



PINAL COUNTY  
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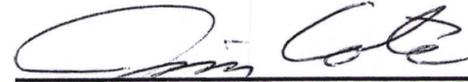
## Offer and Acceptance

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### OFFER AND ACCEPTANCE FORM

#### TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

	<u>President</u>
Authorized Signature	Title
<u>Jim Cole</u>	<u>12/8/14</u>
Printed Name	Date
<u>The Master's Touch, LLC</u>	<u>800-301-1347</u>
Company Name	Telephone
<u>1405 N Ash St</u>	<u>Spokane WA 99201-2805</u>
Address	City, State, Zip

#### For clarification of this offer, contact:

Name: Jim Cole Phone: 800-301-1347 Fax: 509-326-7214

Email: masters@themasterstouch.com

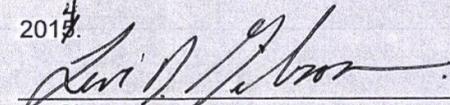
#### ACCEPTANCE OF OFFER (For Pinal County Use Only)

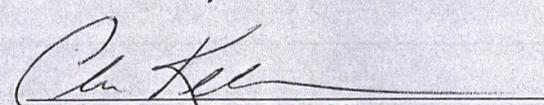
The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for: Printing and Mailing of Valuation Notices

This contract shall henceforth be referenced to as Contract No. RFP-141220. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 30<sup>th</sup> day of December 2014.

<u>Levi Gibson</u>	<u>Finance Director</u>	
Name (Print)	Title	Signature

Approved as to form:   
Pinal County Attorney's Office



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Florence, AZ 85132

### OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the bid did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

The Master's Touch, LLC  
Firm

Authorized Signature



December 11, 2014

Attn: Lorina Gillette, CPPB  
Pinal County Finance Department  
31 N Pinal St, Bldg A  
Florence AZ 85132

RE: RFP 141220 for "Printing & Mailing of Valuation Notices"

Good Afternoon,

The Master's Touch, LLC (TMT) is pleased to offer our response to your RFP to provide complete services to print and mail Pinal County valuation notices. We have been privileged to provide these same services for county assessors' and treasurers' offices across the country, including several within the state of Arizona. TMT is fully capable to meet or exceed all the requirements for this RFP. Our mission statement clearly describes our intentions:

"To provide complete print and mail service solutions that minimize costs and maximize efficiencies in order to produce highly effective mailings with 100% accuracy and unsurpassed turnaround times. We will be driven by our passion to not just meet customer expectations, but to exceed them whenever possible."

The Master's Touch, LLC appreciates the careful consideration you will give our response. It can be a daunting task to understand the differences between mail service vendors. Mail preparation methods determine levels of accuracy. Address validation software and presort criteria have a significant bearing on total postage costs. The vendors' USPS certifications can make a huge difference in postal discount rates and the level of service you might receive, including capabilities such as tracking mail to its delivery point.

For these reasons, TMT would like to draw your special attention to the section we have titled "Why Choose The Master's Touch, LLC?" in Response Form 1, under section 1.1. It is in this section that you will understand why choosing a mail vendor requires attention to the process and vendor certifications and is much or more than simply evaluating price. We hope to make it clear.

If anything requires further clarification, please do not hesitate to contact me.

Thank you again for considering our response.

Sincerely,

A handwritten signature in black ink that reads "Jim Coté". The signature is fluid and cursive, with the first name "Jim" and last name "Coté" clearly distinguishable.

Jim Coté  
President

Enclosure: TMT's response to RFP 141220 for "Printing & Mailing of Valuation Notices"

**SPOKANE OFFICE**  
1405 N ASH ST  
SPOKANE WA 99201-2805  
PHONE: 509-326-7475  
FAX: 509-326-7214  
TOLL FREE: 800-301-1347

**KAILUA OFFICE**  
39 MALUNIU AVE STE 201  
KAILUA HI 96734-2359  
PHONE: 800-301-1347  
FAX: 808-262-8809

**INDIANAPOLIS OFFICE**  
PO BOX 30531  
INDIANAPOLIS IN 46230-0531  
PHONE: 765-427-1682  
FAX: 509-326-7214  
TOLL FREE: 800-301-1347



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## Addendum Acknowledgement Form

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### ADDENDUM ACKNOWLEDGEMENT FORM

Solicitation Addendums are posted on the Pinal County website at the following address:

<http://pinalcountyaz.gov/Departments/Finance/Pages/BidsProposals.aspx> . It is the responsibility of the Responder to periodically check this website for any Solicitation Addendum.

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement Jim Cote 12/8/14  
Signature Date

ADDENDUM NO. 2 Acknowledgement \_\_\_\_\_  
Signature Date

ADDENDUM NO. 3 Acknowledgement \_\_\_\_\_  
Signature Date

*If no addendums were issued*, indicate below, sign the form and return with your response.

The Master's Touch, LLC  
Firm  
Jim Cote  
Authorized Signature

## Request for Taxpayer Identification Number and Certification

Give Form to the  
 requester. Do not  
 send to the IRS.

Print or type See Specific instructions on page 2.	Name (as shown on your income tax return) <b>The Master's Touch, LLC</b>	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ <span style="margin-left: 100px;">S</span> <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
	Address (number, street, and apt. or suite no.) <b>1405 North Ash Street</b> City, state, and ZIP code <b>Spokane, WA 99201</b> List account number(s) here (optional)	
		Requester's name and address (optional)

<b>Part I Taxpayer Identification Number (TIN)</b>																					
Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.																					
	<table border="1" style="margin: auto;"> <tr><td colspan="9" style="text-align: center;">Social security number</td></tr> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>	Social security number																			
Social security number																					
<b>Note.</b> If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.	<table border="1" style="margin: auto;"> <tr><td colspan="9" style="text-align: center;">Employer identification number</td></tr> <tr><td style="width: 20px; height: 20px;">1</td><td style="width: 20px; height: 20px;">4</td><td style="width: 20px; height: 20px;">-</td><td style="width: 20px; height: 20px;">1</td><td style="width: 20px; height: 20px;">8</td><td style="width: 20px; height: 20px;">6</td><td style="width: 20px; height: 20px;">-</td><td style="width: 20px; height: 20px;">7</td><td style="width: 20px; height: 20px;">0</td><td style="width: 20px; height: 20px;">5</td><td style="width: 20px; height: 20px;">6</td></tr> </table>	Employer identification number									1	4	-	1	8	6	-	7	0	5	6
Employer identification number																					
1	4	-	1	8	6	-	7	0	5	6											

<b>Part II Certification</b>	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am a U.S. citizen or other U.S. person (defined below).	
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.	
<b>Sign Here</b>	Signature of U.S. person  Date ▶ <u>1/17/13</u>

**General Instructions**  
 Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**  
 A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.



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## Responder's Checklist

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### RESPONDERS CHECKLIST

	Yes/No
Did you <b>sign</b> your Offer sheet? <i>See Page 26 &amp; 27 of this solicitation.</i>	yes
Did you acknowledge all addendums, if any? <i>See page 23. Any addendums would be posted on the Pinal County website on the Bids/Proposals page of the Finance/Purchasing Department.</i>	yes
Did you complete all required Response Forms? <i>Any Response forms would be posted on the Pinal County website on the Bids/Proposals page of the Finance/Purchasing Department.</i>	yes
Did you include your W-9 Form? <i>See page 24 of this solicitation.</i>	yes
Did you include any necessary attachments?	yes
Is the outside of your sealed submittal marked with the Solicitation #, Due Date and Time? <i>See page 1 for this information.</i>	yes
Did you include one original and the required number of copies? <i>See page 1 for the quantity.</i>	yes
Did you follow the order for submissions of documents? <i>See Section 3.4 – Offer format in the Special Instructions of this solicitation.</i>	yes
Did you include proof of insurance(s) if requested?	—



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# RFP-141220 Printing & Mailing of Valuation Notices Response Form 1

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**Responder Name:** The Master's Touch, LLC

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added so long as they are clearly referenced in the spaces provided.

**Please note: Any exception and the total number of exceptions taken will negatively affect your evaluation score. Compliance to Terms and Conditions has been identified as an evaluation criterion for this solicitation.**

Any exception not contained within this section of the solicitation will be deemed invalid and will not be considered.

## Acceptability of Responses

Offers that do not include this completed Response Form or that do include an incomplete Response Form or that include a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

## 1 Capacity of Responder

- 1.1 Responder shall describe their company history including company name and location. Also include areas of expertise and resources available to deliver the requested service.

The Master's Touch, LLC (TMT) is headquartered at 1405 N Ash St, Spokane WA 99201-2805. The company was founded in May of 1994 by Jim and Cris Coté. Starting with just a few regional customers, some small tabletop equipment, and a few hand-stuffing employees, The Master's Touch, LLC has grown from a 1,500 square foot office and warehouse facility into its current 36,000 square foot headquarters with the newest state of the art high speed equipment and twenty eight full time, highly skilled employees serving over 300 private and public sector organizations in 14 states. In 2013, TMT processed over 15 million pieces of mail and exceeded \$4.6 million in postage, qualifying the organization as a "Premier" customer of the U.S. Postal Service for the 7th consecutive year.

Our area of special expertise and the lion's share of our mail volume is First Class mail as opposed to direct mail. This is a difference worth noting, since the process for handling First Class mail is much more precise and requires a much higher degree of attention to detail than that required for Standard A and Non-profit mail. This specialized mailing approach gives us a breadth of knowledge and thorough understanding for this class of mail that clearly qualifies TMT as an excellent partner for your mailings. TMT understands the importance for accurate and timely mailings and can provide assurance that we have never mixed up personal forms nor have we ever failed to meet a promised First Class mail date.

## Why Choose The Master's Touch, LLC?

I try to put myself in your shoes and ask this question: "Can one mail service vendor really make that much of a difference for 'simple' print and mail jobs?" Well, as you probably know, it is not that simple. Understanding the complexity of the process and the pitfalls that lurk around every corner will provide a greater appreciation for what is involved and why The Master's Touch, LLC is a great fit for providing these services. We hope the following discussion will help create a clear description of what the differences are between mail vendors and how those differences can make a huge impact.

### "All Under One Roof"

"All Under One Roof" means that every element of your project is coordinated by us. There will be no subcontracting of any part of this project. Our services include:

- The graphic design of your valuation notices and envelopes.
- Data processing and set up of your variable data to image your valuation notices.
- Printing of the envelopes and forms.
- Design and print any collateral inserts that you may want included.
- Imaging of your variable data to the valuation notice forms.
- Folding and inserting of valuation notices and any inserts (selective inserting is also available).
- Secure delivery by our own trucks to the bulk mail facility.



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## RFP-141220 Printing & Mailing of Valuation Notices Response Form 1

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Florence, AZ 85132

This "all under one roof" approach allows TMT to coordinate each mailing as one seamless project, which allows us to be more efficient, thus saving you money and reacting quickly to any changing needs you may have.

*Note: Why is all under one roof important? If timeliness and accuracy are important for your mailing, then a mail service vendor who does not subcontract should be very important to you. Why? Example: When there is a failure on a laser printer and a few hundred to a few thousand forms are ruined, do you want to have the mail vendor be dependent on a third party printer to break into their schedule to quickly print some replacement stock? Or worse, perhaps the mail vendor simply does not reprint those notices. All under one roof allows TMT to plan and schedule your mailing based on your timetable rather than on the schedule of a disinterested third party who has other customers to take care of.*

### **First Class Postal Experience vs. "Junk Mail" (Standard A and Non-profit)**

Our special expertise is in First Class mail as opposed to Standard A, direct mail. This is evidenced by the fact that 95% of our postage volume is for First Class mail. Why is this important? The process for handling First Class mail is much more precise and requires a much higher degree of attention to detail than that required for Standard A and Non-profit mail. 97 – 98% of Standard A and non-profit mail is tossed into a garbage can without ever being read, while 97 – 98% of First Class mail is read and must be acted upon. Our specialization in First Class mail assures you that TMT has a breadth of knowledge and thorough understanding for this class of mail. It also gives added assurance that TMT has a level of quality control that is simply not required by vendors involved principally in non-First Class mail.

*Note: Why is First Class postal experience important? When (not if) a mail piece is damaged on an inserter, those who are used to processing standard A mail have no reason to make an effort to reprint it. Why should they? Who will miss a mail piece they were not expecting? If this is your customer who didn't get their notice, a mail vendor might simply claim the USPS lost it. At TMT we guarantee to mail and provide an accounting for EVERY notice in your print file.*

### **Track your mail with IMb Trace!**

TMT will provide tracking service for every mail piece in your mailings. IMb Trace is a service that allows us to provide you with a record of when each mail piece is first processed by the USPS and, more importantly, the date and time the carrier delivers each mail piece.

*Note: Why is IMb Trace important? First, it provides assurance all your mail was inducted into the U.S. postal system. Second, it provides the treasurer with evidence the mail piece was delivered should a taxpayer claim they never received their valuation notice. Many mail service vendors prefer not to offer this service since it eliminates any form of accountability.*

### **Experience and Mail Design Professionals**

Ten of our staff, including the manager of every key department, are USPS certified Mail Design Professionals (MDPs). This certification is earned only after successfully completing a very intensive course covering postal rules and strict mailing requirements to qualify for discounted postage. These MDPs review your mail piece at every stage – in graphic design, in IT, at the laser printers, and in production. At each of these critical points, your mail is reviewed to insure compliance with postal requirements that will qualify your mail for the lowest postage rates. You will always have the final say for how your forms are printed and prepared, but we want to warn you when there may be a problem. This is part of that extra customer service that we call going the 2nd mile.

*Note: Why is MDP certification important? Example: If you were to choose this font that you are reading now, it could disqualify your mail from receiving postage discounts. Or, printing within 1/8" of the edge of the window on your outgoing would surely disqualify your mail from receiving any postage discount. Either of these issues would be caught by one of our MDPs who have been trained to look for proper fonts and minimum clearances around the barcode. If your notice failed in one of these areas, our staff would contact you to explain and suggest alternative solutions.*

### **USPS "Full Service" certified IMb Vendor**

TMT has received USPS certification as a "Full Service IMb" vendor. This means your mail will qualify for the lowest postage discounts once "full service" becomes mandatory (expected January 2015). Those vendors not "full service" certified will only be able to mail at basic presort rates. This can account for a huge difference in postage!

*Note: Why is "full service" certification important? A full service certified mail vendor will be able to qualify your mail for postage as low as 37.8 cents. Without certification, the best postage rate the mail vendor will be able to attain will be 46 cents.*



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### **2d Barcode Technology**

Simply put, 2d barcode technology is the best machine scanning technology available – much better than the older OMR scanning technology used on older inserters. The 2d barcode is printed on every valuation notice and is read by our inserters. Included in this barcode are the unique form number and the specific page number within each multi-page set. This prevents two forms with different names from ever being inserted into the same envelope.

*Note: Why is 2d barcode technology important? OMR technology does NOT include a unique form number and is prone to reading errors when the inserter camera is looking at it. Errors will inevitably occur in 1 – 2% of your mail. Will the operator catch it? 2d provides 100% form matching so that mismatched forms can never occur on our inserters.*

### **Security and Quality Control – SOC I Type II Audit**

TMT has invested heavily in physical and electronic security. We have also committed our quality control processes to paper and scrutiny by an outside independent auditor. TMT voluntarily submits to an annual comprehensive SOC I Type II audit. This audit is among the most challenging in the printing and mailing industry. In the SOC audit, we declare what our procedures and processes are, and the auditor looks at the previous 6 months to confirm that there have been no exceptions to our following those processes and procedures. TMT just completed this year's SOC audit and once again, there were no exceptions. A confidential copy of our report will be made available at your request.

*Note: Why is a SOC I Type II Audit important? It provides you with the assurance that we have excellent quality control procedures and that those quality control procedures are actually followed without fail.*

### **Financial Stability**

TMT has been providing print and mail services since 1994. We have three sales offices across the country to serve you. We own our buildings and production facility along with all of the equipment used for processing your mail. We are financially stable.

*Note: Why is financial stability important? If your hope is to use the same vendor for mailing your notices for the next several years, you want some assurance that they will be there for you. Additionally, a vendor that is responsible with their finances will more likely be responsible with your mailing as well.*

### **Flexibility and Commitment**

TMT customers benefit from our extreme flexibility which allows us to react quickly. This flexibility comes, in part, from the large array of equipment we have that can be brought to bear on any job giving us the ability to process and mail up to 160,000 pieces of mail per day. It also comes from the commitment of our highly skilled and experienced staff that is committed to taking care of our customers – no matter what! It is rare today to see this type of commitment, but this is the character and attitude of every TMT employee, or we simply won't hire them.

*Note: Why is flexibility and commitment important? You can know without a doubt that one way or another TMT will find a way where there seems to be no way. We will find a solution when the options seem to be non-existent. We are committed to doing what it takes to get the job done accurately and on time so we can conclude by saying – "mission accomplished!" Another happy customer and great reference for us.*

### **eNotices – paperless forms**

Previously, TMT had been working with another 3rd party to provide paperless forms for our customers. Our contractual commitment with this 3rd party concluded November 1st of this year. We have chosen to opt out of a renewal for two reasons. First, the level of customer service we were able to provide by utilizing this 3rd party is much inferior to what we are accustomed to providing. Secondly, we solved the issues inherent in this 3rd party relationship by creating a much improved service we call "eNoticesOnline."

eNoticesOnline is not a beta service but has been well tested and thoroughly vetted. It is being used now by utilities, Treasurers, and Assessors in seven states and continues to grow. TMT recently added an ePay service allowing the user to now make payment at the same time they view their notice. There is a small charge for this service. We would be very happy to conduct a webinar for your review.



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- 1.2 Responder will describe their experience providing these services to public entities or corporate entities of similar size to Pinal County.

TMT provides print and mail service around the country. Over 90% of our mailings are First Class, with more than 50% of those mailings being provided for county assessors and treasurers. Our customers' mailings range in size from a few hundred to over 300,000 at one time, and customers range from large public entities to small private companies and everything in between.

Specific projects that are similar in size and/or scope in the state of Arizona include: Pinal County Treasurer tax mailings, Mohave County Treasurer tax mailings, and Yuma County Assessor NOV's, among others.

Among our largest county treasurer/assessors are:

- Ramsey County, MN – over 300,000 tax and assessment notices – since 2010
- Spokane County, WA – over 250,000 tax statements – since 2001
- Marion County, IN – over 300,000 assessment notices – 2012

The customers referenced here are noted for their location and similar size. Additional customers can also be provided should Pinal County request them

- 1.3 Responder will describe the experience and qualifications of the staff that will be assigned to the County's contract. Include resumes with education, training, certifications or special qualification as they relate to the Statement of Work.

**Jim Coté – President** – will act as the designated coordinator for this contract. Jim will be the team leader through setup and implementation. He is responsible for coordinating the staff who will design print and mail. He is also the focal point for questions and trouble shooting. Jim is the founder of The Master's Touch, LLC and has thirty years of experience in the printing industry with twenty of those in the mailing industry. He has been certified by the U.S. Postal Service as an EMCM (Executive Mail Center Manager) as well as an MDP (Mail Design Professional), and has certification in address management and the Intelligent Mail Barcode. Jim is invited as a guest speaker to give seminars at conferences around the country on the topics of reducing undeliverable mail, why postage varies among mail service providers and electronic statements – "eNotices." Jim is well qualified to coordinate this important mailing project for your County. Email: [masters@themasterstouch.com](mailto:masters@themasterstouch.com)

**Jennifer Ojcius – Customer Service Manager** – will be responsible for coordinating the design and printing of all your preprinted items. She is also a certified Mail Design Professional (MDP). Jennifer has been with TMT for six years. During this time she has excelled in every area she has worked in: graphic design, prepress, customer service and mail service. Her wide array of experience gives Jennifer an excellent understanding of the entire print and mail process and how they work together. This gives her great insight into potential printing issues or design problems that could violate USPS rules and disqualify your mail from receiving postal discounts. Most important, customers love Jennifer for her 2nd mile attitude. She will do whatever it takes to insure customer satisfaction. Email: [jeojcius@themasterstouch.com](mailto:jeojcius@themasterstouch.com)

**Ven Artemov – I.T. Manager** – will be responsible for all set-up and data processing for your mailing. Ven is best described as the gentle genius. He quickly finds solutions to data problems and is extremely patient in helping customers understand those solutions. Ven has been with the company seven years and has acquired a firm grasp of what is needed to comply with the bulk mailing rules and regulations while accommodating the preferences of our customers and meeting the requirements of our printing and mailing equipment. This knowledge insures a smooth process. Ven has also been certified by the USPS as a Mail Design Professional. He is a great problem solver and has helped customers through many seemingly impossible situations. All data questions and data proofing is typically handled by Ven directly. That way if questions, concerns or adjustments need to be made, they can be handled swiftly and with the greatest dexterity. Email: [venar@themasterstouch.com](mailto:venar@themasterstouch.com)

**Pat Hulett – Mail Service manager** – will be responsible for production once final approval is received. This includes laser printing, inserting, sorting, and all mail processing up to and including delivery to the US Postal Service. Pat has seventeen years' experience in the printing industry. He is extremely conscientious to insure he has all the tools and resources, including the proper staff working the appropriate shifts, to make all mailings go out on time. As you may have guessed, Pat has also received USPS certification as a Mail Design Professional, along with other leaders in his department. The great team Pat has assembled works in a coordinated effort to make sure mail is processed quickly, with an eye on total accuracy. The TMT team has been quite innovative in creating quality control procedures and streamlined processes that enable us to get your mail completed with 100% accuracy and at the most economical postal rates. Email: [path@themasterstouch.com](mailto:path@themasterstouch.com)

**Total Combined years of experience – 50+ years in the team leaders alone!**



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## RFP-141220 Printing & Mailing of Valuation Notices Response Form 1

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

1.4 Responder shall provide a minimum of three (3) references who can comment on the firm's professional work. References from public entities are preferred. Responder must include phone, fax, email and physical address of each reference.

**Yuma County Assessor – Joe Wehrle, Assessor**

phone (928) 373-6040  
fax (928) 373-6041  
email [joe.wehrle@yumacountyaz.gov](mailto:joe.wehrle@yumacountyaz.gov)  
address 410 S Maiden Ln, Ste A, Yuma AZ 85364

**Mohave County Treasurer – Cindy Landa Cox, Treasurer**

phone (928) 753-0737 x 4706  
fax (928) 753-0788  
email [cindy.cox@mohavecounty.us](mailto:cindy.cox@mohavecounty.us)  
address 700 West Beale St, Kingman AZ 86402

**Spokane County Treasurer – Debbie Gehret, Tax Collection Supervisor**

phone (509) 477-5769  
fax (509) 477-5769  
email [dgehret@spokanecounty.org](mailto:dgehret@spokanecounty.org)  
address 1116 W Broadway Ave, Spokane WA 99260

1.5 Responder will indicate if they will conform with the requirements as specified in Section 3 of the Scope of Services:

Section	Description	Conform – Yes or No
3.2	Contractor will add correct +4 zip code to each address	Yes <u>  x  </u> No <u>    </u>
3.2	Contractor must be USPS CASS Certified	Yes <u>  x  </u> No <u>    </u>
3.2	Contractor must use USPS approved address forwarding software and provide a file electronically indicating mail was forwarded.	Yes <u>  x  </u> No <u>    </u>
3.3	Contractor shall provide proofs before production. Proof must be a file of a minimum of 100 forms populated with County information submitted electronically, preferably a pdf file.	Yes <u>  x  </u> No <u>    </u>
3.3	Contractor will provide a pdf file showing all items that were mailed upon completion of each job.	Yes <u>  x  </u> No <u>    </u>
3.4	Contractor shall sort mailings to achieve lowest possible postage costs.	Yes <u>  x  </u> No <u>    </u>
3.4	Contractor shall provide a zip code listing showing the number of pieces going to each zip code.	Yes <u>  x  </u> No <u>    </u>
3.6	Contractor must be a Certified Full Service Intelligent Mail Barcode Vendor with the USPS. Contractor will include documentation showing they meet this requirement.	Yes <u>  x  </u> No <u>    </u>
3.7	Contractor shall provide a standard USPS Postage Usage Report after each mailing, reconciling the amount requested to the amount used.	Yes <u>  x  </u> No <u>    </u>



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# RFP-141220 Printing & Mailing of Valuation Notices Response Form 1

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## 2 Method of Approach

2.1 Responder shall describe in detail how they will provide services as requested in the Scope of Services of RFP-141220 Printing & Mailing of Valuation Notices.

When required, TMT has processed and mailed county valuation notices within 24 hours. Our personnel and equipment have a daily capacity of 320,000 forms working just 2 shifts. The goal of The Master's Touch, LLC is to meet any mail date Pinal County may require. Our "normal" promised mailing time is 7-10 days after final proof approval. This is a guaranteed time frame. If Pinal County requires a time frame shorter than this, TMT will schedule the manpower and equipment to meet your requirements. TMT will commit to meet the dates as provided in the RFP document, provided Pinal County agrees to the following schedule as a minimum. Below is a description of our process and the timing for each step for each of the County's mailing projects.

### 1. Initiation – As soon as possible upon contract award

Upon contract initiation, the TMT project team will request a time to meet with the county project representatives and/or key staff from the county, either by conference call or in person. In this meeting, introductions on both sides can be made, the groundwork can be laid for how the project will move forward and who will be responsible for the various elements of setup and implementation, and a timetable can be established for each step in the process. TMT will request that the county provide at this meeting several items that will be used during the setup process (with changes marked from the last mailing):

- Sample data. This could be a small subset of records, but preferably a complete data file will be provided so that every possible record type can be accounted for. A secure ftp login and password will be generated for the county for data transfer prior to this initiation meeting. It is highly recommended that the county include records in the sample data that represent the minimum and maximum limits of every field in order to insure complete and accurate printing of all data elements.
- Data definition file. This will identify what each field type represents, such as which field contains the account number, parcel address, appeal deadline, etc.
- Data layout map. This provides information where each piece of data is meant to print. In lieu of this mapping, the county may provide several printed forms from the actual sample data provided, so we can correctly determine where each field will print.
- Physical samples. This will include physical samples of forms, envelopes, inserts, and any other printed pieces that will be included in the mailing. If available, electronic art files for these documents will help to simplify the art setup and proofing process.

### 2. Set up of printed forms and envelopes – 1 week maximum

After orientation meeting and securing the above mentioned items, TMT will provide the county with PDF proofs of the static information for each of the preprinted forms, envelopes, and/or inserts that will be used in the mailings. Adjustments and corrections will be made until the county is 100% satisfied.

### 3. Setup of variable imaging test data – 2 weeks maximum (in parallel with forms setup)

After receipt of sample data and instructions, TMT will process data and provide the county with PDF proofs of actual imaged forms utilizing the sample data the county provided. PDFs will be placed on TMT's secure ftp site for review, modification and correction and will include electronic notices information. TMT will make corrections as the county requests until 100% satisfied with accuracy and layout. Upon approval, TMT will be ready for the "live" production file(s).

### 4. Printing of forms and Envelopes – 5-7 days

Once art setup is approved, orders will be written to have the forms and envelopes printed on our offset presses. After the form is printed, it will be moved to our data imaging area, where it will be prepped for imaging.

### 5. Final proofing of production data and OCR testing – 1-2 days maximum

Once TMT has received the county's final production files, they will be processed, and PDF proofs of a variety of parcels will be uploaded back to the secure ftp site for county review and final approval. In addition, the county and TMT will predetermine at least two other validation criteria that will be used to confirm that the entire production file was accurately communicated to TMT (i.e. total number of records and total amount of valuations).



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**RFP-141220 Printing &  
Mailing of Valuation  
Notices  
Response Form 1**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Once final PDF proofs are approved, physical samples can be sent via overnight courier for final review. Data review and any OCR testing should be done at this time. Once 100% satisfied with the proofs and OCR tests (if applicable), the county will send final written approval to TMT via e-mail or fax, instructing TMT to begin actual print production.

**6. Laser Printing and Inserting – 7-10 days maximum after proof approval**

After receipt of final proof approvals, Ven will send the approved file to our laser print team who will laser print forms in postal presort order per USPS "full service" requirements. Our laser technicians quality check the first few sheets off the printers and every stack of print that is removed afterwards. Any print that is determined inferior quality is reprinted at TMT expense.

After laser printing is completed, the forms will be moved to the inserters where the operators will set up and test the first few pieces to insure proper folding on perforations and all pieces are accurately inserted. A final sample is taken to the IT department, where the project manager who set up the job will inspect and double check for accuracy.

Once a live sample is approved by the project manager, the operator will begin the production run. As the mail is processed and delivered to the conveyor belt, the operator will fan through the mail to insure all envelopes are properly sealed with complete addresses showing through the windows of the envelopes. Every tray of mail is quality checked to insure the count is accurate and all envelopes are securely sealed and properly inserted. Once completed, every tray will be enclosed by a tray 'sleeve' that wraps the tray of mail, preventing mail from falling out during final transportation to the USPS.

TMT will deliver all of the County's mail to the USPS bulk mail unit in Spokane, WA. The postal permit used will be "The Master's Touch, LLC," giving no indication where mail was processed.

**2.2 Responder shall provide a timeline/project plan that will show how they will provide services as requested in the Scope of Services of RFP-141220 Printing & Mailing of Valuation Notices.**

Please see our answer to section 2.1, just above.

**3 Cost**

Responder shall complete Response Form 2 Pricing Sheet RFP-141420 Printing & Mailing of Valuation Notices. Any response that does not include these forms or includes incomplete forms may cause the entire offer to be deemed unacceptable and therefore non-responsive.

**4 Conformance to Terms and Conditions and Scope of Services**

**Response Form Responses**

          The Master's Touch, LCC           have read, understand, and shall comply with all Terms and Conditions. Responders that accept the County's Terms and Conditions and Instructions shall check **YES** to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions and Instructions shall check **NO** and clearly indicate their exception(s) and provide Responder's suggested language.

  X   **YES**, I acknowledge that I have read and understand all Terms and Conditions and will comply in any resultant contract.

           **NO**, I acknowledge that I have read, understand all Terms and Conditions and will comply in any resultant contract with the exceptions listed below.

**Exceptions (If checked NO)**

Responders that take exception to any Terms and Conditions shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. **Please note that taking exception to any Terms and Conditions may affect your evaluation score.** Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.



**PINAL • COUNTY**  
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**RFP-141220 Printing &  
Mailing of Valuation  
Notices  
Response Form 1**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Cite the specific Term and Condition for which an exception is taken: *N/A*

Responder's justification for the exception: *N/A*

Responder's suggested changes: *N/A*

*The Master's Touch, LLC* have read, understand, and shall comply with the Scope of Services. Responders that accept the County's Terms and Conditions and Instructions shall check **YES** to clearly indicate their acceptance. Responders who take exception to any item in the Scope of Services shall likewise check **NO** and clearly indicate their exception and provide Responder's suggested language.

**YES**, I acknowledge that I have read and understand the Scope of Services and will comply in any resultant contract.

**NO**, I acknowledge that I have read, understand the Scope of Services and will comply in any resultant contract with the exceptions listed below.

**End of Response Form 1 for RFP-141220 Printing & Mailing of Valuation Notices**



**PINAL COUNTY**  
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**RFP-141220 Printing &  
Mailing of Valuation Notices  
Response Form 2 – Pricing  
Sheet**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**PRICING SHEET**

**(NOTE: All fees associated with these services are included in the unit price.)**

<b>DESCRIPTION</b>	<b>COST PER FORM</b>
Printing of form and envelope for: <i>Business Declaration, Agricultural Business Declaration, Residential NOV and Rental NOV</i>	\$ .0475 each For form and envelope
Mailing of form and envelope for: <i>Business Declaration, Agricultural Business Declaration, Residential NOV and Rental NOV</i>	\$ .35 per parcel Includes domestic automation postage
Printing of black and white post card for: <i>Other (vacant land, commercial) NOV, Manufactured Homes, Improvement on Possessory Rights and Notice of Change Notice of Values</i>	\$ .0112 each
Printing of color post card for: <i>Agricultural Land NOV and Business Personal Property</i>	\$ .0287 each
Mailing of post card for: <i>Agricultural Land NOV, Other (vacant land, commercial) NOV, Business Personal Property, Manufactured Homes, Improvement on Possessory Rights and Notice of Change Notice of Values</i>	\$ .30 per parcel Includes domestic automation postage

The Master's Touch, LLC

Firm/Individual

Jennifer R. Orcus 12/11/14

Authorized Signature and Date

**END OF PRICING SHEET**

**Jim Cote**

is Certified

by the

**United States Postal Service**

as having successfully completed

all requirements of the

**Mail Design Professional**

**April 12, 2012**

*This certification is valid for a period  
not to exceed two (2) years.*

USA FIRST-CLASS



**Paul F. Warrick**

Manager, National Center for Employee Development  
Norman, Oklahoma

*Jennifer Ojcius*

is Certified

by the

**United States Postal Service**

as having successfully completed

all requirements of the

**Mail Design Professional**

**April 12, 2012**

*This certification is valid for a period  
not to exceed two (2) years.*



**Paul F. Warrick**

Manager, National Center for Employee Development  
Norman, Oklahoma

USA FIRST-CLASS

**Ven Artemov**

is Certified

by the

**United States Postal Service**

as having successfully completed

all requirements of the

**Mail Design Professional**

October 15<sup>th</sup>, 2012

*This certification is valid for a period  
not to exceed two (2) years.*

USA FIRST-CLASS



**Paul F. Warrick**

Manager, National Center for Employee Development  
Norman, Oklahoma

**Patrick Hulett**

is Certified

by the

**United States Postal Service**

as having successfully completed

all requirements of the

**Mail Design Professional**

**September 7<sup>th</sup>, 2012**

*This certification is valid for a period  
not to exceed two (2) years.*

USA FIRST-CLASS



**Paul F. Warrick**

Manager, National Center for Employee Development  
Norman, Oklahoma



December 11, 2014

To Whom It May Concern,

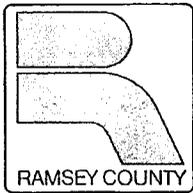
Master's Touch has been a valuable partner with the U.S. Postal Service providing full services of our products to their customers. They have been delivering bulk mail to the Bulk Mail Unit in Spokane since 1996 understanding our regulations thus guiding mailers through the process.

Master's Touch received certification for the implementation of our Full Service Intelligent Mail Barcode and were early adopters utilizing this new technology.

If there are any questions please feel free to contact me.

A handwritten signature in cursive script that reads "Tamera Dryden".

**Tamera Dryden**  
U.S. Postal Service  
Sales Manager, Seattle District  
4001 S. Pine Street #101  
Tacoma, WA 98413-9612  
Office: (253) 471-6155  
Cell: (253) 241-3469



## Property Records and Revenue

Mark E. Oswald, Director

90 West Plato Boulevard  
PO Box 64097  
St. Paul, MN 55164-0097

651-266-2196  
Fax: 651-266-2199

May 1, 2014

Jim Cote'  
President  
Master's Touch  
1405 N Ash St.  
Spokane WA 99201-2805

Dear Jim,

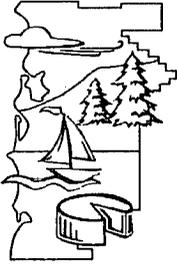
Once again you have done great job with our tax statements and value notices. As usual, we were impressed with your service, which we have become accustomed to expect. I asked my employees that work with your company to provide their comments. Here are is a sampling of what they said:

- My sense is that they have performed very well, very reliable, good quality, stable, easy to work with, and they accommodate the delays on our end with grace.
- I don't think there is anything specific to point out, other than it was pretty uneventful. Working with Master's Touch is easy, things get done when we expect them to, and there's not anything difficult about it. They make printing and mailing a pretty easy process.
- Master's Touch has generated good quality statements for us, has been a good company to work with, and has saved us money in printing and postage costs. The company also prints statements and value notices for other MN counties.

I believed they have summed up our experience of working with you. Thanks again for a job well done. I look forward to doing it again next season. Please feel free to share this letter.

Thanks again.

Mark E. Oswald



## Tillamook County Assessment and Taxation

*Land of Cheese, Trees, and Ocean Breeze*

201 Laurel Avenue  
Tillamook, OR 97141  
503-842-3400  
Toll Free 1-800-488-8280 x 4002  
Fax: 503-842-3448  
[www.co.tillamook.or.us](http://www.co.tillamook.or.us)

March 23, 2012

The Master's Touch  
1405 N Ash St  
Spokane, WA 99201

It is with great appreciation we write this letter of recommendation for Jim Cote and his team at the Master's Touch, LLC.

A couple of years ago, I had attended a presentation given by Jim at one of our Oregon County Association of Tax Collectors conferences regarding the upcoming changes in mailing methods and was intrigued by the services they were offering. When I shared what I had learned with other personnel, the idea of having all the printing and mailing processes conducted by one vendor, from one location, was particularly appealing.

Once we made the decision to try their service we were not disappointed. The professional manner and quality of the customer service from The Master's Touch team is exceptional. They have been extremely accommodating and willing to customize to our need, even when they had to crunch to meet our deadlines and comply with our State Laws, as we were training new personnel and working through our programs. Additionally, they saved the County money!

It is our pleasure to recommend The Master's Touch to anyone who would like to have a partnership with an incredibly knowledgeable, experienced, and gracious staff.

Best regards,

Rose Harris  
Chief Deputy Tax Collector  
And Team  
Tillamook County Assessment and Taxation



## Assessor's Office

80 West Flaming Gorge Way Suite 122  
Green River, WY 82935

GR Phone: 307-872-3700

RS Phone: 307-922-5200

Fax: 307-872-3998

**PAT DRINKLE - ASSESSOR**

**David Divis - Chief Deputy**

April 28, 2014

The Masters Touch LLC  
ATTN Jim Cote  
1405 N. Ash St  
Spokane WA 99201-2805

Dear Jim:

I want to take this opportunity to thank you and your staff for the great job you did this year. The process went very smoothly and I truly appreciate the hard work everyone does to ensure the results!

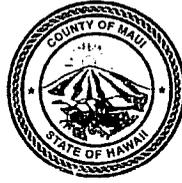
I would be happy to provide a reference to anyone who may be interested in your company.

Regards

A handwritten signature in cursive script that reads "Pat Drinkle". The signature is written in black ink and is positioned above the printed name.

Pat Drinkle  
Sweetwater County Assessor

ALAN M. ARAKAWA  
Mayor



DANILO F. AGSALOG  
Director

MARK R. WALKER  
Deputy Director

SCOTT K. TERUYA  
Administrator

GERY MADRIAGA  
Assistant Administrator

COUNTY OF MAUI  
DEPARTMENT OF FINANCE  
**REAL PROPERTY ASSESSMENT DIVISION**  
70 E. KAAHUMANU AVENUE, SUITE A-16, KAHULUI, MAUI, HAWAII 96732-2196  
Assessment: (808) 270-7297 Fax: (808) 270-7884  
[www.mauipropertytax.com](http://www.mauipropertytax.com)

May 10, 2013

Mr. Jim Cote  
The Master's Touch  
1405 N Ash Street  
Spokane, WA 99201

Re: Reference Letter

Dear Mr. Cote,

Thank you on a job well done. Our 79,900 assessment notices were produced and mailed in a timely manner. The transition from the previous vendor to The Master's Touch went smoother than expected. In addition, the format of the NCOA list improved our ability to locate addresses that needed to be reviewed by our office to improve delivery statistics. Finally, the addition of eBill-Online allowed us to meet our goals of giving taxpayers paperless options and reducing operating costs.

Mahalo for your efforts.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Teruya', is written over a horizontal line.

Scott Teruya,  
Real Property Tax Administrator

CONFIDENTIAL

OWNER NAME AND ADDRESS:

Samples Provided By:  
 **THE MASTER'S TOUCH, LLC**  
 (800) 301-1347  
 E-mail: sales@themasterstouch.com

45 1  
 1/1



PROVIDE CORRECTIONS FOR OWNERSHIP BELOW:

DATE SOLD \_\_\_\_\_

IF NO ADDITIONS OR DELETIONS CHECK HERE

ACCOUNT NUMBER	AREA CODE	BUSINESS NAME	MAIL DATE February 3, 2014	DUE DATE April 3, 2014
PHYSICAL LOCATION OF THE PERSONAL PROPERTY:		PROVIDE CORRECTIONS FOR PHYSICAL LOCATION BELOW:		
PARCEL NUMBER				
BUSINESS: START-UP DATE (AT THIS LOCATION) _____ PRODUCT OR SERVICE PROVIDED _____				
BUSINESS STATUS: (PLEASE CHECK THE APPROPRIATE BOXES ONLY)				
<input type="checkbox"/> NEW BUSINESS/ORGANIZATION <small>YOU MUST GIVE A COMPLETE ITEMIZED LISTING OF ALL PERSONAL PROPERTY. INDICATE INVENTORY DETAIL ON PAGE 2 IF NECESSARY.</small>				
<input type="checkbox"/> EXISTING BUSINESS ORGANIZATION <small>SUBMIT ASSET LISTING VIA EMAIL IN EXCEL FORMAT.</small>				
<input type="checkbox"/> PROPERTY CHANGED LOCATION TO _____ ON(DATE) _____				

\*\* FOR AN ACCURATE ASSESSMENT, WE MUST HAVE A COMPLETE LISTING OF PERSONAL PROPERTY.\*\*

PERSONAL PROPERTY REPORTED IN PRIOR YEAR:

LINE #	YEAR	COMPLETE DESCRIPTION	ORIGINAL COST	LIFE
3	2003	REFRIGERATOR	560	10
5	2005	BLINDS	161	10
6	2005	TABLE AND CHAIR	1075	10
7	2005	DESTOP LICENSE	1043	4
8	2006	DESK AND CHAIR	651	10
9	2008	DINING ROOM SET	1123	10
10	2008	LIVING ROOM SET	1734	10
1	2004	SOFA	881	10
11	2011	WASHING MACHINE	525	10
12	2011	CLOTHES DRYER	592	10
13	2012	DINING ROOM SET	1407	10
14	2012	LIVING ROOM SET	1706	10

v4 1/14/14







**JOE WEHRLE**  
 Yuma County Assessor  
 410 South Maiden Lane  
 Yuma, Arizona 85364

# 2013 Personal Property Notice of Value

Account Number	Parcel Number	Tax Area
Date of Notice	July 26, 2013	
Appeal Deadline	August 26, 2013	

Samples Provided By:  
 **THE MASTER'S TOUCH, LLC**  
 (800) 301-1347  
 E-mail: sales@themasterstouch.com

3259 1  
1/1

**THIS IS NOT A TAX BILL!**  
**ESTO NO ES COBRO DE IMPUESTO!**

The values shown reflect the property status as of January 1, 2013. The Prior Year Values were determined last year and are not eligible for adjustment consideration.

**If you disagree with the values on this form you must petition the Assessor's Office by the APPEAL DEADLINE DATE.**

Situs Address	Possible Reason for Value Change
Business Name	

Legal Description			
SERIAL:	YEAR:	MAKE:	SIZE:

**PRIOR YEAR VALUES**

LPV	Legal Class	Ratio	Assessed
7,985	3	10	799
FCV	Legal Class	Ratio	Assessed
9,785	3	10	979

**CURRENT YEAR VALUES**

LPV	Legal Class	Ratio	Assessed
8,784	3	10	878
FCV	Legal Class	Ratio	Assessed
9,785	3	10	979

Dear Property Owner,  
 Please review your notice carefully. Beginning in 2013 the Class 1 assessment ratio will decline by 1/2 of a percentage point each year until the ratio becomes 18% in tax year 2016. We are continuing our effort to identify primary residences. If your manufactured home is your primary residence and is not so indicated on this notice please file a Primary Residence Affidavit along with a Petition for Review on or before the deadline date shown on the notice. These forms are available at our County web site; <http://yumacountyaz.gov/index.aspx?page=101>. Take a moment to visit our EagleWeb site at <http://assessor.yumacountyaz.gov/assessor/web> for property information.

All property must be valued at Full Cash Value (FCV), which is synonymous with market value. Limited Property Value (LPV) is calculated according to a statutory formula and cannot exceed the full cash value.

The Assessed Value calculated from the LPV is the basis for computing primary taxes. Primary property taxes are levied for the operation and maintenance of school districts, cities, counties, and community college districts. The Assessed Value calculated from the FCV is the basis for computing secondary property taxes. Secondary taxes are levied for voter approved items such as bonds, budget overrides, and special districts such as library, flood control and other special purpose districts.

Instructions for petitioning the assessor for a review of your property value are located on the reverse side of this form and are also available on our website: [www.yumacountyaz.gov](http://www.yumacountyaz.gov). Follow the Assessor link to "Assessments". For phone assistance call (928) 373-6040 between the hours of 8:00 - 5:00 M - F. You may also contact us by e-mail at [assr-info@yumacountyaz.gov](mailto:assr-info@yumacountyaz.gov).

Joe Wehrle, Yuma County Assessor

**See Additional Information on Back**



2013 PERSONAL PROPERTY  
NOTICE OF VALUE

THIS IS NOT A TAX BILL

ESTO NO ES COBRO DE IMPUESTO

Petition For Review Instructions

Please review the Full Cash, Limited and Assessed Values closely. As stated on the face of this notice, Full Cash Value is synonymous with market value. The Assessor's Office determines the Full Cash Value by one of three approaches to value: The Cost Approach (replacement cost, less depreciation method), Sales Comparison Approach (direct comparison of recent sales of comparable property), Income Approach (commercial/industrial property only). If, in your opinion, the Assessor's value is excessive you must produce evidence to substantiate your claim. Petitions filed with no substantial evidence attached will be rejected. Rejected petitions may be re-filed within 15 days from the date of rejection along with supporting evidence.

If you feel your property has been improperly valued or erroneously listed, you may petition the Assessor for review on or before the deadline date on the front of this form. A Petition For Review Of Valuation (form DOR82130) can be obtained from the Assessor's Office, or through our web site at www.yumacountyaz.gov. Follow the Assessor link to "Assessments". For phone assistance call (928) 373-6040 between the hours of 8:00 - 5:00 M - F. You may also contact us by e-mail at assr-info@yumacountyaz.gov. Completed petitions must be filed with the Assessor's Office by the APPEAL DEADLINE DATE printed on the front of this form.

Instrucciones Para Peticion de Apelacion

Por favor, revisar el Valor Total, Valor Limitado, y Valor Estimado. Asi como aparece en este aviso, Valor Total es igual a Valor De Mercado. La oficina del Tasador determina el Valor Total por uno de los tres metodos apropiados: El Metodo de Costo (re-emplaza el costo menos devaluacion), Metodo de Ventas Comparables (directa comparacion de ventas recientes de propiedades similares), Valor De Ingreso (propiedad comercial/industrial solamente). Si en su opinion el Tasador evaluo en exceso, usted debe presentar evidencia para comprobar su reclamo. Peticiones presentadas sin evidencia comprobada seran rechazadas. Peticiones rechazadas pueden ser presentadas dentro de los 15 dias de la fecha de rechazo con la documentacion correcta.

Si usted cree que su propiedad no fue bien evaluada o por error, puede presentar una peticion al Tasador para revision antes de la fecha de aviso que indica esta forma. Una peticion para revisar la evaluacion de su propiedad (Forma DOR82130) puede ser obtenida en la oficina del Tasador o por nuestra pagina de internet: www.yumacountyaz.gov. Para asistencia llame al (928) 373-6040 nuestro horario es 8:00-5:00 de Lunes a Viernes. Usted tambien puede ponerse en contacto por correo electronico al assr-info@yumacountyaz.gov. Peticiones completas pueden ser presentadas en nuestra oficina antes de la fecha de apelacion indicada al frente de este aviso.

Per A.R.S. 42-15103, if the owner of a property that is used as a rental unit and is listed upon this notice as Owner-Occupied Primary Residence (Legal Class 3.01) you must notify the county assessor of the rental use or be subject to a civil penalty in an amount equal to twice the amount of property tax. In addition, pursuant to A.R.S. 33-1902 failure to register a rental property may subject the owner to penalties imposed by cities and towns that have enhanced inspection and enforcement measures. The penalty for failure to register is \$150 per day for each day of the violation. If your property is located in a city or town that imposes a transaction privilege tax (sales tax) on rentals, failure to pay the tax could result in penalties and fines. DO NOT CONTACT THE ASSESSOR'S OFFICE REGARDING TRANSACTION PRIVILEGE TAX REQUIREMENTS. Please contact the municipality that your property is located in about applicable transaction privilege taxes. Residential rental properties are required to comply with the Arizona Landlord-Tenant Act. A complete copy of the act is published in Arizona Revised Statutes, Title 33, Chapters 10 and 11.

The Assessed Value (AV) is derived by applying the appropriate ratio for the legal classification of your property. Listed below are the common legislative classes.

LEGAL CLASS	RATIO	DESCRIPTION
1.12	0.195	COMMERCIAL & INDUSTRIAL REAL PROPERTY
2.01.A	0.16	AGRICULTURAL REAL PROPERTY
2.01.C	0.16	NON-PROFIT ORGANIZATIONS REAL PROPERTY
2.01.E	0.16	VACANT LANDS & DEFAULT REAL PROPERTY CLASS
3.01	0.10	OWNER-OCCUPIED PRIMARY RESIDENCE
4.01	0.10	OWNER-OCCUPIED SECONDARY RESIDENCE
4.02	0.10	RESIDENTIAL RENTAL
6.01	0.05	NON-COMMERCIAL HISTORIC

YN0V\_2013  
Item #6682  
v4 7/16/13

EVERY ATTEMPT IS MADE TO HAVE YOUR CORRECT MAILING ADDRESS ON OUR RECORDS. IF ANY CHANGES HAVE OCCURRED, PLEASE FILL OUT THE INFORMATION BELOW. ALL CHANGES REQUIRE A SIGNATURE.

SIGNATURE FOR CHANGE: \_\_\_\_\_ DATE: \_\_\_\_\_

STREET ADDRESS:		
CITY:	STATE:	ZIP:

PLEASE RETURN TO OUR OFFICE AT ADDRESS LISTED ABOVE



DEBORAH HUGHES  
 GILA COUNTY ASSOR  
 1400 E ASH ST  
 GLOBE AZ, 85501  
 (928) 402-8717

TEMP-RETURN SERVICE REQUESTED

Presorted First Class  
 U.S. Postage  
**PAID**  
 The Master's Touch, LLC

See reverse side for definitions and instructions.

**Personal Property**  
**NOTICE OF VALUE**  
 THIS IS NOT A TAX BILL

Your Appeal Deadline is:  
 8/6/2014

Property Location in: <b>GILA COUNTY</b>	Tax Year: <b>2014</b>	Account Number:	Parcel:	Notice Date: <b>7/7/2014</b>
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CLASS	PROPERTY DESCRIPTION	LEGAL CLASS	%	LIMITED VALUE	LPV ASSESSED
				FULL CASH VALUE	FCV ASSESSED
		0301MP	10.0	373	37
			10.0	373	37

vs 8/20/14

Property Location:

Samples Provided By:



**THE MASTER'S TOUCH, LLC**  
 (800) 301-1347  
 E-mail: sales@themastertouch.com

01



**GENERAL INFORMATION.** This **Notice of Value** is being sent to advise you of the Limited Property Value (LPV) and Full Cash Value (FCV) placed on your mobile home. The LPV assessed value for your mobile home is used to compute "primary" property taxes for the operation of schools, cities, counties and any other entity that depends on primary property taxes. The FCV assessed value is used to compute "secondary" property taxes used to pay for bonds, budget overrides and any special district taxes (fire, water, etc) within your tax area. The assessed value for owner-occupied, legal class 03P and legal class 0401 (Secondary Residence), 0402 (Residential Rental) is 10% of the FCV and LPV as shown on the front of this notice. **Pursuant to Arizona Revised (ARS) 42-15103, if the front of this notice contains a legal class 03P and you rent this mobile home, you must report the rental use as legal class 0402 to the County Assessor. Failure to do so may result in a civil penalty imposed by the county.** Also, if a Class 0402 is shown in the Legal Class column and you live in the mobile home, you should report that change to the assessor as that will result in a tax saving to you.

### **Appeal Instructions**

If you feel that the value is overstated or incorrect, you may file an appeal/petition with the County Assessor using a "Petition for Review of Valuation", (form 82530). The form and filing instructions can be obtained by calling the County Assessor's office number on the front of this notice. Please notify the County Assessor's Office of an address change.

### **SEPARATE ADDENDUM REGARDING RENTAL USE OF PROPERTY:**

Pursuant to ARS 33-1902, a city or town that collect a Transaction Privilege (sales) Tax on rental property may assess a separate civil penalty on homeowners who fail to register the legal class 4, rental use with the County Assessor. The penalty for failure to register the rental use amounts to \$150 per day for each violation. The city or town may also impose enhanced inspection and enforcement measures on the property. The Model City Tax Code, Section 445 web site at [www.modelcitytaxcode.org](http://www.modelcitytaxcode.org), provides a list of cities and towns that impose the TPT tax for your review to determine if you need to comply with this reporting requirement. **DO NOT** contact the County Assessor's office for assistance with this program as it is administered by the cities and towns. Residential rental property owners are required to comply with the Arizona Landlord-Tenant Act which is published in ARS Title 33, Chapters 10 and 11.

**Dolores "Dodie" Doolittle**  
PINAL COUNTY TREASURER  
POST OFFICE BOX 729  
FLORENCE, AZ 85132-3014

Forwarding Service Requested

Presorted First Class  
U.S. Postage  
**PAID**  
The Master's Touch, LLC

**PROPERTY TAX NOTICE ENCLOSED**



Samples Provided By:

**THE MASTER'S TOUCH, LLC**

(800) 301-1347

E-mail: [sales@themasterstouch.com](mailto:sales@themasterstouch.com)

**DOLORES "DODIE" DOOLITTLE**  
Pinal County Treasurer  
Po Box 729  
Florence, Az 85132-3014



Presorted First Class  
U.S. Postage  
**PAID**  
The Master's Touch, LLC

Forwarding Service Requested

**P I N A L • C O U N T Y**  
*wide open opportunity*

# 2013 Tax Information Statement

**PARCEL #**  
**LEGAL DESCRIPTION**

Samples Provided By:



**THE MASTER'S TOUCH, LLC**  
(800) 301-1347  
E-mail: [sales@themastertouch.com](mailto:sales@themastertouch.com)

6673 13



Area Code:	2013	Ratio	Assessed
Limited Value (Primary)	5,000	.1600	800
Full Cash Value (Secondary)	5,000	.1600	800

**HAS REQUESTED THE ORIGINAL TAX BILL WITH THE  
INTENTIONS OF PAYING IT ON YOUR BEHALF.**

TAXING JURISDICTION NAME		LEVY TYPE	COMPARATIVE 2012 AMOUNT	2013 TAX AMOUNT DUE
2000	Pinal County	PRM	29.32	29.32
2000	Pinal County - Schl	PRM	1.08	1.08
2010	School Equalization	PRM	3.78	4.10
4152	City of Coolidge	PRM	12.04	14.86
7021	Coolidge USD #021	PRM	19.26	35.44
7021	Coolidge USD #021	SEC	10.96	10.98
8150	Pinal County Jr College	PRM	12.88	15.14
8150	Pinal County Jr Colleg - Bonds	SEC	2.12	2.86
11900	Fire Dist Assistance Tax	SEC	0.64	0.54
14613	Central AZ Water Conservation	SEC	0.80	1.12
14900	Pinal County Library	SEC	0.78	0.78
15625	Pinal County Flood	SEC	1.36	1.36
30002	Central AZ Vocational Inst of	SEC	0.40	0.40
<b>PARCEL #</b>	<b>TOTALS</b>		<b>95.42</b>	<b>117.98</b>

**First Half Taxes are due October 1, and become delinquent after 5:00 p.m. November 1, 2013**

**Second Half Taxes are due March 1, and become delinquent after 5:00 p.m. May 1, 2014**

1. Valuations and property classifications are established by the County Assessor.

2. Payment of taxes in full may be paid by December 31, 2013 without interest.

PARCEL NUMBER	AREA CODE	PRIMARY TAX RATE PER \$100 ASSESSED VALUE	SECONDARY TAX RATE PER \$100 ASSESSED VALUE	SPECIAL DISTRICT \$ PER ACRE	
		11.7365	2.5270		
ASSESSMENT					
	VALUE IN DOLLARS	RATIO	EXEMPTIONS	NET ASSESSED	TAX
LIMITED	60,496	.1000	0.00	6,049	709.95
FULL CASH	61,957	.1000	0.00	6,196	156.56

2014 TAX SUMMARY	
PRIMARY PROPERTY TAX	709.95
LESS STATE AID TO EDUCATION	111.31
NET PRIMARY PROPERTY TAX	598.64
SECONDARY PROPERTY TAX	156.56
SPECIAL DISTRICT TAX	
<b>TOTAL TAX DUE FOR 2014</b>	<b>755.20</b>

v8 7/21/14

Situs Address:

Legal Description

TAX AUTHORITY	LEVY TYPE	2013 TAXES	2014 TAXES
2000 Pinal County	PRM	201.60	221.72
2000 Pinal County - Schl	PRM	7.40	8.14
2010 School Equalization	PRM	28.18	30.78
7001 Florence USD #001	PRM	176.18	222.44
7001 Florence USD #001	SEC	150.24	101.36
8150 Pinal County Jr College	PRM	104.04	115.56
8150 Pinal County Jr Colleg - Bonds	SEC	19.74	21.88
11900 Fire Dist Assistance Tax	SEC	3.78	4.18
12566 Electrical District #6 - Admin	SEC	0.86	0.86
14613 Central AZ Water Conservation	SEC	7.70	8.66
14900 Pinal County Library	SEC	5.34	6.00
15625 Pinal County Flood	SEC	9.36	10.52
30002 Central AZ Vocational Inst of	SEC	2.74	3.10

This is the only notice you will receive

Dolores "Dodie" Doolittle  
Pinal County Treasurer

THIS IS A CALENDAR YEAR TAX NOTICE

TOTALS 717.16 755.20

Please make checks payable to:

Pinal County Treasurer  
PO Box 729  
Florence, AZ 85132-3014

PAYMENT INFORMATION

Nov. 3, 2014 - First half 2014 taxes due, delinquent after 5:00 PM  
Dec. 31, 2014 - Final day to pay 2014 current full year taxes without interest  
May 1, 2015 - Second half 2014 taxes due, delinquent after 5:00 PM

THERE WILL BE A \$31.25 CHARGE FOR EACH RETURNED CHECK AND YOUR TAXES WILL REVERT TO AN UNPAID STATUS.

PLEASE INCLUDE YOUR PARCEL NUMBER ON YOUR CHECK.

2014 2nd HALF COUPON

DETACH AND RETURN WITH PAYMENT

PLEASE DO NOT STAPLE OR TAPE CHECK TO PAYMENT COUPON

2



ONLY CHECKS DRAWN ON A U.S. BANK IN U.S. FUNDS WILL BE ACCEPTED.

When you provide a check as payment, you authorize us to make a one-time electronic debit to your account for the amount of your check.

POST DATED CHECKS WILL BE PROCESSED UPON RECEIPT.

If address change is required, check this box and make changes on reverse side of this coupon.

SECOND HALF DUE BY MAY 1, 2015

PAY ▶

377.60

RETURN THIS COUPON WITH PAYMENT TO

Pinal County Treasurer  
PO Box 729  
Florence, AZ 85132-3014

Samples Provided By:  
**THE MASTER'S TOUCH, LLC**  
(800) 301-1347  
E-mail: sales@themasterstouch.com

377.60



2014 FULL PAYMENT or 1st HALF COUPON

DETACH AND RETURN WITH PAYMENT

PLEASE DO NOT STAPLE OR TAPE CHECK TO PAYMENT COUPON

1



ONLY CHECKS DRAWN ON A U.S. BANK IN U.S. FUNDS WILL BE ACCEPTED.

When you provide a check as payment, you authorize us to make a one-time electronic debit to your account for the amount of your check.

POST DATED CHECKS WILL BE PROCESSED UPON RECEIPT.

If address change is required, check this box and make changes on reverse side of this coupon.

PRIOR DELINQUENT TAXES AS OF SEPT. 6, 2014 PAY ▶ 0.00

FIRST HALF DUE BY NOV. 3, 2014  PAY ▶ 377.60

FULL YEAR DUE BY DEC. 31, 2014  PAY ▶ 755.20

TOTAL TAXES  PAY ▶ 755.20

377.60



SCHOOL DISTRICT NAME	PRIMARY TAX RATE	OVERRIDE SECONDARY RATE	CLASS "A" BOND SECONDARY RATE	CLASS "B" BOND SECONDARY RATE	REDUCTION RATE
Florence USD #001	5.5174	0.6409	0.0000	0.9946	1.8402

School district budget overrides result from voter approval to exceed a budget, tax, or expenditure limitation. Class A Bonds are general obligation bonds approved by voters prior to January 1, 1999. Class B Bonds are general obligation bonds approved by voters after December 31, 1998.

**TAX NOTICE EXPLANATION**

**PRIMARY PROPERTY TAX CALCULATION** - Primary property taxes are those ad valorem taxes levied for the maintenance and operation of counties, cities, towns, school districts, and community college districts. The valuation used to calculate primary ad valorem taxes is referred to as "Limited" value.

**SECONDARY PROPERTY TAX CALCULATION** - Secondary property taxes are ad valorem taxes levied to pay the following: (a) the redemption charges on any bonded indebtedness or other long-term obligation lawfully incurred by any taxing district, (b) additional amounts required pursuant to an election to exceed a budget, expenditure or tax limitation of a particular taxing district, (c) "limited purpose districts" such as fire, sanitary, flood control, road and improvement districts. The valuation used to calculate secondary ad valorem taxes is based on the current full cash value of your land and improvements as determined by the county assessor plus the current value of any personal property billed with your parcel.

**RATE INFORMATION**

Property taxes are collected on behalf of and for the benefit of many different entities. Inquiries concerning the budgets, taxes, or services provided from these entities should be directed to the individual agencies.

- The State Legislature, through statutes, sets the rates for School Equalization.
- The Board of Supervisors sets the tax rates for ONLY Pinal County, Pinal County Library District, Pinal County Flood Control District and the District Assistance Tax.
- Each City or Town, School District, Special District and Central Arizona Water Conservation District independently sets its own tax rates.
- Central Arizona College sets the tax rate for Pinal County Jr. College.

**PAYMENT INSTRUCTIONS**

1. Examine your tax notice carefully. The tax collector is not responsible for payments on the wrong parcel.
2. If your total tax due is greater than \$100, you have the option to pay one-half taxes now and the second half next March. If your total tax due is \$100 or less, the full amount is due by October 1. (A.R.S. 42-18052 Sec. C)
3. First half taxes are due October 1, and interest starts the 4th day of November, 2014. However, if full year taxes are paid by December 31, 2014 no interest will be charged. Second half taxes are due March 1, and interest starts the 2nd day of May, 2015. (A.R.S. 42-18053 Sec. B)
4. Interest rate for delinquent taxes is 16% per annum, pro-rated at 1.33% per month as of the first day of the month.
5. Payment of taxes should be drawn on a **U.S. BANK in U.S. FUNDS**. Please enclose the appropriate tax coupon portion of the tax notice with your payment.
6. Checks do not pay taxes. Legal payment exists only when checks have cleared banks. Returned checks are subject to a fee of \$31.25.
7. Property Tax Payments can be made by credit card. Visit [www.pinalcountyz.gov/departments/treasurer](http://www.pinalcountyz.gov/departments/treasurer) for acceptable payment options.



There is a fee associated with the use of a credit card.

**GENERAL INFORMATION**

1. For questions regarding: change of address, ownership or values, contact the Pinal County Assessor's Office at 888-431-1311
2. For questions regarding: tax payments or delinquent taxes contact the Pinal County Treasurer's Office at 888-431-1311

**PAYMENT LOCATIONS**

- **FLORENCE** - 31 N Pinal Bldg. E, Florence, AZ.85132 Mon-Fri HRS: 8:00 A.M. TO 5:00 P.M.
- **CASA GRANDE** - 820 E Cottonwood Bldg. A, Casa Grande, AZ 85122 Tue & Thur HRS: 8:00 A.M. TO 4:30 P.M.
- **APACHE JUNCTION** - 575 N Idaho Ste #800, Apache Junction, AZ 85119 Mon, Wed, Fri HRS: 8:00 A.M. TO 4:30 P.M.

Tax information: 888-431-1311  
 or for automated information call  
**888-840-8793**  
 or visit our website  
**www.pinalcountyz.gov**  
 Casa Grande and Apache Junction  
 Offices Closed for Lunch.

**Use Online Banking to pay Property Taxes**

Identify *Pinal County Treasurer* as the payee and the **10 digit parcel number** in the account number field. (i.e. 1231212345)

**CHANGE OF MAILING ADDRESS:**

Name \_\_\_\_\_

Street or Box # \_\_\_\_\_

City \_\_\_\_\_

State, Zip \_\_\_\_\_

**Signature** \_\_\_\_\_  
 (Required)

**Use Online Banking to pay Property Taxes**

Identify *Pinal County Treasurer* as the payee and the **10 digit parcel number** in the account number field. (i.e. 1231212345)

**CHANGE OF MAILING ADDRESS:**

Name \_\_\_\_\_

Street or Box # \_\_\_\_\_

City \_\_\_\_\_

State, Zip \_\_\_\_\_

**Signature** \_\_\_\_\_  
 (Required)



**CINDY LANDA COX, MBA**  
**MOHAVE COUNTY TREASURER**

700 W. Beale Street  
Kingman AZ 86401

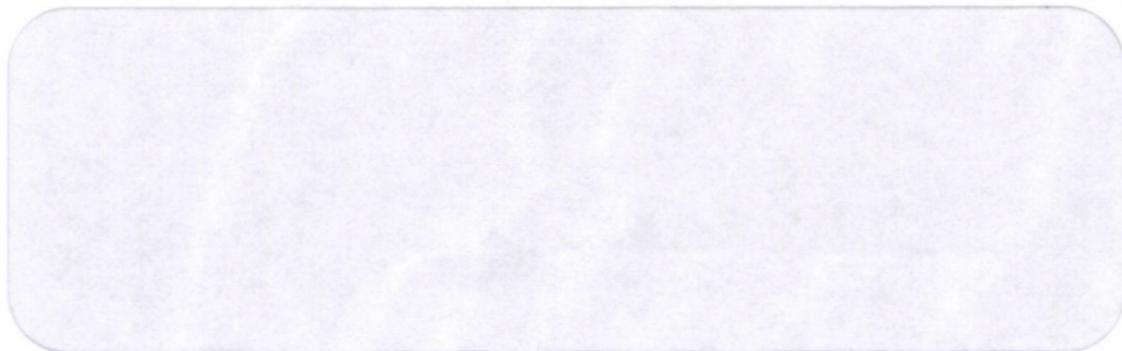
**IMPORTANT TAX STATEMENT ENCLOSED**



Samples Provided By:  
**THE MASTER'S TOUCH, INC.**

(800) 301-1347

E-mail: [sales@themasterstouch.com](mailto:sales@themasterstouch.com)



**eNoticesOnline**  
**Go Paperless**

*More Details Inside*



# MOHAVE COUNTY 2014 PROPERTY TAX STATEMENT

Cindy Landa Cox, Treasurer  
(928) 753-0737



**Legal Description:** Section: 7 Township: 22N Range: 16W SUNWARD HO!  
RANCHES DIAMANTE ACRES LOT 26  
**Situs Address:**

For payment options and instructions, see reverse side of this statement or visit our website at [www.mohavecounty.us](http://www.mohavecounty.us) - Popular Services - All Property Tax Data.

For name or address changes, or questions related to assessed values, property valuations, or exemptions, please contact the Mohave County Assessor at (928) 753-0703 or go to [www.mohavecounty.us](http://www.mohavecounty.us) - Assessor.

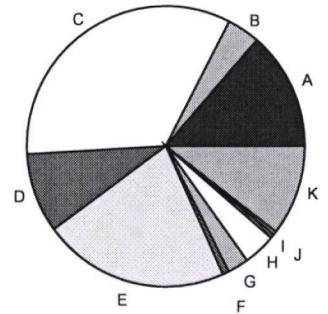
To pay by credit card, go to [www.mohavecounty.us](http://www.mohavecounty.us) or call 1-855-814-6451 or 1-888-891-6064.

**Make your check payable and mail to:** Mohave County Treasurer  
PO Box 712  
Kingman AZ 86402-0712

PARCEL #	AREA CODE	PRIMARY TAX RATE PER \$100 ASSESSED VALUE		SECONDARY TAX RATE PER \$100 ASSESSED VALUE		
		8.0029		5.3175		
ASSESSMENT		VALUE IN DOLLARS	ASSMT%	ASSESSED VALUE	EXEMPT	TAX
LIMITED PROPERTY VALUE		5,828	16	932	0	74.58
LIMITED PERSONAL PROP VALUE		0	0	0	0	0.00
LIMITED PROPERTY VALUE TOTAL		5,828		932	0	74.58
FULL CASH VALUE		5,828	16	932	0	49.56
FULL CASH PERSONAL PROP VALUE		0	0	0	0	0.00
FULL CASH VALUE TOTAL		5,828		932	0	49.56

2014 TAX SUMMARY	
For the period of January 1 - December 31, 2014	
Primary Tax	74.58
LESS: State Aid	0.00
Net Primary Tax	74.58
Secondary Tax	49.56
Special District	0.00
<b>TOTAL TAX DUE</b>	<b>124.14</b>

2013 TAXES	2014 TAXES	JURISDICTION	TELEPHONE #S		% of TAX
39.44	16.96	MOHAVE COUNTY	(928) 753-0735	A	13.66%
11.11	4.74	STATE SCHOOL TAX EQUALIZATION	(928) 753-5678	B	3.82%
103.80	41.50	KINGMAN USD #20	(928) 753-5678	C	33.43%
24.99	11.38	MOHAVE COMMUNITY COLLEGE	(928) 757-0810	D	9.17%
65.83	26.84	NORTHERN AZ CONSOLIDATED	(928) 757-3151	E	21.62%
2.29	0.93	FIRE DIST ASSIST FUND	(928) 753-0735	F	0.75%
7.40	3.02	MOHAVE COUNTY LIBRARY DISTRICT	(928) 692-5763	G	2.43%
11.44	4.66	MOHAVE COUNTY FLOOD CONTROL DI	(928) 757-0903	H	3.75%
1.98	0.65	MO CO TV CID	(928) 753-0729	I	0.52%
1.14	0.47	WESTERN AZ VOCATION ED DIST	(928) 753-0747	J	0.38%
26.22	12.99	SD #20 SCHOOL BONDS	(928) 753-5678	K	10.46%
<b>295.64</b>	<b>124.14</b>	<b>TOTAL</b>			<b>100%</b>



**THANK YOU**  
MOHAVE COUNTY THANKS YOU FOR PAYING YOUR TAXES ON TIME!

## 2nd Half Coupon

RETURN THIS COUPON FOR 2014 SECOND HALF PAYMENTS

PAYMENTS MUST BE MADE IN U.S. FUNDS AND DRAWN ON A U.S. BANK



SECOND HALF DUE MARCH 1, 2015   
DELINQUENT AFTER MAY 1, 2015

\$62.07

ACCOUNT NUMBER

Samples Provided By:  
**THE MASTER'S TOUCH, LLC**  
(800) 301-1347  
E-mail: [sales@themastertouch.com](mailto:sales@themastertouch.com)

PROPERTY OWNER OF RECORD

**MOHAVE COUNTY TREASURER**  
PO BOX 712  
KINGMAN AZ 86402

## Full Payment or 1st Half Coupon

RETURN THIS COUPON FOR 2014 FIRST HALF OR FULL PAYMENTS

PAYMENTS MUST BE MADE IN U.S. FUNDS AND DRAWN ON A U.S. BANK



FIRST HALF DUE OCTOBER 1, 2014   
DELINQUENT AFTER NOVEMBER 3, 2014

\$62.07

OR  
FULL YEAR CAN BE PAID IN SINGLE PAYMENT BY DECEMBER 31, 2014 WITH NO INTEREST

\$124.14

ACCOUNT NUMBER

PROPERTY OWNER OF RECORD

**MOHAVE COUNTY TREASURER**  
PO BOX 712  
KINGMAN AZ 86402

[eNoticesOnline.com](http://eNoticesOnline.com) registration code:



# TAX NOTICE EXPLANATION

## HOW PROPERTY IS VALUED IN ARIZONA:

1. FULL CASH VALUE (FCV) - based on the "market" value of your property. The Assessor values your property.
2. LIMITED PROPERTY VALUE (LPV) - this value is calculated according to a statutory formula and is designed to reduce the effect of inflation on property taxes. This value cannot exceed FCV.

## ARIZONA HAS TWO TYPES OF TAXES:

1. PRIMARY TAXES - are calculated using the LPV. These taxes are used for basic maintenance and operations of the county, city or taxing district; i.e. sheriff, judicial system, fire, and ambulance. [computed using LPV above]
2. SECONDARY TAXES - are calculated using the FCV. These taxes are used for voter-approved bonded debts of a local jurisdiction, voter-approved overrides of tax limits, and taxes levied by voter-approved special districts. [computed using FCV]

## TAX SUMMARY:

1. PRIMARY TAX - The gross taxes calculated on the LPV.
2. STATE AID TO EDUCATION - Represents a reduction (tax credit) for homeowners (owner-occupied) on the primary property taxes levied by the school districts in your area. This amount is reimbursed to school districts by the State of Arizona.
3. NET PRIMARY TAX - Net amount of primary taxes due less deduction for state aid to education.
4. SECONDARY TAX - Amount of taxes from "SECONDARY PROPERTY TAX CALCULATION." [as described above]
5. SPECIAL DISTRICT TAX - Any non-primary or secondary tax that applies to your property, such as a per acre assessment by an irrigation district.
6. TAX COMPARISON - A breakdown of how your tax dollars are distributed to the taxing jurisdictions in your tax area for both current and previous tax year.

\*\*More detailed information is available on the Mohave County website at [www.mohavecounty.us/assessor](http://www.mohavecounty.us/assessor)

## GENERAL INFORMATION

1. Valuations and assessment percentages are established by the County Assessor. Questions regarding valuations and address changes should be directed to the County Assessor at 928-753-0703 or go to [www.mohavecounty.us](http://www.mohavecounty.us) - Assessor.
2. If you own other property for which you did not receive a tax bill, a copy may be printed from our website at [www.mohavecounty.us](http://www.mohavecounty.us) - Popular Services - All Property Tax Data.
3. If you receive a tax bill for property that does not or no longer belongs to you, please return the bill to the County Treasurer's office with current owner's address, if known.

## PAYMENT INSTRUCTIONS

1. First half taxes over \$100 are due October 1, 2014 and are past due after November 3, 2014.
2. Second half taxes are due March 1, 2015 and are past due after May 1, 2015.
3. Full year taxes may be paid in a single payment, without interest, on or before December 31, 2014.
4. Full year taxes \$100 and under are due in full by December 31, 2014.
5. Payments must be made in U.S. Funds ONLY.
6. Returned checks and electronic payments will be subject to collection fees.
7. Your check or confirmation number is your receipt.

## COUPON 2 – SECOND HALF DELINQUENT AFTER 05/01/15

**No second half billing is sent**

### PAYMENT OPTIONS:

- **By Mail or in person:** Check, Money Order, or Cashier's Check. Cash is ONLY accepted in person during office hours. Your canceled check is your receipt.
- **Credit Card or Electronic Check:** (1) Call: 1-855-814-6451 or 1-888-891-6064 OR (2) Online: [www.mohavecounty.us](http://www.mohavecounty.us) - Popular Services - All Property Tax Data, select 'pay taxes on line' and follow online instructions. Print your confirmation number and save for your records as this is your receipt. A convenience fee applies for all transactions.
- **Using your own Online Banking "Bill Pay":** Set up a separate account (payee) for **each parcel**, using the ACCOUNT NUMBER shown on each statement. Enter Payee as MOHAVE COUNTY TREASURER; use the address shown on your payment stub on the front of this statement. Your payment must be scheduled to ensure receipt in our office prior to the past due date shown on the tax bill to avoid assessment of late penalties.

## COUPON 1 – FIRST HALF DELINQUENT AFTER 11/03/14

**No second half billing is sent**

### PAYMENT OPTIONS:

- **By Mail or in person:** Check, Money Order, or Cashier's Check. Cash is ONLY accepted in person during office hours. Your canceled check is your receipt.
- **Credit Card or Electronic Check:** (1) Call: 1-855-814-6451 or 1-888-891-6064 OR (2) Online: [www.mohavecounty.us](http://www.mohavecounty.us) - Popular Services - All Property Tax Data, select 'pay taxes on line' and follow online instructions. Print your confirmation number and save for your records as this is your receipt. A convenience fee applies for all transactions.
- **Using your own Online Banking "Bill Pay":** Set up a separate account (payee) for **each parcel**, using the ACCOUNT NUMBER shown on each statement. Enter Payee as MOHAVE COUNTY TREASURER; use the address shown on your payment stub on the front of this statement. Your payment must be scheduled to ensure receipt in our office prior to the past due date shown on the tax bill to avoid assessment of late penalties.



**2014 ARIZONA BUSINESS PROPERTY STATEMENT**  
**SHADED AREAS FOR ASSESSOR'S USE ONLY**

BUSINESS NAME \_\_\_\_\_ TAXPAYER / ACCOUNT NUMBER \_\_\_\_\_

<b>ASSESSOR'S USE ONLY</b>	CLASS								
	<input type="text"/> <b>A</b>	<input type="text"/> <b>B</b>	<input type="text"/> <b>C</b>	<input type="text"/> <b>D</b>	<input type="text"/> <b>E</b>	<input type="text"/> <b>G</b>	<input type="text"/> <b>I</b>	<input type="text"/> <b>J</b>	<input type="text"/> <b>Q</b>
	TBL # LIFE								

**SECTION 4: ADDITIONS AND DELETIONS:** ENTER YOUR ACQUISITION COST IN THE APPROPRIATE SCHEDULE FOR PROPERTY ACQUIRED DURING THE PRIOR YEAR WHICH YOU OWNED ON 12/31/2013. ENTER YOUR ACQUISITION COST IN THE APPROPRIATE SCHEDULE AND THE YEAR OF ACQUISITION FOR ALL PROPERTY DELETED DURING THE PRIOR YEAR.

SCHEDULE	A	B	C	D	E	G	I	J	Q
YEAR OF ADDITIONS OR DELETIONS	OFFICE FURNITURE AND EQUIPMENT	STORE, MOTEL APARTMENT FURNITURE AND FIXTURES	MACHINERY AND EQUIPMENT	SPECIAL TOOLS DIES AND JIGS	COMPUTER EQUIPMENT	SUPPLIES ON HAND DECEMBER 31	CONSTRUCTION EQUIPMENT	COPYING EQUIPMENT	NUMBER OF RENTAL VIDEO TAPES

<b>ADDITIONS:</b>	<b>YEAR</b>								
QUALIFIED									
NON-QUALIFIED									
QUALIFIED									
NON-QUALIFIED									

<b>DELETIONS:</b>	<b>YEAR</b>								
20 ____									
20 ____									
20 ____									
20 ____									
20 ____									
20 ____									
20 ____									
20 ____									
20 ____									

	ACQUISITION	YEAR	DESCRIPTION	ACQUISITION COST	ADDITION OR DELETION	TABLE NO	LIFE
SCHEDULE F: OTHER PROPERTY	Qualified						
	Qualified						
	Non-Qualified						
	Non-Qualified						
SCHEDULE H: LEASEHOLD IMPROVEMENT	Qualified						
	Qualified						
	Non-Qualified						
	Non-Qualified						

**SECTION 5: ADDITIONAL INFORMATION REQUIRED.**  
**LEASED OR RENTED PROPERTY:** Attach a list of all leased or rented property in your possession.  
**UNOWNED PROPERTY:** Attach a list of property located at your place of business which you do not own, lease, or rent.  
**GOVERNMENT OWNED LAND:** If located on government property, attach a list providing the government owner's name and address.

**SECTION 6: AFFIRMATION OF PROPERTY STATEMENT AND CLAIM OF EXEMPTION**

By signing below, I hereby affirm that this is a full, true, and complete statement of property that is claimed by, or that is in the possession or control of the undersigned, and it is verifiable from records and files of the above named business. The person whose signature is affixed below likewise claims an exemption amount not to exceed the first \$141,385 of full cash value. Each eligible taxpayer is entitled to one statewide exemption.

Print Name of Property Owner or Authorized Agent \_\_\_\_\_ Date \_\_\_\_\_ Name of County in which you are Claiming Exemption \_\_\_\_\_

Signature of Property Owner or Authorized Agent \_\_\_\_\_ Phone \_\_\_\_\_