REGISTERED™ By RPOST

LOUDOUN COUNTY STREAMLINES COLLECTIONS WITH REGISTERED EMAIL™ SERVICE

Electronic Tax Bill (R)egistered Receipt® Proof

(R)egistered Receipt® service allows county treasury departments to streamline tax bill notice delivery with instant, legally compliant certified electronic.

The Problem

Sending tax bill notices by paper mail takes time, is labor-intensive, and notices are ignored by the recipients. Using standard email allows recipients to dispute delivery. Loudoun County used to send tax bill notices through regular mail with delivery tracking as well as standard email. The paper-based process was expensive, required time and resources every time there was a need to verify if a notice was in fact delivered (to dispute taxpayer requests to waive interest and penalties), and most importantly, a large portion of mailed notices were ignored by taxpayers. The standard email alternative, while faster and simpler, did not provide the County with any proof when taxpayers denied receiving the e-notice. Tired of scrambling to prove if a notice was received or not, Loudoun County started the search for a better way to send and track their tax bill notices.

Looking for a Better Way

Loudoun County started their search by identifying what they needed in an improved process. The list included:

- A faster and simpler process
- Indication if the tax bill notice was received and when
- When available, indication if a notice was opened (not just received)
- Certified proof of delivery, to eliminate disputes
- Automated reporting showing delivery status for all notices

Loudoun County looked at different e-notification vendors, and while some could provide a report of what was sent, only a few gave an indication of delivery, and none offered a verifiable, certified proof of content delivered. That is, until they found RMail.

A Better Way: RMail by RPost.

Cost-effective, instant delivery, automated tracking, zero paper. Legal Proof® reports. RMail, built on patented (R)egistered Receipt® technology, returns a proof record that gives the sender court-accepted certified delivery proof of date, time, and content delivered, which allows Loudoun County to track each tax bill notice sent, and also provides a reason why an email might not have been deliverable - inbox is full, wrong domain, no longer an active email address, etc. Moreover, citizens like the convenience of receiving their tax bills attached to RMail Registered Email™ messages, as it makes it easier for them to pay online with one click. As a result:

- Taxpayers contesting the receipt of their tax bill **dropped by 60-75%.**
- The county treasury **saves up to $1 per tax bill** just in postage & paper.
- Collections have **maintained a 95% or higher rate** throughout years of use.
- Taxpayers welcome the e-notices and prefer them over certified mail.





Patented: US12506756B2; US12602506B2, more at www.RPost.com/patents

RMAIL'S REGISTERED EMAIL CAPABILITIES

Proof of Electronic Delivery for Tax Bill Notices

RMail® services use (R)egistered Receipt® technology, the worldwide standard for legal and verifiable proof of email delivery, opening, official time of sending and receiving, associated message and attachment content, with audit trail and authentication capabilities.

Delivery Status for each Recipient

Each RMail® message returns a certified (R)egistered Receipt® email record, indicating if the email was delivered with the delivery status and level -- legally delivered, in accordance with the Electronic Transaction Act of 1999.

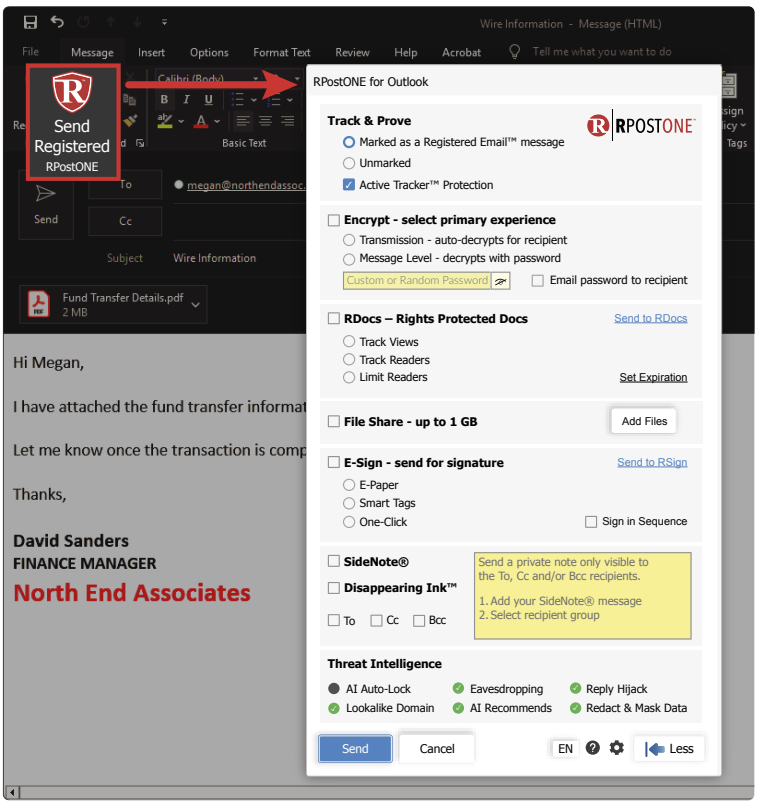
Legal and Auditable Proof

(R)egistered Receipt® email proof records provide for the long-term verifiable record of delivery, content, time, encryption and/or signoff. These RPost generated third-party-verifiable records can reconstruct the authenticated original content, times, transaction, delivery metadata and forensics. These receipts can also be tagged with reference codes, auto-routed for long-term storage with advanced usage and status tracking reports, and displayed in dashboard views for reference and client management.

Simple to Install and Implement

RMail® integrates into Microsoft Outlook, Gmail, Outlook.com, Salesforce.com, web-user interfaces, mobile devices, and allows for easy automation through an API. It also integrates seamlessly with mail merge programs such as Mail Merge Toolkit, which allows for easy sending of mass emails with different tax bill notices (in PDF) for each recipient, directly from Outlook.

The recipient does not require any special software to receive, open, read, sign and reply to an RMail message!



Capabilities

- Ensures that notices are enforceable by meeting legal requirements for delivery and record keeping.
- Minimizes cost compared to courier/certified mail; reduces delivery time.
- Gives county staff the upper hand in any dispute involving successful notice, delivery, time, or content.
- Simplifies record-keeping, as all delivery receipts are originals sorted automatically, stored electronically.
- Increases responsiveness since the recipient is aware that the county has official proof of delivery.
- Increases collections, as taxpayers can quickly pay the due tax by clicking on the link provided in the notice.

"Our team is thrilled with RMail – if a citizen challenges receiving an ebill – all they have to do is look at the receipts returned and send to the citizen proving that they received the ebill. It's actually been pretty phenomenal. It's both a cost-saving solution and a better process. For us it's absolutely essential."



Bonnie Brown
Deputy Treasurer
Loudoun County

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