

Pre-Authorized Withdrawals (PAWS)



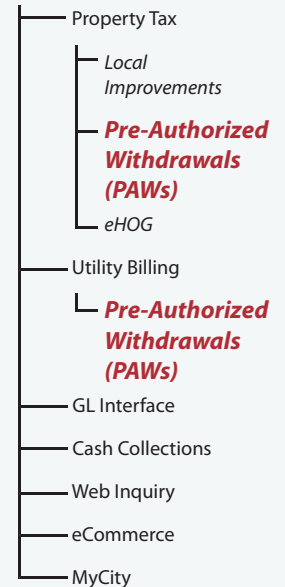
The Pre-Authorized Withdrawal (PAWs) system is fully integrated with both the Property Tax and Utilities systems. It facilitates improved service and flexibility for your customers by allowing a variety of payment options and the convenience of automated transactions. With the addition of MyCity, customers have access to their account balances for both property tax and utility accounts online. The PAWs system performs all installment related activities, allowing for account setup and processing for each step in the installment cycle. Activities include generating transactions to creating the bank file, posting the transactions to the subsystems and posting interest to the Tax subsystem.



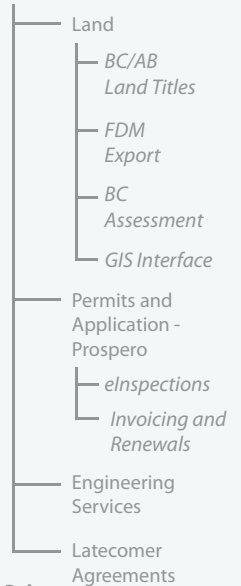
Benefits

- Improve efficiency, convenience and cost savings by allowing residents signed up on your plans to consolidate withdrawals for multiple properties into one bank transaction
- Simplifies reconciliations between bank withdrawals by providing a list of all New, Removed and Altered customer withdrawals between any two sets of bank files
- Easy to calculate new customer withdrawal amounts using built-in configurable calculators to work with your rules for existing debits, credits, home owner grant claims, number of payment periods, rounding methods and minimum payment amounts
- Adheres to tight auditing principles - never again wonder how or who changed a customer's account, the system tracks all important account changes in an easy-to-see log
- Allows your city to provide more than one style of plan to your residents thus providing flexibility and customer service so that you can attract as many participants as possible and increase your early revenue stream

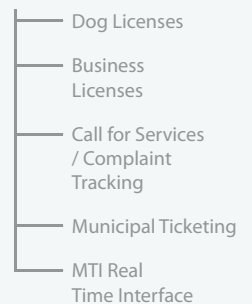
Revenue Systems Management



Community Development



Bylaws & Ticketing





- Allows set-up of account holders through name search of Land owners and Land properties
- Integrates with the Tempest Land system allowing the user to remove customers who have moved from the plan, preventing the need for reversals and refunds
- Validates bank and transit numbers based on bank maintenance entries
- Calculates interest on pre-authorized tax payments using simple or compound methods
- Provides a calculator function to automatically determine equal payments based on amount owing and number of remaining withdrawals
- Sets up period ranges automatically after the first range is entered and assumes standard periods
- Supports multiple cycles for different withdrawal types
- Maintains multiple bank accounts per PAWs account, multiple accounts can be set up per bank account
- Prepares and manages data files for the banks in a simple, intuitive manner with many of the settings being pre-configured so that IT staff are freed from these tasks
- Allows for en-masse recalculation of all customers so that you can keep payment amounts up-to-date with new tax levies, customers can be exempt from this recalculation process
- Takes into account the previous year's Home Owner Grant (HOG) or birth date for recalculation based on HOG type
- Automatically re-calculates customers' withdrawal amounts when supplemental tax billings are applied with all information being communicated through the messaging on the supplemental tax bill itself
- Allows the user to present messages on tax notices both to encourage signup and to keep existing participants well informed of upcoming changes to their payment amounts
- Integrates with Tempest tax adjustments to allow the user to easily send special notices to customers that have had their withdrawals rejected by the bank
- Allows different notices for different situations such as first rejection or second consecutive rejection
- Allows an activity to be set up to the staff member responsible for managing the plan, requesting that the customer be removed from the plan
- Allows credit balances to be refunded or rolled to taxes
- Supports all file formats as an attachment to a PAWs account (documents, images, etc.)
- Reports are designed to help you find the customers that are impacted the most by newly calculated payment amounts

