



IDT

putting paper in its *place*

SETTING THE BENCHMARK
FOR **OPERATIONAL EFFICIENCY**
AND **COMPLIANCE**

Property Tax Appeals

Automate appeals with help from IDT

Property tax appeals is something that every county government is faced with, but between waiting for incoming applications, lack of required information, misplaced files and the physical distribution of documents, the process can be cumbersome, lengthy and error-prone. Often, agencies suffer from decreased productivity, slow response times and a lack of effective communication with constituents, taxing bodies and townships.

IDT has solutions that help automate this complicated process. Our team of seasoned professionals can provide your agency with a comprehensive automated property tax appeals management solution. Built upon industry-leading information management technology, our solution can streamline and speed up every step necessary to complete constituent property tax appeal requests. This makes for a more rapid, efficient appeals process by automating the capture of documentation online and allowing taxing bodies, townships and the Assessor's Office to communicate easily and more effectively. This all translates to getting Property Tax Appeal requests satisfied more rapidly with less effort from your internal resources and other agencies.

Paperless property tax appeals process

IDT's paperless property tax appeals solution enables agencies to achieve their goals, comply with external agency requirements and comply with State statutory regulations around notifications during the appeals process. Each step of an appeal process can be automated through business process automation and document distribution technology. The process is transformed, allowing documentation to be submitted, reviewed and approved electronically.

Assessor's Office employees receive automated alerts when new documents or actions are required in their work queue. Agency Managers have greater visibility into the entire appeals process using visual tools like reporting dashboards, as well as data on a constituent's status at any point in the process. During each step in the appeals process the County has complete access to supporting documentation and evidence needed to bring each request to closure. Once an appeal is approved or denied, our solution automatically alerts the necessary agencies of any changes made to the value of the property and pending tax bills.



Our system allows you to satisfy Property Tax Appeal requests more rapidly with less effort from your internal resources and other agencies.

Connect with your constituents

IDT's solution enables your constituents to submit all necessary documents in the comfort of their home through an online web portal. This eliminates the hassle of mailing paper request forms or taking valuable time to drive to a physical location to file their appeal. It also eliminates the risk of constituents not providing all of the information necessary to begin the process. Constituents stay connected and can communicate with you at any point during the process. They can self-serve by checking the status of their appeal through the constituent portal and can make inquiries, receive responses and notifications, provide supporting documentation as needed—all eliminating the need for frequent visits to the county Assessments office.



- 1. Constituents** enter required documentation into the portal.
 - 2. Governments** securely route forms to the departments that need to see them and add any notes on additional communication or steps.*
 - 3. Governments** review and approve electronic forms.*
 - 4. Governments** use quick-search functionality to retrieve data and respond to requests.*
 - 5. Constituents** are notified of approval or denial of appeals in a timely manner.
- * **Constituents** have 24/7 access to the status of their appeals throughout phases 2 – 4.

Improve response time

The document retrieval process is a tedious one, involving file rooms, shipping between departments, villages, incurring coping costs, and long waits. Our solution eliminates slow service to constituents, allows staff to review documents simultaneously, retrieves data from a central database, integrates with legacy property / permanent Index number (PIN) IT systems, and makes staff more accountable to both internal and external customers. The retrieval process goes from days to just a few seconds. Certain counties have noted a 2/3 reduction in cycle time.

Increase productivity

Property tax appeals letters tend to arrive at the same time each year. Instead of hiring staff to match the work level, look to IDT to reduce the time and manpower required in retrieving, copying and distributing transaction documents. Staff work in familiar interfaces, initializing and tracking appeals through existing software, eliminating time-consuming training on new programs. With budget cuts and reduced property tax revenue, doing more with less resources is even more important in every level of government. Empower your staff to achieve higher levels of productivity and service by utilizing IDT's proven property tax appeals solution.

For more information:

Please contact us at info@idt-inc.com or 815.676.6473

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