

Kelley & Ryan Associates, Inc.

3 Rosenfeld Drive, Hopedale, MA 01747

Telephone: (508) 473-9788

Fax: (508) 458-0170

To: Tax Collector's / Treasurers

RE: Follow-up to Paperless Billing

We have had a very positive response to beginning a paperless billing program. We have also had many questions regarding how the program will work and costs associated with the program.

As far as the cost is concerned, there will be no additional costs for either the taxpayer or the municipality. This program is a win-win for both Kelley & Ryan and the communities. On our end we hope to reduce our production costs going forward. In turn the municipalities should see a cost benefit in their postage bills.

How the program will work is described below as follows:

The sign-up process:

1. The taxpayer selects the "Paperless Billing" option on www.kelleyryan.com.
2. The taxpayer enters their name, email address and driver's license number.
3. We will immediately confirm the name/license match with the RMV.
4. The taxpayer will receive a confirmation email with a link to activate the e-billing.
5. When we print initial excise tax bills, any bill from a municipality that opts in to the e-billing system and has this driver's license number will cause a PDF image of the tax bill to be generated instead of printing a paper copy.
6. An email with a direct link to the PDF bill will be sent to the taxpayer.
7. The PDF bill can contain a link to the municipality's website for online payment.

The tracking process:

1. We track the date and IP address of the original e-billing request.
2. We track the date and IP address of the confirmation.
3. We track the email outbound transmission and acceptance by the receiving email server.
4. We track rejected (bounced) emails and will automatically disable the e-billing.
5. We track the date and IP address of the click through to the PDF tax bill.

In response to some of the questions we have seen, below is a list of the more frequently asked questions:

1. What will happen if the email is rejected and returned to Kelley & Ryan?

Taxpayer will be removed from the program and a paper bill will be mailed. This will happen the same day of the mailing of other bills in the same commitment.

2. Will excise tax bills be electronically sent on demand or warrant.

No, only original excise bills to be sent electronically.

3. Will Kelley & Ryan be sending other bills than excise?

Although Kelley & Ryan print many different types of bills, only excise bills will be part of this program.

4. Will there be reports available to account for the number of bills which were sent electronically?

You will be able to extract this information directly out of the Kelley & Ryan system. If you currently do not have access to our system, we can provide access.

5. What proof do you have an ebill was sent?

In our Kelley & Ryan system we will post the email information directly to each invoice. You will be able to identify the date the email was sent and the address the email was delivered to.

6. What if a taxpayer changes his email address?

We understand that it is fairly common to change email addresses. Our system will allow the taxpayer to securely login to the paperless program to change their email address. If a taxpayer changes their email address and does not notify us and their email is returned, they will be mailed a paper bill and be removed from the program.

7. Will the PDF link being emailed have a link to the City's / Town's online bill payer. (MCC, Unibank, ect.)

The PDF will contain the same email address which is on the current paper bill being mailed. The taxpayer will be able to directly link to the City's / Town's online payment vendor.