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*Norristown Area School District significantly reduces tax collection expenses by outsourcing administrative services.*

***Challenge***

NASD was faced with utilizing the services of 3 separate Tax Collectors, 1 for each of the district's municipalities. Excess funds were being allocated to sustain the redundant tax collection process.

***Solution***

Berkheimer implemented a custom solution of administrative services that handle and process all of NASD's tax collecting and billing across the district's 3 municipalities.

***Results***

NASD's tax collection and billing systems are now streamlined into one unified collection process. Since implementing Berkheimer Outsourcing's administrative solutions, the District has seen savings of over \$26,000 annually.

Norristown Area School District (NASD) sustains a large region with six elementary schools, three middle schools, and two high schools. Due to their size and diversity Norristown was put in a position to utilize three separate Real Estate Tax Collectors annually, one for each municipality contained within the district.

Distributing their resources across three municipalities placed NASD in a deficient scenario where excess funds were allocated for a variety of routine tasks. Each hired Real Estate Tax Collector utilized the District's computer system, which was maintained and upgraded regularly at Norristown's expense. The District also covered expenses for the Tax Collector's printing, mailing, and bonding costs, as well as FICA taxes. In addition, an annual salary was paid to cover the tax services. The average cost of sustaining the Tax Collectors across three municipalities was well over \$66,000 a year.

Norristown sought an alternative process that would improve efficiencies and significantly cut costs. Berkheimer Outsourcing offered a tailored solution by implementing their full range of administrative services.

Berkheimer Outsourcing prints and mails all of NASD's bills, performs tax roll duties, and provides monthly reports for all three tax jurisdictions combined. Norristown has complete access to all their files via the internet and all technical maintenance is performed by Berkheimer at no additional cost. Berkheimer also offers a full customer care department which provides the District's tax payers with access to their account information 5 days a week, 8 hours a day, year round. Norristown benefits from Berkheimer Outsourcing's custom administration services by utilizing a complete integrated solution.

The District has streamlined and cut costs of the tax collection process by incorporating three municipalities into one uniformed unit. Additional expenses have been reduced or completely

eliminated. The service agreement between the two companies allows for fixed costs of each bill processed and no increases of postal and printing costs. Since acquiring Berkheimer's services Norristown has seen savings of over \$26,000 annually.

*"NASD's move to Berkheimer Outsourcing has been a win-win situation for the taxpayers and for the District; taxpayers receive better service at a lower cost!"*

- NASD

Business Administrator

1530 Valley Center Parkway  
Suite 200  
Bethlehem, PA 18017  
[www.work2berk.com](http://www.work2berk.com)  
866-396-8194

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