




# No More KVM Switching: A Faster RTS Payment Workflow

PaymentExpress®

## Current Pain Points at the Counter

Texas TACs are often forced into a two-computer workaround: clerks look up DMV transactions on the RTS machine, flip to the county computer via a Keyboard, Video, Mouse (KVM) switch to take payment, then flip back again. Every transaction requires re-keying amounts and identifiers on separate computers, with no shared display, copy-and-paste, or split-screen on RTS. Over a day, that constant switching adds time, raises the risk of keying errors, and wears on staff, especially during peak DMV lines.

## Key Benefits for TACs and Residents

-  **Modern ways to pay at the counter:** Contactless and digital wallet acceptance, plus chip and manual entry, so residents pay the way they already do elsewhere.
-  **Better PCI posture and less card handling:** Residents enter their own card details on the PIN pad; clerks no longer need to take or swipe cards on their behalf.
-  **Cleaner, customer-facing setup:** Compact devices fit on the customer side of the station, freeing space for staff and making the transaction feel more transparent and controlled.

## Proven in Texas

*This setup has significantly reduced manual errors, accelerated transactions, and improved overall counter accuracy.*

### Maritza Aragon

Chief Deputy Tax Accessor Collector, Williamson County

## A faster RTS Payment Workflow

Since 2019, PaymentExpress has provided internet-based payment processing to TAC offices across Texas. Because there's nothing to install on the RTS or county machine, the payment screen opens in a browser like any other website — county staff stays on their primary screen, customers enter their own card details on a device sitting on their side of the counter, and the transaction completes without switching computers or re-keying a single field.



### 0 installs

No software required on RTS or county machines



### ~50% contactless

In some Texas offices, roughly half of in-person volume is already tap/contactless and growing



### 100+ stations

Live across Fort Bend County and Williamson, TX County

## Why PaymentExpress

- Built exclusively for government, so it's designed for high-volume tax and DMV programs under strict policy and security constraints.
- Modern across channels, pairing this RTS-friendly in-person workflow with online e-check validation, digital wallets, and self-service scheduled payments.
- Cloud-delivered and centrally managed, with no local software to maintain and faster rollout of new capabilities.
- Grounded in Texas realities, shaped by RTS limitations, KVM workarounds, seasonal spikes, and day-to-day TAC counter workflows.

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