### **Current Process for Appeals and Exemptions**

STEP 1: Assessor calculates the value of a property

STEP 2: Property owner (applicant) files an appeal

STEP 3: Clerk validates/edits the appeal

STEP 4: Appeal enters new queue, hearing is scheduled

STEP 5: Assessor re-evaluates the appeal

STEP 6: Hearing decision is made

STEP 7: Applicant receives results letter

Current Process is Inefficient, Manual, & Primarily Paper-based

### **KEY CHALLENGES**

- Complex paper processes
- Increased appeals due to economic factors
- Time-intensive process requiring multiple in-person visits at county/state offices or lengthy telephone calls
- Disparate & non-integrated systems
- Lack of transparency and reporting capabilities
- Inefficient back-office application management

## Our solution simplifies this process, providing an improved experience for:

Applicants | Clerks & Assessors | Leadership | Constituents

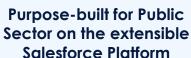




# Tax Appeals and Exemptions









Streamlined, modern, efficient means of managing the tax appeals/exemptions processes



**Ensures transparency** throughout the appeals process

### Nearly 3 decades of delivering modern Government solutions ensures



Accelerated time-tovalue



Guided automation for citizens and government employees



Partnership you can trust

### **KEY FEATURES**

- Automated case creation
- Robust back-end processing
- Integration with electronic signatures and other tools, including legacy systems
- Portal access for applicant status monitoring
- Analytics and reports for government staff
- 24/7 system availability

#### **KEY BENEFITS**

- Reduction in time required to submit a tax assessment appeal or exemption
- Limited paper forms and reduced processing time
- Increased process automation, reducing employee time dedicated to manual processing
- Improved customer/citizen satisfaction
- Ability to manage the entire process remotely

















