



## **Keystone Konnects Newsletter**

*July 2024*

### **Phone System Upgrades Improve Caller Experience**

Keystone recently upgraded its phone system with enhanced state-of-the-art call center software. Taxpayers calling Keystone now experience decreased wait time and quicker response time to their inquiries.

### **Online Filing Improves for Businesses and Employers**

The latest version of Keystone Business Portal upgrades and improves employer earned income tax online filing and makes payroll withholding extremely user-friendly. We continue to see an increase in the number of users opting to use the new [Business Portal](#). The previous version of the Business Portal will be decommissioned by the end of Q3 2024. Our team continues to monitor and reach out to users of the prior version of Business Portal to inform them of the improvements and advantages of the latest upgrades and assist with transition.

## **Make Current Real Estate Tax Payments Online Quick and Easy**

Current real estate tax payments can be made using [Keystone ePay](#), our online payment portal. Taxpayers use their invoice number to start the payment process. Answers to frequently asked questions are available as well as a contact link should the taxpayer require assistance. If Keystone collects your current real estate tax, consider adding information or a link to your website encouraging your taxpayers to take advantage of this quick and easy payment method. For more information about our real estate tax collection services, contact [Keystone](#).

## **Mailing Update**

Depending on your jurisdiction's tax due date, the following mailings are being distributed by Keystone:

- Per Capita and Occupation Tax (Current) - July and August
- Real Estate Tax (Current) - July and August

## **Contact Us**

Keystone Collections Group transforms tax collection into revenue growth for its clients. We believe that creating efficient tax filing and payment solutions results in positive economic impacts for you. We are ready to help improve or build an efficient and secure tax filing and payment collection solution for your community.

[Learn more](#) about the tax services we offer and [contact us](#) to discuss your specific needs.



*Have a Question?*

Access our [Frequently Asked Questions](#) to find the answers you need.



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**Our mailing address is:**

Keystone Collections Group  
546 Wendel Road  
Irwin, PA 15642

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