

Re: Property Tax Payment
Baldwin County Revenue Commissioner's Office

With regard to concerns relating to out of state mailing:

Our collections department used to receive trays of mail totaling about 300 to 400 payments per tray (five to six trays per day). They would stack those trays in a closet and begin the process of posting payments. Before long property owners would begin to call with an inquiry about why their check had not cleared the bank. These phone calls would become more and more frequent with the same tax payer calling on a daily and/or weekly basis (posting payments was up to 60 days behind receipt). In order to alleviate this problem we tried pulling employees from other departments, boxing payments up and sending them to other offices around the county, etc... Unfortunately, this caused a problem because the employees were not able to do both payment processing and assist property owners either by phone or in person.

Last year our bank, PNC, presented a lock box option and this process was implemented. The primary negative aspect of the lock box is that it is located in Atlanta, GA, and some property owners have expressed their distaste because they think we should process the mail locally instead of out of state. I do wish PNC provided an in state alternative; unfortunately, their Atlanta location is a centralized Southeastern United States facility that specializes in this lock box process. This PNC facility literally posts and processes payments over night and around the clock allowing our staff to better serve Baldwin County property owners. Our employees are not overwhelmed with the stress of processing 180,000 property tax payments and can more efficiently take care of the needs and concerns of our citizens.

Your concerns are our concerns and I hope the information we have provided helps you better understand why we are utilizing an out of state facility to process tax payments. We will continue to strive for ways to better serve the public and to find other ways to enhance and improve our processes. Please feel free to call me should you have any questions or require additional information.

Best Regards,
Teddy J. Faust, Jr.