

What is new at the CPSO's Tax Department

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Posted by Breck Scott

Over the past year, we have listened to citizens' suggestions and feedback, leading to the implementation of new processes to better serve Caddo Parish residents.

We are excited to introduce a new machine that opens and processes payments. This machine scans images of the envelope and all its contents, including checks. As a result, our staff will be able to open mail and process payments within hours instead of days.

Additionally, we will be utilizing kiosk machines to enhance our services. For customers without their bills, these kiosks allow them to retrieve their account numbers. They provide a single ticket for multiple accounts, redemption requests, and other property tax-related issues. Furthermore, the machines will assist staff in identifying individuals with physical limitations, such as wheelchair users, and direct them to an ADA-compliant area of the counter.

We are also introducing electronic notifications for annual tax notices. Citizens can now receive email notifications when their annual tax notices are available, in addition to receiving them by mail.

A new mobile app has been designed specifically for the Tax Department. Citizens can download this app to pay their property taxes, request redemption amounts, sign up for electronic notifications for annual property tax notices, and verify whether their mortgage company will pay their property taxes.

Property tax statements are available on our website at CaddoSheriff.org. Citizens can mail their payments to the Caddo Parish Sheriff's Office at P.O. Box 20905, Shreveport, LA 71120, or pay in person at 501 Texas Street, Room 101, Shreveport, LA 71101. Additionally, property taxes can be paid online or by phone at 833-538-8539.

We will collect property tax payments at Safety Town and the North Substation on two designated Saturdays in December.

Media

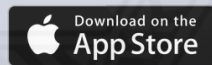
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Attachments

CADDO PARISH SO TAX DEPARTMENT MOBILE APP



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