



ERIC R. SABREE
Wayne County Treasurer

MELANIE KERSEY
Chief Deputy Treasurer

Dear Treasurer:

I am writing per request of the DivDat Kiosk Network to serve as a reference for the company and its Kiosks for use in the collection of Property Tax Payments. I decided to deploy the kiosks in August of 2016 to assist with the collection of delinquent tax payments.

We were impressed with the company's ability to integrate with our technology system to offer taxpayers an account lookup and to make payments via cash, personal check or credit card. After addressing all of our unique business rules and collection requirements, we went live on the DivDat Kiosk Network on August 1, 2016.

The kiosk platform was an excellent business decision for both Wayne County and its taxpayers. We have collected more than 80,000 tax payments on the kiosks. Also, we've reduced overtime and have utilized employees in a more concise way which allows them to help people with payment plans and other time-consuming issues within our office.

Taxpayers are very pleased with the kiosks and being able to pay their tax bills at a neighborhood retail or community center location. They tell me they like to pay at a time that is convenient for them – usually after our regular business hours when many kiosks remain open 24/7, and they don't have to pay to park at our offices in downtown Detroit.

The greeters who help people use the kiosk for the first time have been exceptional. The DivDat Kiosk company is responsive to our needs. In the past, the company assisted with numerous requests including moving the machines for peak collection days, adding kiosks in specific geographic locations and in allowing for us to place our new logos on the screens to help us keep a strong presence in the greater Wayne County Community.

You and your team are welcome to tour our operations and obtain a demonstration of the kiosk network from our staff on your next visit to Wayne County. Should you require any additional information, please contact me.

Sincerely,

Eric R. Sabree
Treasurer, Wayne County