



PayPal Commerce and Accela: A Better Solution for Payment Processing

Accela is now providing an easy and comprehensive payment solution for state and local governments.

We know that taking payments is a critical part of the permitting and licensing functions at state and local agencies. For this reason, Accela works hard to provide comprehensive payments options for our customers.

Features

- > Ability for customers to pay with PayPal
- > Also, functionality for processing payments using credit and debit cards
- > A completely secure and PCI-compliant solution
- > A prebuilt "no-code" integration, reducing the need to depend on IT staff
- > Pre-negotiated rate of 2.4% + .10 per transaction, which is favorable to other payment providers for transaction fees and available only for Accela customers

Accela has announced a robust payment solution for SaaS customers in conjunction with our partner PayPal. This solution utilizes **PayPal** Commerce, an end-to-end solution for accepting and processing online and over-the-counter payments for permits, licenses, inspections, and all transaction types, at prenegotiated rates.

Solution for Payments Across Departments

The payment solution utilizing PayPal Commerce provides a "no-code" payment integration for electronic payments. This means no development work, better maintenance over time, and the quickest time-to-market.

Using PayPal Commerce, agencies on Accela's SaaS platform can accept payment via Accela Citizen Access or Civic Platform for all types of transactions. The web-based payment experience is seamlessly embedded into Accela Citizen Access, and all features meet the highest-level security and PCI/DSS-compliant standards.

Benefits of Integration

Additional benefits include a fully tested integration with each release of Accela Civic Platform, so customers never have to worry about upgrades of their Civic Platform having any effect on their utilization of PayPal Commerce.

Also, customer support is provided for the integration through the standard Accela support and maintenance agreement.

Agencies will have complete visibility into each transaction and access to reporting capabilities via their PayPal account.



Customer Experience

Customers benefit from this integration by having the option of paying for fees with PayPal or credit/debit card, resulting in increased adoption of electronic payment submission. Customers can process their payments without having to visit an office or speak to an agency employee and do it 24X7. But, many still prefer to come into an office, and our integration supports over-the-counter payments as well.

Conclusion

Residents expect consumer-like experiences when dealing with their government agencies. This especially applies to payment of fees for their license and permit applications.

The prebuilt and fully supported integration between Accela products and the PayPal Commerce system ensures agencies can take multiple forms of payment, safely, and with all the features that their customers expect.

For more information, please see your Accela sales representative.

About Accela

Accela provides market-leading solutions that empower state and local governments to build thriving communities, grow businesses, and protect citizens. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenges in the future. Accela is headquartered in San Ramon, California, with additional offices around the world.

Learn More

Visit www.accela.com or call us at (888) 722-2352.