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Tax Certification

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# Tax Certification Manual

Version 2021

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## Introduction

Customers who have not paid their accounts in accordance with their municipality's regulations are subject to having their balances transferred to the local property tax rolls. In conjunction with those policies, the CIVIC Tax Certification module can issue tax certification notification letters, calculate penalties pursuant to the transfer, and make automatic adjustments to the Caselle Utility Management system.

The instructions in this manual assume the following scenario:

- **September 30:** Utility charges before this date not paid by November 15 will be transferred to the tax roll.
- **October 15:** A certification notice is sent to customers that have a balance from delinquent utility charges incurred before September 30. This notice will indicate that if this amount is not paid by a specified date, the delinquent utility charges, along with a penalty, will be transferred to their tax bill.
- **November 1:** A penalty is assessed to those customers who have not paid utility charges incurred before September 30.
- **November 15:** Unpaid utility charges incurred before September 30 are transferred to the tax roll along with the penalty assessed on November 1.

The dates above may differ depending on the state in which the utility is located.

This manual uses the following conventions:

- Items in **Bold** represent either a menu command or button on the screen
- Unless otherwise specified, references to the Caselle software apply to both Caselle Clarity and Caselle Connect.

## Program Setup

### If you used CIVIC Tax Certification last year

1. Install the latest release (if required, there have been no changes since last year).
2. The Tax Certification subsystem works with customers that already exist in Utility Management. As a result, there may be some customers who are exempt from having their delinquent balance transferred to the tax roll. Within Utility Management, go to **Customers | Modify Existing Customers**. On the **User-Defined** tab, there is a field called Subject to Tax Certifications. Uncheck that field if you do not want that customer's balance transferred to the tax roll.
3. Verify G/L Account Numbers on Services and Rates in Utility Management. Make sure that you have specified valid Cash Clearing, Accounts Receivable and Revenue accounts for all certification penalty services.
4. Verify G/L Account Numbers on Certification Categories. Select **Maintenance | Certification Category** from the Tax Certification main menu. Note that there is now only a single account number to fill in for each service. This is the Taxes Receivable or Due From Tax Roll account that you use to record the balance due from the County.
5. Assign Certification Categories to new Caselle services. Select **Maintenance | Service Category** from the Tax Certification main menu. Verify that all Caselle services have a valid Certification Category specified in the drop-down box.

, 060114400000, WATER TAX CERT, WATER TAX CERT. Row 2: 2, SEWER, 10.00 %, 0.00, , 060114400000, SEWER TAX CERT, SEWER TAX CERT." data-bbox="57 602 864 727"/>

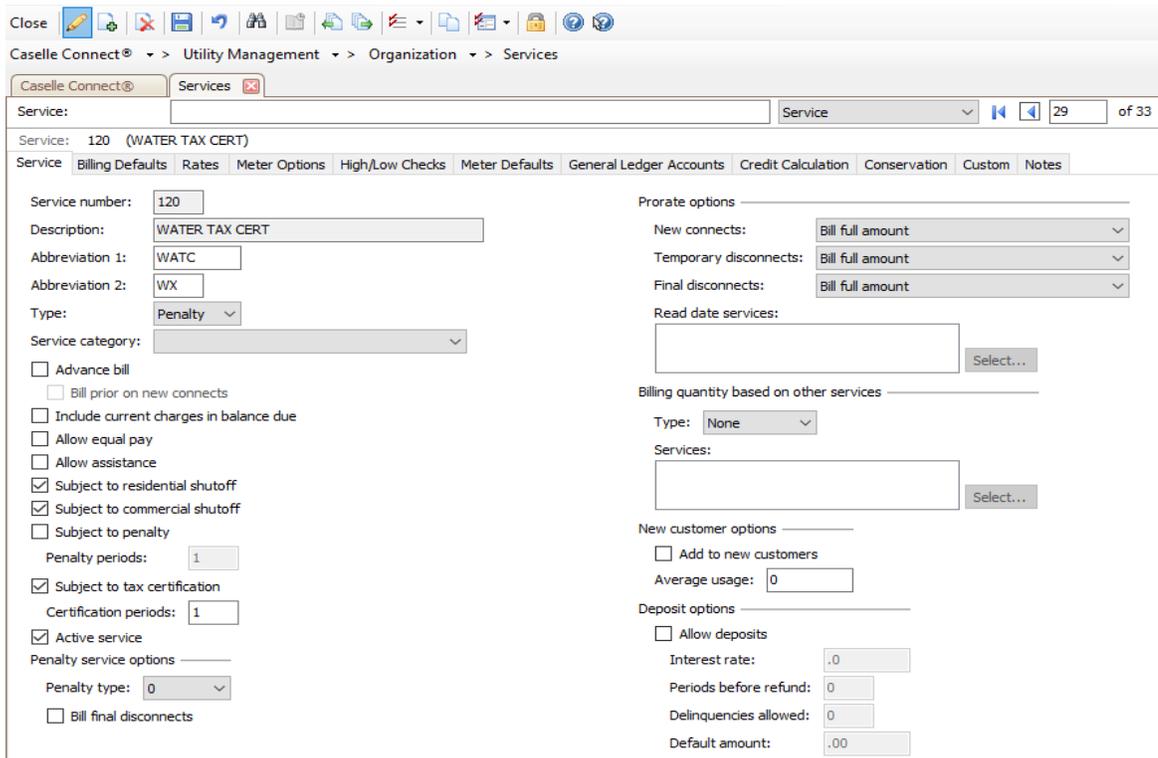
Certification Number	Certification Description	Penalty Percent	Penalty Amount	Bill As Minimum	Taxes Receivable	Penalty Service	Penalty Rate
1	WATER	10.00 %	0.00	<input type="checkbox"/>	060114400000	WATER TAX CERT	WATER TAX CERT
2	SEWER	10.00 %	0.00	<input type="checkbox"/>	060114400000	SEWER TAX CERT	SEWER TAX CERT

6. Continue with "Set up Certification Parameters in Control Maintenance" on page 7 of this manual.

### If you did not use CIVIC Tax Certification last year

With the Utility Management module installed, you can install the Tax Certification subsystem. Please see instructions for installing the Tax Certification module. If you need instructions, please contact support at 888-241-1517. This needs to be done before continuing with the following instructions.

1. Install the updated release (if required, there have been no changes since last year).
2. The Tax Certification subsystem works with customers that already exist in Utility Management. As a result, there may be some customers who are exempt from having their delinquent balance transferred to the tax roll. Within Utility Management, go to **Customers | Modify Existing Customers**. On the **User-Defined** tab, there is a field called Subject to Tax Certifications. Uncheck that field if you do not want that customer's balance transferred to the tax roll.
3. A new service and rate will need to be set up within Utility Management to record the certification penalty once delinquent balances are certified. If no penalty is assessed to customers that are certified, this step may be skipped. Generally, there is a 10% penalty assessed to customers that have their delinquent utility charges transferred to the tax roll.
  - a. Within Utility Management, select **Organization | Services**. A service needs to be setup for each category of utility service that is subject to certification. For example, if electric, water and sewer charges are subject to certification, three penalty services will need to be set up.



Caselle Connect® - Utility Management - Organization - Services

Service: 120 (WATER TAX CERT)

Service: 120 (WATER TAX CERT)

Service: 120 (WATER TAX CERT)

Service number: 120

Description: WATER TAX CERT

Abbreviation 1: WATC

Abbreviation 2: WX

Type: Penalty

Service category: [Dropdown]

Advance bill

Bill prior on new connects

Include current charges in balance due

Allow equal pay

Allow assistance

Subject to residential shutoff

Subject to commercial shutoff

Subject to penalty

Penalty periods: 1

Subject to tax certification

Certification periods: 1

Active service

Penalty service options

Penalty type: 0

Bill final disconnects

Prorate options

New connects: Bill full amount

Temporary disconnects: Bill full amount

Final disconnects: Bill full amount

Read date services: [Select...]

Billing quantity based on other services

Type: None

Services: [Select...]

New customer options

Add to new customers

Average usage: 0

Deposit options

Allow deposits

Interest rate: .0

Periods before refund: 0

Delinquencies allowed: 0

Default amount: .00

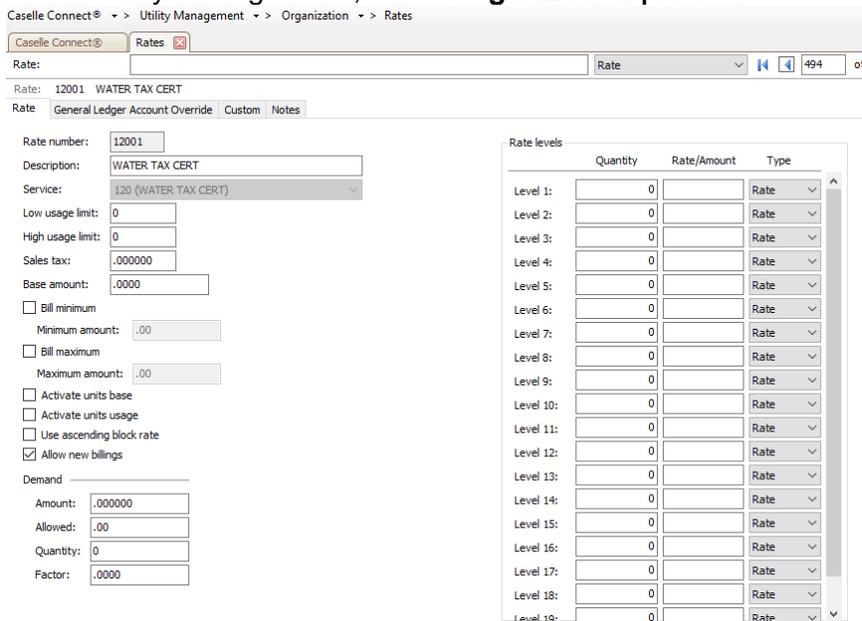
- b. Specify a billing frequency under **Billing Defaults**. You may use any option that is available from the drop-down box.
- c. Click on the **GL Accounts** tab.
- d. Enter an account number into "Cash Clearing," "Accounts Receivable," "Revenue Taxable," and "Revenue Non-Taxable." The cash clearing account should match the setup for the other services and rates in your database. The Accounts Receivable account may be either your regular accounts

receivable for the fund or a Due From Tax Roll type of account. The revenue accounts should be tax penalty revenue accounts.

- e. Click on the **Save** button  on the toolbar.
- f. Repeat these steps to add the remaining certification penalty services.
- g. Close the tab when complete.

A rate needs to be set up in Utility management for each service set up in steps above.

**h. Within Utility Management , select Organization | Rates.**



Caselle Connect® -> Utility Management -> Organization -> Rates

Rate: 12001 WATER TAX CERT

Rate: 12001 WATER TAX CERT

Rate: General Ledger Account Override Custom Notes

Rate number: 12001

Description: WATER TAX CERT

Service: 120 (WATER TAX CERT)

Low usage limit: 0

High usage limit: 0

Sales tax: .000000

Base amount: .0000

Bill minimum  
Minimum amount: .00

Bill maximum  
Maximum amount: .00

Activate units base

Activate units usage

Use ascending block rate

Allow new billings

Demand

Amount: .000000

Allowed: .00

Quantity: 0

Factor: .0000

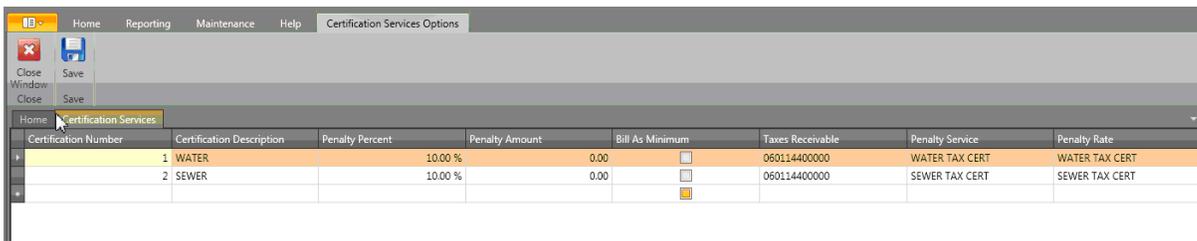
Rate levels	Quantity	Rate/Amount	Type
Level 1:	0		Rate
Level 2:	0		Rate
Level 3:	0		Rate
Level 4:	0		Rate
Level 5:	0		Rate
Level 6:	0		Rate
Level 7:	0		Rate
Level 8:	0		Rate
Level 9:	0		Rate
Level 10:	0		Rate
Level 11:	0		Rate
Level 12:	0		Rate
Level 13:	0		Rate
Level 14:	0		Rate
Level 15:	0		Rate
Level 16:	0		Rate
Level 17:	0		Rate
Level 18:	0		Rate
Level 19:	0		Rate

- i. Your rate number should start with your service number. You do not need to add the actual rate as that comes from the Tax Certification program.
- j. Click on the **Save** button  on the toolbar.
- k. Repeat these steps to add the remaining certification penalty rates.
- l. Return to Utility Management | Organization | Services and update the default rate on the Billing Defaults tab for the services you have added.

4. Click on **Start | All Programs | Civic Tax Certification | Tax Certification** or locate the new icon on your desktop.

5. The first step is to specify the Certification Categories. These categories will be used as the main categories into which utility bills will be certified. They are similar in principle to the Master Services in Caselle. There should be one Certification Category for each penalty service set up in step 3. To set up these categories, follow the instructions below.

- a. Select **Maintenance | Certification Services**.
- b. The following screen will appear. It will be blank if no services are configured yet.

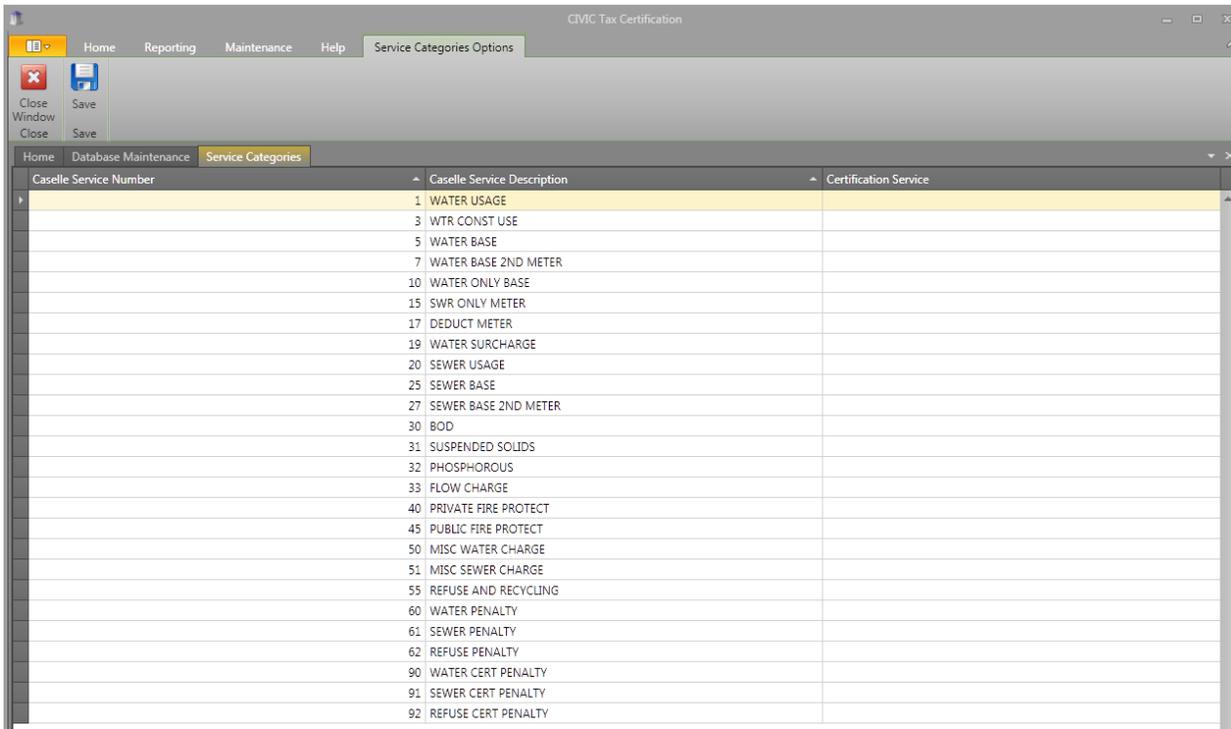


Certification Number	Certification Description	Penalty Percent	Penalty Amount	Bill As Minimum	Taxes Receivable	Penalty Service	Penalty Rate
1	WATER	10.00 %	0.00	<input type="checkbox"/>	060114400000	WATER TAX CERT	WATER TAX CERT
2	SEWER	10.00 %	0.00	<input type="checkbox"/>	060114400000	SEWER TAX CERT	SEWER TAX CERT

- **Certification Number**  
Enter a unique number that you will assign to each Certification Category (e.g., 1=Electric, 2=Water, 3=Sewer).
  - **Certification Description**  
Enter the description you would like to use (e.g., Electric, Water, Sewer, etc.).
  - **Penalty Percent and Penalty Amount**  
Additional fees may be assessed to accounts that are subject to certification. Enter either a percentage to be computed on the amount certified (e.g., 10%) or a flat fee that is charges regardless of delinquent balance. To enter a percentage, enter the number with a leading decimal (e.g., enter 10% as **0.10**); the program will change the number into a percent.
  - **Bill as Minimum**  
For Wisconsin, this is not used. Other municipalities may allow for the minimum in conjunction with the percent penalty. If this applies in your municipality, please click the box.
  - **Taxes Receivable**  
Also known as due from county, enter the account from the pick list that should be debited to record the balance due from the tax roll (generally an account such as Taxes Receivable or Due From Tax Roll Fund).
  - **Penalty Service**  
Enter the service number set up in Utility Management (steps 2.a. – 2.n.) from the pick list to accommodate the recording of the transfer penalty.
  - **Penalty Rate**  
Enter the rate number set up in Utility Management (steps 2.q. – 2.w.) to accommodate the recording of the transfer penalty.
- c. Continue adding new certification numbers as needed.
- d. The record will automatically save when you click the **Close** button or **Save**.

6. Finally, you need to tie the certification categories that you just created to the existing services in your Caselle utility management database.

- a. Select **Maintenance | Service Categories** from the Tax Certification main menu.
- b. The following screen will appear with your services listed.



Caselle Service Number	Caselle Service Description	Certification Service
1	WATER USAGE	
3	WTR CONST USE	
5	WATER BASE	
7	WATER BASE 2ND METER	
10	WATER ONLY BASE	
15	SWR ONLY METER	
17	DEDUCT METER	
19	WATER SURCHARGE	
20	SEWER USAGE	
25	SEWER BASE	
27	SEWER BASE 2ND METER	
30	BOD	
31	SUSPENDED SOLIDS	
32	PHOSPHOROUS	
33	FLOW CHARGE	
40	PRIVATE FIRE PROTECT	
45	PUBLIC FIRE PROTECT	
50	MISC WATER CHARGE	
51	MISC SEWER CHARGE	
55	REFUSE AND RECYCLING	
60	WATER PENALTY	
61	SEWER PENALTY	
62	REFUSE PENALTY	
90	WATER CERT PENALTY	
91	SEWER CERT PENALTY	
92	REFUSE CERT PENALTY	

- **Caselle Service Number**  
This is the service number in your Utility Management module. You need to scroll through every service and specify which Certification Category it coincides with.
- **Caselle Service Description**  
This is the service description in your Utility Management module. This is provided for reference only. You are not able to edit this field from this screen.
- **Certification Service**  
Specify which Certification Category the Utility Management service currently shown belongs. These categories were set up above. The default value is blank or **Not Certified**.

c. Leave the certification penalty services marked as blank or **Not Certified**. The program will take care of the balances in those services itself.

## Set up Certification Parameters in Organization Maintenance

The Control Maintenance screen is used to set various parameters and defaults for the certification process. You can access this screen by selecting **Maintenance | Organization** from the main program menu.

Home Organization Maintenance

General

Organization Name: Symposium

County: Dane

Current Certification Year: 2021 Sequence: 1

Alert Message for Certified Customers: Tax Cert Penalty

Journal: CRJE

Utility Cash Clearing Acct: 00100200

Cycle Number	Certification Date
1	8/31/2021

Certification Dates by Cycle

Certification Options

Minimum Balance: \$50.00

Apply Credit Billings

Apply Credit Adjustments: 9/30/2021

Apply Allocations After Summary

Certify Penalty Billings on Active Customers Through: 9/30/2021

Certify POSITIVE Payment Adjustments on ALL Customers Through: 9/30/2021

Certify Billings, Adjustments, and Penalties on Customers Terminated as Of: 9/10/2021

with transactions through 9/30/2021

The screen contains several fields that you need to fill in.

- **County**- If you certify for multiple counties, you will want to use the Location/County/Region field on the customer's location in Caselle to identify in which county they should certify. You can use that county on the export tab for reporting as well.
- **Current Certification Year** - should be set to the current year (i.e., 2021).
- **Current Sequence** - indicates how many times balances may be certified within a year. For the first certification in a year, this field should have a value of one (1)
- **Alert Message for Certified Customers** - Specify an alert message that will be tagged to all certified customers when a certification penalty is applied. This message will automatically appear in cash receipting reminding you to manually allocate the payment(s). The message will be removed when you run the utility balance adjustment.
- **Certification Date** - the date at which a billing is considered due for certification purposes. This Date must be a Caselle Utility Management billing cycle date from the Date Table in Organization. Use the billing cycle you wish to use for the balances you will be certifying. (Note: Prior versions required using one cycle ahead of balance period. For example, in WI, we used 9/30/20XX to certify the 8/31/20XX balances. With this version of Civic Tax Certification we would use 8/31/2021, or the last quarterly cycle date that would be due on 10/1/2021.)
- **Minimum Balance** - specify a minimum balance for certification. A customer's total balance due (for all certifiable services) will be compared against this minimum balance. If the total balance due is less than the minimum amount, the customer will not be certified.
- **Apply Credit Billings** - If this box is checked, the system reduces the certification balance due by the amount of any credit billing after the certification date. If you have situations where you do not want credit billings to offset the certification balance (for example, a negative power cost adjustment for electric bills would offset the charges incurred in the same period – not a past due balance), leave this box unchecked.(Usually this box should be not checked)
- **Apply Credit Adjustments** - If this box is checked, the system reduces the certification balance due by the amount of any credit billing adjustment or payment adjustments after the certification date. (Note that payments and balance transfers are always applied against the certification balance due.) (E.G. in WI, the 9/30/XX Cycle date would be used for 8/31/XX billings)
- **Apply Allocations After Summary** – this should be checked to allow for allocating in Caselle

- *Certify Penalty Billings on Active Customers Through* - a date override option that enables the user to certify penalty billings after the certification cycle. For example, in Wisconsin, the 8/31/20XX is due and payable on 10/1/20XX, but the 9/30/20XX billing is not. However, many utilities consider the 9/30/20XX cycle penalties due and payable on 10/1/20XX and subject to certification.
- *Certify POSITIVE Payment Adjustments on ALL Customers through* – either leave unchecked or go through one billing period past certification or else you may impact transactions not eligible for certification
- *Certify Billings, Adjustments, and Penalties on Customers Terminated As Of* - This is another date override that allows the user to extend the certification date for final bills. For example, in Wisconsin, a final bill done between 9/1/20XX and 9/10/20XX would still be due and payable on 10/1/20XX, so 9/10/20XX is commonly used by monthly billing utilities. Similarly, a 3/6/9/12 quarterly billing utility can only certify their 6/30/20XX bill cycle (the 9/30/20XX bills are not due on 10/1/20XX) but they too would use 9/10/20XX for final bills and capture the arrears billed on finals to that point in time.)

There are other informational fields that appear on the Control Maintenance screen. The Organization Name and Number of Billing Cycles are populated automatically from your Utility Management system and cannot be changed here. The grid showing the certification dates by bill cycle simply shows the last billing for each cycle that is considered due based on the Certification Date entered (see the preceding section).

**Tip:** IF you recently converted to Connect, you need to go to Maintenance|Database and click the Connect box.

## Flagging Customers

Your database was configured with a User Defined Field name ‘Tax Cert Payor’. You will need to apply and update this UDF to all accounts that are not Owner Occupied, as that is the default for this process.

In Caselle, select **Modify Customer** and the User-Defined tab. Under the Tax Cert Payor, you will need to change to Landlord or Tenant as applicable IF USING ACT 274.

Customer Services Deposits Assistance Meters Contracts Loans Direct Pay Backflow Attachments User-Defined Collection Comments Notes

Owner Account

Months Since Delinquent at Conversion:

Tax Cert Payor:

### Clarity Users Only:

In Clarity, you may also need to change a customer to be Subject to tax certification or remove them from that process. The Subject to tax certification field is on the Customer 2 tab in Clarity.

Caselle Clarity® > Utility Management > Customers > Modify Existing Customers

Caselle Clarity® Modify Existing Customers

Customer:

Customer: 2.00

Customer Services Deposits Assistance Meters Contracts Loans Direct Pay Backflow Attachments User-Defined Collection Comments Notes

Customer 1 Customer 2 Equal Pay Alternate Mailing

Cosigner:   
 District:   
 Cycle:   
 Customer type:

Subject to taxes  
 Subject to tax certification  
 Send utility bill  
 Send paper statement

### Connect Users Only:

In Connect, a user-defined field (UDF) on the customer record called “Subject To Tax Certifications” is used to mark a customer for tax certifications.

If you are a Connect user and have not already created this field, you will need to use the following steps instead. Please submit a ticket for assistance with this process.

You must be on version 2.0.1.2133 or higher for Tax Certification.

- In Tax Certification, under Maintenance > Database you must click the Connect box. If you do not click it, it will use the field in the database instead of the UDF.
- In Utility Management > Organization > Organization you will need to add a User Defined Fields (Everyone must be out of Utility Management while this field is being added).
 

Customer	Subject To Tax Certifications
	Yes/No
- Please submit a ticket for Support to Modify this field setting it to YES for all customers. Otherwise, all customers will be set to NO and will not appear in Tax Certification.

- Once this field has been added, you can deselect individual customers for tax certification by unchecking the UDF on their record

**Tip:** If you have budget billing / equal pay customers, you may wish to mark them as not subject to tax cert.

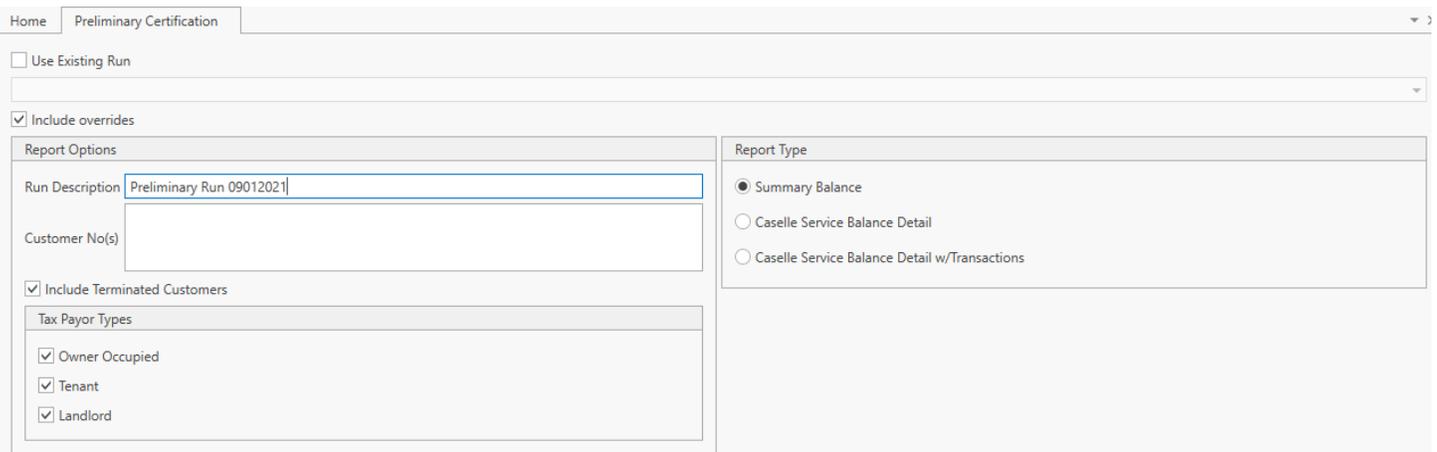
## Reallocate Credit Service Balances

Prior to running the Preliminary Certification List, you should reallocate credit balances in Caselle. Under Utility Management, **Customers | Reallocate Credit Service Balances**, run your normal routine for reallocating credit balances.

**Tip:** Run this routine only at the beginning of the process. Doing so during the process can reallocate funds and cause you to not balance.

## Preliminary Certification List

Before each step of the process, you will want to run the Preliminary Certification List under Reporting. This list shows you who qualifies for the program at that moment so updated customers will reflect accordingly. If this is your first run, please include an accurate description.



- **Use Existing Run**
  - a. Check this box to select a previous Preliminary Certification run to re-print
- **Include Overrides**
  - a. Check to include any specific manual overrides
- **Report Options**
  - Run Description
    - a. Name the current run if not utilizing “Use Existing Run”, E.G. “08162021A” for first run that day.
- **Include Terminated Customers**
  - a. It is recommended to always include terminated accounts
- **Tax Payor Types**
  - a. The necessary Payor types for Act 274, Owner Occupied, Tenant and Landlord
- **Report Type**
  - a. Select your desired level of report detail
    1. Summary Balance
    2. Caselle Service Balance Detail
    3. Caselle Service Balance Detail w/Transactions

**Tip:** Print or save a Preliminary Certification List with Detail and Transactions. It is a good resource to refer to as the process continues to show you what an account started with as compared to its current state.

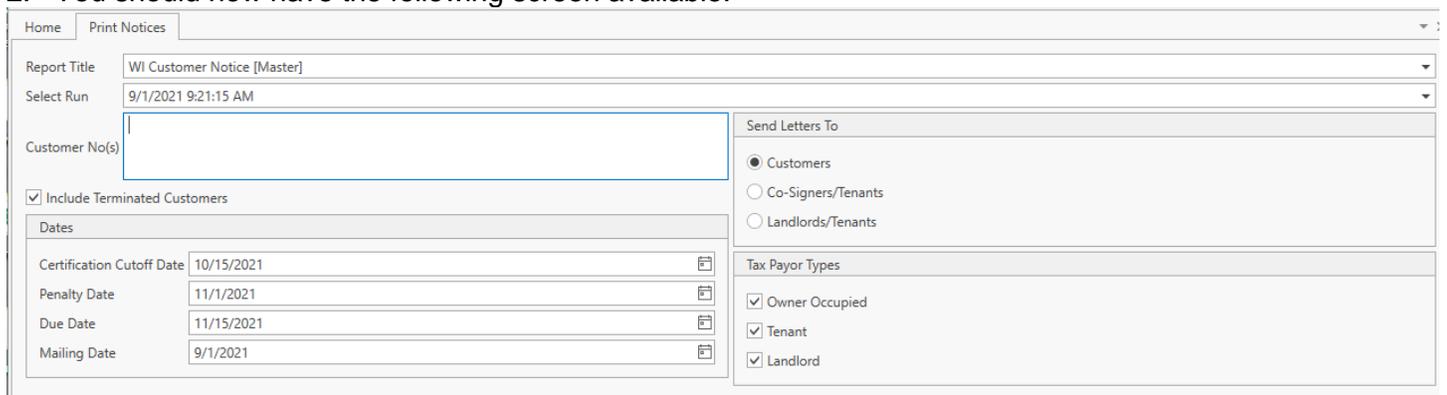
## Printing Certification Notices

Most utilities send a letter to the utility customer and/or the landlord notifying them that their delinquent utility balance is in jeopardy of being transferred to that parcel's tax bill if not paid by a specified date. The following are steps for creating those notices. If your utility does not perform this step, ignore this section of the manual. Following these steps will not create a transaction on a customer's account in utility management yet.

The program contains standard customer and co-signer notices for both Wisconsin and Minnesota. The verbiage on these notices can be changed. If you need assistance with those modifications, please contact CIVIC support. Any assistance provided will be billed at a standard hourly rate.

1. To access the report program, select **Reporting | Print Certification Notice** from the main program menu.

2. You should now have the following screen available:



3. Select your Report Title. If you have created your own reports, they will show in this list as well.

4. Select the Preliminary Run to be used. **YOU MUST RUN A NEW PRELIMINARY LIST BEFORE THIS STEP and choose the most recent list from the dropdown.**

5. Select any customer number(s) for which you would like to print a certification notice. You may enter ranges of customer numbers by using the dash (-) character or separating customer numbers with commas (,) just like you can in other Caselle applications. **Note:** Default value is blank for ALL customers.

6. Check the **Include Terminated Customers** box to send the letter to terminated customers. Uncheck this box to prevent terminated customers from receiving a notice.

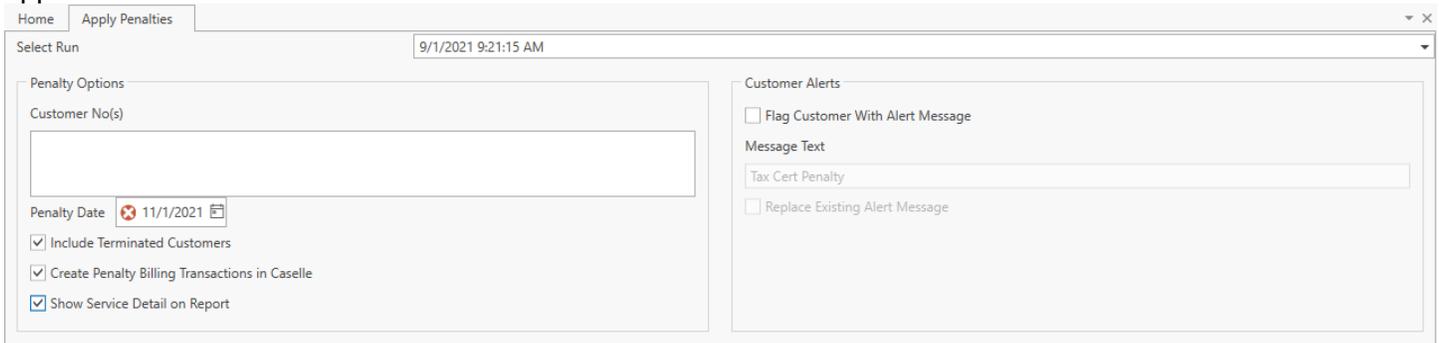
- 
7. Set the dates as appropriate. These dates are only used to populate variables in the notice report. They do not control the actual certification date, etc. The variables are as follows:
- *Certification Cutoff Date*  
The certification cutoff date is the date at which a balance is due and payable. This is the date arrears are due for tax certification purposes. In Wisconsin, the date would be 10/1/20XX.
  - *Penalty Date*  
The penalty date is the date at which a certification penalty will be applied to the account if the delinquent balance is not paid in full. In Wisconsin, this date is 11/1/20XX.
  - *Due Date*  
The due date is the date before which all payments must be received before the balance is transferred to the tax roll, or the certification date. In Wisconsin, this date is 11/15/20XX.
  - *Mailing Date*  
The mailing date defaults to the current date. It is the date on which the certification notice is mailed.
8. Select whether this notice form will be sent to Customers or Landlords/Tenants in the **Send Letter To** options section. If you select the Co-Signers option, the letter will only be produced for customers who have a co-signer specified. Note that this option is already set properly for the CIVIC Master reports.
9. Select **Tax Payor Types** as needed based on how you would like your letters to go out. This setting works well in conjunction with the above setting. (Default is all types checked, but can be specified if using ACT 274 provisions.)
10. You can change the format of the letter (margins, paper size and fonts) in Design Certification Notices. If you need assistance with these settings, please contact CIVIC Support. The end of this document also includes some of the common changes you might need to make.
11. If you have made any modifications to the report definition, click the **Save Definition** or **Save Definition As** buttons to save the report. You will not be prompted to save changes when you exit the screen.
12. To print the notices, click either the Print  or Print Preview  icon on the toolbar.

## Applying Penalties

This section will step you through the process of assessing a penalty to a customer account because they failed to pay their delinquent balance after a certification notice was sent to them. This penalty **will be posted to the customer's account** in the Utility Management system after this process is completed. The service used to post the tax penalty will be the one that you specified in Certification Category Maintenance. This service will automatically be added to any customers with a certification penalty. However, the service will be added with a termination date, so it is not an active service for the customer.

**Tip:** Did you remember to run the Preliminary Certification List again?

1. From the main Tax Certification menu, select **Processing | Apply Penalties**. The following screen should appear:



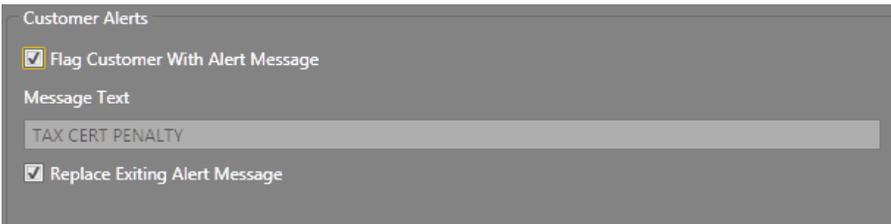
The screenshot shows a web application window titled 'Apply Penalties'. At the top, there are tabs for 'Home' and 'Apply Penalties'. Below the tabs is a 'Select Run' dropdown menu showing '9/1/2021 9:21:15 AM'. The main content area is divided into two columns. The left column is titled 'Penalty Options' and contains a 'Customer No(s)' text input field, a 'Penalty Date' field with a calendar icon and the date '11/1/2021', and three checked checkboxes: 'Include Terminated Customers', 'Create Penalty Billing Transactions in Caselle', and 'Show Service Detail on Report'. The right column is titled 'Customer Alerts' and contains an unchecked checkbox 'Flag Customer With Alert Message', a 'Message Text' field with the text 'Tax Cert Penalty', and an unchecked checkbox 'Replace Existing Alert Message'.

2. Select your most recent Run from the dropdown.
3. You may apply penalties to only specific customers by entering their customer account numbers in the **Customer No(s)** field. Leaving this field blank will apply penalties to all customers with a delinquent balance.
4. Set the **Penalty Date**. This is the date that will be used on the transaction record that posts the penalty to the customer's account. The default value in WI would be 11/1/20XX. You may change the date, but the value must be within the current period/cycle in Utility Management.
5. Check the **Include Terminated Customers** box to apply a penalty to terminated accounts (default value). If you wish to exclude terminated accounts from receiving a penalty, uncheck the box.

6. Check the **Create Penalty Billing Transactions in Caselle** box to actually post the penalties to the customer accounts.

**Tip:** Leave this box unchecked to print a report-only listing of penalties. You can then check how penalties will be applied without affecting the balance on the customer's

7. Check the **Show Service Detail on Report** box to show the Certification Category penalty detail for each customer. Leaving the box unchecked will show one line per account on the report.
8. Determine whether you would like to put an alert message on each customer that was penalized using the Customer Alerts options using the **Customer Alerts**:



Customer Alerts

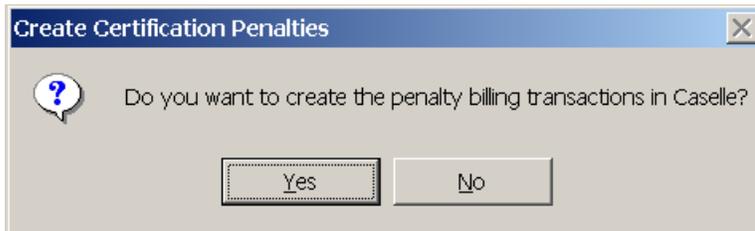
Flag Customer With Alert Message

Message Text

TAX CERT PENALTY

Replace Existing Alert Message

- Check the **Flag Customer With Alert Message** to put an alert message on the customer's account. Leave the box unchecked to put no message on the customer's account.
  - The **Message Text** will default to what you set in Control Maintenance. You can change that text here, but you need to remember the exact message if you want the program to remove it automatically later.
  - If you check **Replace Existing Alert Message**, the tax certification alert message will replace any alert messages that you have already set on customers. If you leave this checkbox blank, the program will **not** put a certification alert message on an account if there is an existing alert message (this is CIVIC's recommended method).
9. Click the **Go**  on the toolbar to run the penalty process. The program will preview the penalty report (which you can print from the preview screen). If you checked the Create Penalty Billings in Caselle box, the program will confirm that you really want to create the penalty billings. Select **Yes** from the following dialog box to confirm that you are creating those billing transactions.

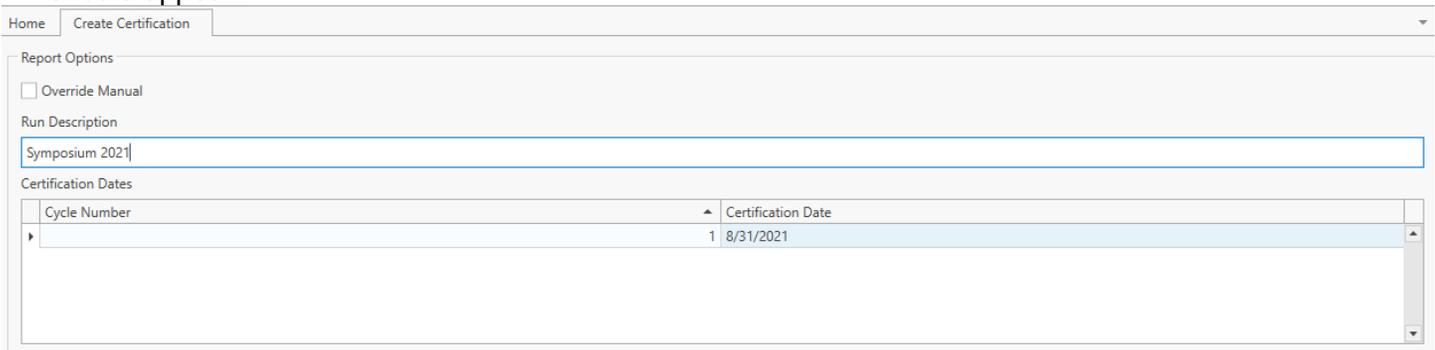


At this point, the penalty process is complete. The appropriate customers will have certification penalties applied to their accounts. Note that these penalty transactions will be updated to the General Ledger as part of the regular monthly processing. Thus, you should make sure that the cash, revenue and receivable accounts are specified properly in Service and/or Rate Maintenance.

## Creating the Final Certification Amounts

When you are ready to actually transfer balances to the tax roll (November 15 in Wisconsin, October 15 in Minnesota), the program has a routine to determine and permanently store the balances that were transferred to the tax roll.

1. From the main Tax Certification menu, select **Processing | Create Certifications**. The following screen should appear:



Home > Create Certification

Report Options

Override Manual

Run Description

Symposium 2021

Certification Dates

Cycle Number	Certification Date
1	8/31/2021

2. **Override Manual**  
Override ALL manual calculations, and is NOT reversible.
3. Set your Run Description.

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4. Certification Date

The certification date defaults from Control Maintenance.

5. Click the **Go** button  on the toolbar to create the final certification balances.

6. Once this procedure is complete, a permanent record of the certification has been created.

After running this process, you will likely want to print the Final Certification List report to verify that the appropriate balances will be transferred to the tax roll. Please refer to the Printing Reports section of this manual for more information.

Note that this process does not actually reduce the balance due in Utility Management. It simply tells the system what the final amounts are that will be transferred to the tax roll (including all applicable certification penalties). Note that since this procedure stores the amount to be transferred, any payments or adjustments made after this process is run will **not** reduce the balance that is transferred to the tax roll. As such, it is important that this procedure be ran after all payments considered “on time” for the tax certification have been updated to Utility Management.

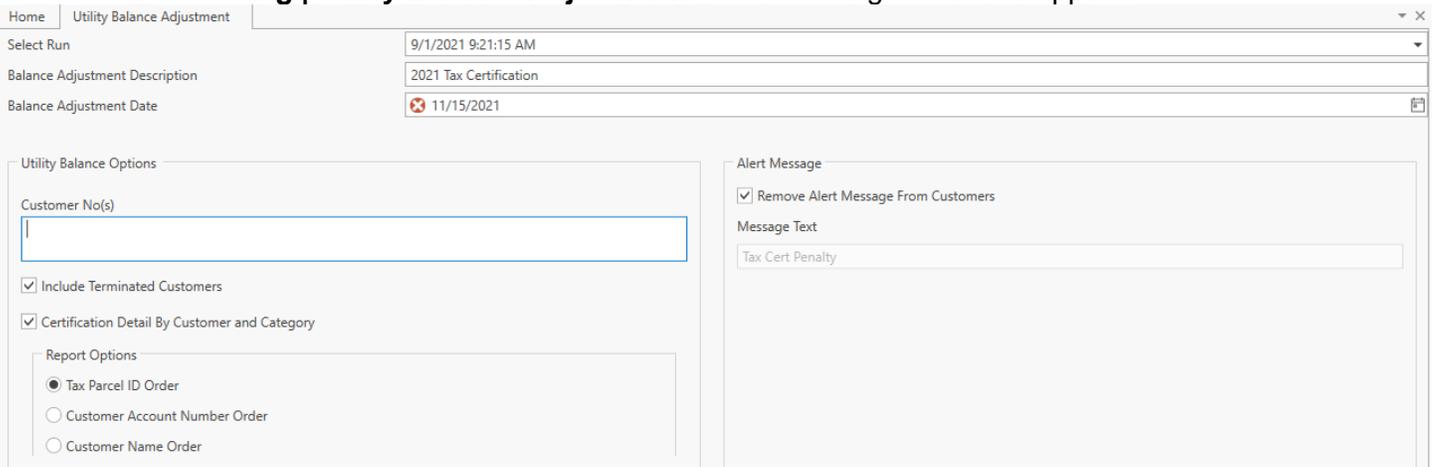
The following menu items all use the information created in this step:

- Processing | Utility Balance Adjustment
- Processing | General Ledger Update
- Reporting | Export
- Reporting | Final Certification List

## Adjusting the Utility Balances

This program is responsible for decreasing the account balance in Utility Management for the amount of balance that was certified. The program will create payment transactions in Utility Management for each balance that was certified.

1. **Select Processing | Utility Balance Adjustment.** The following screen will appear:



The screenshot shows the 'Utility Balance Adjustment' window. At the top, there are three fields: 'Select Run' with a dropdown menu showing '9/1/2021 9:21:15 AM', 'Balance Adjustment Description' with a dropdown menu showing '2021 Tax Certification', and 'Balance Adjustment Date' with a calendar icon and the date '11/15/2021'. Below these are two main sections: 'Utility Balance Options' and 'Alert Message'. The 'Utility Balance Options' section includes a text input field for 'Customer No(s)', two checked checkboxes for 'Include Terminated Customers' and 'Certification Detail By Customer and Category', and a 'Report Options' sub-section with three radio buttons: 'Tax Parcel ID Order' (selected), 'Customer Account Number Order', and 'Customer Name Order'. The 'Alert Message' section includes a checked checkbox for 'Remove Alert Message From Customers' and a text input field for 'Message Text' containing the text 'Tax Cert Penalty'.

2. Select your most recent Run.

3. Balance Adjustment Description is the text that will be displayed on the transaction record

4. Balance Adjustment Date is the date of the transfer to the tax roll. This should be a date within the current Utility Management period but not the same date as the penalties were applied.

5. Utility Balance Options

- *Customer No(s)*
- *Include Terminated Customers*
- *Certification Detail by Customer and Category*

- 
6. Report Options – Select whether you would like your report in Tax Parcel ID Order, Customer Account Number Order or Customer Name Order.
  7. Determine whether you would like to remove the Alert Message for all customers. If the **Remove Alert Message from Customers** box is selected, the program will search through all customers in the database. If it finds a customer with an alert message that *exactly* matches the **Message Text**, it will clear the alert message for that customer.



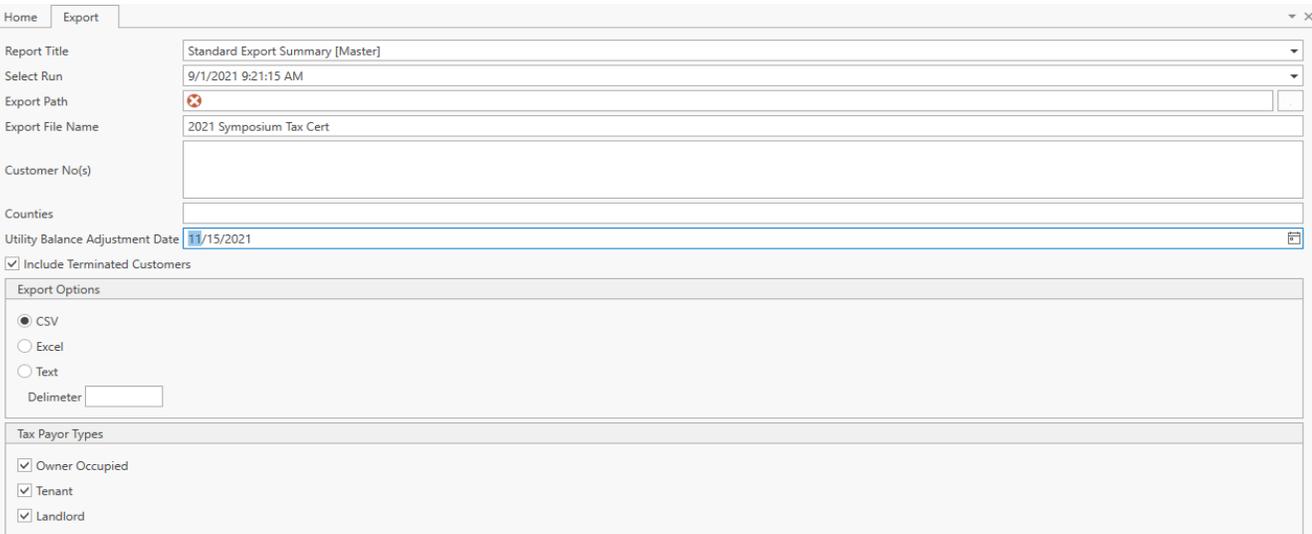
8. Click the **Go** button on the toolbar to create the balance adjustments.

When this process is complete, the Utility Management database will contain payment transactions to reduce customer account balances for the portion transferred to the tax roll. You may want to verify these transactions by running a Transaction Register report in Utility Management for payment adjustments only on the certification date. If you need assistance running this report, please contact CIVIC Support.

## Exporting Certification Balances

If the County requests you to provide customer account balances in a text file or spreadsheet, you can use the Export Certification Amounts to download customer balances and penalties to a file. The balances will be exported into a text file (which can then be imported into a spreadsheet). Running this program assumes that you have already run the Create Certification procedure described in a previous section.

1. From the main Tax Certification menu, select **Reporting | Export**. The following screen will appear:



The screenshot shows a web-based form titled 'Export' with the following fields and options:

- Report Title:** Standard Export Summary [Master]
- Select Run:** 9/1/2021 9:21:15 AM
- Export Path:** (Empty field with a browse button)
- Export File Name:** 2021 Symposium Tax Cert
- Customer No(s):** (Empty field)
- Counties:** (Empty field)
- Utility Balance Adjustment Date:** 11/15/2021
- Include Terminated Customers**
- Export Options:**
  - CSV
  - Excel
  - Text
  - Delimiter: (Empty text input)
- Tax Payor Types:**
  - Owner Occupied
  - Tenant
  - Landlord

2. Select your **Report Title** and **Select your most recent Run**.
  - Master report includes certification type
3. Enter the **Export Path** or click on the  button to browse for a file.
4. Enter the **Export Filename**.
5. Enter **Customer No(s)** if you would like a subset of customers. Leaving this blank will return all customers.
6. **Include Terminated Customers** is defaulted. If you would like to exclude terminated customers, uncheck the box.
7. Select your **Export Options** of CSV, Excel or Text and set your delimiter. Usually we recommend a comma or pipe.

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8. Select Tax Payor Types of Owner Occupied, Tenant and Landlord. All three should be checked for Act 274.

9. Click the **Go** button  on the toolbar to export the balances to a file.

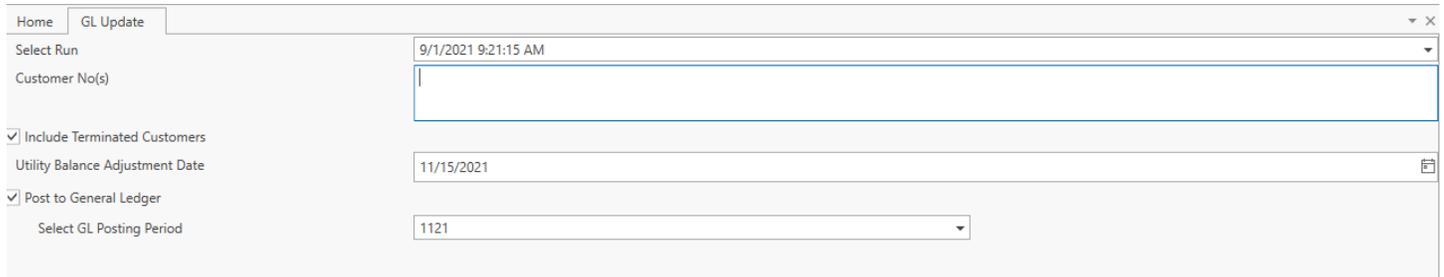
The program will create a file that contains one row per customer / certification category. The fields included in the file are as follow:

- Customer Account Number (formatted according to the mask defined in Utility Management )
- Tax Parcel ID (set in Location Maintenance in Utility Management )
- Customer Name
- Service Address
- Certification Category Type (Owner Occupied, Landlord, Tenant)
- Service Balance Due
- Penalties
- Total of Service Balance Due and Penalties

## Update General Ledger

With the current version of tax certification, most General Ledger entries are done automatically by the Utility Management system. The Tax Certification system produces the entries itself. Of course, if you are not using Caselle's General Ledger system, all entries will need to be made manually.

From the main Tax Certification menu, select **Processing | General Ledger Update**.




Click the **Go** button on the toolbar to update the General Ledger if your systems are integrated.

**Example:** A customer had \$50.00 certified for water and \$40.00 for sewer. Both had a 10% penalty associated with the certification.

### Entry made through Utility Management when **Penalty is applied (i.e., November 1)**

Water Accounts Receivable	5.00	
Water Tax Certification Penalty Revenue		5.00
Sewer Accounts Receivable	4.00	
Sewer Tax Certification Penalty Revenue		4.00

### Entry made through Utility Management when **balance is transferred (i.e., November 15)**

Utility Cash Clearing	99.00
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Water Accounts Receivable	55.00
Sewer Accounts Receivable	44.00

**Entry made by the General Ledger Update program  
in Caselle Tax Certification**

Water Taxes Receivable/Due From Tax Roll	55.00
Sewer Taxes Receivable/Due From Tax Roll	44.00
Utility Cash Clearing	99.00

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## Printing Reports

There are two reports that can be printed to assist in preparing the certification. Both of those reports show the details of the certification balances, either those balances that will be certified (Preliminary Certification List) or that have been certified (Final Certification List). Both reports are available under the **Report** menu on the Tax Certification main menu.

### Preliminary Certification List

The Preliminary Certification List shows the balances that would be certified if the certification were run right now. That is, the outstanding delinquent balance is always reduced for the most current payments and adjustments.

The report contains an option to print either Summary Balances or Caselle Service Balance Detail. If Summary Balances is selected, the program will show a single line for each customer, listing the account number and the delinquent balance. If Caselle Service Balance Detail is selected, the report will show what amount is outstanding for each Caselle service.

This report should be run in conjunction with the Certification Notices to show which customers will receive a notice.

### Final Certification List

The Final Certification List is a listing of the final certification balances, as determined by the Miscellaneous | Create Certification program. This report provides the detail of service balance and penalties as of the time that the final certification was run.

The report contains an option to sort by either customer account number or tax parcel ID. When printed, the report contains detail by customer of the service balance and penalty applied to each certification category. The report contains a grand total by certification category for service balance and penalties.

This report should be run in conjunction with the Utility Balance adjustment process to verify that the correct balances are removed from the customers' accounts.

This report would also be appropriate to use for preparing the listing to the County for the balances that need to be transferred to the tax roll.

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## Automatic Updates

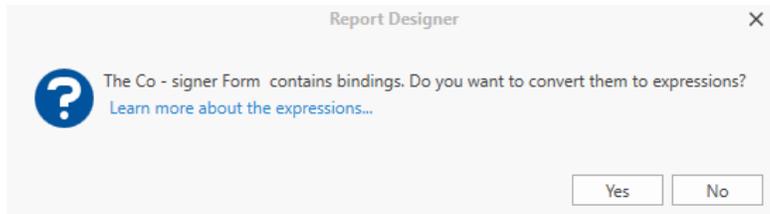
When you launch the Tax Certification program, it will automatically check for any updates. Please allow these updates when they occur.

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## Modifying the Forms

To start, open the Certification Notice Designer and choose your form from Open folder.

If you receive the following pop-up, please choose yes to update your forms.



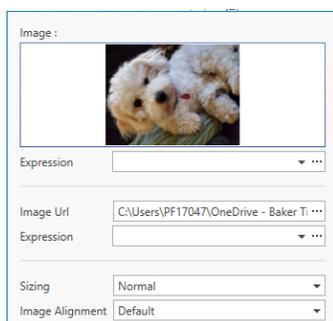
## Adding a Logo

To add a logo or another image, signature, etc open the form, left click on the Picture Box or its icon and drag it to where you would like it.

To map the picture to your network, click on the  in the upper right as seen below and you will get the Picture Box Tasks pop up.



Select the elipses for Image, then navigate to the file location on your machine. Click open once you've selected your file.



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Once your image appears, use the blue boxes to resize and move as needed. Then save your work!

## Changing the Layout

For 8.5" x 11" paper, the default forms are already set for folding to fit into a window envelope.

If you need or want to make changes to a box's location, left click and hold and drag the box to the new location.

## Changing the Text

With your mouse in the box you want to edit, triple left click and it will allow you to start typing at that spot. To remove all the text, double click until it is highlighted and choose delete on your keyboard.

## Selecting Different Variables

If the variable you want is not already in the template, you can choose to add it. On the right side of the screen in the Field List, select the Field List tab from the bottom of that section. That will give you all the options available. The most common variables are below.

[CalcMailingDate] – derived from the parameters you set when running letters

[ReverseCustomerName] – turns SMITH,BOB into BOB SMITH

[FormattedCustomerNumber] – will match your customer number format

[PropertyAddress] – the physical address of the property

[ParcelID] – if found in Utility Management>Locations the parcel ID will print

[CertificationAmounts.SumAmount!c] – the amount due pre-penalty based off dates in Organization

[CerticationAmounts.SumTotalBalance!c] – the calculated post-penalty amount based off dates in Organization and amounts in Certification Services

## Tax Certification Checklist

Dates	Task	Completed
Early October	In Caselle Utility Management Reallocate Credit Service Balances	
	In Tax Certification Program – Verify Organization Maintenance	
	Run and Print Preliminary Tax Certification List - summary and detail	
	Check balances, who is and isn't certified and make any changes in Caselle	
	Make any Form changes if necessary	
On or about	Run Preliminary Tax Certification List to make sure it is final	
October 15th	Print Tax Certification Notices	
On or about	Run Preliminary Tax Certification List	
November 1st	Apply Tax Certification Penalties	
On or about November 15th	Run Preliminary Tax Certification List	
	Create Certification Amounts	
	Run Final Certification List	
	Utility Billing Adjustment	
	Transfer Balance to County (Export)	
	Update General Ledger	