KEYSTONE
collections group

Important Update: Post Office Delays Threaten Tax Timing

Implications for Tax Collection:

Postal delivery breakdowns can have critical implications, especially for **time-sensitive correspondence** regarding tax payments. Delays or lost mail can lead to a missed payment or a lack of awareness of important tax changes and announcements.

Furthermore, for **legal and financial purposes**, clear proof of mailing (e.g., a legible postmark) is essential. Missing postmarks create disputes over timely submission, particularly for taxes that operate on tiered schedules. Without a postmark, the receipt date becomes the determining factor rather than the mailing date, potentially leading to unnecessary cost increases or penalties.

Our Proactive Solutions:

We understand the seriousness of these issues and are actively implementing strategies to mitigate their impact on your transactions:

- Where legally permissible and feasible, we are working on a process to deliver bills via email and promoting our secure online portals for sending and receiving documents and payments. These options reduce reliance on physical mail.
- Our team is regularly updated on USPS issues and prepared to advise on best payment practices.
- Our mission has always been to integrate technology into collection processes, and our continued efforts will play a vital role in overcoming these concerns.

Recommendations for Our Clients:

To help minimize the impact of these postal challenges, we strongly encourage you to:

- **Encourage Electronic Payments and Communication:** If your residents receive requests for electronic communication or access to online portals from Keystone, please encourage their use. Online services are often the most secure and reliable methods.
- **Notify Us Immediately:** If you experience any delays, lost or erroneously returned mail, please notify us right away so we can work to find solutions.
- **Mail Early or Seek Proof of Mailing:** For documents or payments that must be sent via USPS, we recommend mailing them well in advance of deadlines. Additionally, consider obtaining a **certificate of mailing**, using **certified mail with a return receipt** from the USPS or mail tracking. These methods provide undeniable proof of the mailing date. Please be aware that services like metered mail or pre-canceled stamps often receive no USPS postmark.

Your vigilance and partnership will further strengthen our shared goal of minimizing the impact of these ongoing postal concerns.

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