



## Understanding Rates & Property Processes

### WHO CAN WE HELP

Experienced and inexperienced Rates Officers, who have probably already participated in SynergySoft Rates & Property training, that need do have a better understanding of specific rating functions,

### WHAT WE CAN OFFER YOU

Do you need us to look at your day to day routines to ensure you are utilising SynergySoft effectively?  
Do you need to be shown step by step processes that you are not sure of?  
Do you need guidance on balancing?

### Some of the specific areas we can cover are:

#### Rating

Pensioner Processing  
Billing  
Interim Rating  
Installments  
Rate Receipting  
Balancing problems  
Notice Printing  
ESL Reporting

#### Property

Sub-divisions  
Amalgamations  
Revaluations  
Property Transfers and Settlements

### HOW LONG ARE THE ONLINE SESSIONS

Understanding Rates and Property Processes sessions will be approximately 1 hour in duration

### WHAT IS NOT COVERED

- General Software Support issues (which are already handled through our Helpdesk)
- General SynergySoft Rates Training (which we already provide through scheduled courses, online training and Webinars)
- Data corruption issues

### HOW DO I BOOK AN ONLINE SESSION

Contact Ann Bull on 9315 7009 or email your request to [ann.bull@itvision.com.au](mailto:ann.bull@itvision.com.au). GoToMeeting online sessions are quick and easy to organize, an ITV Support Consultant can be scheduled within a few days (subject to our Consultant's availability) of your request to host an online session with you.