



CivicSourceTM

ADMINISTRATOR



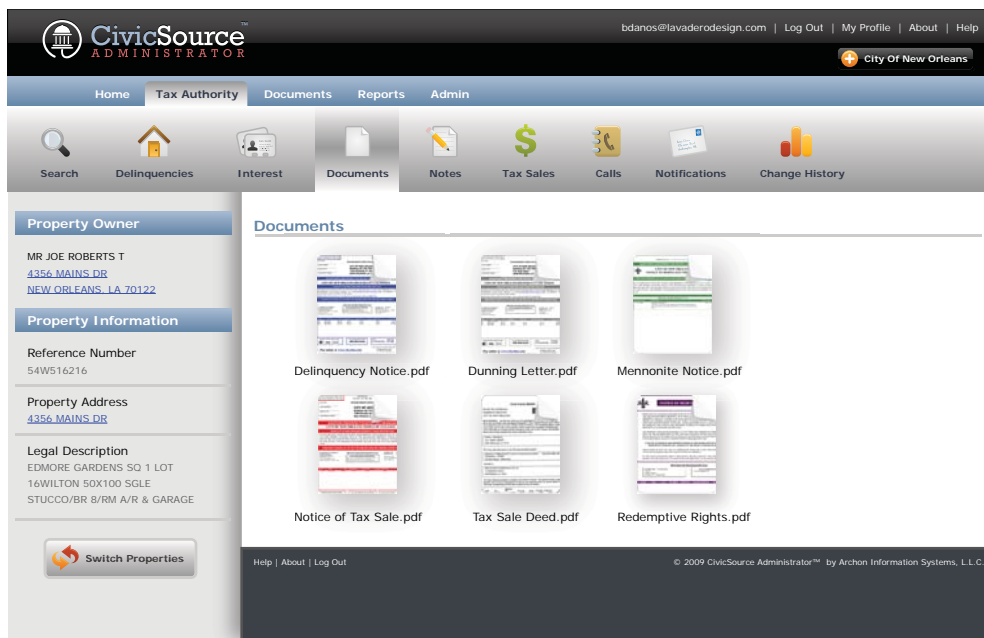
ARCHON
INFORMATION SYSTEMS

What is CivicSource Administrator™?

CivicSource Administrator™ was developed to organize, track and manage every aspect of delinquent property tax collection and sales activities from the date of delinquency through the expiration of the redemptive period. It is a tool to assist government officials and employees in day-to-day operations, enabling users to easily search for and find information on delinquent accounts.

CivicSource Administrator™ encompasses all aspects of delinquent property tax account management and collection for a city, state or municipality. All collection efforts, including call campaigns, letter campaigns and certified notices, are cataloged in CivicSource Administrator™. It also provides digital management of documents associated with delinquent accounts. Among said documents are tax sale deeds, tax sale certificates or any other such documentation associated with a property tax account.

CivicSource Administrator™ Documents Screen



CivicSource Administrator™ encompasses all aspects of delinquent property tax account management and collection for a municipality.

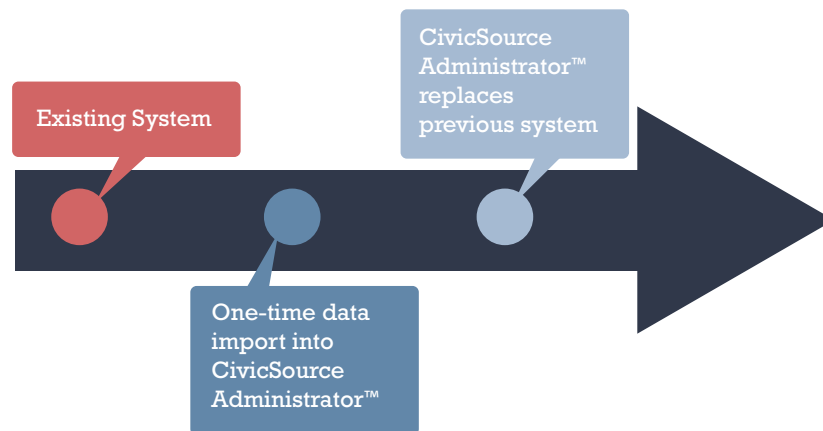
Documents such as delinquency notices, tax lien certificates, and any other associated correspondence are scanned and stored in CivicSource Administrator™

City officials and workers gain access to delinquent account information via a web-based, easy-to-navigate user interface. Gone are the days of searching through paper and multiple archives. Delinquent accounts can be searched by using any number of identifiers including, but not limited to, owner name, address and account or parcel numbers. Documents such as delinquency notices, tax lien certificates, and any other associated correspondence are scanned and stored in CivicSource Administrator™ and are available for print on demand.

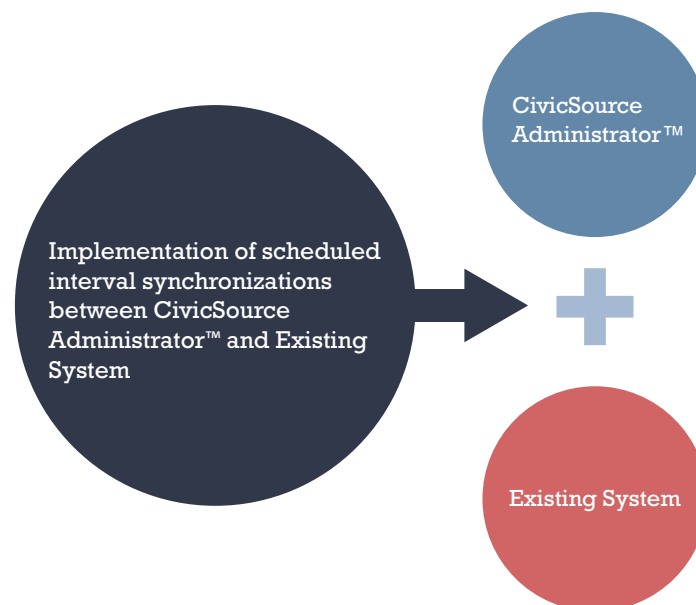
How will CivicSource Administrator™ be implemented?

In keeping with Archon's philosophy of adapting to best suit our clients' needs, CivicSource Administrator™ can be implemented in multiple ways, depending on the municipality's preference:

- When CivicSource Administrator™ is used to replace an existing system and the two systems are not to be run in parallel: we implement a one-time, massive data import



- When CivicSource Administrator™ is used in conjunction with an existing system: we implement daily, weekly or other interval synchronization with the existing system



Archon offers hosted solutions, so there is no additional hardware required on the client's end. If municipalities or their IT departments prefer not to opt for the hosted solution, our IT professionals are available for consultation on other alternatives.

What are the specific features of CivicSource Administrator™?

Centralized Property Management

- Search, view, and edit taxable properties and owners
- Search, view, and upload documents, including Mennonite notices, delinquent tax notices, and notices of sale
- Annotate accounts using Comments/Notes feature
- Generate real-time reports on an array of customizable metrics, including delinquency collection progress, telephone campaigns and mailing campaigns
- Customizable feature expansion at municipality's request
- Optional integration with Microsoft SharePoint®

CivicSource Administrator™ Delinquencies Screen

Property Owner

MR JOE ROBERTS T
[4356 MAINS DR](#)
[NEW ORLEANS, LA 70122](#)

Property Information

Reference Number
54W516216

Property Address
[4356 MAINS DR](#)

Legal Description
EDMORE GARDENS SQ 1 LOT
16WILTON 50X100 SGLE
STUCCO/BR 8/RM A/R & GARAGE

[Switch Properties](#)

Delinquencies

| | Year | Lien | Balance | Interest | Penalty | Collection | Total | Status |
|--------------------------|------|------|------------|----------|----------|------------|------------|------------|
| <input type="checkbox"/> | 2008 | 0 | \$354.45 | \$38.09 | \$33.46 | \$39.80 | \$458.80 | Delinquent |
| <input type="checkbox"/> | 2008 | 1 | \$115.00 | \$0.00 | \$0.00 | \$0.00 | \$115.00 | Delinquent |
| <input type="checkbox"/> | 2007 | 0 | \$338.14 | \$77.30 | \$33.81 | \$42.72 | \$492.81 | Delinquent |
| <input type="checkbox"/> | 2007 | 1 | *** | *** | *** | *** | *** | Tax Sale |
| <input type="checkbox"/> | 2006 | 0 | \$363.52 | \$109.08 | \$36.35 | \$48.38 | \$557.35 | Delinquent |
| | | | \$1,162.45 | \$232.45 | \$174.43 | \$116.34 | \$1,623.37 | |

Help | About | Log Out

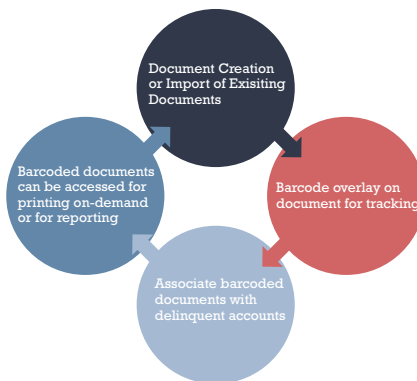
© 2009 CivicSource Administrator™ by Archon Information Systems, L.L.C.

More specific features

Digital Document Management

- Upload, search, view, retrieve and print documents, including delinquent and tax sale notices, certified mailing return receipts, tax sale certificates and redemptive notifications
- Barcoded document tracking

Document Lifecycle tracked via Bar Code through CivicSource Administrator™



- Definable processes including print and mailing campaigns
- Editable document forms printable on demand

CivicSource™ Documents on Demand Screen

The screenshot displays the CivicSource Administrator interface. The top navigation bar includes the CivicSource logo, user email (bdanos@lavaderodesign.com), and links for Log Out, My Profile, About, and Help. The main navigation menu has tabs for Home, Tax Authority, Documents (selected), Reports, and Admin. Below the menu are icons for various document types: Delinquency Notice, Dunning Letter, Mennonite Notice (selected), Notice of Tax Sale, Tax Sale Deed, Redemptive Rights, and Add New Document. The left sidebar shows property information for MR JOE ROBERTS T at 4356 MAINS DR, NEW ORLEANS, LA 70122. The main content area displays a Mennonite Notice document titled "CITY OF NEW ORLEANS NOTICE TO MORTGAGE CREDITORS". The notice includes contact information (888-860-0449) and states that taxes on property are past due. A table titled "DETAILS OF DELINQUENT TAX" lists the tax bill number (54W516216), property address (EDMORE GARDENS SQ 1 LOT 16WILTON 50X100 SGLE STUCCO/BR 8/RM A/R & GARAGE), and total due amount (\$1456.23). The footer contains help links and copyright information for CivicSource Administrator by Archon Information Systems, L.L.C.

More specific features

Mapping

- 3-D Zoom-able satellite imagery
- 2-D Parcel boundary display
- Road map location



Satellite View



Parcel View

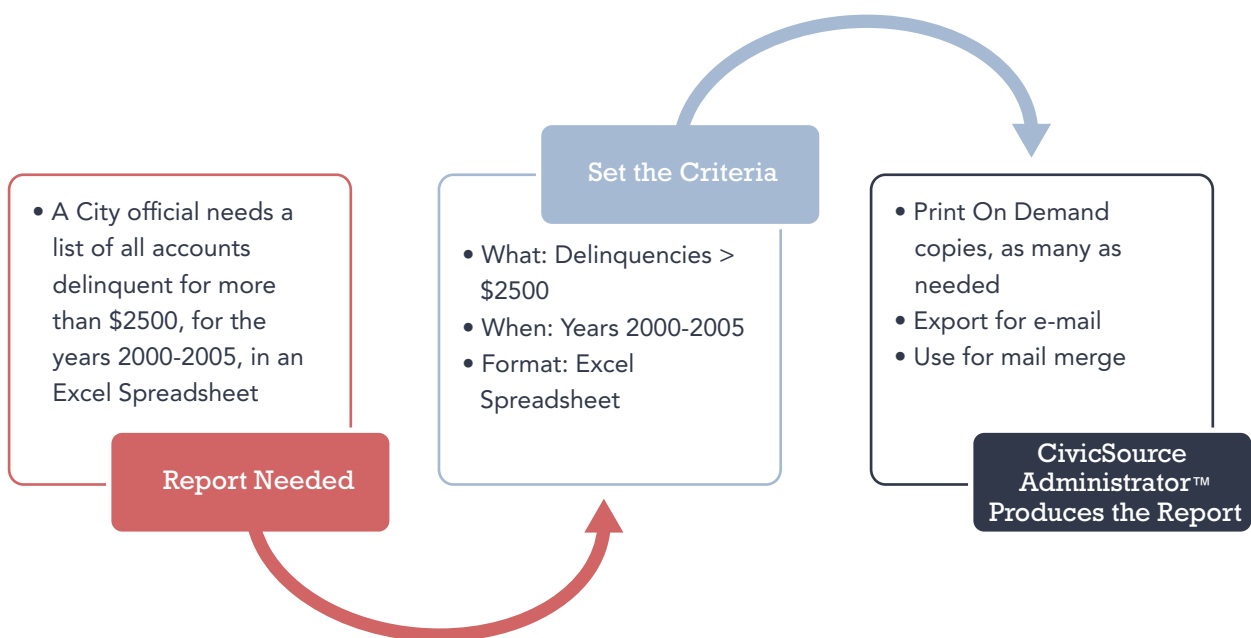


Road View

Reports

- Mail house activity (with optional comprehensive mail management)
- Inbound / outbound interactive voice response (IVR) call activity (with optional VoIP telephone systems)
- Pre-tax sale collection progress (with optional licensed, pre-tax sale collections service)
- Delinquency summary (with optional licensed, pre-tax sale collections service)
- Voice recordings of collections calls (with optional licensed, pre-tax sale collections service)

An example of Reports feature use with CivicSource Administrator™

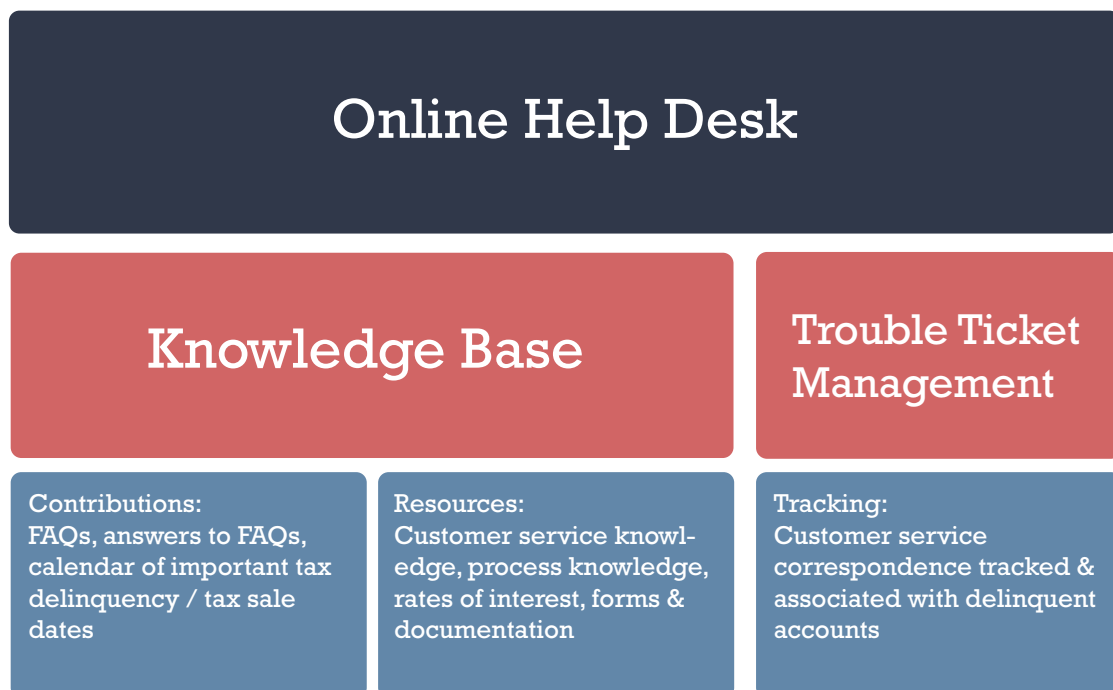


More specific features

Online Help Desk

- **Trouble ticket management**
 - Customer service correspondence associated with delinquents accounts managed via assigned tracking “ticket number”
- **Knowledge base**
 - Helpful documentation, customer service knowledge, process knowledge (how tax liens occur, calendar of tax due dates and upcoming tax sales, rates of interest and delinquency penalties) accessed online
 - Contributions (answers to FAQs, new FAQs) posted by authorized users of CivicSource Administrator™

A breakdown of the Online Help Desk features within CivicSource Administrator™



How much will CivicSource Administrator™ cost?

The cost of CivicSource Administrator™ is passed on to the delinquent taxpayer and is directly correlated to the revenue generated from utilization of the software and Archon’s services.



CivicSourceTM
ADMINISTRATOR

Archon Information Systems, LLC

Entergy Building
639 Loyola Avenue
Suite 2520

New Orleans, Louisiana 70113

Tel- 504.267.0065

Fax- 504.267.0067

www.archoninfosys.com