

# iCitizen

## WEB-BASED ACCESS FOR CITIZENS HELPS YOU SAVE MONEY

iCitizen is a web-based software application that allows citizens, staff and clients access to view and update information, request services, and make online payments in a secure environment anytime, anywhere.

In our fast-paced, computerized world, people have come to expect immediate access to information. Vadim's iCitizen provides online access to government services and info enabling municipal governments to interact with the public in a more efficient and cost effective way. iCitizen's modular flexibility allows you to add components as needed.



## KEY SYSTEM FEATURES

- Reduce costs of customer inquiry by letting them serve themselves
- Increase citizen satisfaction - provide service 24 hours a day, 7 days a week
- Increase staff efficiency - free up staff from recurring service requests
- Improve access to services while eliminating citizens' travel to government offices
- Provide consistent info to staff, citizens, businesses and visitors
- Generate revenue without staff interaction, i.e. Tax Certificate processing or UB payments
- Online processing of Home Owner Grant applications
- Reduce workload for municipal workers, especially during peak access times such as tax season and utility billing periods
- No need to install software for citizens
- World-wide access for travellers

### ABOUT VADIM

Vadim Software develops innovative, integrated financial, municipal, asset and utility management software for Municipalities, Local Governments and Utility Companies. Founded in 1975, Vadim has been dedicated to this market for over 37 years.

### iCITY ENTERPRISE

iCity provides you with the core software modules you need to run your organization efficiently, including Financial Systems, Payroll & HR, and extended Municipal Systems like Property Taxes, Utilities, Cash Receipting and more.

## IT INFRASTRUCTURE SERVICES

Your Information Technology (IT) department may be big or small, or you may not have one at all. Either way, our Network Services Team is available to take care of your technical needs and help your organization run smoothly.

**Services include:** Kit Installation, Server Tune-Ups, Managed Hosting, Infrastructure Consulting, Server Migration and Disaster Recovery.

## APPLICATION SERVICES

The depth of skill and experience of our team allows us to assign staff according to expertise depending on your specific needs.

**Services include:** Customized Training, Project Management, iCity Optimization, Data Conversion, Third Party Integration and Development Services.

For more information on our products and services, please visit us online at [www.vadimsoftware.com](http://www.vadimsoftware.com)

## INCREASE CITIZEN INTERACTION & EMPLOYEE PRODUCTIVITY

- Enable citizens to request services such as building inspections
- Allow users to search, view and update account details
- Free up staff to work on other tasks
- Real-time integration with municipal software provides immediate transaction
- Secure electronic payments for after hours access
- Modular pricing - purchase only the components you require to get started
- Administrator has ability to create "online help" to provide citizens with direction and guidance



## DIRECTLY INTEGRATED WITH

- Business Licences
- Property Taxes & application grants (eHOG)
- Parking Tickets
- Accounts Payable
- Accounts Receivable
- Building Permits
- Cemetery Search
- Complaints Tracking
- Utility Billing and Certificates
- Tax Certificates



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**Business License Transactions**

Customer: 1234 Balance as of Jul 10, 2007 : **\$100.00**

Date	Rate	Type	License_No	Amount
Aug 14, 2003	150	ADJ		100.00
<b>Total amount:</b>				<b>100.00</b>

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**Tax Certificate**

Param Name	Description	Value
VCH_PT_EXCLUDEJURS	Exclude Jurisdictions (comma separated list).	
VCH_PT_TC_FILENAME	Tax certificate form filename	tc_ontario.asp
VCH_PT_TC_INVOICE	Tax certificate generates invoice.	<input checked="" type="checkbox"/>
VCH_PT_TC_DIRECTBILLING	Direct Billing	<input checked="" type="checkbox"/>
VCH_PT_TC_DISPLAYBALANCE	Display account balance	<input checked="" type="checkbox"/>
VCH_PT_TC_VALIDATEBALANCE	Validate Account Balance	<input checked="" type="checkbox"/>
VCH_PT_TC_PRINTPREPAYMENT	Print PrePayment	<input checked="" type="checkbox"/>
VCH_PT_TC_PRINTTOTHEROWNERS	Print Other Owners	<input checked="" type="checkbox"/>
VCH_PT_TC_FILETITLE	Tax Certificate Title file.	
VCH_PT_TC_FILETRAILER	Tax Certificate Trailer file.	

Update Reset

**Property Tax Transactions**

Jur Number: 123 Balance as of Jul 10, 2007 : **\$2,504.52**  
Roll Number: 00010.010

Date	Class	Description	Amount
May 14, 2006	01	Tax: Levies	1340.82
Mar 30, 2005	01	Tax: Levies	670.42
May 27, 2002	01	Tax: Levies	818.28
Jan 01, 2002		Balance forward up to Jan 01, 2002	-325.00
<b>Total amount:</b>			<b>2504.52</b>

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