



CivicSourceTM

S E R V I C E S



ARCHON
INFORMATION SYSTEMS

What are CivicSource Services™?

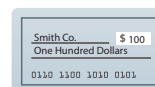
CivicSource Services™ are optional, additional services that may be utilized with Archon's CivicSource Administrator™ or CivicSource Auctioneer™.



Archon Information Systems, through CivicSource Services™, offers licensed delinquent tax collection activities such as automated or live agent call campaigns and pre-tax sale collection notices and dunning letter mailing campaigns.



CivicSource Services™ act in conjunction with the features of CivicSource™ software to provide optimal performance. Such services include everything from Request for Proposal (RFP) preparation, to skip tracing of delinquent account holders, to preparation of all tax sale ads, notices and forms, as well as secure electronic payment processing of delinquent accounts.



What are the specific features of CivicSource Services™?

Request for Proposals (RFP) Preparation

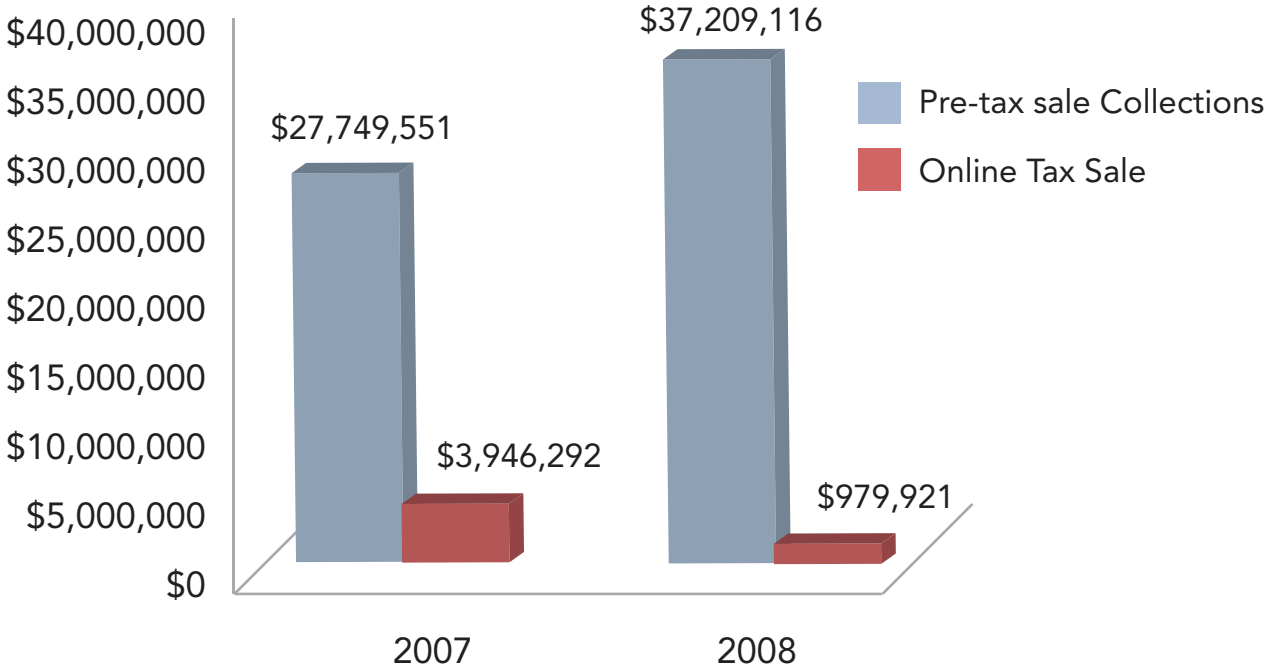
Upon request, Archon will prepare all Request for Proposals relative to Archon products and services.

Licensed, Pre-Tax Sale Collections

Conducts all pre-tax sale collection activities, including:

- Skip-tracing delinquent accountholders
- Mailing dunning notices
- Active telephone collection
 - **Outbound**
 - Automated payment reminders
 - Live agent collection calls
 - **Inbound**
 - Automated account inquiries
 - Live agent customer service and phone payments
- Telephone and online electronic delinquent payment processing

Pre-tax sale collections vs. online tax sale collections generated in New Orleans, 2007-2008



More specific features

Legal and Legislative

Provides legal oversight and representation through local, associated counsel:

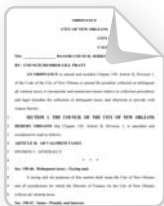
- Assessment challenges
- Quieting title
- Suits for seizure
- Suits for collection
- Tax Collector defense
- Tax related legal opinions



La. R.S. 47:2243 – Drafted 2006 legal opinion for New Orleans City Attorney on the effect of recently enacted Louisiana legislation upon tax sale redemptions

Provides legislative support:

- Municipal ordinance revisions and drafting



M.C.S., Ord. No. 22207, Sec's. 150-46 – 150-51 – Drafted 2006 comprehensive amendments to New Orleans ad valorem collection Ordinances to comply with the Louisiana Constitution and Revised Statutes

- State statutory revisions and drafting



La. R.S. 47:2153B(6) - Drafted 2008 Louisiana legislation permitting tax sale administration by electronic means

- Constitutional amendments



La Const. Art. VII, Sec. 25A(1) - Drafted 2009 Louisiana Constitution amendment permitting the imposition of penalties upon ad valorem tax delinquencies

- State and local lobbying representation

More specific features

Comprehensive Mail Management

Develops custom mailing solutions either as stand-alone mailings or mailings integrated with Archon's CivicSource Administrator™ document tracking system and manages all aspects of bulk mailing campaigns:

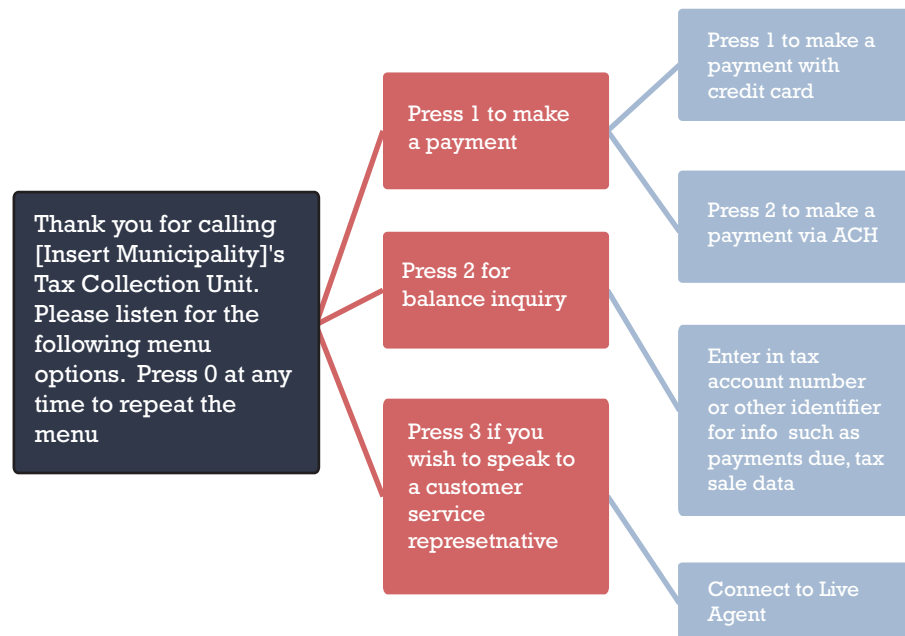
- Mailing campaigns initiated with the click of a button
- Pressure-sealed envelopes
- Digitally catalogued certified mailing receipts
- Returned mail management
- Tax sale certificate mailing service

Telephone Systems

Creates voice over IP (VoIP) telephone systems tailored to a client's specific needs :

- Live agent phone campaigns
- Automated outbound messaging
- Interactive Voice Response (IVR) design and implementation
- Automated inbound inquiries
- Live agent customer service

Example of a sample IVR script setup



More specific features





Electronic Payment Processing

Creates and manages secure, safe payment processing systems for delinquent accounts:

- Both electronic check and credit card payments can be accepted
- Processes for accepting payments can be created for in-person payments, online payments or over-the-phone payments

Example of Archon's Online Payment Processing Form

PAY REAL ESTATE TAX Pay Online Now

Card Type:

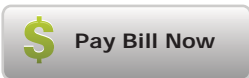
Name on Card:

Card Number:

Card Security Code:

Expiry Date:

Total Due: **\$1,453.32**



** This payment may be assessed a convenience fee. The fee amount will display on the payment verification screen. You will have the opportunity to cancel this payment before the fee is charged.

Onsite Kiosks and Support during Tax Sales

Computers setup onsite at a municipality-defined location for public use during tax sale periods:

- Workstation delivery, setup and removal
- Onsite support staff during tax sale hours

More specific features

Notice Preparation and Advertisement Administration

Prepares all statutory compliant tax-sale related documents, including:

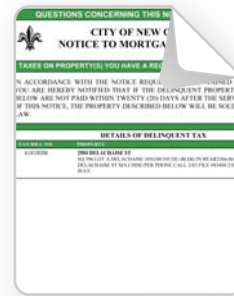
- Delinquency notice
- Notice of tax sale
- Notice of tax sale to Mennonite party
- Tax sale certificate
- Tax sale purchaser information
- Notice of redemptive rights



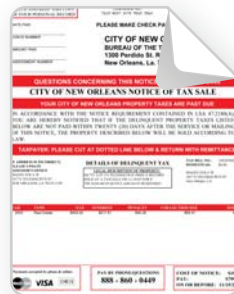
Delinquency Notice



Dunning Letter



Mennonite Notice



Notice of Tax Sale



Tax Sale Deed



Redemptive Rights

Administers statutorily required tax-sale advertisements

- Compile data of property listings
- Deliver to periodical in required publication format

What is the cost of CivicSource Services™?

The cost of CivicSource Services™ is specific to the individual service. The cost can be integrated with the cost of Archon's CivicSource Administrator™ or CivicSource Auctioneer™.



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