

Steps in Tax Roll Process

Some Municipalities:

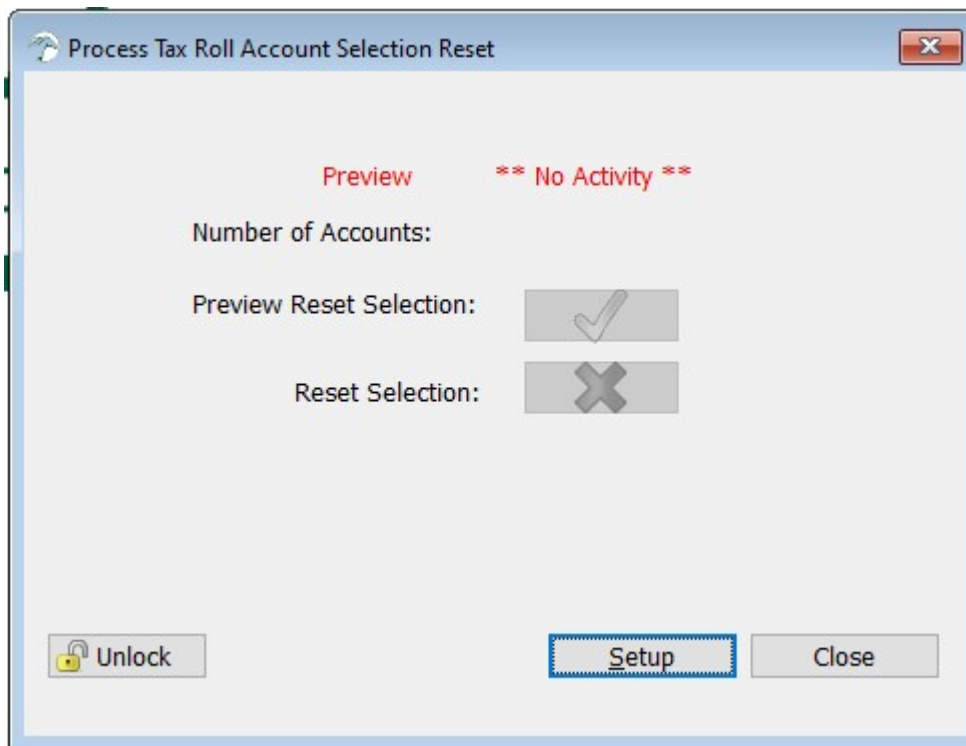
- Run Tax Roll Notices i.e. Past Due Notices October 15
- Apply penalties November 1
- Send tax roll to county November 15

Others:

- Run Tax Roll Notices i.e. Past Due Notices October 15
- Apply penalties and send to county November 15

Neither incorrect- Note you would handle penalties at different times as you read instructions

1. Process Tax Roll
 - Notify customers
 - Give them a chance to pay by November 15 deadline
2. Click **Process, Tax Roll, Account Selection, Reset** on menu bar (Example 7-6)
 - Safety step to ensure *previous* Account selections are cleared



(Example 7-6)

3. From this go right into "**Setup**" OR back to **Process, Tax Roll, Account Selection, Setup**

Note

- Anyone set up in Maintain Accounts, Add'l Info Tab as "**EXCLUDE**" from tax roll process will show up here as Orange and be excluded (Example 7-7)

Process Tax Roll Account Selection Setup

*** Exclude from Tax Roll Process ***

Account Nbr Locator: 000-0000-00 Type of Account: ALL

Account Nbr	Customer Name
000-0101-00	LAMBERT, CAROLYN
000-0101-01	FLETCHER, SOFIA
000-0201-00	WRIGHT, HAROLD
000-0300-00	PENA, LANCE
000-0403-00	JACKSON, EDGAR
000-0600-00	MORALES, BYRON
000-0701-00	COOK, SOHAM
000-0810-00	ANDREWS, ALMA
000-0810-01	HERNANDEZ, BRENNAN

Exclude/Include: **Exclude** Exclude: ☒

Reset Print Close

(Example 7-7)

4. Select "**Exclude**" in drop box
5. **Click** green check to select **all** accounts
 - Either **Exclude** or **Include** depending on drop down selection
 - **Include** all will **override** the "Exclude from Tax Roll" in Maintain Accounts, Add'l Info tab including DPA's, so all accounts will be included in the Tax Roll Notice selection
6. **Double click** single account to take desired action (Exclude or Include)
 - Or hit F2
7. Accounts to be excluded from tax roll process are **highlighted orange**
8. Print a list of Included or Excluded accounts based on selection

Workhorse will determine accounts to send Tax Roll Notices based on criteria in next step.

Tax Roll Notices (Past Due) To Send To Customers

9. Done under **Process Tax Roll, Tax Roll Notices, Print** (Example 7-8)
10. Enter **Billing Date to Print on Tax Roll Notices**
11. Enter "**All Amounts Posted Before**" date
 - This date is after the last amounts billed to be included on tax roll
 - Usually BUT not always September 30th

- Receipts are not affected by this date and come off the balance at any time it is posted

12. Enter minimum amount in “**Overdue Balances Greater Than**”

The screenshot shows a software window titled "Process Tax Roll Tax Roll Notices Print" with a "Messages" tab selected. The window contains the following fields and controls:

- Date to Print on Tax Roll Notices:** 10/15/2019 (with a calendar icon)
- All Amounts Posted Before:** 9/30/2019 (with a calendar icon)
- Overdue Balances Greater Than:** 0.00
- Order by:** Customer Name (dropdown menu)
- ☐ 2nd Contact Notices?
- ☐ First Name First?
- ☐ Group Code Sort Prefix?
- ☒ Print register on preview
- *** No Messages ***** (red text)
- Number of Notices:** (empty field)
- Total Past Due:** (empty field)
- Preview Printing Past Due Notices:** (button with a green checkmark)
- Print Past Due Notices:** (button with a grey checkmark)
- Test Past Due Notice Print:** (button with a green checkmark)
- Close** button at the bottom left.

(Example 7-8)

Note.. Enter Message to print on bills on message tab

- Most Customers use deadline to pay taxes before placed on tax roll

Setup System Defaults

Meters Processes Processes (2) Processes (3) Remote ACH Misc. Reports

Process\Tax Roll\Tax Roll Notices\Print: ☒ Print register on preview

Process\Bills\Calculate Bills: Days Used for Average Calculation Method:

Process\Bills\Send Bills & Resend Bills: ☐ Suppress Printing Last Payment on Bill?
☐ Message on Prenote?

Process\3rd Party Vendors: ☒ Allow 3rd Party Vendors?

Bill Text for Payments:

Maintain\Rates: ☐ Use New PSC Rate Structure?
 (Example 7-9)

Note.. Set Up System Defaults (Example 7-9)

- Check box *Print register on preview*
- Tells Process Tax Roll Notices Print to print register on preview as default

Note.. May get a list of Questionable Balances that need to be fixed before account can be included in Tax Roll Notices

- Negative numbers cannot be included in Tax Roll Process
- A Balance Adjustment must be done to correct the negative dollar amount in any given service

13. To send **plain paper tax roll notice** when using post card bills (Example 7-10)

- Change Setup/System/Bill/ Bill Format setting to "Blank Sheet"
- Prints notice that can stuff into window envelope

The screenshot shows a 'Setup System' dialog box with a blue title bar and a close button (X) in the top right corner. The dialog has five tabs: 'Information', 'Setup', 'Bill', 'Disconnection Notice', and 'Direct Payment'. The 'Bill' tab is selected and highlighted. Inside the 'Bill' tab, there is a 'Bill Format:' label followed by a dropdown menu showing 'Blank Sheet'. Below this, there are four checkboxes: 'Account Nbr Bar Codes' (unchecked), 'Print "AFTER DUE DATE PAY" on Bill?' (checked), 'Postcard Additional Horizontal Shift Left?' (unchecked), and 'Show Credit Balance in Amount Due' (unchecked). Under the 'Print "AFTER DUE DATE PAY" on Bill?' checkbox, there is a 'Bill Print Adjustment:' section with two input fields: 'Horizontal:' with the value '25' and 'Vertical:' with the value '-100'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Setup System

Information Setup **Bill** Disconnection Notice Direct Payment

Bill Format: Blank Sheet

☐ Account Nbr Bar Codes

☒ Print "AFTER DUE DATE PAY" on Bill?

Bill Print Adjustment: Horizontal: 25 Vertical: -100

☐ Postcard Additional Horizontal Shift Left?

☐ Show Credit Balance in Amount Due

OK Cancel

(Example 7-10)

14. **Sample** notice:

VILLAGE OF BADGERVILLE

123 MAIN STREET
 BADGERVILLE, WI 54321
 (800)654-4892

ACCOUNT NUMBER

000-1028-00

ENTER AMOUNT PAID

ACCOUNT ID: 000-1028-00
 GASPER, JOHN
 415 E OAK STREET
 BADGERVILLE WI 54321

BILLING DATE

10/15/2019

AMOUNT DUE

\$113.28

DUE DATE

PAST DUE

AFTER DUE DATE PAY

\$113.28

 PLEASE RETURN TOP PORTION WITH YOUR PAYMENT

READING DATES**PREVIOUS****PRESENT****BILLING DATE**

10/15/2019

DUE DATE

PAST DUE

ACCOUNT NUMBER

000-1028-00

PREVIOUS**PRESENT****USAGE****DESCRIPTION****AMOUNT**

SEWER Past Due

63.82

WATER Past Due

49.46

AMOUNT DUE

113.28

Security Code: 3972

This amount due is to be paid by November 15, 2019
 to avoid placement on the 2019 Tax Roll.

This is pursuant to WI State Statutes.....

Customer That Creates Own Notice

15. Under **Process, Tax Roll Notices, Export Data** (Example 7-11)

- **Export data** into Excel spreadsheet
- **Mail merge** into own notice/document using Word and Excel

Process Tax Roll Tax Roll Notices Export Data

Setup

All Amounts Posted Before: 9/30/2019 ...

Overdue Balances Greater Than: 0.00

Order by: Account Nbr Include Accounts: ALL

☐ 2nd Contact Notices? ☐ First Name First?

☐ Group Code Sort Prefix?

Preview

Number of Notices: 3 Total Past Due: 620.48

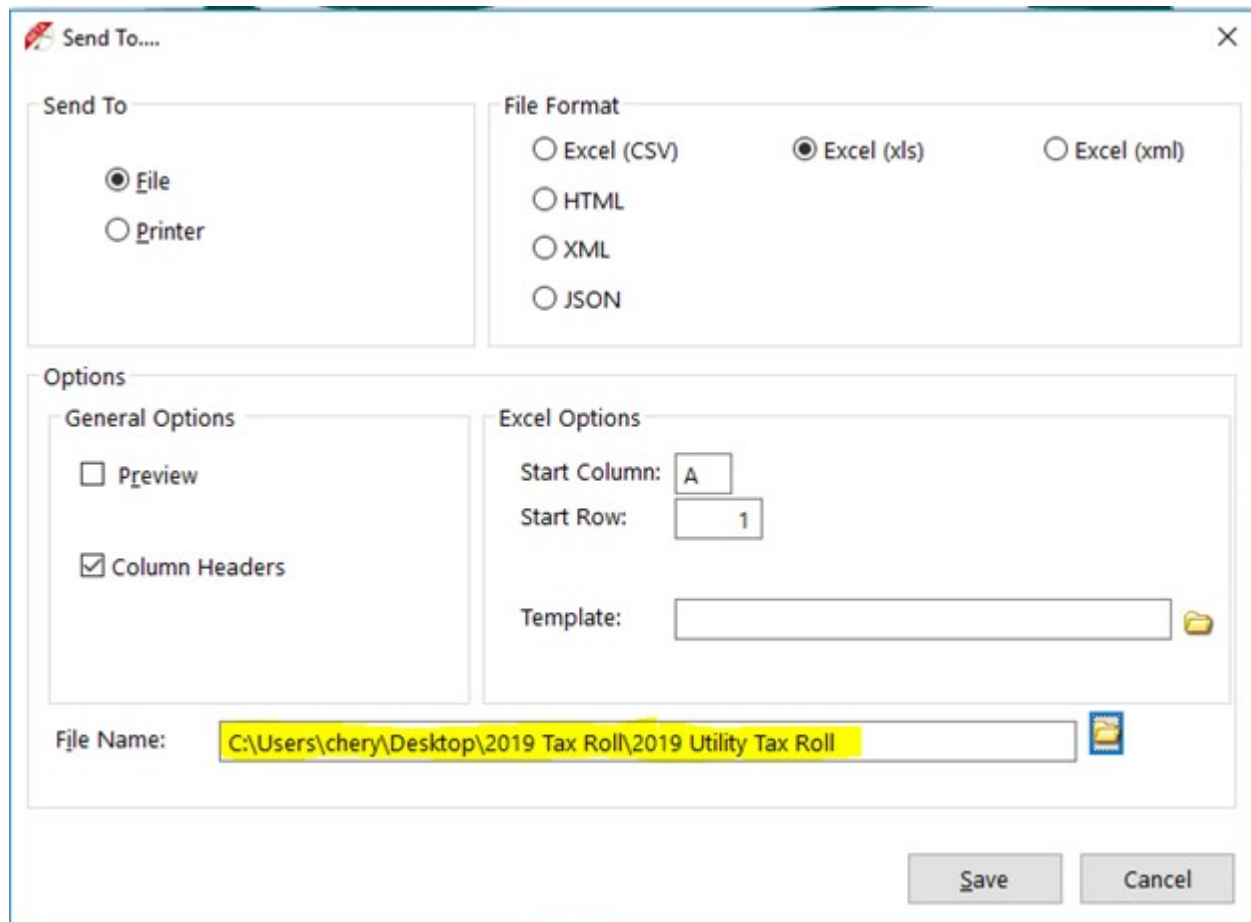
Preview Exporting Past Due Notices:

Export Past Due Notices:

Close

(Example 7-11)

16. Workhorse then creates "**Send to**" screen (Example 7-12)

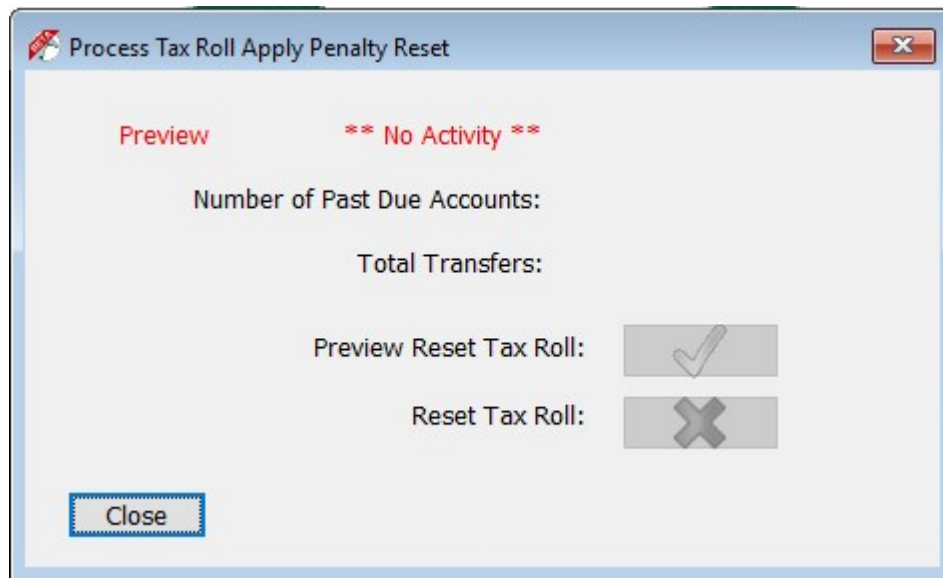


(Example 7-12)

17. Create file by clicking on **file folder** by file name
18. Name **document** and determine where to **save** it on computer
19. Excel **sheet** can be used as
 - List of customers
 - Amounts due
 - Notices to be sent
 - Parcel ID list
20. Once **Tax Roll (Past Due) Notices** Sent
 - Wait until either November 1st to apply penalties
 - OR apply when sent to county on or around November 15.
 - Either is fine (set by personal preference or as advised by local jurisdiction)

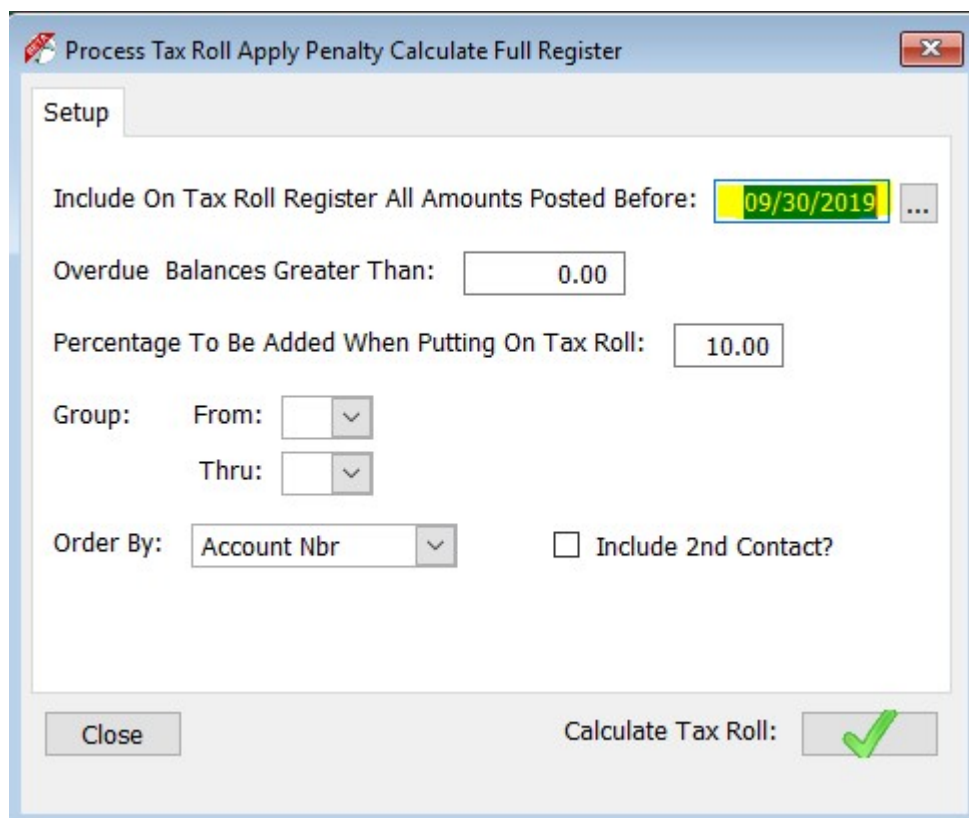
To Apply Penalties

21. Go to **Process Tax Roll, Apply Penalty, Reset** (Example 7-13)
 - Safety step to get rid of anything calculated but not posted



(Example 7-13)

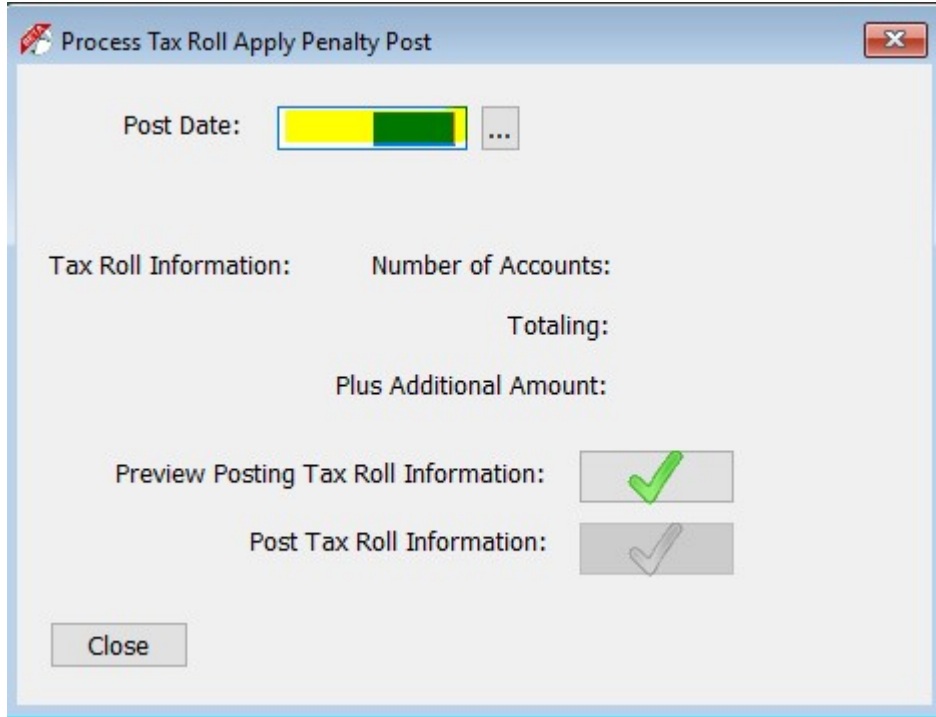
22. Process **Tax Roll, Apply Penalty, Calculate** (Full or Quick) (Example 7-14)
 - Process penalties on unpaid customers
23. System defaults to the **SAME date** used to calculate tax roll notices
24. Enter **criteria** listed if you choose
25. Click **calculate**



(Example 7-14)

26. Once penalty register printed, post in **Process, Tax Roll, Apply Penalty, Post** (Example 7-15)

- As in all Workhorse programs nothing is final until posted



(Example 7-15)

27. **Preview** will show:

- **Number of accounts** penalties were applied to
- **Total amount** of penalty applying to customer accounts (Example 7-16)

28. This **SHOULD** match **tax roll register/penalty report**

The dialog box titled "Process Tax Roll Apply Penalty Post" has a "Post Date:" field set to "11/15/2019" with a calendar icon. Below is a "Preview" section showing "Tax Roll Information:" with "Number of Accounts:" as 3, "Totaling:" as 62.05, and "Plus Additional Amount:" as 62.05. There are two checkboxes: "Preview Posting Tax Roll Information:" (unchecked) and "Post Tax Roll Information:" (checked). A "Close" button is at the bottom left.

(Example 7-16)

29. Final step is **sending information** to county office for placement on tax bills

30. Go to **Process, Tax Roll, Send to County Reset** (Example 7-17)

- Ensures nothing has been calculated in past and not dealt with

The dialog box titled "Process Tax Roll Send To County Reset" shows "Number of Past Due Accounts:" and "Total Transfers:" fields. Below are two checkboxes: "Preview Reset Tax Roll:" (checked) and "Reset Tax Roll:" (unchecked). A "Close" button is at the bottom left.

(Example 7-17)

31. Use Process, **Tax Roll, Send to County, Calculate Full** or **Quick** register (Example 7-18)

Last Page of Register will show:

- Amount of past due by service put on Tax Roll
- Late charges

- 10% penalty for placing on tax roll
- Total amount put on tax roll

Process Tax Roll Send To County Calculate Full Register

Setup

Include On Tax Roll Register All Amounts Posted Before: 9/30/2019 ...

Overdue Balances Greater Than: 0.00

Group: From: [dropdown] Thru: [dropdown]

Order By: Tax Roll ID [dropdown] ☐ Include 2nd Contact?

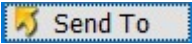
Close Calculate Tax Roll: [green checkmark]

(Example 7-18)

32. Enter "**Include on Tax Roll Register All Amounts Posted before**" date
- Defaults to SAME date used throughout process

Once Register is Correct

33. **Process, Tax Roll, Send to County, Export Data** will create file

34.  **EXPORT FILE** to send to county in excel format (Example 7-19)

Send To....

Send To

☒ File
☐ Printer

File Format

☐ Excel (CSV) ☒ Excel (xls) ☐ Excel (xml)
☐ HTML
☐ XML
☐ JSON

Options

General Options

☐ Preview
☒ Column Headers

Excel Options

Start Column:
Start Row:
Template:

File Name:

Save **Cancel**

(Example 7-19)

35. Click on **file folder** to place file

36. Name **File**

37. Click "**Save**"

38. **Excel file** will be created for you to manipulate and send to county

Once File Created - Post Tax Roll

- Once posted **CANNOT** be reversed
- VERY important file and totals are correct

39. Go to **Process, Tax Roll, Send to County, Post** (Example 7-20)

Process Tax Roll Send To County Post

Post Date: 11/15/2019 ...

Preview

Tax Roll Information: Number of Accounts: 3
Totaling: 682.53

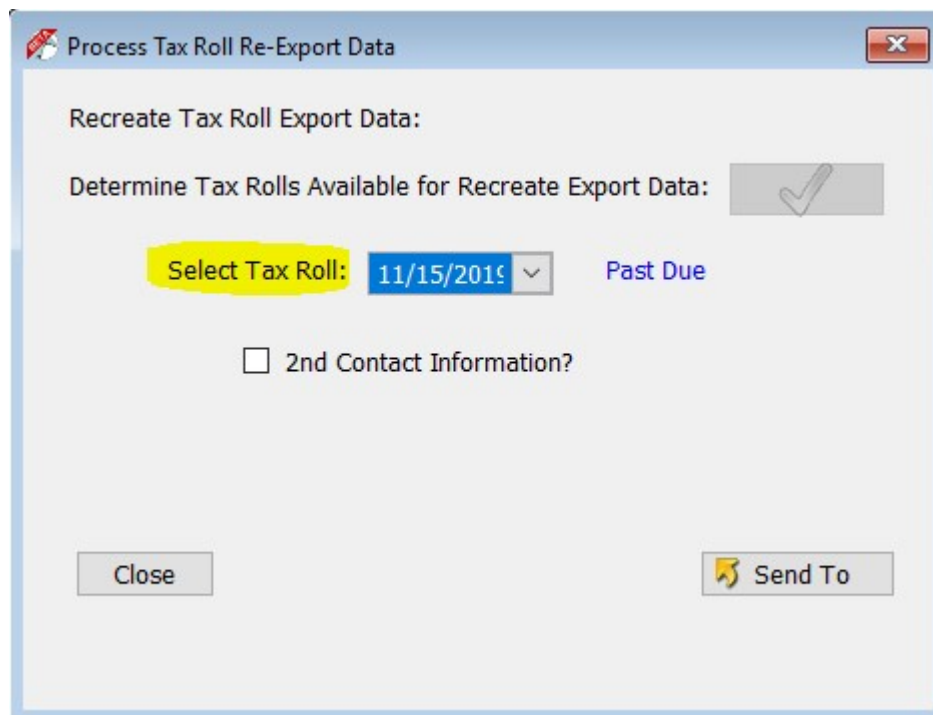
Preview Posting Tax Roll Information: ☒

Post Tax Roll Information: ☒

Close

(Example 7-20)

40. Enter **posting date**
41. **Preview** – note amounts and if correct
42. Hit **Post Tax Roll Information**
43. Once posted – go into Accounting module and **interface journal entries**
44. Once posted –if necessary **recreate export file** (Example 7-21)
 - Process, Tax Roll, Send to County, Re Export Data



(Example 7-21)

45. Click "**Determine Tax Rolls Available for Recreate Export Process**"

- Drop down will give dates to pick from
- Most recent date on top

Note

- Interface figures to accounting - likely in Tax Roll Receivable account
- IF customer pays AFTER tax roll is posted - do not enter payment in utility billing.
- Check with auditor or Workhorse to discuss what to do