TaxTools User Guide

Treasurer Tax Collector

Contents

Access to TaxTools

Users can access TaxTools based on the Active Directory (AD) groups that they have been assigned to. All users with access to TaxTools will be able to access the Payment Lookup screen, their Preferences and Reports. Other screens require specific AD groups.

User Preferences

Preferences

My Landing Page: Payment Lookup

Columns for Payment Lookup and Payment History

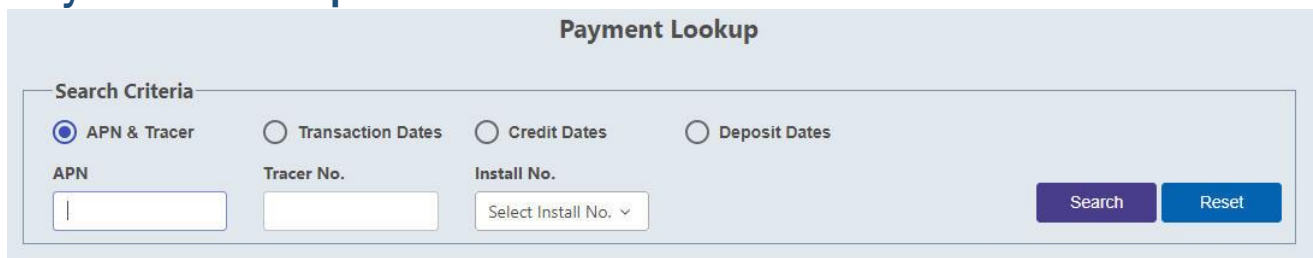| Order	Column Name	☐ Show Column
1	APN	☑
2	Tracer No.	☑
3	Install No.	☑
4	Tax Amount	☑
5	Penalty Amount	☑
6	Interest Amount	☑
7	Cost Amount	☑
8	Total Amount	☑
9	Credit Date	☑
10	Transaction Date	☑
11	Deposit Date	☑
12	Payment Status	☑
13	Reason	☑
14	Payment Source	☑
15	Batch No.	☑
16	Payment Method	☑
17	Method Type	☑
18	Tax Type	☑
19	Updated By	☑
20	Update Date	☑
21	Teller No.	☑
22	Payment Fiscal Year	☑
23	Tax Bill Fiscal Year	☑
24	Batch Agency Name	☑
25	Supplemental Type	☑
26	NCR Sequence No.	☐
27	Check No.	☐

Save

Your Preferences page allows you to choose which page you want to see whenever you open TaxTools (My Landing Page). The default landing page is Home, but you may prefer to see the Payment Lookup screen instead. You can specify what order you want to the columns to be displayed in the Payment Lookup results table. To change the order, drag the column name to the position you want. The check boxes in the Show Columns column can be checked or unchecked to show or hide columns. The default is that all columns are checked, so all columns will appear in the Payment Lookup results. Finally, click the save button. These preferences will be used until you change them.

Menus

Users will see only those menu items for the screens that they have permission to access.
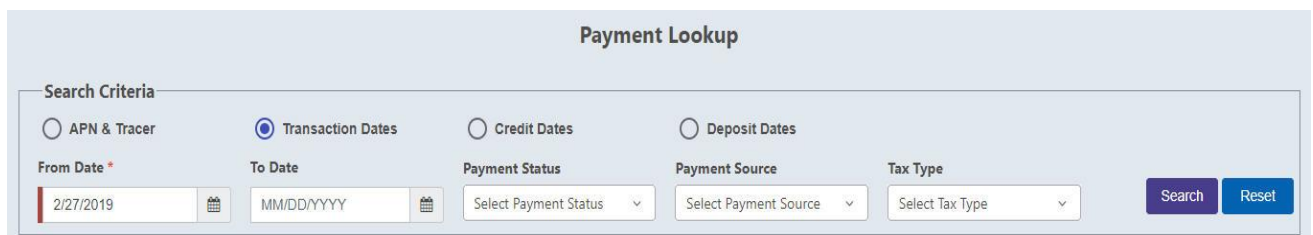
Payment Lookup

The Payment Lookup window has four search options:
- APN & Tracer
- Transaction Dates
- Credit Dates
- Deposit Dates

The APN & Tracer option is selected by default. For this option you must enter either an APN or a tracer number in order to search payments. There is also an option to select a specific installment number.

The Transaction Dates, Credit Dates and Deposit Dates search options have the same search criteria. The From Date is pre-populated with the previous business date and if you don't select a To Date then only payments for the

From Date will be returned. There are also options to narrow your search by Payment Status, Payment Source and Tax Type. The From Date is the only required field for the date search options. Due to the 3,000 record limit for the results, it is recommended that you narrow your search using the available search criteria fields.

Once you click Search and the results are displayed, you will see a Search Column Filter above the results table. You can select a column and a value from that column to further narrow your results. In the figure above the Payment Method column is selected. A drop down with the possible payment methods is displayed. Once a payment method is selected, the list of payments will be filtered to show only payments made using that method.

Under the results table is a page bar. You can navigate through the results by clicking on a page number or "Next". There is an option to select how many records to display per page.

 At the bottom of the Payment Lookup screen is an icon to export your results to Excel. This icon will be displayed only after there are search results available.

Rows Displayed : 2078

		APN ∧	Tracer No.	Install No.	Tax Amount	Penalty Amount	Interest Amount	Cost Amount
+ ✏ ↩		1-147-25	01023100	1	8,394.58	0.00	0.00	0.00
− ✏ ↩		1-153-67	01037000	1	3,296.68	329.66	0.00	0.00

APN	Tracer No.	Install No.	Tax Amount	Penalty Amount	Interest Amount	
1-153-67	01037000	1	3,296.68	329.66	0.00	

		APN	Tracer No.	Install No.	Tax Amount	Penalty Amount	Interest Amount	Cost Amount
+ ✏ ↩		1-153-67	01037000	2	3,296.68	0.00	0.00	0.00

The + icon opens the History for the payment. The history will show every step that the payment has passed through, including any reversals, edits and/or reapplies. Pending payments will not have a history.

✏ The edit icon will navigate to the Payment Corrections page and pre-populate the payment details in the page. This icon will be displayed only for user who are in the required AD group.

↩ The reapply icon will navigate to the Reapply page and pre-populate the From Tracer payment details in the page. This icon will be displayed only for user who are in the required AD group.

Payment Corrections

The Payment Correction screen requires special permission to access.
If you navigate to the Payment Correction screen using the edit icon in the Payment Lookup, the payment details will be prepopulated. If you open the page from the Payments menu you will have to search for the payment by entering the roll year, tracer and installment number for the payment.

Once the payment details are populated, the following options will be available in the Correction drop down based on relevance and your permissions:
- Edit Payment (requires additional specific permission)
- Reverse Return Check
- Reverse Other
- Reverse Double Payment
- Change Batch Agency **
- Undo

**Note: when the batch agency is changed, the new batch agency is applied to the entire batch, not just this one payment.

Successful reversals on rejected and double payments will have one of the following statuses after backend processing: Reverse Other-Accepted, Reverse

Return Check-Accepted or Reverse Double Payment - Accepted. In all cases the reason code will be "OUT TOTAL-REJECT". This is your cue that the reversed payment was a rejected payment.

Rejected payments and rejected reversals that have a reason of "No Map Summary" cannot be reversed or reapplied. If you see this reason call ITD.

Reversals that fail in the backend will cause a Map Summary correction (04) to be automatically generated.

In the example above, the payment was paid by check and is in accepted status. Therefore, the correction options available are limited to Reverse Other, Reverse Return Check and if you have the correct permissions Edit Payment will also be present. When you are performing a correction in TaxTools the system will select the correct pay code and batch number for you.

Reverse Return Check

The Reverse Return Check option is available for payments made by check in any of the following statuses:
- Accepted
- Reapplied – Accepted
- Edit Payment-Accepted
- Rejected
- Reapply-Rejected
- Edit Payment-Rejected

Select Reverse Return check and then click the Save button. The payment will be removed from the Map Summary and (based on the payment status) from the Tax Master as well. The tax bill(s) will be marked as unpaid. Once processing is complete the new payment status will be Reverse Return Check-

Accepted. Since there are no funds for the payment **no further actions can be applied to this payment.**
Note: ACH Returns will have a payment status of Reverse Return Check-Accepted and therefore no further actions can be applied to them.

When a stub is paid with two or more checks and the bank notifies us that one or more checks is returned for insufficient funds all of the checks used to pay the stub will be reversed. When a single check is used to pay for 2 or more stubs and the check is returned for insufficient funds, all tax bills paid with the check will be marked as unpaid.[++]

[++]Note: currently, only LockBox sends us check numbers which are used to determine linked payments.

Reverse Other

The Reverse Other option is available for payments of any source in any of the following statuses:

- Accepted
- Reapplied – Accepted
- Edit Payment-Accepted
- Rejected
- Reapply-Rejected
- Edit Payment-Rejected

Select Reverse Other and click the Save button. The payment will be removed from the Map Summary and (based on the payment status) from the Tax Master. The tax bill(s) will be marked as unpaid. This option is generally used when the funds will be reallocated or returned to the tax payer. Once processing is complete the new payment status will be Reverse Other-Accepted.

Reverse Double Payment

The Reverse Double Payment option is available for payments of any source in Double Payment status. Select Reverse Double Payment and click the Save button. The payment will be removed from the Map Summary. The tax bill install status will remain paid.

Change Batch Agency

The Change Batch Agency option is available only for CORTAC payments in any status. Upon selecting Change Batch Agency, the Batch Agency cell in the payment details table will become an enabled drop down list. Select the new batch agency name and click the Save button. The batch agency will be changed for all payments in the batch.

Undo

The Undo option is available for payments in any of the following statuses:
- Reapplied – Pending
- Edit Payment-Pending
- Reverse Return Check-Pending
- Reverse Other-Pending
- Reverse Double Payment-Pending

Select the Undo option and click the Save button. The pending action will be discarded; the payment and tax bill will return to the previous status.

Edit Payment Correction

The Edit Payment correction requires that you are in a specific AD Group. Users not in this group will never see this correction option. Upon selection all the amount fields, except Total Amount Paid, will be enabled for editing. The Total Amount Paid will be recalculated based on the other amount fields. Edit Payment is available for payments with any of the following Payment Statuses:
- Accepted
- Reapplied – Accepted
- Edit Payment-Accepted
- Rejected
- Reapply-Rejected
- Edit Payment-Rejected

Reapply Payments

The Reapply Payment window allows a payment to be reapplied from one tax bill to another tax bill. Reapplies are usually done for one of the following reasons:
- For self service payments, the tax payer entered the wrong APN or Tracer number and needs to be reapplied to the tax bill for the correct APN/Tracer.

- For Cashiering, the payment was applied to an incorrect stub and needs to be reapplied to the correct one.
- For Lockbox or Remittance, a tax bill was cancelled before the payment arrived and the payment needs to be applied to the new tax bill.

If you navigate to the Reapply screen using the reapply icon in the Payment Lookup, the payment details for the From Tracer will be prepopulated. If you open the page from the Payments menu you will have to search for the payment by entering the tracer and installment numbers for the payment. A single payment may be reapplied to one or more unpaid tracers or one or more payments can be applied to a single unpaid tracer.

Payments in any of the following statuses can be reapplied to an unpaid tracer:
- Accepted
- Rejected
- Double Payment
- Reverse Double Payment-Accepted
- Reverse Other-Accepted
- Reapply-Accepted
- Reapply-Rejected
- Edit Payment-Accepted
- Edit Payment-Rejected

Once the From Tracer(s) is selected, select the unpaid tracer that the payment is to be reapplied to. The From Tracer payment must be greater than or equal to the To Tracer (i.e. the difference displayed must be zero or a positive number). Click the Save button. The payment for the From Tracer will be reversed and the payment will be applied to the To Tracer. Once processed the

From Tracer payment status will be Reverse Other-Accepted, if not already reversed, and the tax bill will be unpaid (except for double payments which will remain paid). The To Tracer payment status will be Reapplied-Accepted and the tax bill will be paid.

Reports

Snapshot reports will be generated after every payment load to TaxTools and are contained in a table above the on-demand search criteria. The snapshot reports will render very quickly while on-demand reports will be much slower, especially the Daily Payment report. These are available for most reports.

All reports can be exported to a variety of file types. However, CSV, Excel and PDF formats are recommended. To export a report click the Export icon ![export icon] and select the format you want. PDF and Excel are recommended formats to select.

Daily Payment Report

Daily Payment Report

Report History

Created Date/Time	Report Name
07/23/2019:13:40:09	Daily Payment Report Snapshot for 07/22/2019
07/22/2019:16:54:55	Daily Payment Report Snapshot for 07/19/2019
07/19/2019:13:20:26	Daily Payment Report Snapshot for 07/18/2019
07/18/2019:13:19:51	Daily Payment Report Snapshot for 07/17/2019
07/17/2019:13:22:21	Daily Payment Report Snapshot for 07/16/2019
07/16/2019:14:05:03	Daily Payment Report Snapshot for 07/15/2019
07/12/2019:14:05:03	Daily Payment Report Snapshot for 07/11/2019

Date Range

Deposit Date From *   Deposit Date To *
7/22/2019   MM/DD/YYYY   Generate Report

Along with Auditor corrections this report will be used as the basis for certifying APPORTIONABLE TAX PAYMENTS to the Auditor.

The Daily Payment Report breaks down the day's posted payments by tax type and payment source. In addition to the daily payments there will be 3 other reports included in the snapshot reports: Month to Date, Current Fiscal Year to Date Totals, Prior Fiscal Year Grand Totals and the option to specify a date range report. This report replaces the current Daily Payment Report and has the same format.

Unlike the legacy version of this report, the new report shows only payments (and corrections) that have posted to the Tax Master. The total of payments on this report should be equal to the total of accepted payments and some of the reversals in the Transaction Register and the Tax Collections as Payments reports for the same transaction date. The legacy Daily Payment Reports are available from a separate menu item.

In Addition to the snapshot reports, there is an option to generate an on-demand report for a date range. This option should be used sparingly and you can expect the report to take considerable time to render.

Legacy Daily Payment Reports

Legacy Daily Payment Report

Search Reports

Report Date From *
7/2/2019

Report Date To *
7/5/2019

Search Report

Created Date/Time	Report Name
07/05/2019:03:00:09	DailyPayment snp for 07/05/2019
07/04/2019:03:00:03	DailyPayment snp for 07/04/2019
07/03/2019:03:00:00	DailyPayment snp for 07/03/2019
07/02/2019:03:00:01	DailyPayment snp for 07/02/2019

Legacy Daily Payment snapshot reports will available from the Reports menu. Be aware that the legacy reports are based on payment date rather than transaction date. These reports, unlike the new Daily Payments Report, include all payments, including rejected and double payments.

Transaction Register

Transaction Register

Report History

Created Date/Time	Report Name
07/23/2019:13:38:52	Transaction Register By Payment Source for 07/22/2019
07/23/2019:13:39:29	Transaction Register By Tax Type for 07/22/2019
07/22/2019:16:53:30	Transaction Register By Payment Source for 07/19/2019
07/22/2019:16:54:12	Transaction Register By Tax Type for 07/19/2019
07/19/2019:13:20:18	Transaction Register By Payment Source for 07/18/2019
07/19/2019:13:20:22	Transaction Register By Tax Type for 07/18/2019
07/18/2019:13:19:37	Transaction Register By Payment Source for 07/17/2019

On-Demand Report

Deposit Date *
7/22/2019

Report By *
Tax Type

☐ Include Pending Corrections

Generate Report

The Transaction Register records all tax payments. The payments are grouped by Accepted, Not Accepted, and Reversals. Only those payments that are in the "Accepted" category have posted to the Tax Master. The Reversals shown in a tax type column have been removed from the Tax Master. The Not Accepted payments are in the Map Summary, but failed to post to the Tax Master.

Reversals in the Rejected and Double Payments columns have been removed from the Map Summary.

All of these payments are reported in the daily Transaction Register Report which is used as the PROOF LIST against which the Tax Collector Cashier balances the corresponding monies collected from various payment sources and by tax types. After balancing daily payments vs. daily collections, the Tax Collector Cashier makes a deposit to ALCOLINK, by journal entry (Deposit Permit to Treasurer).

The Transaction Register offers two views of the payments for the selected transaction date. The view by Tax Type divides the payments by Accepted status and by tax type then Not Accepted status by Rejected and Double Payments. There is also a row for Reversals. This report allows users to research payments for a selected Transaction Date and to choose how they want to see the summaries (by Tax Type or Payment Source).

The Accepted category will include:

Payment Status	Pay Code Used
Accepted	01
Reapply-Accepted	01
Reapply-Accepted	91
Edit Payment-Accepted	91

The Not Accepted category includes:

Payment Status	Pay Code Used
Rejected	01
Reapply-Rejected	01
Reapply-Rejected	91
Edit Payment-Rejected	91

The Reversals category include:

Payment Status	Pay Code Used
Reverse Other-Accepted	02,52
Reverse Other-Rejected	02,52
Reverse Return Check-Rejected	02,52

Reverse Other-Accepted	03
Reverse Other-Rejected	03
Reverse Return Check-Accepted	03
Reverse Return Check-Rejected	03
Reverse Double Payment-Accepted	03
Reverse Double Payment-Rejected	03
Accepted with reason "Undo Rejected Reversal"**	04

** The reason that these payments, that are in Accepted payment status with reason of "Undo Rejected Reversal", are included in the reversal category is because a reversal was attempted on this payment but failed and an automatic map summary correction was generated.

You will notice an open icon ⊞ that will open a list of all the payments included in the category.

Transaction Register Details

Clicking on the open icon in the main report gives you a table of all the payments or reversals included in the corresponding category.

The example above is the details for the Reversals category. Any accepted reversal that was against the Map Summary only (i.e. did not affect the Tax Master) will have a reason of "OUT TOTAL-REJECT". You may also see the occasional reversal with the status of Accepted and a reason of "Undo Rejected Reversal". These payment corrections are in this category because a reversal with pay code 02 failed and a correction (04) was generated so that the Map Summary and Tax Master are kept in synch. The result is that the Tax Master

and Map Summary considers this tax bill as still paid. After the issue that caused the (02) reversal to be rejected is resolved a new reversal will need to be issued.

Tax Collections as Payments

The Tax Collections as Payments Report is a summary of posted payments for the deposit date broken down by ALCOLINK funds. This report replaces the Tax Collections as Bank Deposits Summary report. Totals in this report should equal the totals in the Daily Payment report and the accepted payments portion of the Transaction Register. An on-demand report is also available for a date range and can be filtered by Payment Source(s).

Tax Collections as Deposits

This report shows all collections for taxes that have been deposited in the bank. It includes accepted, rejected, and double payments. The Tax Collections as Deposits provides details for researching issues when balancing the day's payments. Either a Deposit Date or a Credit Date, as well as Tax Type, are required. The search returns a list of individual payments. This report is always generated on-demand.

Daily Batch Report

The Daily Batch Report summarizes the payments for the Deposit Date by batch number, payment method and method type. The Daily Batch Report is only available as a snapshot report.

Batch Type Self Service Report

Batch Type-Self Service Report

Report History

Created Date/Time	Report Name
07/22/2019:17:28:20	BatchType SelfService Report for June 2019
07/09/2019:16:43:02	BatchType SelfService Report for June 2019

On-Demand Report

Deposit Date From *	Deposit Date To *	
6/1/2019	6/30/2019	Generate Report

The Batch Type - Self Service Report replaces the current Export Settlement Batches report. This report will include all accepted Self Service payments and returns/reversals (that use pay code 02 or 52). A monthly snapshot report will be generated each full month. On demand reports may also be run for a date range.

Pending Payment Report

Pending Payment Report

Report History

Created Date/Time	Report Name
07/23/2019:14:06:51	Pending Payments Report for 07/23/2019

1 of 11 Find | Next

Pending Payment Report

Pending Payments Report for July 22, 2019

Deposit Date	Payment Date	Print Parcel	Tracer No	Payment Source	Payment Method	Method Type	Bill Type	Tax Amount	Penalty Amount	Interest	Cost	Conv. Fee	Total A
06/24/2019	6/21/2019 2:15:46 PM 14:15	941-2784-15	43618000	WEB	ACH	Other	Secured	$5,317.69	$531.76	$0.00	$10.00	$0.00	
06/24/2019	6/24/2019 12:00:00 AM 0:0	444-30-54	32481500	Cashiering	Check		Secured	$12,178.32	$0.00	$0.00	$0.00	$0.00	$
06/24/2019	6/24/2019 12:00:00 AM 0:0	69-68-2	71336500	Remittance	Check		Secured Supplemental	$10.17	$0.00	$0.00	$0.00	$0.00	
07/01/2019	7/1/2019 12:00:00 AM 0:0	5-458-23	69869701	Remittance	Check		Secured Supplemental	$4,152.14	$0.00	$0.00	$0.00	$0.00	$
07/05/2019	7/3/2019 10:12:04 AM 10:12	455-68-30	71768800	WEB	ACH	Other	UnSecured Supplemental	$21.88	$0.00	$0.00	$0.00	$0.00	
07/08/2019	7/8/2019 12:00:00 AM 0:0	941-2804-91	70308600	Cashiering	Check		Secured Supplemental	$1,630.42	$0.00	$0.00	$0.00	$0.00	$
07/08/2019	7/8/2019 12:00:00 AM 0:0	941-2804-91	70308600	Cashiering	Check		Secured Supplemental	$1,630.42	$163.04	$0.00	$0.00	$0.00	$
07/11/2019	7/10/2019 3:19:36 PM 15:19	412-52-27	70519800	WEB	ACH	Other	Secured Supplemental	$705.95	$70.59	$0.00	$0.00	$0.00	
07/11/2019	7/10/2019 2:38:48 PM 14:38	29-1076-15-2	71621300	WEB	ACH	Other	Secured Supplemental	$1,931.01	$0.00	$0.00	$0.00	$0.00	$
07/11/2019	7/9/2019 6:34:03 PM 18:34	92-257-336	71419000	WEB	ACH	Other	Secured Supplemental	$2,078.34	$0.00	$0.00	$0.00	$0.00	$

The Pending Payment report is a snapshot of all payments that are in TaxTools waiting to be processed and posted to the tax master for the report date. Some credit card payments may be in this report for more than one day, but most will be in the report for just a single day.