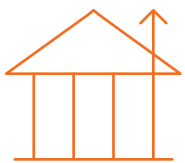


PROACTIVE SOLUTIONS TO HELP CITIZENS PAY COUNCIL TAX



Citizen Access - Special Arrangements (CA-SPA) allows members of the public to set up payment arrangements for Council Tax debts following their initial bill right the way through to debts subject to court action. Simplify the process with intuitive forms, real-time integration and automatic updates.

CLEAR STEPS TO SUSTAINABLE REPAYMENT

CA-SPA is a product feature within Citizen Access - Revenues. It allows you to automatically accept special arrangements or review applications where the arrangement does not meet your authority's policies.

Council Tax debt can be processed easily avoiding the use of other recovery methods like enforcement agents and committal action. And system parameters determine which debts can be included in an arrangement. The simple online form sets out a clear path to manageable debt repayment, taking some of the stress from your citizens and your recovery staff. So you can map sustainable revenue back into your budget.

In many authorities, large volumes of arrangement enquiries are made each year some exclusively handled by specialist recovery teams. With CA-SPA, not only can citizens self-serve but contact centre teams can also now help process applications. Save time for your specialist staff to focus on more complex cases.

CITIZEN ACCESS - SPECIAL ARRANGEMENTS HIGHLIGHTS

- Debt arrangements can be made at any stage from bill through to post court stages
- Prevent further enforcement action through an easy-to-use online arrangements
- Set up policies for special arrangements (e.g. minimum payments and the duration)
- Accept special arrangements automatically in line with your policies
- Request additional information in order to validate arrangements
- Accessible on any device



FINDING THE RIGHT PATH FOR YOUR CITIZENS

Applications are processed in line with your requirements, and citizens are proactively offered an arrangement plan based on your policies. For instance, an upfront payment can be requested and repayment encouraged before the end of the financial year. And if your policies change, don't worry; these can be modified and synchronised with NEC Revenues and Benefits.

When an arrangement does not meet your criteria, there is the option to create alternative arrangements for review and capture income and expenditure details in respect of debts subject to post summons action. So the majority of cases can be processed with no manual input and Recovery Officers are given the full picture when looking at more complex cases.

BETTER COMMUNICATION AND CONSOLIDATED DATA

You can tailor the forms to include your policies and guidance, amend the questions and update the look and feel to fit your corporate style. And every time a form is submitted, members of the public are encouraged to sign up for Direct Debit, eBilling and SMS. So you can ensure better and more efficient communications and services in the future.

Once the form is submitted, the citizen is provided with a PDF summary of the arrangement details and their Citizen Access - Revenues account is updated with the new information. NEC Revenues & Benefits is simultaneously updated and documentation is exported to your Document Management System so you have all the information where you need it.



Proactive debt management



Prevent enforcement action



Customisable and flexible

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

