.

To accomplish this, the license collector's office decided they needed to provide business owners with a way to apply for, renew, and pay for business licenses online. They've delivered on that goal with payitSt.Louis, providing a digital one-stop-shop for businesses that have to deal with other government entities in city hall, with expanded options for payment methods.

Moving business license applications and renewals online makes the process easier for business owners to complete (and removes the need for manual paperwork, stamps, and mailing). Plus, residents get access to 24/7 support.

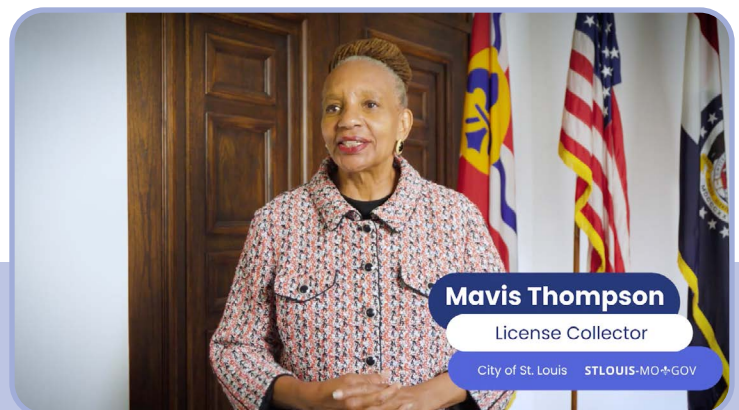
Better for business owners, more efficient for the license collector's office

The online portal not only makes managing business licenses easier for residents but also enhances the staff's ability to reconcile accounts, make timely distributions, and consolidate payments from other city departments.

"Game-changer y'all. Game changer."

– Mavis Thompson
License collector for the City of St. Louis

By partnering with PayIt, the City of St. Louis' license collector's office has increased revenue by 53% and transactions have increased by 36%. Just partway through 2024, the collection amount is already trending higher than all of 2023.



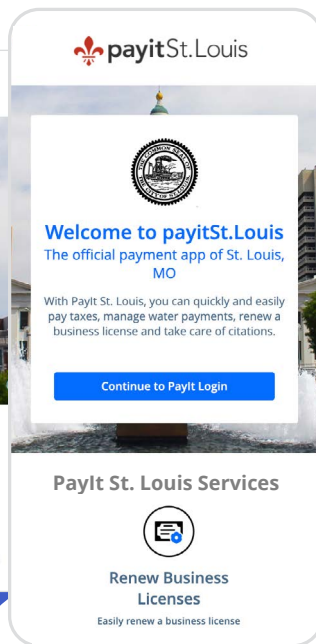
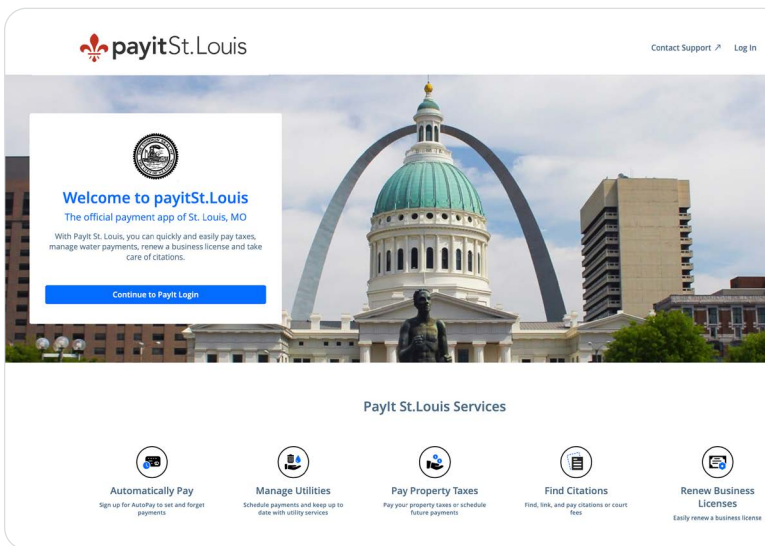
A collaborative relationship from day one

Staff from the license collector’s office meet with the PayIt team once a week to discuss future goals and ideas – collaborating to reach the ultimate goal of enhancing the taxpayer experience.



“Working with the PayIt team has been a wonderful experience. I would recommend PayIt to all entities looking to enhance their online presence – especially with their reconciliations and distribution of funds.”

– Mavis Thompson
License collector for the City of St. Louis



About PayIt

PayIt enables state and local government agencies to deliver a great resident payments experience that accelerates the shift to digital. Agencies choose PayIt to better achieve their mission through improved operational efficiency, customer support, and resident satisfaction. Our solutions span property tax, courts, utilities, DMV, outdoors, and more. PayIt provides a single resident profile across agencies and jurisdictions, integrates into back-office and adjacent systems, and our team helps clients drive adoption of digital channels. Serving more than 100 million residents in North America, we have received awards from Fast Company and StateScoop, and have been listed in the GovTech 100 for 8 years and counting.



Smarter for government.
Easier for everyone.

To learn more, visit www.payitgov.com

