

DANE COUNTY TREASURER ANNUAL TRAINING

LANDNAV SOFTWARE
THURSDAY, OCTOBER 8, 2026



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AGENDA

AM Session

- 9:00: Introductions
- 9:05: Getting Started in LandNav
 - Navigating LandNav
 - Cash Receipting vs Batch Payments
 - LandNav Reports
- 10:15 *15 Minute Break*
- 10:30 Training Exercises
- 11:45 Final Questions & Wrap-Up



PM Session

- 1:00 Introductions
- 1:05 Getting Started in LandNav
 - Navigating LandNav
 - Cash Receipting vs Batch Payments
 - LandNav Reports
- 2:15 *15 Minute Break*
- 2:30 Training Exercises
- 3:45 Final Questions & Wrap-Up

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GETTING STARTED IN LANDNAV

ENTRUST SELF-REGISTRATION AND CITRIX DESKTOP SETUP

- Installation instructions sent to you from Dane County HelpDesk when you are added as a user
- You will not be able to use LandNav without completing this set up process

LANDNAV AGENT SETUP

- Instructions are in the setup email from the HelpDesk; they are also located in the local treasurer manual
- You will need to set up your agent if you would like to print receipts from Cash Receipting



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NAVIGATING LANDNAV

LANDNAV MAIN MENU

- Welcome user: Update your name and email address
- Department: Should be your municipality
- My Processes: Process and Report results
- Cash Receipting: Entering tax payments
- Bill Maintenance: Parcel information search, VOIDS, & receipts
- Processes: Creating Cash Receipting batches and Batch Payments
- Reports: Run various reports throughout collection and settlement
- Catalis Help/About Catalis: Miscellaneous information



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CASH RECEIPTING vs BATCH PAYMENTS

Generally, one way is not better than the other; do what works best for your tax collection procedures.

A short list of pros and cons is listed in the manual:

<https://treasurer.danecounty.gov/municipal-treasurer-access>

BASICALLY...

Counter Payment Entry = Cash Receipting

- Payments posted immediately
- Receipts printed for taxpayer on site

Multiple Parcel Payment Entry = Batch Payments

- Payments remain unposted until user posts them
- Ability to review and correct entry errors



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CASH RECEIPTING

OPEN A CASH RECEIPTING BATCH

- Processes > Maintain Cash Receipting Batches
- Must be in a CR batch to enter and void payments
- Users can only be in ONE batch at a time

ADDING TAX BILLS TO THE CART

- Bill Maintenance
 - Search for tax bill > Check box for Unpaid Taxes > Add Selected to Cart > Go to Cash Receipting
- Cash Receipting
 - Search for tax bill > Check box for Unpaid Taxes > Add Selected to Cart



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CASH RECEIPTING

ENTERING PAYMENTS

- Payment Date: Will always default to the last day the user entered a payment
- The date you receive the payment determines the payment date, not the postmark
- Postmark determines timeliness for the 01/31/2027 due date
- Lottery Credits should be entered on 12/01/2026
- Interest/Penalty: Date cannot be after 01/31/2027
- Tax Receipt Copy: Defaults to "1" receipt
- Received Of: Defaults to the property owner
 - You are not required to keep track of who pays a tax bill or how, only when and how much



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CASH RECEIPTING

ENTERING PAYMENTS

- Partial or Installment Payments: Check the box next to the item in your cart to modify the Payment amount
- Lottery Credits: Cannot be entered with any other payment
- Tender Payment: Amount field will automatically calculate the total in your cart
- Payments: Enter each payment in its own transaction
 - Multiple parcels with one payment in one transaction = YES
 - Multiple payments for one parcel in one transaction = NO
- Overpayments: No overpayments with balances due
- Checkout: Verify there is \$0.00 Transaction Amount Due before clicking checkout



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CASH RECEIPTING

VOIDS

- Done through Bill Maintenance
- Void date will default to the payment date
- **LandNav Quirk:** Voids that include Specials
 - Voiding and re-entering a payment on the same date will omit the specials on the re-entered payment
 - In this circumstance, you will have to manually modify the payment allocations within Cash Receipting or Batch Payments
- If you are unsure about how to do this, **PLEASE** contact the County for assistance: Treasurer.Admin@danecounty.gov



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BATCH PAYMENTS

BATCH NUMBERS

- Your municipality determines the batch numbers
- Users can enter in multiple batches at a time

ENTERING PAYMENTS

- Processes > Batch Payments > Manually Enter Batch Payment
- 2026 Taxes Column: Informational only
- Pay Amount Column: The ONLY box you will type in is TOTAL
- Notes: Information entered here will show on the receipt
- Partial: Any amount other than Full, Installment, or Lottery
 - Enter amount in TOTAL field first, then click Partial button
- Add, Cancel, Update: Options available to proceed



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BATCH PAYMENTS

ENTERING PAYMENTS

- Each parcel must be entered separately
- Once entered, the only data that changes between payments is Receipt #

CORRECTING PAYMENTS

- Batch payments are not posted right away so corrections can be made without voiding the payment
- Display Batch Totals to verify they match your physical checks
- Use the Batch Payments Search function to locate and edit payments.

POST BATCH PAYMENTS

- Only after all totals have been balanced and verified



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LANDNAV REPORTS

PAYMENTS BY SELECTION CRITERIA

- Should be your GO-TO report most of the time
- Able to split out overpayments from regular tax payments
- Used for January and February Settlement and reconciliation

CHECK DEPOSIT SUMMARY/PAYMENT LISTING REPORT

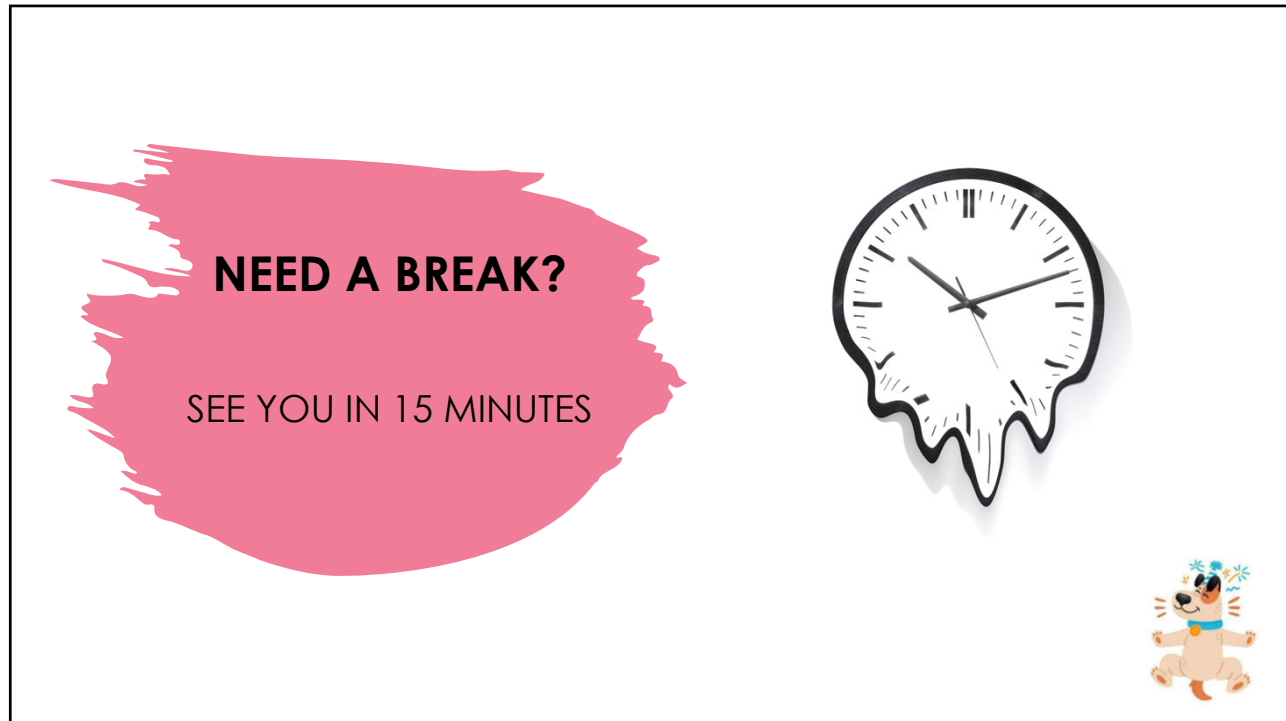
- Can be used daily to balance LandNav with your collections
- The Summary shows only payment information; the Listing shows owner, parcel, and payment information

OVERPAYMENTS REPORT

- Different from the Payments by Selection Criteria: shows the name and address entered in the "Received of" section
- Only helpful if you enter Overpayments in Cash Receipting



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TRAINING EXERCISES

- GROUP PRACTICE**
 - Group Practice 1-2
- BATCH PAYMENTS**
 - Exercises 1-7
 - Batch Payment Reports
- CASH RECEIPTING**
 - Exercises 8-14
 - Cash Receipting Reports
- MISCELLANEOUS PAYMENTS**
 - Exercises 15-25



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FINAL QUESTIONS & WRAP-UP



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CONTACT INFORMATION

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Helpdesk: HelpDesk@danecounty.gov

- Citrix and connectivity issues



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