

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



Purpose-built for Public Sector on the extensible Salesforce Platform



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-to-value



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



Contact Us

✉ sales@astcorporation.com

☎ 888.278.0002