

A convenient way for constituents to pay

Sturgis Web Services uses PayPal to bring frictionless payments to local governments



Company name
Sturgis Web Services

Owner
Randy Sturgis

HQ
Fort Mill, South Carolina

Industry
Government services

Website
sturgiswebservices.com

As citizens continue to increase their use of technology, local government agencies are turning to new ways to satisfy their constituents, making it easier for them to pay conveniently and securely. One of the ways they do this is with PayPal. Offering such services has become a key part of Randy Sturgis' fast-growing business: Sturgis Web Services, headquartered in Fort Mill, South Carolina. The company's core offering is Sturgis Government Solutions Powered by PayPal.

Before Randy Sturgis began offering government payment services, his web services business caught the eye of local officials who wanted to build a website for York County, South Carolina. "They really liked our work on their site after it was done," says Sturgis. "They then said they'd love to find a way to collect taxes online, if that was even possible. I told them that it was but, at the time, I didn't have any idea how to do it."

Then Sturgis remembered: One of his employees, a web developer, was selling comic books on eBay and using PayPal to get paid. "I asked him if he thought that PayPal thing could work for York County's application." Once Sturgis connected to someone at PayPal, the ball got rolling, marking the beginning of a fruitful partnership.

Challenges.

- Find an efficient and safe way for local governments to collect property taxes and other payments from constituents online.
- Provide local governments with convenient and secure point-of-sale solutions so they can accept payments anywhere, from any device.
- Build new business with city and county governments across the United States.

Results.

- Launched Sturgis Government Solutions Powered by PayPal, a secure online payments solution for local governments.
- Introduced PayPal Here, a mobile point-of-sale solution with end-to-end encryption.
- Grew payment volume with PayPal to more than \$350 million in 2015 by expanding into new and larger markets.

A convenient way for constituents to pay.

Today, Sturgis Web Services provides specialized online and mobile technology solutions that let citizens easily and securely pay local governments. Through its Sturgis Government Solutions Powered by PayPal solution, citizens can pay city and county agencies for property taxes and other fees and services using debit and credit cards, PayPal, ACH, and PayPal Credit.*

<https://www.paypal.com/webapps/mpp/government-payments>

"Whenever we enable online payments for a county or city with a large tax roll, and there are constituents already well conditioned to using PayPal for other things in their lives, the impact to our bottom line is just huge."

– RANDY STURGIS
President
Sturgis Web Services

Sturgis Web Services also enables local governments to use the PayPal Here point-of-sale solution so they can accept credit card payments from citizens at agency offices, or in remote locations, using mobile devices. "With PayPal Here, our customers get end-to-end encryption, so they don't have to worry about information security and compliance," says Sturgis.

"Everything we do aligns with PayPal's emphasis on frictionless payments," he says. "And as PayPal rolls out new products and features that can benefit our clients, we're quick to add them into our solutions."

An eye toward growth.

Sturgis Web Services has customers in the Southeast, Midwest, and Southwest – and is looking to build a presence in markets in the West, including California. "As we expand, the PayPal Government Solutions team is helping to make introductions in those different markets," says Sturgis.

Another reason for Sturgis' positive outlook is that his company experienced significant growth in 2015. "Our total payment volume with PayPal was more than \$350 million, and about \$240 million of that volume was from PayPal wallet transactions," he says. "That's a big jump from the \$160 million we saw in 2014."

The addition of larger urban markets like Loudoun County, Virginia to the company's client list in 2015 was a factor for that increase, according to Sturgis. "Whenever we enable online payments for a county or city with a large tax roll, and there are constituents already well conditioned to using PayPal for other things in their lives, the impact to our bottom line is huge."

Learn more.

To learn more about how PayPal can help make collecting payments for your local organization easy, secure, and affordable go to <https://www.paypal.com/webapps/mpp/government-payments> or call us at 866-365-6610.

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