



# Welcome!

Welcome aboard! If you are unfamiliar with our services, we're looking forward to getting to know you better. Until we have a chance to visit in person, here is what you need to know about what Doxpop can do for your office and our contact information in case you have questions.

## What We Can Do For You

### **Public Access**

Doxpop provides on-line access to Recorded Documents from 45 Indiana counties, as well as 2 Michigan counties at <http://www.doxpop.com>. The general public is provided free access to the index information and we have a paid subscription service for commercial users such as abstractors and attorneys. Doxpop also provides free access to many government offices.

### **More Revenue With Less Effort**

We know that Recorders depend on copy fees for revenue, and so we are careful to make sure your full \$1/page fee is collected whenever one of our users obtains an on-line copy of a document. Each Tuesday afternoon, we deposit all copy fees directly into the Recorder's bank account. So far Doxpop has collected over \$9 million in copy and bulk fees for the recorders we work with since 2006.

### **No Hassles or Cost**

Our service is available to you at no cost, it is simple to get started, and doesn't require you to do any initial work or change procedures in your office. Doxpop works directly with CSI to load your existing data and documents, and then to keep this information updated every 10 minutes. You will have a chance to preview all of your index data and scanned documents before the service is available to the public. All that we ask of you is to review our simple contract and help us schedule an appointment with your County Commissioners to have it signed.

### **Additional Services**

**Property Watch** - Doxpop provides this service to help protect your constituents from property fraud and identity theft at no cost. **Bulk Images** - Doxpop can handle your bulk images by transferring securely over the internet and invoicing bulk customers on your behalf. **Historical Indexes** - Doxpop can post scans of your historical index books to help searchers connect party names with backscanned historical records that may not yet be fully indexed.



## Contacting Doxpop

If you ever have any questions, please feel free to contact us!

Julie and Nick are your primary contacts. We are the folks who can answer the big-picture questions about Doxpop and how we work with your office. At least one of us will attend most of your association meetings so you we can stay in touch. Between meetings, here's how you can reach us:

- Julie Pickett-Hall, 765-373-9248, [juliep@doxpop.com](mailto:juliep@doxpop.com)
- Nick Fankhauser, 765-373-9245, [nickf@doxpop.com](mailto:nickf@doxpop.com)

For routine support questions or urgent issues that require immediate answers, you and your staff can reach our support team any time during working hours using our toll-free support line: **866-369-7671**. These are also the folks to call if you need to reach Julie or Nick when we're not in the office. They always answer the phone quickly, and no matter where we are, the support team always seems to find us!

For any basic support questions or urgent issues:

- 866-369-7671 M-F, 8AM-5PM
- eMail [support@doxpop.com](mailto:support@doxpop.com)



## Contract Summary

A complete contract for your review is attached to this packet, but in order to separate the useful parts from the boilerplate, here are the highlights:

**Our services come at no cost to the county.** The main purpose of this agreement is to make it clear that we send money to you. This is the kind of contract most County Commissioners are happy to sign.

**We pay you \$1 for each page image** accessed via Doxpop. Unless you have specified that a user is a member of your office, Doxpop collects a fee for every page that is accessed. As soon as access occurs, we owe you the fee regardless of whether that user pays us. If we can't collect from them, it's our problem. Never yours.

**Your contract period is one year** and does not have to be renewed. Once your initial year is up, you may give us 60 days notice to end the agreement at any time, for any reason. That gives us strong motivation to keep you happy every day!

**Your document images remain your property.** If for any reason we stop working together, we can't walk away with your images or resell them outside of this agreement.

**In exchange for these terms, you and your office commit to:**

1. Allow CSI to send us updates.
2. Work with us to correct any errors we find.

Please contact us with any questions you have about these or any other terms or contract details. We are also happy to work with your county attorney and attend your County Commissioner's meeting with you to answer questions and explain the service. Typically, we will also help you arrange a training session for us to describe the service to searchers in your county. Your office will not need to be familiar with the details about how our system works.



## Customer Support

Doxpop has a full-time customer support staff ready to answer questions by phone, email, or instant messaging. If at any time you or your staff have questions about our system, you may call us anytime and get a real person right away. This information has been included already, but it's worth pointing out for a few reasons.

**Your staff will not have to sign up customers for our service.** If a searcher, citizen, or visitor of any kind comes into your office and wants to search from home, please give them our number or pamphlet, and direct them to our customer service. We will provide pamphlets for your counter if you should want to display them, but we will not involve your staff in our sales process.

**Your staff will not have to arrange any kind of customer payment for our service.** Customers on our sites typically pay by credit card, though some larger commercial users opt to be invoiced at the end of the month and pay by check. We have systems in place for users to pay us directly, so there will be no need to set up escrow, pre-pay, invoicing, or payment of any kind from your office to us. Money flows one way, and that is from our document sales to your perpetuation fund.

**Your staff will not have to support customers on our service.** We expect our customer support team to be experts on all of our services. They are paid to provide assistance to our users. Your staff is paid to record and perpetuate vital land records. The only thing anyone on your staff will need to do on our website is get a deposit total in order to balance your bank account, and we hope that this is both an easy and happy occasion once a week or month.

**If for any reason you are asked a question about our service, please feel free to direct anyone to our support staff.**



## Accounting

You will need to become familiar with our process for depositing copy fees into your account during your first few weeks of service. These fees are deposited on a weekly basis directly to the bank account specified when Doxpop was set up in your county. Don't worry, this is a simple process that usually takes less than five minutes a week when you're familiar with it. Please call us to make sure that you and your bookkeeper are set up to access the accounting information during your first few weeks of service.

The best way to get this done quickly is to call our support team at 866-369-7671 and ask to speak to Amy Bandy. Although all of our support staff can help with accounting, Amy is our specialist in this area, and will be expecting your call.

## State Board of Accounts

To ensure that you never have any problems with the State Board of Accounts, Doxpop contacted the SBOA while we were designing our service and included several features suggested by their auditors and supervisors:

- Every document copy provided to a user via Doxpop is recorded immediately and you or an auditor can view the details of the copy fee transaction on-line at any time.
- Every copy fee transaction can be positively linked to the corresponding deposit in your bank account and vice-versa.
- Doxpop employs an independent CPA firm at our own expense to execute a procedure mutually agreed upon by the State Board of Accounts and Doxpop to test our accounting system and practices throughout each year. This ensures that we pay you for every document image. Shortly after the end of each year, each Recorder receives a copy of the resulting report.

During the fourteen years Doxpop has been working with Indiana Recorders, none of our partner recorders have had any issues reported by SBOA auditors in connection with our service. We know your reputation is on the line and we care for it like our own.



## Fee Schedule

The fee schedule that we charge customers is based on how many names (or other searches) they look up, as well as how many documents they download and print.

**Free Customers:** Every person who comes to our site is allowed to search for free 20 times, and then is given 6 more free searches every month. These users may also save the cases and documents they are interested in so that they can quickly find them again without searching, as well as receive email updates on saved items with no charge. These customers will pay us \$2 for each page they download and print, of which you receive \$1. This helps us cover the credit card transaction fees and pays for some of the customer support we provide for our free users.

Once a customer's search needs grow beyond this point, they will need to use a paid search plan. The search plans are priced as follows:

Searches per month	Price per month	Document per page fee
6	\$0	\$2
20	\$30	\$1.35
60	\$54	\$1.35
<b>200</b>	<b>\$96</b>	<b>\$1</b>
600	\$174	\$1
2000	\$300	\$1
6000	\$540	\$1

At the point where an account is likely to be a professional title searcher (200 searches per month), we charge \$1 a page for your perpetuation, and no longer require an extra fee for document purchasing from our website.



## Adding New Users

Most county government offices may use Doxpop at no cost, and one of the first things you'll want to do with Doxpop is get an account set up for you and any important staff members that don't already have an account. Note that we **do not** allow these no cost users in any office other than yours to obtain copies of documents for free. The free service is for index information only, thus ensuring you don't lose any revenue.

A free user sign-up form is attached to the back of this booklet. Please make as many copies of this form as you need, and feel free to add anyone who has a need for access. Doxpop currently provides free access to over 7,000 County and State government users, so you're in good company!

## Inviting the Public

By working together, we can reduce the load on your staff.

Doxpop provides free accounts to help members of the general public look up their own documents. These accounts provide sufficient search capabilities for most property owners to locate their own documents, and if they need help, free users receive the same care and attention as paying users. Users of the "free" accounts must still pay a copy fee if they need to obtain a copy of a document.

Doxpop also provides a subscription service for professional users. Our service includes many features designed to help abstractors and attorneys get the information they need without bugging your staff with regular phone calls and research requests.

To make sure everyone knows they can access recorded documents on-line, **Doxpop provides each recorder with a brochure stand** that describes the on-line services provided. It's not unusual for these stands to get lost in the clutter or run out of brochures, so please periodically check to make sure they're in good shape and full of brochures. We can send you a fresh batch of brochures any time you ask, and we usually bring a stack of extras to every meeting we attend.



## Reference List

We consider any of our partners to be our best references. Our more recent recorder partners are listed first, as they will best be able to speak to how easy it is to get started with Doxpop.

- Clinton County, Beth Keeney
- Boone County, Nikki Baldwin
- Wells County, Carolyn Bertsch
- Benton County, Jane Turner
- Lawrence County, Myron Rainey
- Carroll County, Penny Titus
- Martin County, Rhonda Sanders
- Daviess County, Jamie Chapman
- Pulaski County, Sue Fox
- Hamilton County, Jennifer Hayden (*our largest county*)
- Union County, Lavinia Herzog (*our smallest county*)
- Wayne County, Debby Resh (*our first Recorder partner*)
- Ripley County, Mary Ann McCoy
- Hendricks County, Theresa Lynch
- Kosciusko County, Joetta Mitchell
- Parke County, Mary Alice Gregg
- Adams County, Deborah Stimpson
- Franklin County, Connie Bischoff
- Scott County, Marilyn Kundysek
- Vigo County, Stacey Fueston
- Montgomery County, Jennifer Bentley
- Morgan County, Jana Gray
- Ohio County, Doris Young
- Monroe County, Eric Schmitz
- Jay County, Betty St. Myers
- Shelby County, Tawnya Williams
- Henry County, Linda Winchester
- Rush County, Kevin Spillman
- Putnam County, Tracy Bridges
- Blackford County, Kelli Schriver
- Brown County, Judy Swift-Powdrill