

### 1. What is PAMS?

The Property Assessment Management System (PAMS) will be a centralized, web-based, State-owned and -operated system replacing MOD IV and its peripherals

- Sales Information & Analysis,
- Appeals Scheduling & Tracking,
- CAMA and
- Tax Collection/Billing/Reporting.

### 2. How will PAMS benefit the counties and municipalities? PAMS will:

- Replace outdated technology
- Provide a standard toolbox for users
- Improve communications and information sharing
- Provide 24/7 access from anywhere via the Internet
- Reduce costs – the State will provide the software, as well as maintain and upgrade the software

### 3. Will the system be mandatory?

The parcel management, sales information and analysis, and tax appeal modules will be mandatory. Users can retain their current CAMA or Collection systems, or choose to use the module in PAMS instead.

### 4. What will the users need to access PAMS?

The users will need to connect to the Internet. The type of Internet connection is the responsibility of the user; however, a high speed connection is recommended, such as cable broadband, DSL, satellite, T1, etc. The web browser minimum requirement is Microsoft Internet Explorer Version 6, Service Pack 1.

### 5. Who is responsible for the cost of the Internet service provider, hardware, and installation?

The user is responsible for obtaining an Internet service provider, hardware, and any related costs for these items.

### 6. What are the minimum hardware specifications?

Minimum requirements are 2.0 GHz P4 CPU, 256 Mb RAM with 100 Mb of free space.

Optimum specifications are 3.2 GHz P4 CPU, 512 Mb RAM.

### 7. Who can users call with technical questions?

The first contact for all calls is the State of New Jersey, Office of Information Technology, which has a state-of-the-art help desk. OIT will respond to all technical calls. Tax assessment related questions will be routed to the help desk at the Division of Taxation; and collection related questions will be directed to the help desk at the Division of Local Government Services.

### 8. How will the State support the users of PAMS?

Assessors, collectors, county tax board staff and other users will have access to training, a help desk, a municipal liaison team, and a user group. The Division of Taxation will also provide written PAMS policies and procedures prior to implementation in pilot counties.

### 9. What is the Municipal Liaison Team?

The Municipal Liaison Team (MLT) will work with each assessor, collector, and county tax board to meet the user's needs during conversion, interface, and implementation activities. On-site support will be provided during significant events in the first year of implementation. The MLT is assigned as follows:

AMANJ – Judy Miller  
NJACTB – James Purdie  
TCTANJ – Patricia Turin

**Salem County** Melissa Gorman,  
Kathy Davis  
**Camden County** Janelle Raines  
James Purdie  
Christina Jordan  
Betty Ashton

**Hunterdon County** Judy Miller  
Jim LeBlon  
Bobby Scott

### 10. When will the system be implemented in the first three counties?

10/05-4/06	Design and development
10/05-8/07	Conversion activities
12/06-2/07	Acceptance testing
5/07-10/07	User training
10/07-12/07	Cutover to PAMS system

### 11. How will PAMS updates be disseminated to the users and print vendors? How frequently will the updates be provided?

Updates to the PAMS software will be done centrally by the State of New Jersey's Office of Information Technology (OIT), at their location in Trenton. Information about

updates or changes will be provided to users through several venues:

- Help screens
- System documentation
- Training
- Email
- PAMS website

The type of change (i.e. legislative, user requested enhancement, policy & procedures) will determine the frequency of these updates which will be provided to users in a timely manner. Major changes to reports, forms and notices will also be given to printing vendors.

### 12. Will the Collection module include lien enforcement?

The collection module will include all functions of tax collection.

### 13. Will reports, tax books, Chapter 75's, forms, and tax bills be available for immediate print or do they have to be requested from a vendor? What costs are involved?

PAMS will produce a print file at times chosen by the user. Printing may be done onsite (based on the available equipment), or the print file may be sent to a printing vendor. A cost will be associated with printing done by a vendor, as there is currently for tax lists, notices, bills, etc.

### 14. Will users always have access to their information?

The PAMS system is a web-based system which can be accessed 24/7 via the Internet. In addition, each user will be able to download his or her own information at any time, and will be able to generate a print file at his/her discretion.

**15. How will CAMA and/or Collection data be converted?**

The PAMS contractor will design standard file formats to which local CAMA or collection data can be mapped for conversion to PAMS. Each municipality or county with a CAMA or collection system will be responsible for providing and transmitting their data to the contractor in the standard file format. The responsibility for obtaining and releasing their private vendor CAMA or collection data resides with the municipality or county.

**16. How will data in non-electronic format be converted?**

If a municipality/county wishes to convert CAMA and/or appeals data that is in a non-electronic format to PAMS, the entry of that data will be the responsibility of the municipality/county.

**17. How will PAMS Interface with local CAMA and/or Collection systems?**

Standard inbound and outbound interface file formats will be defined so local CAMA or collection data can be exchanged with PAMS. Each municipality/county with a CAMA or collection system will be responsible for providing and transmitting their data to/from PAMS in the standard file format. The responsibility of mapping private vendor CAMA or collection data to the interface files resides with the municipality/county. The user will have the ability to upload/download CAMA or collection information to the PAMS database at any time. There will also be mandatory upload dates at which a transfer of data must occur to ensure that all statutorily required processes are met at every level of government.

**18. CAMA Information**

**a) Will the CAMA module support all three approaches to appraisal?**

PAMS will support the classification of property types and the appraisal of property using cost, market, and income approaches. The CAMA module in PAMS will be consistent with professional appraisal principles such as those promulgated by the International Association of Assessing Officers (IAAO) and the Uniform Standards of Professional Appraisal Practice (USPAP) standards.

**b) Do municipalities undergoing revaluations have to use the PAMS CAMA at the time of implementation in the fourth quarter of 2007?**

In the three implementation counties, municipalities that will be undergoing a revaluation or reassessment at the time of implementation may convert their CAMA data upon completion of the revaluation or reassessment.

**c) What cost tables will be supported?**

The PAMS CAMA module will provide and support the New Jersey Real Property Appraisal Manual residential tables including the new "R" series. The system will also provide and support the Marshall & Swift (MS) commercial tables for assessors desiring the service. The costs for bulk MS commercial licensing agreements and annual installation into PAMS will be absorbed by the State. The costs for any municipality desiring a hard copy of the MS books will remain a municipal/county responsibility.

**d) Local cost conversion factors**

PAMS will support local cost conversion factors and the NJ Real Property Appraisal Manual tables. The annual cost conversion factors published by the State are a guideline and starting point for the development of local cost factors. Responsibility for developing local factors resides with the revaluation firm in conjunction with the assessor's approval via acceptance of the tax list.



**How can I participate or learn more about PAMS?**  
  
Volunteer  
Visit the PAMS website  
Contact your association  
Contact your municipal liaison  
Read the State Tax News

Frequently  
Asked  
Questions

<http://www.state.nj.us/treasury/taxation/pams/vol/pams.shtml>