



# Virtual Amplify

Users' Conference

**2020** Navigating the Changing  
Landscape of Property Tax

November 16 - 18, 2020

## Attendee Program



Aumentum<sup>TM</sup>  
TECHNOLOGIES



**Thank You** to the  
Organizations  
Supporting  
Virtual Amplify 2020

## Diamond Sponsors



## Platinum Sponsors



## Gold Sponsors



## Schedule at a Glance

### Day One Monday November 16

10:00am - 11:00am	Conference Kickoff
11:00am - 11:45am	Education Sessions
11:45am - 12:30am	Education Sessions
12:30am - 1:00pm	Lunch
1:00pm - 1:45pm	Education Sessions
1:45pm - 2:30pm	Virtual Exhibit Hall
2:30pm - 3:15pm	Education Sessions
3:15pm - 4:00pm	Thought Leadership Sessions
4:00pm - 5:00pm	Virtual Lounge

### Day Two Tuesday November 17

10:00am - 11:00am	Team Support: Best Practices
11:00am - 11:45am	Education Sessions
11:45am - 12:30am	Education Sessions
12:30am - 1:00pm	Lunch
1:00pm - 1:45pm	Education Sessions
1:45pm - 2:30pm	Virtual Exhibit Hall
2:30pm - 3:15pm	Education Sessions
3:15pm - 4:00pm	Thought Leadership Sessions
4:00pm - 5:00pm	Virtual Lounge

### Day Three Wednesday November 18

10:00am - 10:45am	Education Sessions
10:45am - 11:30am	Education Sessions
11:30am - 12:00pm	Closing Ceremony





# Welcome to Virtual Amplify

On behalf of the Aumentum Technologies Executive Leadership Team and staff, welcome to our first annual Amplify Users' Conference.

This year's virtual conference is a testament to you, our customers, as you overcome the challenging obstacles that 2020 throws in your path. It is the perseverance and creativity with which you serve your constituents that inspires our staff to serve you in new and innovative ways.

Our annual users' conference is our opportunity to interact, share, and collaborate directly with you. Just as 2020 has forced you to reimagine how you work – we've reimaged how we will connect with you. This conference will highlight the out-of-the-box thinking that public-private-partnerships bring to the table when tackling the biggest challenges facing us.

I encourage you all to connect through the numerous avenues our virtual platform provides – from our informative sessions led by our staff, to chatting with sponsors in the virtual exhibit hall, to unwinding at the end of each day in the virtual lounge. Be present, connect, learn, and enjoy.

As our first conference as Aumentum Technologies, this year is also a celebration of our renewed focus, energy, and commitment to serving you. We've changed the way we work, and in doing so, we've redefined who we are as a company. We are excited to connect with you virtually this year and will look forward to seeing you in person at Amplify 2021.

I would like to thank each of you for attending Virtual Amplify 2020 and for the passion that you bring to serving the public each and every day. I'm honored to be navigating the challenges of local governance alongside you.

Sincerely,

Scot Crismon  
Executive Vice President  
Aumentum Technologies

## Table of Contents

Schedule at a Glance	2
Welcome to Amplify	3
About Amplify 2020	4
Register for Amplify	5
Navigating Amplify	6
Program Overview	8
Sponsors	11

# Amplify 2020 Users' Group Conference

Our annual users' conference is going virtual! Join your colleagues from around the country for our fun and educational 3 day virtual conference. Each morning features engaging keynote sessions, followed by concurrent educational sessions for each product track. Days one and two will also feature thought leadership panel

sessions by industry experts, and both days will end with fun and games in the Virtual Lounge! Be sure to visit the virtual exhibit hall to video chat with our exhibitors to learn about their products and services.

We look forward to connecting with you!

## Navigating the Changing Landscape of Property Tax

**This year's conference embraces the ways our customers are navigating the challenges of the changing landscape of the property tax market.**

**From the increasing importance of technology, to the challenges of a socially distanced office, to the threat that natural disasters impose on business operations, we've seen the ways you've overcome, and we're honored to be in business with you.**

## Want to Know More About Amplify 2020 ?

**[Aumentumtech.com/amplify-2020](https://Aumentumtech.com/amplify-2020) has more information on Amplify as well as detailed descriptions of this year's learning sessions.**

## Supporting Wounded Warrior Project

The first 200 registered guests for Amplify receive a free Basecamp® tumbler! Basecamp® donates a portion of every sale to Wounded Warrior Project®. Basecamp® also donates \$100,000 cash, additional funds for product donations, and 2% of all wholesale pricing sold in every state.

Charitable outreach is a tradition at our annual Users' Group Conference, and we're proud to know that this year's attendee gifts will contribute to supporting our veterans in need.

Wounded Warrior Project® began in 2003 to support veterans and service members who incurred physical or mental injury, illness, or wound while serving in the military on or after September 11, 2001. In 2019 alone, over \$200 million went directly to WWP's programs, and more than 1500 warriors and family members received their free programs and services per month.

### EVENT ATTENDEE LOGIN

If you do not have a login, please contact your event administrator.

EMAIL ADDRESS

PASSWORD

[Forgot Password?](#)

LOG IN

# Register for Amplify

The week before the conference, you'll receive your login credentials for the event platform.

**At this time, build your profile to network with other attendees and explore the conference platform to get comfortable navigating Amplify.**

**Aumentum TECHNOLOGIES**

HOME WELCOME LETTER AGENDA ATTENDEE DIRECTORY SPEAKER DIRECTORY EXHIBIT SOCIAL STREAM FAQ [EDIT PROFILE](#)

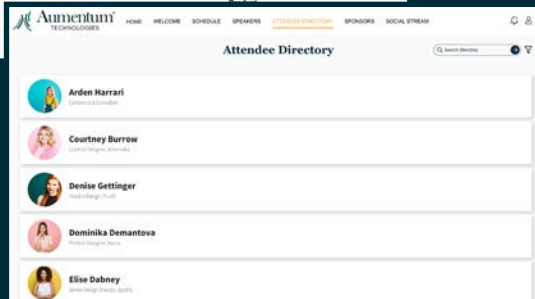
User Avatar  
Choose File No file chosen

First Name Last Name

Job Title Organization

State

Select Option



## Build Your Networking Profile

- Access the Edit Profile page from the navigation bar and fill in the requested information.
- Don't forget to upload a profile photo to help staff and guests put a face to the name!
- Add your Aumentum Tech product to connect to other users and share best practices.
- Check out the attendee directory where you can send direct messages to network with colleagues from across the country.

## Have A Question ?

**Visit the FAQ page. It's full of helpful tips to improve your Amplify experience. The link is located on the side of the conference home page.**

### Breakout Session FAQs

1. How to I join my breakout session?
2. How do enable or disable my camera?
3. How do I hide my video?
4. How do I end the call?
5. People are appearing blurry. How do I fix this?
6. I am getting a pop-up error when I enter the chat room.
7. Other people in my chat can't see me.

### 1: How to I join my breakout session?

All breakout sessions will take place on Zoom. You can find a link and call-in information to your breakout sessions in your navigation item or by clicking [here](#).

### 2: How do enable or disable my camera?

### Streaming FAQs

### 1: What if I cannot see the livestream?

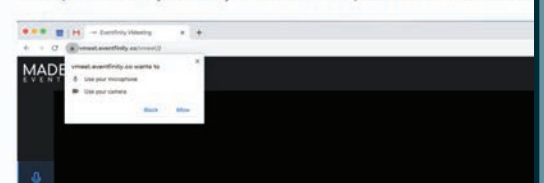
If you cannot see the livestream, you may have a firewall blocking the video player. You can still watch by clicking the screen, or [here](#).

### Networking FAQs

1. How do I enable my camera?
2. How do I turn off my audio?
3. How do I hide my video?
4. How do I end the call?
5. People are appearing blurry. How do I fix this?
6. I am getting a pop-up error when I enter the chat room.
7. Other people in my chat can't see me.

### 1: How do I enable my camera?

Make sure you are using a Chrome or Firefox browser. When you first launch the video chat you will see a pop-up asking you to allow access to your camera and microphone. Press the 'Allow' Button.





# Navigating Amplify

The navigation bar includes links to the main page, conference schedule, virtual exhibit hall, presenter profiles, the attendee directory, FAQ's and more.



## Schedule

Here are some of the featured sessions available to you. You can see more [here](#).



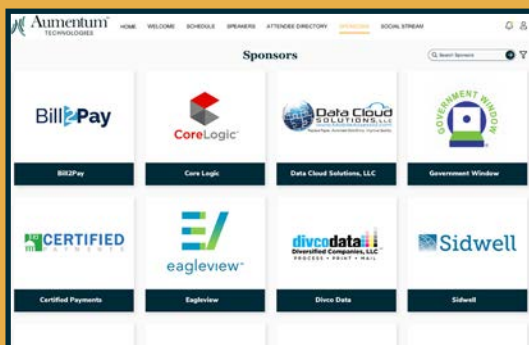
The conference schedule displays the sessions that you've registered for in one convenient location. This information is also accessible from the Agenda tab.

## Social Stream

Check out what people are excited about at this event!



Check in on the social stream to post updates and see what other people are sharing about Amplify.



## Check Out the Virtual Exhibit Hall

Amplify's virtual exhibit hall showcases vendors from across the country. Video-chat with company representatives and learn about their innovative products and offerings.

Be sure to visit our Account Executives and Product Experts in the Aumentum Technologies booth to discuss any questions you have about your solution or drop in just to say hello!

# Learn about Technology & Trends at Thought Leadership Sessions

Interested in what's next in the property tax market?

Curious how to more effectively use technology in your office?

Wondering how the cloud can help simplify your operations?

**Don't miss the thought leadership presentations Monday and Tuesday from 3:15pm - 4:15pm EDT to learn about exciting new trends in the property tax market.**



## Win an Apple® iPad



Use the scavenger hunt form located on [aumentumtech.com/amplify-2020](http://aumentumtech.com/amplify-2020) to guide you as you visit each of our exhibitors in the exhibit hall for clues.

Finish the scavenger hunt and submit for a chance to win an iPad at Amplify's closing ceremony.

## Virtual Amplify On Demand

Starting November 19th, visit [aumentumtech.com/amplify-2020](http://aumentumtech.com/amplify-2020) for on-demand sessions and content.

## ➔ Unwind in the Virtual Lounge

Monday and Tuesday from 4:00pm - 5:00pm the Virtual Lounge will be open for attendees to share some laughs and unwind after all of that learning.

**Monday's** fun includes mixology, games, prizes and more!

**Tuesday** features The Magic of Coby, as special guest Coby the Illusionist guesses your inner most secrets and performs his fully interactive magic show!



\* All times EST



# Program Overview

\* All times EST

Day 1 Monday, November 16th							
10:00am – 11:00am	Conference Kick off						
11:00am – 11:45am	<b>Aumentum Recorder</b> What's New in Recorder?	<b>Ohio MVP</b> Auditor Beginning Year Processes	<b>VCSTax</b> What's New	<b>ProVal</b> What's New/2020 Journey Map	<b>Aumentum Valuation</b> Roadmap	<b>Aumentum Tax</b> Tax & Public Access Product Roadmap	<b>Aumentum Technical</b> SQL Server Optimization and Performance Tips Part 1
11:45am – 12:30pm	<b>Aumentum Recorder</b> What's New – Demo	<b>VCSTax</b> The Future of VCSTax Reports in SSRS	<b>Ohio MVP</b> CAMA Concepts and Best Practices	<b>ProVal</b> Did You Know that ProVal Can...?	<b>Aumentum Valuation</b> What's New?	<b>Aumentum Tax</b> Special Assessments Enhancements	<b>Aumentum Valuation</b> Aumentum Map: A More GIS-centric Approach to Understanding Data
12:30pm – 1:00pm	Lunch Break						
1:00pm – 1:45pm	<b>Aumentum Recorder</b> Roadmap	<b>Patriot</b> Use iACS Instead of Client Access	<b>T2</b> e-File Process for Personal Property	<b>ProVal</b> GeoAnalyst	<b>Aumentum Valuation</b> DSP/DAP from a User's Perspective	<b>Aumentum Tax</b> Cashiering/ InfoCenter 101	<b>Aumentum Technical</b> SQL Server Optimization and Performance - Part 2
1:45pm – 2:30pm	Virtual Exhibit Hall						
2:30pm – 3:15pm	<b>Aumentum Recorder</b> Training: Public Access for Recorder	<b>Ascend</b> Roadmap	<b>Patriot</b> Payments Under Protest in Patriot Tax	<b>ProVal</b> Pictometry	<b>Aumentum Valuation</b> Case Management Appeals	<b>Aumentum Tax</b> Business Revenue Trust Tax	<b>Aumentum Technical</b> Aumentum Technologies – Cloud
3:15pm – 4:00pm	Thought Leadership Sessions						
4:00pm – 5:00pm	Virtual Lounge						

# Program Overview

\* All times EST

## Day 2

Tuesday, November 17th

10:00am – 11:00am	<b>Aumentum Team Support: Best Practices</b>						
11:00am – 11:45am	<b>Aumentum Recorder</b> Roundtable Discussion	<b>Ohio MVP</b> Roundtable	<b>T2</b> Past, Present and Future Roadmap	<b>ProVal</b> Neighborhoods, Neighborhoods, Neighborhoods	<b>customCAMA</b> Ask the Developer	<b>Aumentum Tax</b> Auditor Reporting with Power BI and Data 360	<b>Aumentum Technical</b> What are Our Customers Building?
11:45am – 12:30pm	<b>Aumentum Recorder</b> Digitization and Indexing Services for Any Office	<b>VCSTax</b> Transition to Working in the Web Environment	<b>Patriot</b> FM Interfaces	<b>ProVal</b> What's a Cost Model and How Do They Work?	<b>Aumentum Valuation</b> Valuation Analysis with Aumentum Analytics Powered by ESRI Insights	<b>Aumentum Tax</b> Automatic Refund Routing	<b>Aumentum Tax</b> Innovation Lab (Tax Accounting)
12:30pm – 1:00pm	<b>Lunch Break</b>						
1:00pm – 1:45pm	<b>Aumentum Recorder</b> Trouble Shooting / FAQ	<b>T2</b> Treasurer Tips, Tricks, and Tools	<b>Patriot</b> Certification Interfaces	<b>ProVal</b> Innovation Lab	<b>Aumentum Valuation</b> Personal Property Rapid Data Entry	<b>Aumentum Tax</b> Public Access Ideation Workshop	<b>Aumentum Technical</b> DSP/DAP Showcase
1:45pm – 2:30pm	<b>Virtual Exhibit Hall</b>						
2:30pm – 3:15pm	<b>Aumentum Recorder</b> Make Technology Work for You	<b>Ohio MVP</b> Treasurer Beginning Year Processes	<b>Patriot</b> Payroll Changes	<b>ProVal</b> Sales Comparison and Archiving Sales	<b>Aumentum Valuation</b> A Case Study of Segmenting Markets for Appraisal Model Performance	<b>Aumentum Tax</b> User-Led Session: Beyond Aumentum	<b>Aumentum Technical</b> Dyncalc Engine
3:15pm – 4:00pm	<b>Thought Leadership Sessions</b>						
4:00pm – 5:00pm	<b>Virtual Lounge</b>						

# Program Overview

\* All times EST

## Day 3

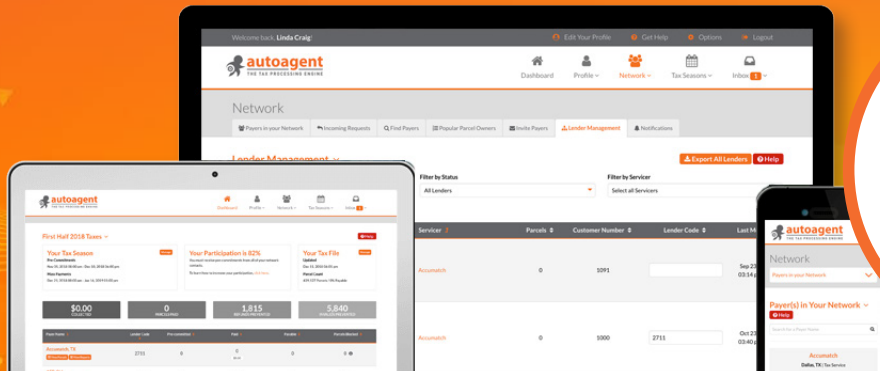
Wednesday, November 18th

10:00am – 10:45am	<b>T2</b> A Year in Appraisal with T2	<b>Indiana MVP Tax</b> Treasurer Year End Best Practices	<b>Patriot</b> Motor Vehicle Basics	<b>ProVal</b> Basic RDLC Report Writer – What is RDLC and How Do I Use It?	<b>customCAMA -</b> What's New/ What's Next? (including 5.00)	<b>Aumentum Tax</b> Penalty / Interest Flags or Tokens Class	<b>Aumentum Technical</b> Panel Discussion Q & A
10:45am – 11:30am	<b>T2</b> Tax Roll Corrections	<b>Indiana MVP Tax</b> Auditor Year End Best Practices	<b>Patriot</b> FM Daily Balancing	<b>ProVal</b> Roundtable	<b>customCAMA</b> National Users Group Roundtable	<b>Aumentum Tax</b> User Lead Discussion: How to be Agile and Responsive to Customer Needs	<b>Aumentum Technical</b> Hosting & Managed Services: Anything We Can Do to Help?
11:30am – 12:00pm	<b>Closing Session</b>						



# A tax collection with NO REFUNDS?

Autoagent can show you how.



Learn more  
at our Aumentum  
Virtual Conference  
Presentation!!  
November 16th  
3:15 PM EST

No Software Installation – Free to Tax Offices and your Local Banks and Mortgage Companies

## A Payment Portal for Tax Servicers and Escrow Payers



- **Autoagent Automates the Bill Request Process**

No need to send billing files to tax servicers and escrow payers. Send your payers to Autoagent.

- **Autoagent Automates the Payment Process**

Receive one payment file, perfectly formatted, from Autoagent.

- **Used by over 500 Tax Offices in 26 States**



Reduce Refunds



Eliminate Payment Errors



Save Time & Money

**iPayments**  
by **autoagent**

Prevent even more refunds by  
utilizing our **Online Payment  
Solution** for property tax collection  
from individual taxpayers

**877-932-8478**  
**autoagent.com**



Any Payment, Anywhere, Anytime.  
The industry's most comprehensive billing, payments,  
and customer engagement platform.

## RELAX. WE'VE GOT EVERYTHING YOU NEED FOR EFFECTIVE TAX PROPERTY MANAGEMENT.

Collaborative Relationships Drive Innovation.  
Bill2Pay is the Service Provider for Aumentum Technologies.

Join us for an informative session on November 16, 2020 / 3:15 pm EST  
"Technology Essentials for Effective Tax Property Management"

With Bill2Pay's electronic bill presentment and payment (EBPP) capabilities, you can provide the services that customers want and need - greater tax information visibility, simple account access, and customizable payment preferences.

By streamlining front-and-back-office systems with our secure and comprehensive EBPP platform, you can quickly improve work flow efficiencies for effective tax property management. Let Bill2Pay help keep you focused on important business matters while enhancing service-wide customer experience.

### Services & Solutions

- » Electronic Bill Presentment and Payment
- » Payment Solutions
- » Lockbox Processing
- » Total Reimbursement Solution (TRS)
- » Customer Engagement Platform
- » And More!

### Payment Advantages

- Credit/Debit
- ACH/eCheck
- Online, IVR, In-Person, Call Center
- Integrations API
- Flexible Fees (Absorbed, Convenience Fee)
- Recurring/Split Pay
- PayPal, Venmo
- Visa Checkout
- Pay with your Bank
- Apple Pay, Google Pay, Amazon Pay
- EMV Contactless

### Value-Added Services

- Lockbox Processing
- Cash Payments
- Mobile Bill Pay - Papaya
- Escrow Pro
- Tax Certificate Sale (GTS)
- Dynamic Payment Search

### Security

- PCI Level 1
- SSAE 16 Tye II/SOC 1 Type 2
- Nacha

888.987.4450 | [info@bill2pay.com](mailto:info@bill2pay.com) | [bill2pay.com](http://bill2pay.com)

# MobileAssessor

Replace Paper. Automate Data Entry. Improve Quality.

## The #1 Recommended Field Mobile Application for Aumentum Technologies CAMA Systems



### Save time and money with these features:

- Full integration with AT CAMA systems
- Parcels sorted based on most optimized route
- Instant photo association
- Touch screen sketching
- Elimination of duplicate data entry
- Real-time quality control
- Historical and live field tracking
- Productivity dashboards and reports
- Cloud based for remote work needs

**5000 Users**  
**200 Jurisdictions**  
**13M Parcels**  
**28 States**

*"We really love how user friendly MobileAssessor is and can tell that the workflow and design of the interface was built by people that understand our jobs and tasks as Appraisers."*

*"The support that DataCloud provides is excellent and we are excited about the efficiency and accuracy at which MobileAssessor allows us to collect data. **A major improvement all around.**"*

**Derek Dubbé, RES, Appraiser Supervisor**  
**Arlington County Virginia**

**JOIN**



Attend our Round Table Discussion: **Risks & Benefits of "Going Mobile"**

Visit our booth to talk with Daniel Anderson and Billy Burle via live video feeds to learn more about MobileAssessor.



**Data Cloud**  
**SOLUTIONS, LLC**  
[www.MobileAssessor.com](http://www.MobileAssessor.com)

Replace Paper. Automate Data Entry. Improve Quality.

**MobileAssessor clients are realizing 100% ROI within 12 months by increasing productivity by 300-600%!**





# Value Services

## Work Goes Better with XTR!

### Our Services

- ◆ Implementation Services
- ◆ Technology Services
- ◆ Project Management
- ◆ Conversion & Data Analytics
- ◆ Enhanced Product Support
- ◆ Cost Models, Products & Support

### Our Products

- ◆ Moore Cost Estimator
- ◆ Big Data Analytic Tools
- ◆ Moore Mobile Estimator
- ◆ Moore Model Manager
- ◆ Data eXTRactor

- ◆ What has your cost provider done for you lately? Let us show you what we can do.
- ◆ We provide the **eXTRa value services** that you need to enable doing more with your existing staff, products and budget.
- ◆ Use our team to streamline your next property appraisal, assessment or tax project to incorporate workflow, automation and other integration services.
- ◆ Business partner and authorized distributor of



## Powerful Payment Solutions for Aumentum Customers

Point & Pay is proud to announce a suite of products for Aumentum customers. Building on the success of our industry-leading payment solutions, we offer the ability to deliver next-generation customer experiences with no additional work or investment. These products include:



Bill Presentment



Mobile Ready



Real-time Posting



Electronic Billing



Text Notifications



Real-time Reporting



Customer Communications



Recurring Payments



Consolidated Settlement

**Visit our booth and  
enter to win a**

**\$50 Amazon  
Gift Card**



**Contact us today to get started!**

[info@pointandpay.com](mailto:info@pointandpay.com) | 833.729.4968

**“I never got my notice”  
True or False? Prove it with . . .**

**IMb Trace - Track your tax bill to  
the recipient and back**



**eNoticesOnline.com**

**Avoid rising postage rates,  
eNotice instead!**



**THE  
MASTER'S™  
TOUCH, LLC**

**Complete Design, Print, Mail, and eNotice Service**

**Call 1-800-301-1347**

**or email masters@themastertouch.com**

**Ask to set up a free 30 minute demo with Jim**





# Sidwell

*Developing Solutions.  
Delivering Results.  
GIS Done Right.*



**esri** Partner Network  
Gold



ArcGIS Marketplace  
Provider

[www.sidwellco.com](http://www.sidwellco.com) | (630) 549-1000 | [info@sidwellco.com](mailto:info@sidwellco.com)

**Don't forget to save the date for Amplify 2021!**

**August 8 - 12, 2021**

**Minneapolis, Minnesota**

