Questions

These questions appear in other areas but may be of interest to new Tax Collectors.

Q.) A bank check is received with 25 payments included on one check. Among those the bank is paying one has already been paid by the property owner 3 weeks prior. I must now deposit the large check in order to cover the other 24 payments because the period is ending; however, there is no way to balance the daily receipt report with my bank deposit. Do I just make a notation that the amount is being refunded to the bank by hand?

A.) Select one of the 24 payments and include the amount to be refunded in the payment amount for that bill. The program will create an adjustment in the amount of the refund. The refund will appear on the Refund Report, the correct total will appear on the Receipts Report and the Distribution Report will be unaffected.

Q.) Why can’t we “delete” a payment when we make an error on entry?

A.) If the deletion of receipts was allowed then someone could delete records that had already been reported on a disbursement report. With so many tax collectors using the program, it is very likely that at least one would confuse the use of void and delete.

Q.) Is it OK for me to change the system date in order to back date receipts?

A.) No. Many bad things can happen that you cannot fix if you alter the system date in the computer. If the program detects that you have changed the date it will warn you not to proceed. No. No matter how careful you are you will make a mistake you cannot fix. No. Really, don’t even think about it.

Q.) Why is the Del/Exon button dimmed out on some bills?

A.) Deletion/Exoneration requests only apply to Occupation/Per Capita bills. The button is dimmed, indicating that it is not available on Real Estate bills.

Q.) What happens if I request Exoneration of a bill and the taxing body doesn’t respond to the request?

A.) At the end of the year the Return Report lists all of the uncollected Occupation/Per Capita taxes. The report lists the bills for which you requested Exoneration but did not receive it at the end of the report along with the reason for requesting Exoneration. It is up to the taxing body to determine whether it will make further collection efforts at that time.

From:
https://grandjean.net/wiki/ - **Grandjean & Braverman, Inc**

Permanent link:
https://grandjean.net/wiki/tax_coll/frequently_asked_questions

Last update: **2020/05/19 20:16 UTC**