PERSONAL PROPERTY TAX

RELEASE NOTES – MARCH 2020

This document explains new product enhancements added to the **ADMINS Unified Community for Windows PERSONAL PROPERTY TAX** system.
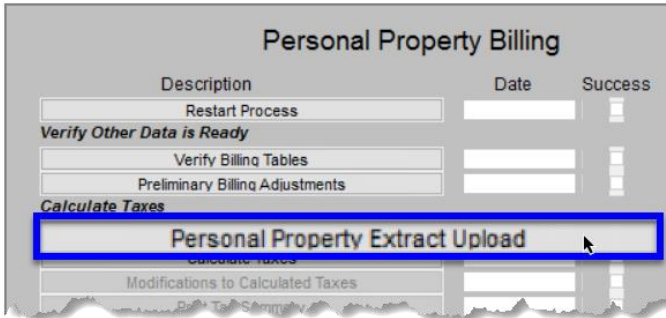
CONTENTS

1. EXTRACT UPLOAD

In the past, if other users were viewing or updating a record in the permanent Personal Property files (such as the Account Update Screen), the **[Personal Property Extract Upload]** would not work correctly.
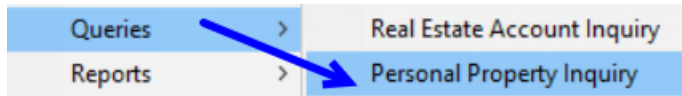
ADMINS corrected this and the upload will work when other users are accessing the screens.
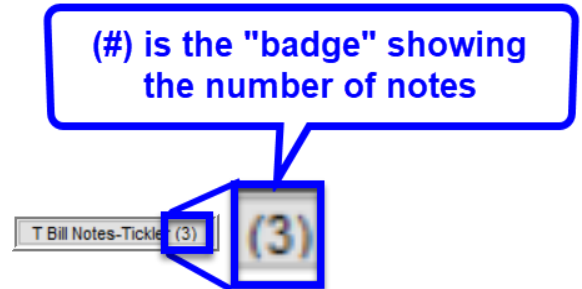
Select **Tax ▶ Billing - Personal Property ▶ Personal Property Billing** to access the step menu.

[ADM-AUC-RE-5596]

2. QUERIES

ADMINS added a notes field in the lower left corner of the **Bill Payment** and **Detail Payment** inquiry screens to draw attention to the tickler notes. To view the tickler notes, click on the ⟦ T Bill Notes-Tickler (3) ⟧ tab. See **Figure 1**.

Figure 1 The Bill Payment Inquiry Screen new field draws attention to attached tickler notes

[ADM-AUC-RC-8452]

3. REPORTS [Enhancement]

The **9032 Combined Bill Statement (Personal Property)** report is available from the **Tax ▶ Reports ▶ Collection Admin Reports** menu and the **Collections ▶ Reports ▶ Report Library**:

Figure 2 Combined Bill Statement available in report libraries

[ADM-AUC-RC-8469]

4. COMBINED BILLING TABLE [Enhancement]
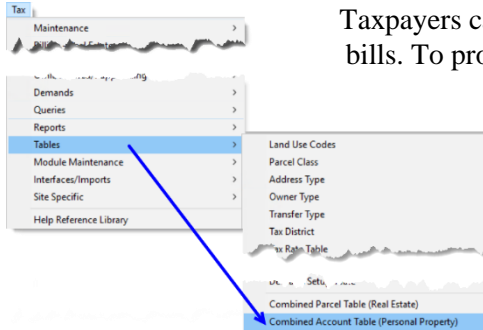
Taxpayers can have multiple accounts, and as such, multiple Personal Property Tax bills. To provide a consolidated list of bills for a taxpayer, use the **Combined Account Table**. Select **Tax ▶ Tables ▶ Combined Account Table (Personal Property)** to group multiple bills for an owner.

Note: this feature allows grouping of accounts that currently exist in the bill history file. Grouping and ungrouping does not add or remove accounts from bill history.

Create a Primary Account Entry ➤ **Add Linked Accounts** ➤ **Email / Print Consolidated Report**

Learn about this new feature in the **PP-650 Combined Billing Table** document in the Help Reference Library.

[ADM-AUC-RC-8469]

5. COPY LIVE TO TRAINING [ENHANCEMENT]
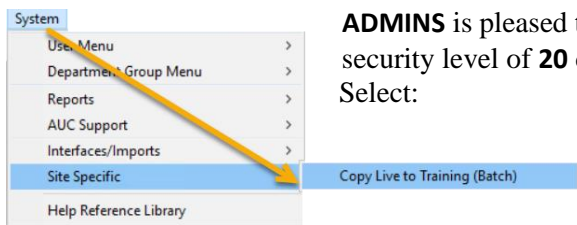
ADMINS is pleased to offer this new feature. Now, users with a security level of **20** can initiate a copy of live data to training. Select:

System ▶ Site Specific ▶ Copy Live to Training (Batch)

This process will refresh the training module, so verify with other department heads that they are not in the middle of doing any important testing.

Read the detailed instructions in the **SY–175 Copy Live to Training (Batch)** document in the **Help Reference Library**.

[ADM-AUC-SY-8114]

6. WANT FASTER RESPONSE ON SUPPORT REQUESTS?

To improve the user experience when emailing support@admins.com for assistance, please include the following information on the email:

```
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│ Subject line │ ──→  │  Include a   │ ──→  │ When is this │
│ should not be│      │ phone number │      │   needed?    │
│    blank     │      │  and name    │      │              │
└──────────────┘      └──────────────┘      └──────────────┘
       │                                            │
       ↓                                            │
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│ Include screen│ ──→ │ Provide the  │ ──→  │ New issue, new│
│   captures   │      │  report or   │      │    email     │
│              │      │ screen number│      │              │
└──────────────┘      └──────────────┘      └──────────────┘
```
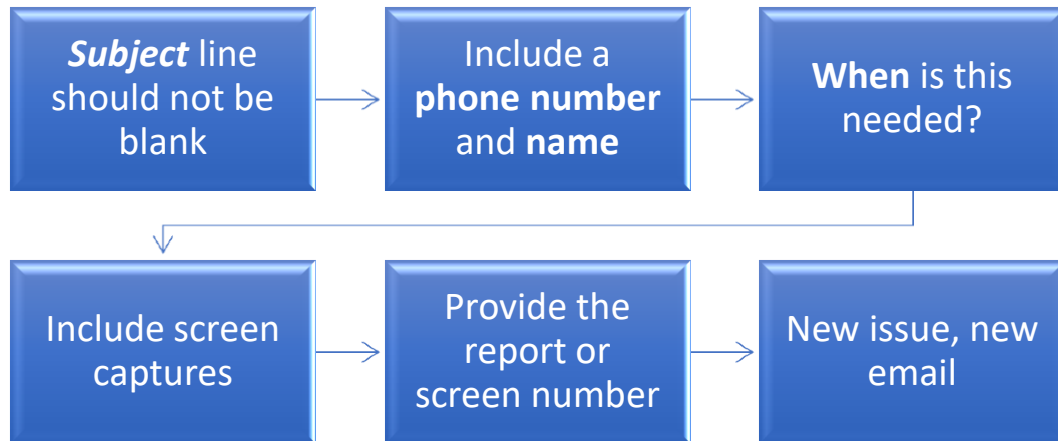
1. A *Subject:* line should briefly describe the request – for example, *Subject:* **Timesheet Entry Screen help needed**, or *Subject:* **Posting Disbursements – need assistance**.

2. Include your **full name** and **contact information**, including the **best phone number** to use when support staff call you.

3. How critical is the request? Is it **urgent**, as in trying to make a **4PM deadline for a bank ACH file**? If it is for the next time, let us know the next time the process will be run.

4. We love **pictures** – they are worth a thousand words–include screenshots when relevant.

5. We love words, too, so describe the problem and include a **report number** or **screen number** if known.

6. Start a **new email for a new issue**. Use **Reply All** to include the entire support team and allow seamless escalation for complex requests.

7. HELP REFERENCE LIBRARY

The following new or updated documentation was added to the Help Reference Library.

7.1. New or Updated Documents

- TABLES   RE–650 Combined Personal Property Billing Table   [New]
- SYSTEM   RE–770 System Administration Kit   [Updated]