



CITY OF DETROIT
OFFICE OF THE CHIEF FINANCIAL OFFICER
OFFICE OF THE TREASURY

COLEMAN A. YOUNG MUNICIPAL CENTER
2 WOODWARD AVE., SUITE 1208
DETROIT, MICHIGAN 48226
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September 14, 2017

Dear Treasurer:

As Treasurer for the City of Detroit, I fully understand the challenges of collecting tax payments via third parties, internal staff and other electronic means. As a former Deputy Treasurer for Wayne County, I was instrumental in securing the agreement and operational business model with the DivDat Kiosk Network in 2016.

I have worked with the DivDat Kiosk Network team in my capacity at the County and City and was very pleased to have the City Treasurer's office online live with DivDat effective July 11, 2017. The process of information technology integration, adoption of our unique City business and tax collection rules and protocols went smoothly and swiftly. We are very pleased with the DivDat Kiosk Network relationship and our taxpayers are enthusiastically endorsing this payment method.

From the initial discussions with DivDat to being on-line operation took just over 90-days. We are very pleased with the DivDat team, including Project Coordinator Greg Conthier, IT leader Brian Unger, Operations Executive Bob Walters and President Jason Bierkle, who played an active role along with their Chief Marketing Officer, Bruce Babiarz, who worked diligently to streamline the contract process and secure our business relationship.

Shortly after going live we encountered a minor but important glitch – some taxpayers were mistakenly paying their current tax bill, when they meant to be paying delinquent taxes to the County. We contacted DivDat immediately and corrective action was taken on revising screen language, greeter education, external signage and a host of other steps that solved the problem. As we understand it, this may be the first city/county in the country where you can look up and pay current or delinquent taxes on the same electronic kiosk device.

DivDat did not sell us kiosks or access to a kiosk network and walk away. We consider them a vendor alliance partner and have regular post-live meetings and are considering additional technology and service offerings from DivDat. We are getting very positive feedback from taxpayers and are very pleased with the seamless, turnkey Kiosk network that is fully operation as promised. Please contact me if you require any further information.

Sincerely,

Christa J. McLellan,
Deputy CFO/Treasurer
City of Detroit