

## Payments details



Avg Amount Paid

**\$223.81**

Amount paid by Visa this year

**\$19.03M** ↓  
Last year: \$31.11M

Amount paid by MC this year

**\$11.27M** ↓  
Last year: \$19.42M

Amount paid by AMEX this year

**\$0.54M** ↓  
Last year: \$1.04M

Amount paid by DISC this year

**\$0.54M** ↓  
Last year: \$0.92M

Amount paid by eCheck this year

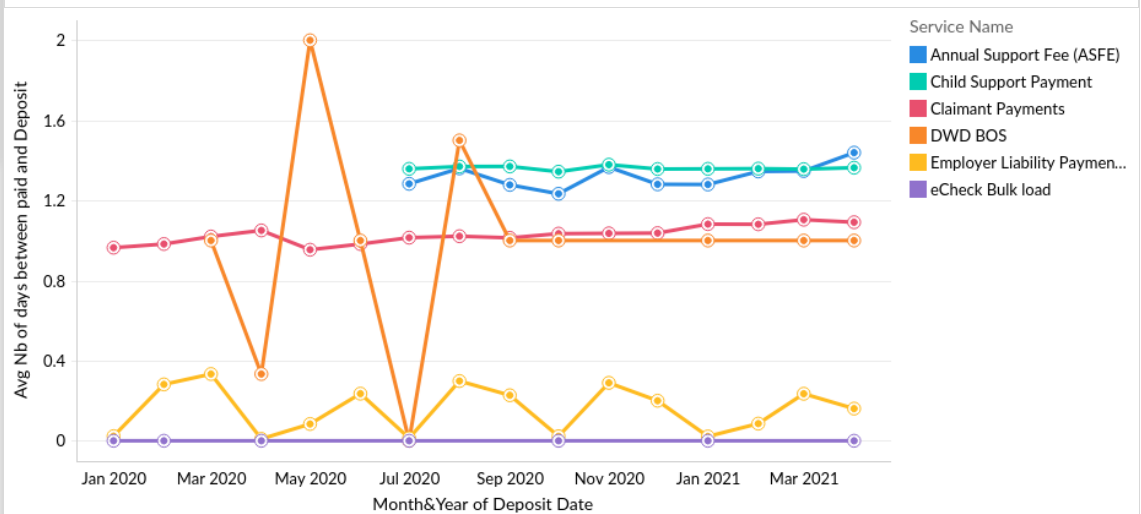
**\$5.42M** ↓  
Last year: \$30.32M

Avg number of days to deposit

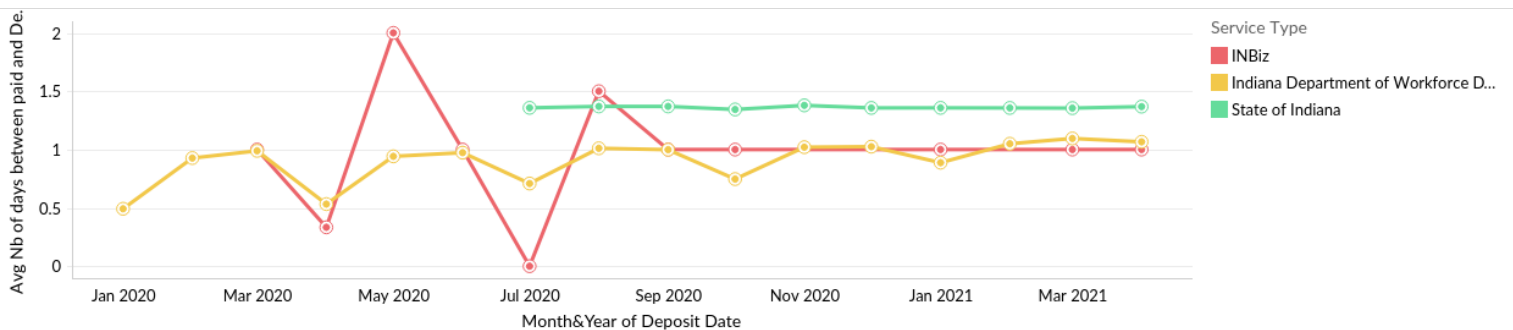
**1.00**

Maximum nb of days to deposit (Nov 2020): 1.32

Avg # of days to deposit by Service Name Statewide Agencies Collection - IND

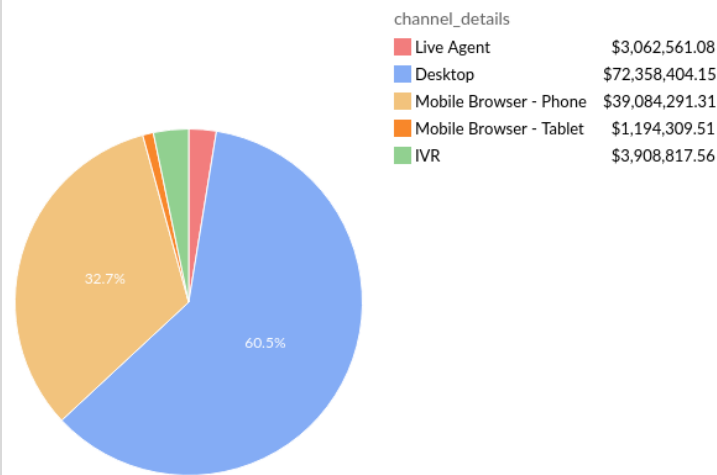


Avg Number of days to deposit by Service type-Statewide Agencies Collection - IND



## By Channels

### Payments by Channels-Statewide Agencies Collection - IND



#### Payments with Live Agent this year

**2,277** ↓

Last year: 6,205

#### Avg Liability Collected by Live Agent this year

**\$302.54** ↓

Last Year: \$382.54

#### Payment with Desktop this year

**116,760** ↓

Last year: 192,317

#### Avg Liability Collected from Desktop This year

**\$172.05** ↓

Last year: \$271.79

#### Payment with Mobile Browser this year

**80,736** ↓

Last year: 113,886

#### Avg Liability Collected from Mobile Browsers this year

**\$181.22** ↓

Last year: \$225.20

#### Payment with IVR this year

**7,618** ↓

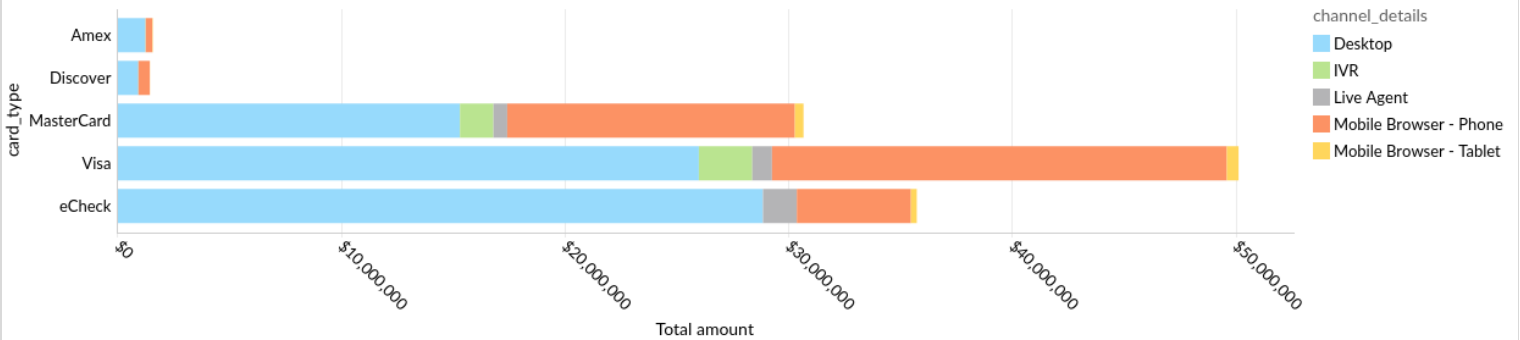
Last year: 14,610

#### Avg Liability Collected from IVR this year

**\$182.51** ↑

Last year: \$172.38

### Payment methods and channels-Statewide Agencies Collection - IND



### Payments by Month and Channels-Statewide Agencies Collection - IND



### Details Liability Collected by Channel-Statewide Agencies Collection - IND

Paid Year	Paid Month	Desktop		IVR		Live Agent		Mobile Browser - Phone		Mobile Browser - Tablet		Summary	
		Number of Liabilities	Total amount	Number of Liabilities	Total amount	Number of Liabilities	Total amount	Number of Liabilities	Total amount	Number of Liabilities	Total amount	Number of Liabilities	Total amount
2020	Jan	5693	\$2,899,122.47			319	\$56,170.26	661	\$107,192.18	29	\$5,896.09	6664	\$3,068,381.00

	Feb	1657	\$603,760.04			328	\$67,135.48	700	\$128,333.98	29	\$4,915.78	2678	\$804,145.28
	Mar	1113	\$245,562.94			266	\$61,334.16	700	\$133,106.33	31	\$4,676.20	2084	\$444,679.63
	Apr	7071	\$9,423,260.11			247	\$71,452.53	1171	\$283,446.21	42	\$8,651.53	8474	\$9,786,810.38
	May	6012	\$3,020,008.83			316	\$138,350.11	4206	\$2,077,259.74	269	\$126,795.57	10656	\$5,362,414.25
	Jun	3363	\$1,859,020.28			438	\$251,382.41	2332	\$1,037,321.09	115	\$74,104.20	6126	\$3,221,827.98
	Jul	17080	\$8,136,715.63	1365	\$431,049.16	621	\$315,121.11	9512	\$3,831,866.35	337	\$169,001.70	28185	\$12,883,753.95
	Aug	11406	\$5,369,566.99	1303	\$412,204.02	652	\$320,043.79	9418	\$3,913,847.16	272	\$122,250.70	22332	\$10,137,912.66
	Sep	11173	\$4,740,526.30	1345	\$419,327.58	640	\$338,586.06	9029	\$3,173,274.48	261	\$86,072.99	21719	\$8,757,787.41
	Oct	16393	\$6,996,420.45	1364	\$424,301.65	636	\$269,377.30	9391	\$3,386,638.11	249	\$88,808.95	27233	\$11,165,546.46
	Nov	11423	\$4,402,352.11	1249	\$390,028.58	596	\$264,810.47	9127	\$3,510,705.16	228	\$78,120.31	21895	\$8,646,016.63
	Dec	11722	\$4,573,924.00	1292	\$441,525.00	599	\$219,915.00	9448	\$3,216,386.00	224	\$78,991.00	22578	\$8,530,741.00
2020		41587	\$52,270,240.15	2996	\$2,518,435.99	3715	\$2,373,678.68	30939	\$24,799,376.79	1258	\$848,285.02	73248	\$82,810,016.63
2021	Jan	17322	\$6,749,629.00	1307	\$437,758.00	632	\$181,032.00	11701	\$3,766,471.00	259	\$107,892.00	30247	\$11,242,782.00
	Feb	15667	\$4,564,538.00	1071	\$320,726.00	537	\$175,056.00	12639	\$3,400,148.00	285	\$80,857.00	29186	\$8,541,325.00
	Mar	16240	\$5,356,827.59	1226	\$402,036.85	658	\$257,696.10	15672	\$4,714,303.42	327	\$99,335.94	32876	\$10,830,199.90
	Apr	11493	\$3,417,169.41	855	\$229,860.72	239	\$75,098.30	8715	\$2,403,992.10	183	\$57,939.55	21039	\$6,184,060.08
2021		30832	\$20,088,164.00	2163	\$1,390,381.57	1488	\$688,882.40	28070	\$14,284,914.52	686	\$346,024.49	57970	\$36,798,366.98
Grand Summary:		55876	\$72,358,404.15	3792	\$3,908,817.56	4795	\$3,062,561.08	48265	\$39,084,291.31	1712	\$1,194,309.51	102129	\$119,608,383.61