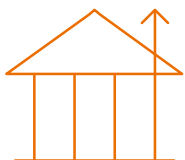**CITIZEN ACCESS - CAMPAIGNS**

SIMPLIFY REVENUE REVIEWS AND IMPROVE COUNCIL DATA

NEC

With functionality to generate and automate reviews electronically, Citizen Access - Campaigns (CA-CAM) offers an efficient process to improve council data and audit entitlements. Use simple online forms to carry out everything from a Single Person Discount to an Empty Property Review.

TACKLING REVIEWS WITH EASE AND AUTOMATION

Citizen Access - Campaigns (CA-CAM) allows authorities to identify cases directly from NEC Revenues & Benefits, notify the tax or ratepayer and receive online returns. CA-CAM manages all stages of the process whilst automatically updating accounts with minimal staff resources required.

Citizen Access has everything you need to automate a Single Person Discount or Empty Property Review (for both Council Tax and Business Rates). Flexible parameters are provided for the authority to determine the cases for review, allowing you to prioritise according to your local needs. And reminders can be issued until a decision is made to either extend or cancel the award.

- Run campaigns directly from NEC Revenues & Benefits, and receive updates straight back into the system

- Email and SMS communications for reduced paper costs

- Direct citizens to the council's self-serve pages with a secure online key to authenticate access

- Highly configurable and flexible, so you can tailor the questions to meet your needs

- Simple reporting screens gather the results

EASY AND INTUITIVE CITIZEN FORMS

Depending on authority preference, letters, emails or text messages are issued with a secure online key directing citizens to visit the council's self-serve pages to complete the review. Changes can be captured with easy to use and intuitive digital forms that reflect the type of review being carried out.

A standard form allows tax or ratepayers to confirm if the entitlement is still applicable or if it should be removed - for example, if someone else has moved in where a single person discount applies. The form has a similar look and feel to Citizen Access - Revenues, and is highly configurable. Designed with the flexibility for local authorities to tailor questions and offer Welsh translations where appropriate, CA-CAM offers easy configuration to see quick results.

END-TO-END AUTOMATION

Reviews completed online are submitted directly to NEC Revenues & Benefits. Accounts that meet the authority's processing rules are updated automatically in real time with either the confirmation of entitlement or change in circumstances. This means that staff are only required to focus on dealing with exceptions, reducing processing time and increasing the efficiency of review campaigns.

In addition, Citizen Access integrates with document management systems, to automatically store documents and evidence received during the online review.

REPORTING MADE SIMPLE

Online screen statistics are provided within NEC Revenues & Benefits to allow managers to report on the success of campaigns based on the information returned. This includes the potential additional revenue raised as a result of cancellations. Download facilities are available to allow this information to be further analysed.

Simple for citizens to access and follow

Staff time saved to focus on exceptions
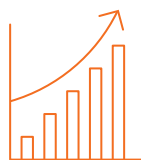
Quick and easy reporting

For more information on the services NEC Software Solutions offers visit our website **necsws.com** or get in contact with us at **revsandbens@necsws.com**