LANDNAV PROCESS MANUAL

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1. GETTING STARTED

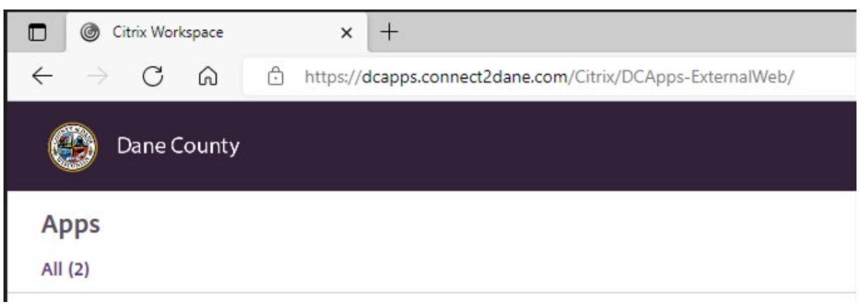
LandNav is the online property tax collection software used in Dane County. Municipalities will access LandNav using a secure, virtual desktop environment, Citrix. Entrust multi-factor authentication provides digital security to the workspace environment for access to the LandNav system. To get started, please follow the below steps in the order listed:

1. Citrix installation guide (See Appendix #1). Citrix must be installed first.
2. Entrust installation guide (See Appendix #2). Download this app second (after Citrix is installed)
3. Log into Dane County's Citrix workspace portal. Sign into Dane County at the same time as downloading the Entrust program. https://dcapps.connect2dane.com

2. LandNav Start Up

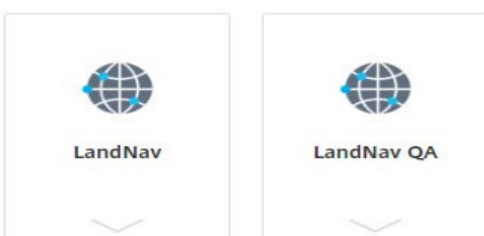
You will have two icons on your desktop:

1. LandNav QA (Training and Testing) and
2. LandNav (Production)



LandNav is for Entering this year's payments (2022 taxes).

LandNav **QA** – This is a test program for entering test cases and getting used to the application.



Until November 18, the QA site will have old 2021 data.

After November 18, this will have current data and will be refreshed nightly with the prior date's information.

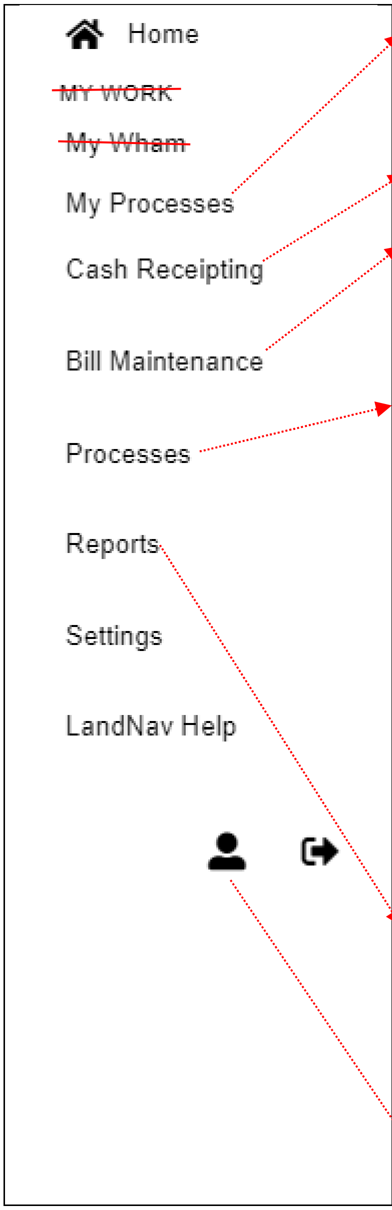
Passwords will be set to P@ssword$$ for all users each night it is loaded.

Click on the icon to launch the application.

Appendices #3 to #6 provide more information to get you started. Follow the instruction in Appendix #3 to login to the LandNav Agent for the first time. Appendix #4 gives you step by step instructions on how to set up your printer to print receipts.

3. LandNav Navigation

Navigation in LandNav is grouped by the categories shown on the left sidebar, shown below.



My Processes: Most of your reports will not just pop-up, you will need to click on My Processes to see your requested reports. Once they are complete, you can print or save the reports.

Cash Receipting: Payments will be entered under Cash Receipting.

Bill Maintenance: This is how you search parcels. If you are not entering a payment but want to check on payment activity or find a balance due, this is where you start.

Processes: Generally, the only function you will use under Processes is Maintain Cash Receipting Batches.

Name	Category
Maintain Valuations	Assessment
Maintain Cash Receipting Batches	Cash Receipting

This is where you create the batch numbers for your daily work.

There are two other Processes that are available to you
1) Maintain Transactions (see Cash Receipting), and
2) Batch Payments. Those will be defined in Appendix #9.

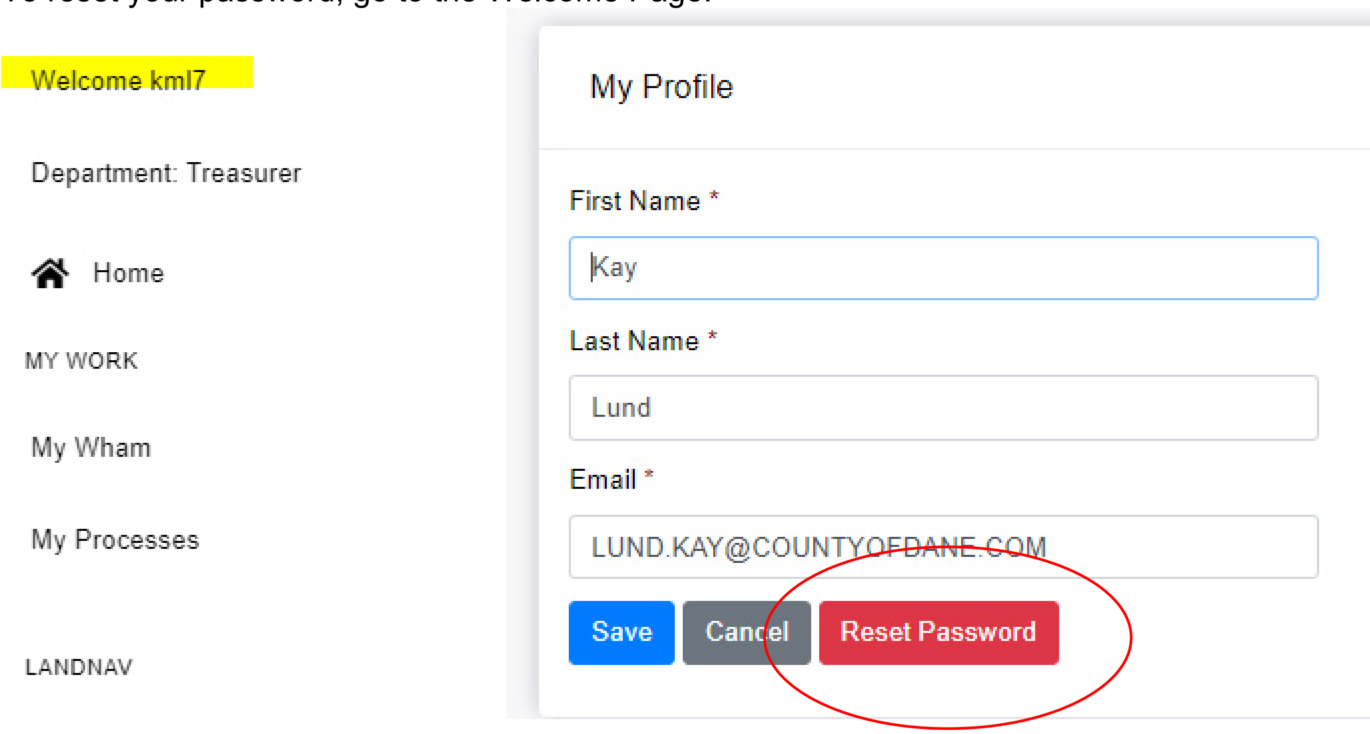
Reports: Reports and Receipts can be set up here. You will want to create several saved reports that meet your daily needs.

Settings: You will have access to a number of controls under Settings. See Appendix #3 for more information.

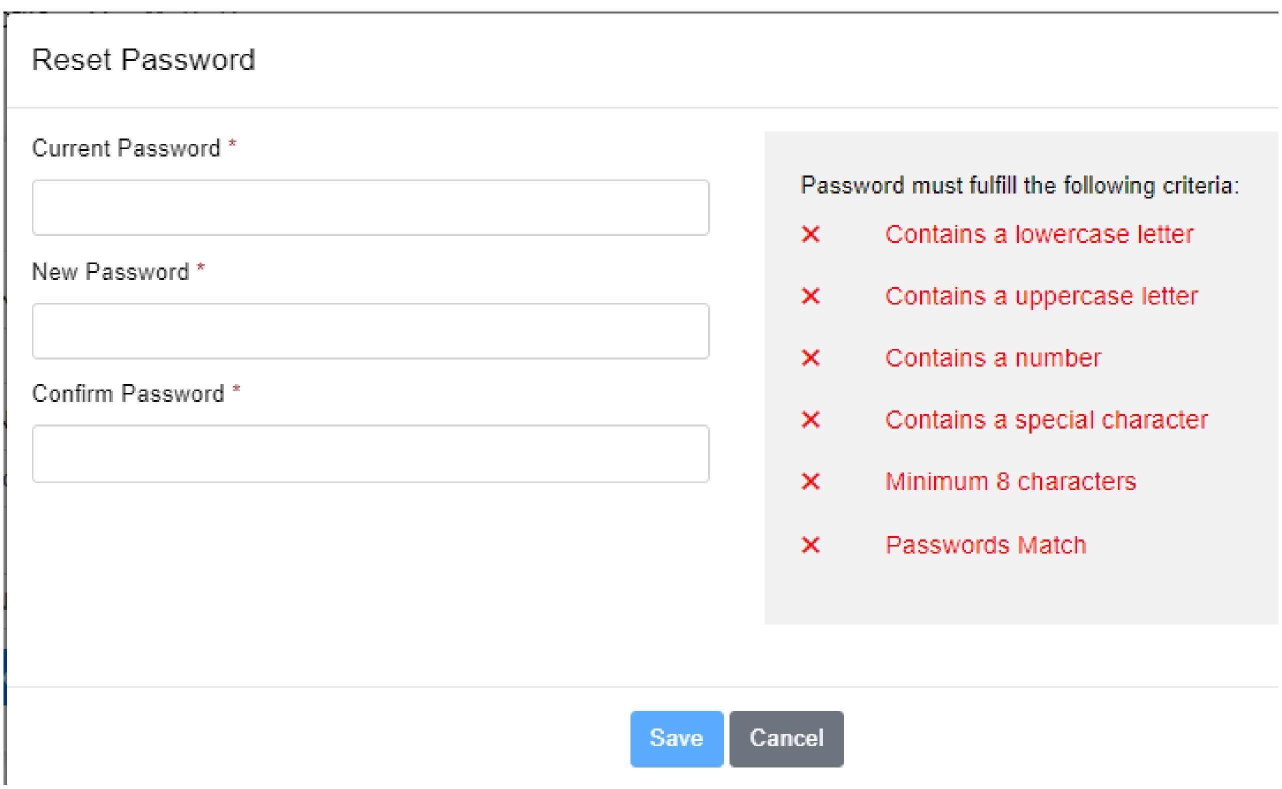
The Little Person: Click here to change your email, password or screen color template.

When 2024 tax data is loaded, reset your password in the LandNav application, you can set it the same as your network login, the network login will require a reset at some frequency. You do not need to reset it in the QA system as it will be reset after each nightly load to P@ssword$$.

To reset your password, go to the Welcome Page:



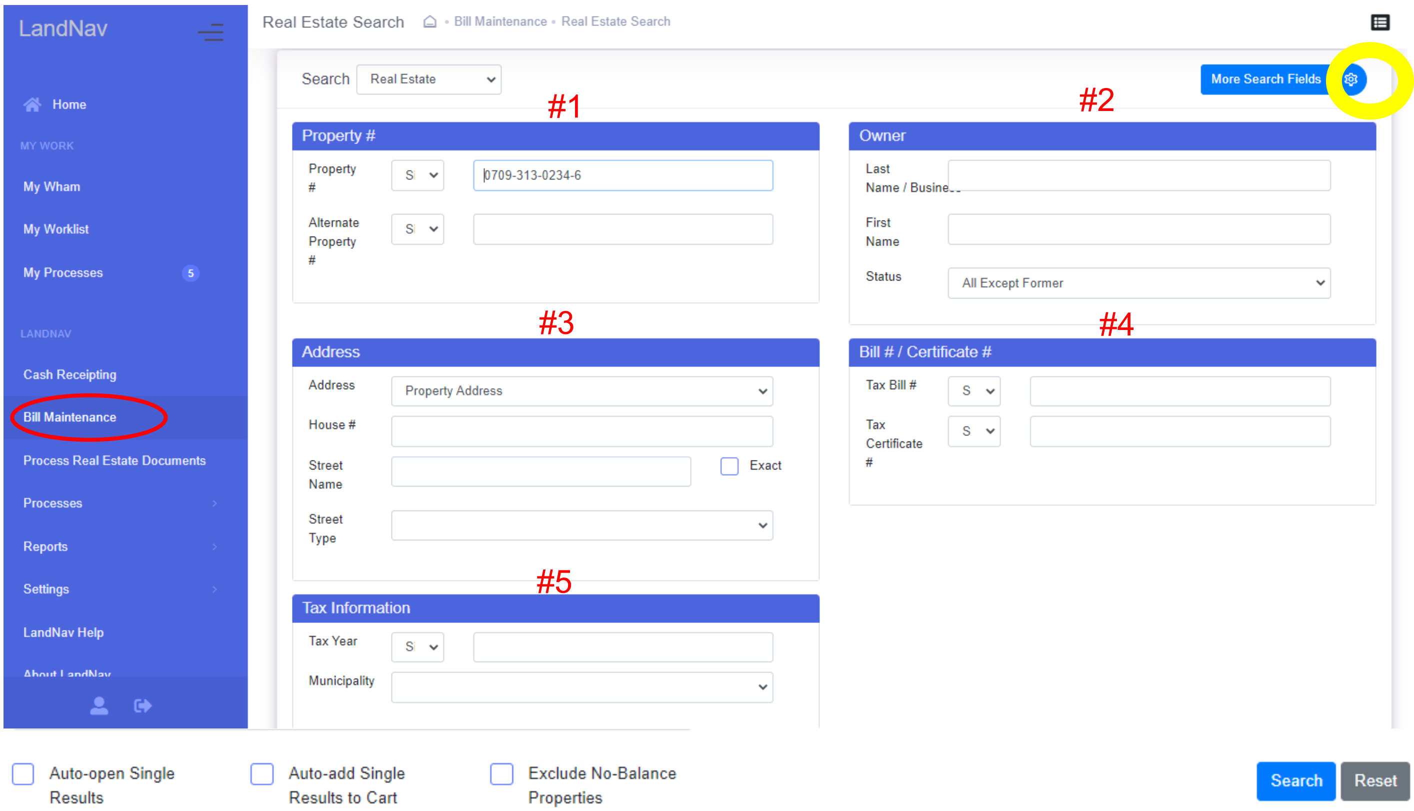
See the criteria at right below.



4. Search for Parcels

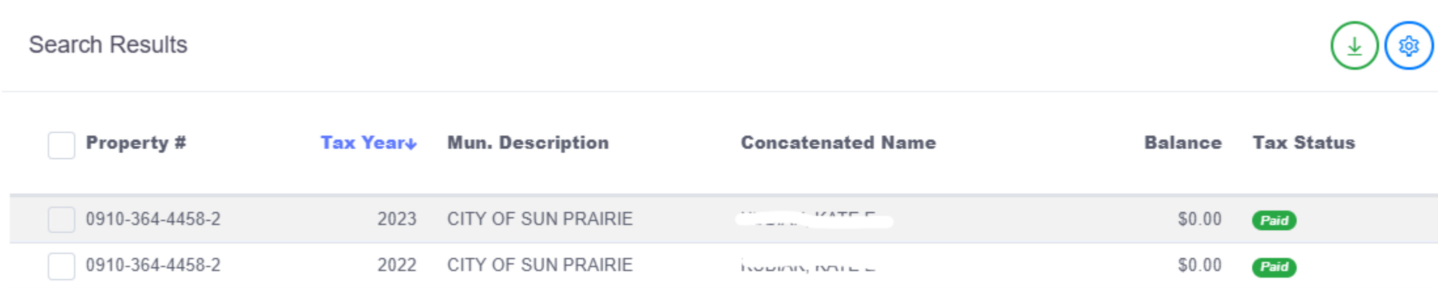
To search for information about a parcel, click on **Bill Maintenance**.

You can search on 1) Parcel Number, 2) Owner Name, 3) Address, 4) Bill Number, or 5) Municipality. Organize your search categories by preferences by clicking on “Settings” (circled in yellow below).



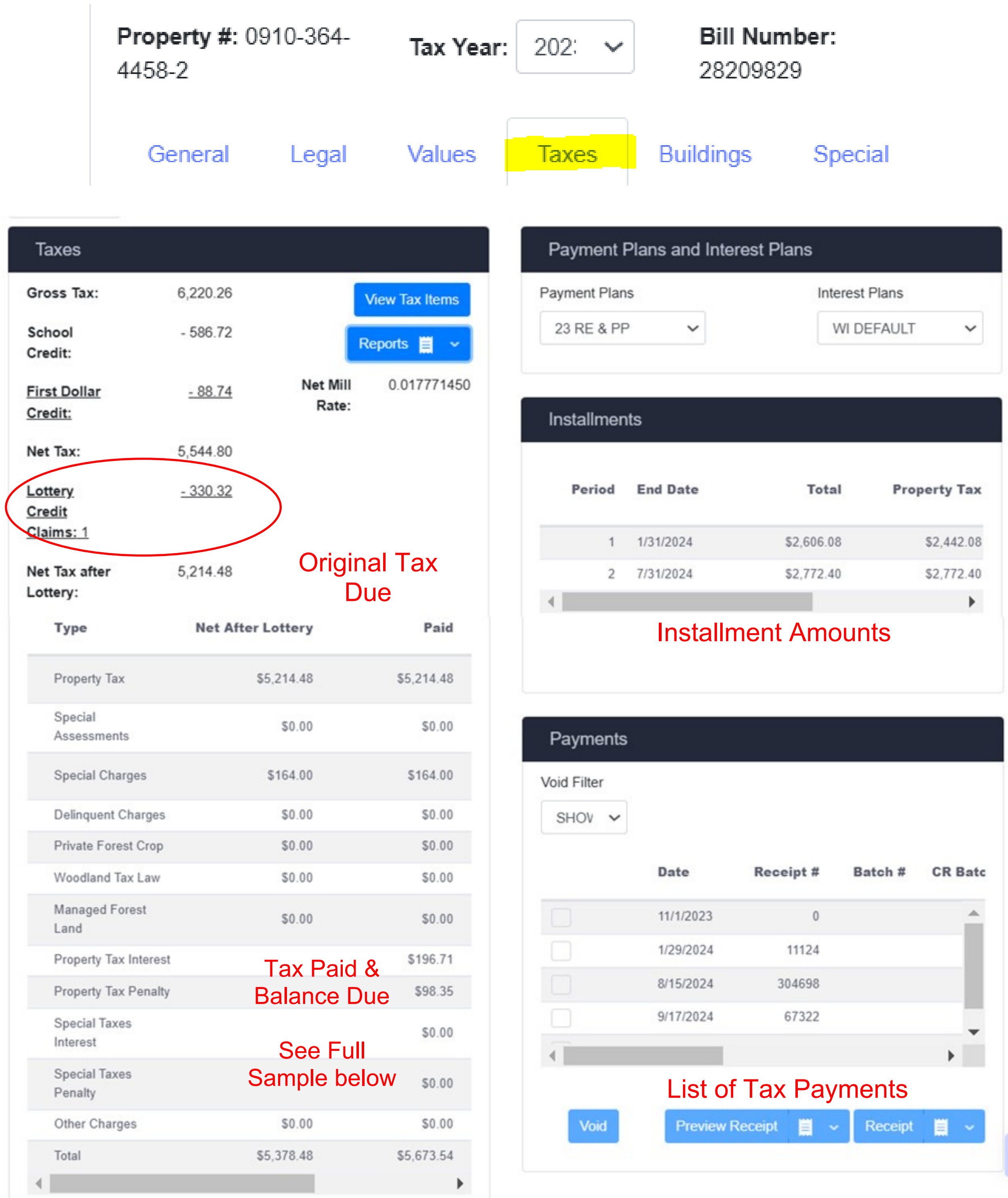
Once you enter a parcel, bill number, etc., click on Search at the bottom of the page. If you do not get any results, make sure that you do not have information from your last search still showing. *If you have a bill number already in that field, entering a parcel number for a different property will not give you any results. Either reset or clear any filled fields before your search.*

For example, searching on Parcel # 0910-364-4458-2, you will see the result below:



Clicking on Tax Year allow you to look at the most recent year taxes, 2023. When you click on that line, you will find all the information you need about that property.

The Tax TAB is the landing page and is where all your installment and payment information is available. You may be interested in the Specials TAB where your local charges are shown. The General TAB shows previous owners, municipality, billing address and other general information about the property.



Property #: 0910-364-4458-2 **Tax Year:** 202: **Bill Number:** 28209829

General | Legal | Values | Taxes | Buildings | Special

Taxes

Gross Tax:	6,220.26	View Tax Items	
School Credit:	- 586.72	Reports	
First Dollar Credit:	- 88.74	Net Mill Rate:	0.017771450
Net Tax:	5,544.80		
Lottery Credit Claims: 1	- 330.32		
Net Tax after Lottery:	5,214.48		

Original Tax Due

Type	Net After Lottery	Paid
Property Tax	$5,214.48	$5,214.48
Special Assessments	$0.00	$0.00
Special Charges	$164.00	$164.00
Delinquent Charges	$0.00	$0.00
Private Forest Crop	$0.00	$0.00
Woodland Tax Law	$0.00	$0.00
Managed Forest Land	$0.00	$0.00
Property Tax Interest		$196.71
Property Tax Penalty		$98.35
Special Taxes Interest		$0.00
Special Taxes Penalty		$0.00
Other Charges	$0.00	$0.00
Total	$5,378.48	$5,673.54

Tax Paid & Balance Due

See Full Sample below

Payment Plans and Interest Plans

Payment Plans: 23 RE & PP

Interest Plans: WI DEFAULT

Installments

Period	End Date	Total	Property Tax
1	1/31/2024	$2,606.08	$2,442.08
2	7/31/2024	$2,772.40	$2,772.40

Installment Amounts

Payments

Void Filter: SHOV

Date	Receipt #	Batch #	CR Batc
11/1/2023	0		
1/29/2024	11124		
8/15/2024	304698		
9/17/2024	67322		

List of Tax Payments

Void | Preview Receipt | Receipt

Type	Net After Lottery	Paid	Balance
Property Tax	$5,214.48	$5,214.48	$0.00
Special Assessments	$0.00	$0.00	$0.00
Special Charges	$164.00	$164.00	$0.00
Delinquent Charges	$0.00	$0.00	$0.00
Private Forest Crop	$0.00	$0.00	$0.00
Woodland Tax Law	$0.00	$0.00	$0.00
Managed Forest Land	$0.00	$0.00	$0.00
Property Tax Interest		$196.71	$0.00
Property Tax Penalty		$98.35	$0.00
Special Taxes Interest		$0.00	$0.00
Special Taxes Penalty	Total Due	Already Paid	Balance Due
Other Charges	$0.00	$0.00	$0.00
Total	$5,378.48	$5,673.54	$0.00

In the Tax screen at the left, you can see a summary of the payment activity on this parcel.

One thing you will have to get used to is that this online program requires you to do a lot more scrolling than the Legacy GCS program.

At the bottom of the Taxes TAB page, there is a section called unpaid taxes.

If you want to enter a payment, you can add this parcel to Cash Receipting. Scroll to the very bottom of the screen: Unpaid Taxes. Check the box next to the unpaid total. Then Click on "Add Selected to Cart."

Unpaid Taxes

Tax Year	Bill #	Cert #	Net Tax	GPT	GPT Int	GPT Pen	Special Tax
2021	280232	239	$3,816.08	$1,656.54	$132.52	$66.26	$0.00
			Totals	$1,656.54	$132.52	$66.26	$0.00

Add Selected to Cart

Delinquent Payment Plan

At times, you may need to click on the General TAB to find information.

General Legal Values Taxes Buildings Special Extras WHAM

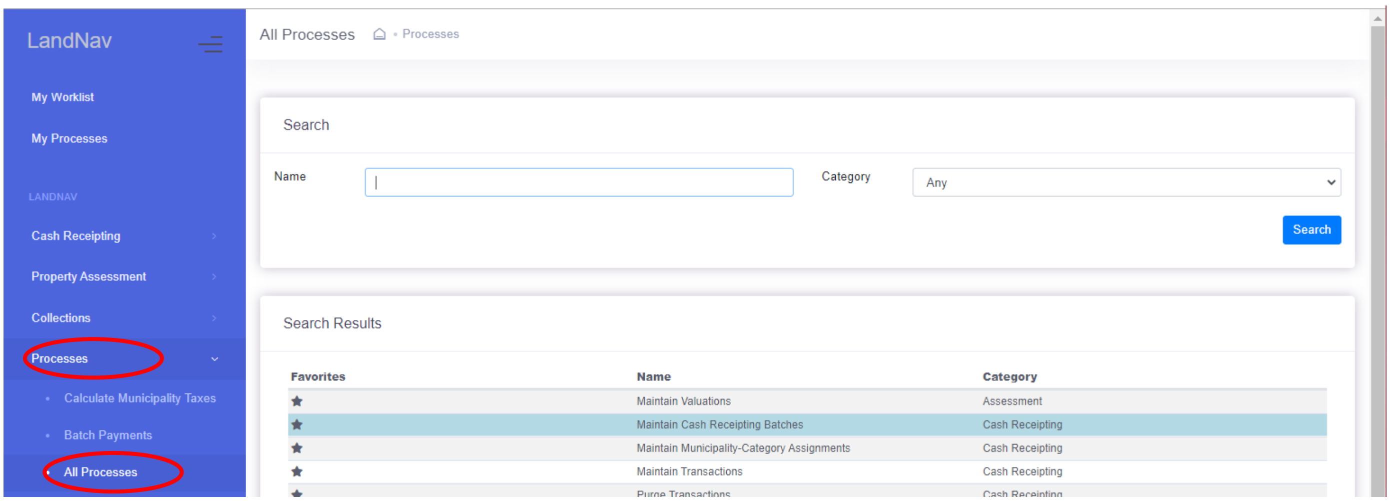
Property	The property heading shows the Municipality and Parcel
Ownership	This shows current and past ownership
Tax Address	Tax address shows the billing address.
Districts	This section shows all the taxing districts for this parcel
Document History	This section shows when sales were recorded or address changes requested.

5. Creating a New Cash Receipting Batch

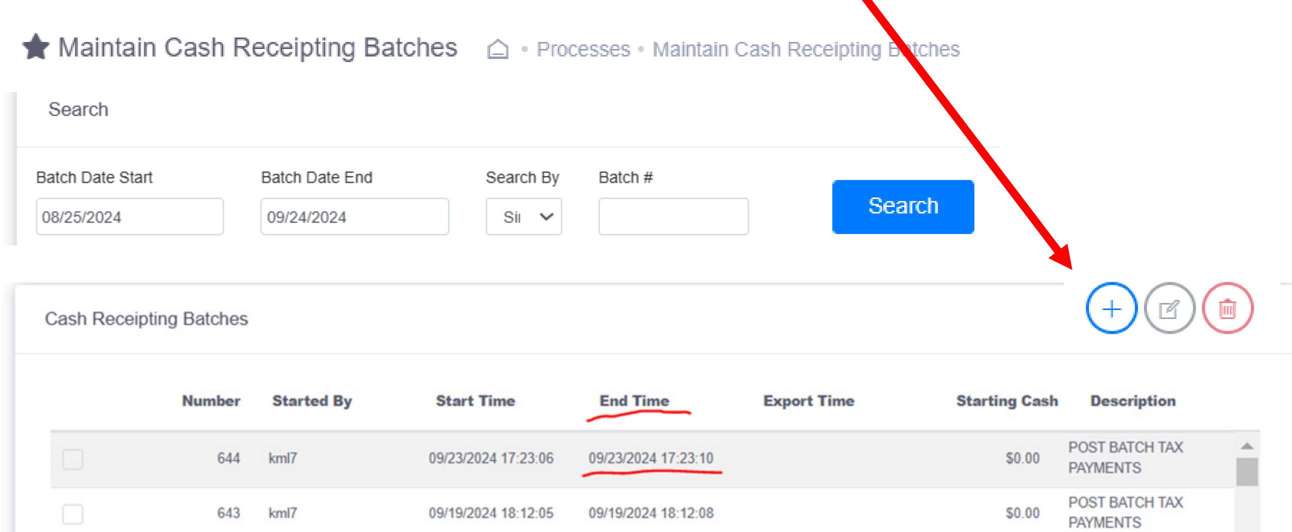
Cash Receipting is where you enter tax payments (other options for entry will be discussed later in this manual). When you go into Cash Receipting (CR) and have not created a CR Batch or have closed all your CR Batches, the statement below will appear in Cash Receipting.

To create a CR Batch, click on **Processes** then on **All Processes**.

Then click on **Maintain Cash Receipting Batches**.



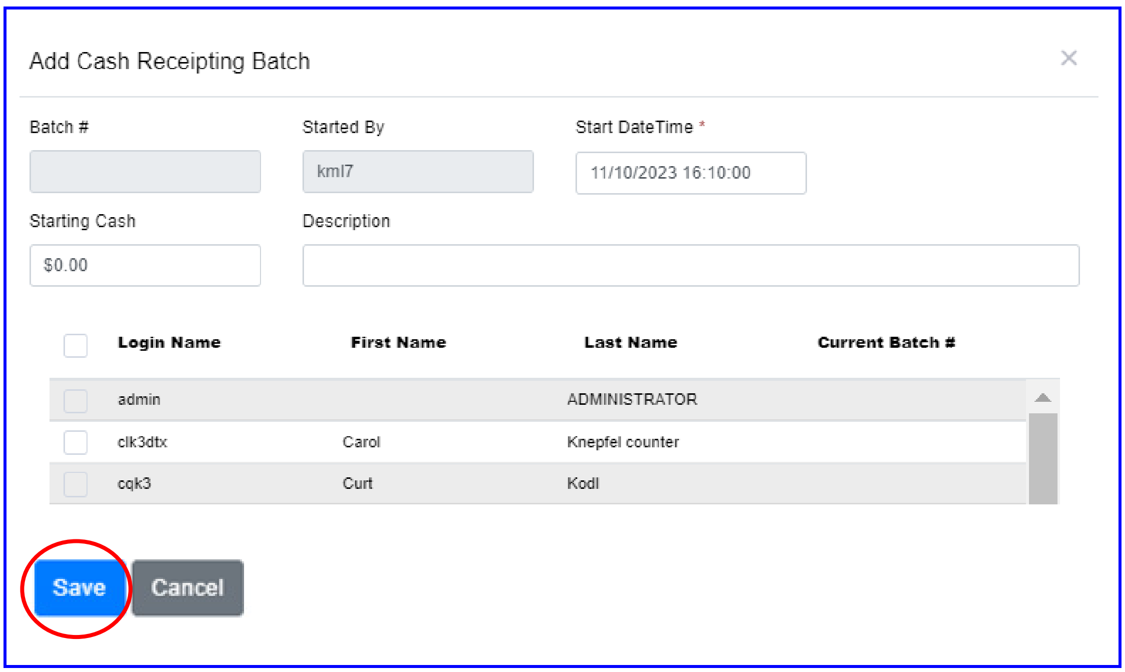
The page below will pop up. Click on Add (+ Sign) when the page pops up. You can see that the last CR Batches are closed so you need to add a new batch.



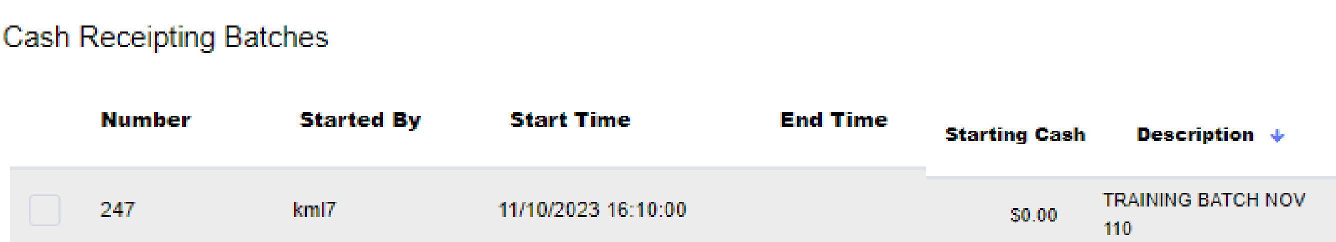
The page below will pop up

- The CR Batch Number is set automatically as the next available number.
- The “Started By” Cell will be filled in with your login name.
- The Date and Time will show as current but can be changed.
- The Starting Cash does not relate to our work.
- You can enter a Description of the CR Batch. Municipalities might want to set a standard template for the Description. Dec 10 Batch #1 or something like that for municipalities using multiple batches per day.
- The Login Names below can be entered to your Batch **IF** you want multiple people to enter into the same batch. I do not expect anyone will want more than one person per batch.

When done, click Save.



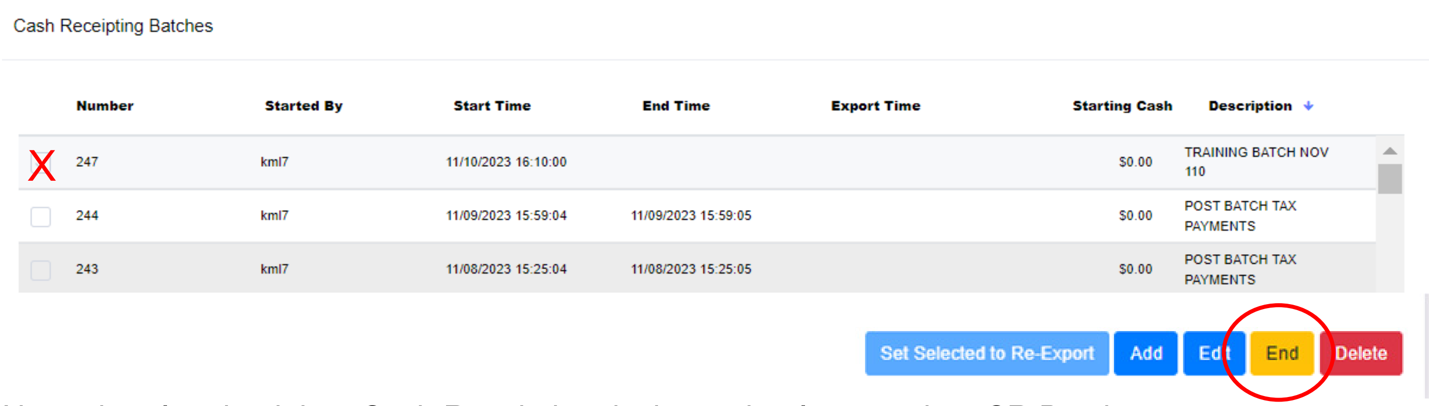
Below is the result of the new batch creation.



Now when you go into Cash Receipting, you will see the new CR Batch as shown below.

If you want to start another batch the same day or the next day, you need to go back to Processes → All Processes → Maintain Cash Receipting Batches.

Click on the box under Number and click end.


Cash Receipting Batches

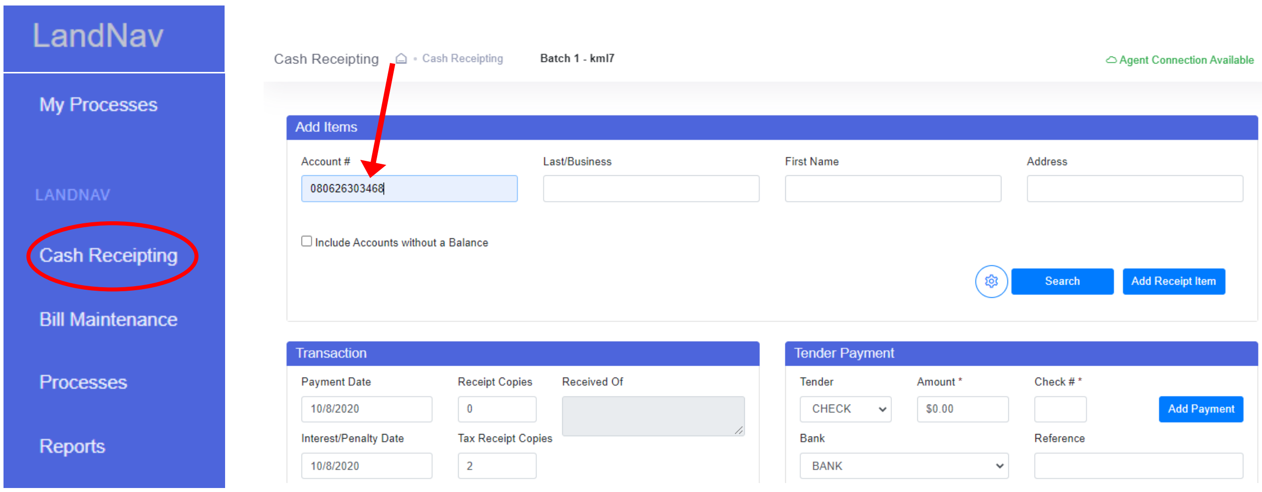
Number	Started By	Start Time	End Time	Export Time	Starting Cash	Description
247	kml7	11/10/2023 16:10:00			$0.00	TRAINING BATCH NOV 110
244	kml7	11/09/2023 15:59:04	11/09/2023 15:59:05		$0.00	POST BATCH TAX PAYMENTS
243	kml7	11/08/2023 15:25:04	11/08/2023 15:25:05		$0.00	POST BATCH TAX PAYMENTS

Now when I go back into Cash Receipting, it shows that I am not in a CR Batch.

6. ENTERING A PAYMENT IN CASH RECEIPTING

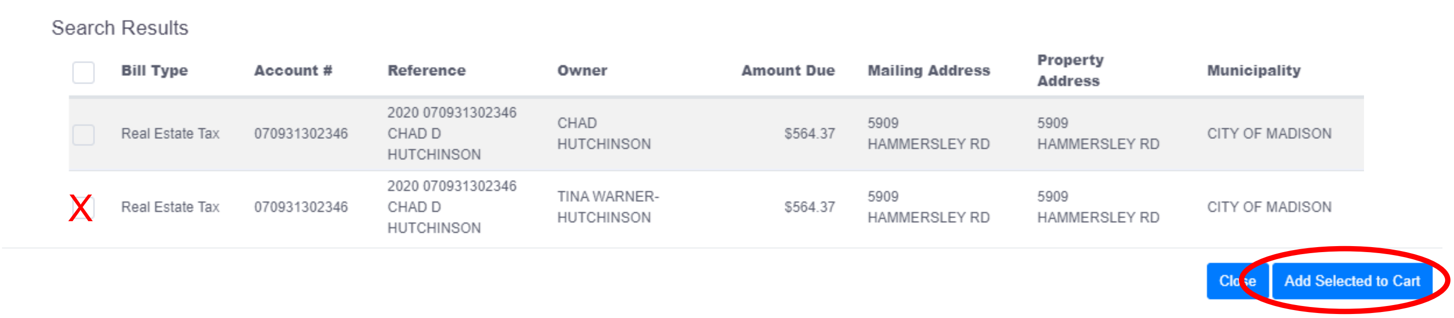
First, click on CASH RECEIPTING.

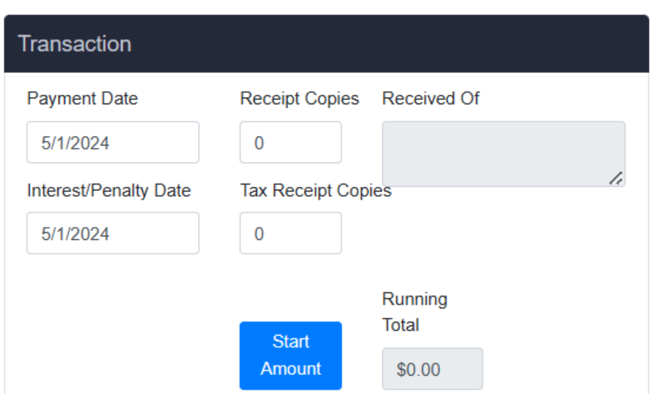
The screen below will pop-up. Enter the bill number, name or address of the property and click SEARCH.



The parcel search will become the pop-up below showing any unpaid taxes for that parcel.

Click in the box next to the name you want to use. If there are two owners (husband and wife for example) click on only one of the boxes. It does not matter which one. Then click on Add Selected to Cart.





In the Transaction box, make sure the payment date is TODAY (or the day you want entered on the payment. The interest and penalty date can be the same as payment date but cannot be set later than January 31.

If you want a receipt, put a 1 (or more) in the Receipt Box. Most likely, you will want the Tax Receipt. The "other" receipt looks like the screenshot below.

DANE COUNTY

	# 1
	September 24, 2024 01:08:05 PM
Received of:	**Trans #** 166513
[redacted]	**Batch #** 368
1044 SUN PRAIRIE RD	
MARSHALL WI 53559	

Forty Two and 97/100 — **Amount** $**********42.97

Item	Category / Reference	Account	Amount
1	REAL ESTATE TAXES 2022 091216490002 1	TAXES	42.97

Cash:	0.00	**Check:**	42.97	**Other:**	0.00
Refund:	0.00	**Change:**	0.00	**Total:**	42.97

OFFICIAL RECEIPT WHEN VALIDATED IN THIS BOX
kml7 09/24/2024 13:08:05 **********42.97

You may also enter more information about who paid this portion of the property tax under Received Of. *Note: It is not a requirement that you keep track of who made a payment.*

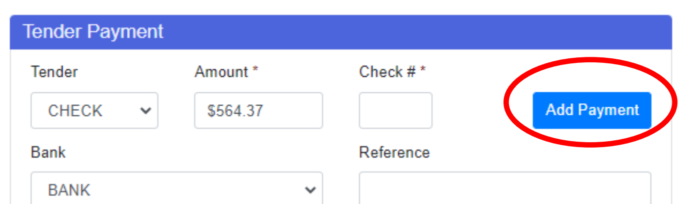
I have no idea why you would ever use a Start Amount; you can ignore that. The Running Total will keep track of your payment if you are adding multiple parcels paid by one check.

Recommendation

If you have a large group of parcels paid by one check, you should consider using the Manual Batch Entry process instead of Cash Receipting. See Appendix #9.

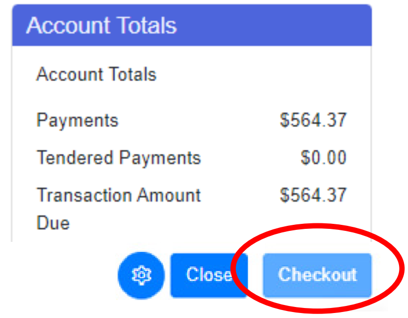
Under Cart: The check you received covers the full balance due, $564.37. Leave that amount in the Payment box (red circle at left).

Do not enter the payment in the Tender Payment box, shown at right. That is only used for Overpayments. See [Appendix #7]

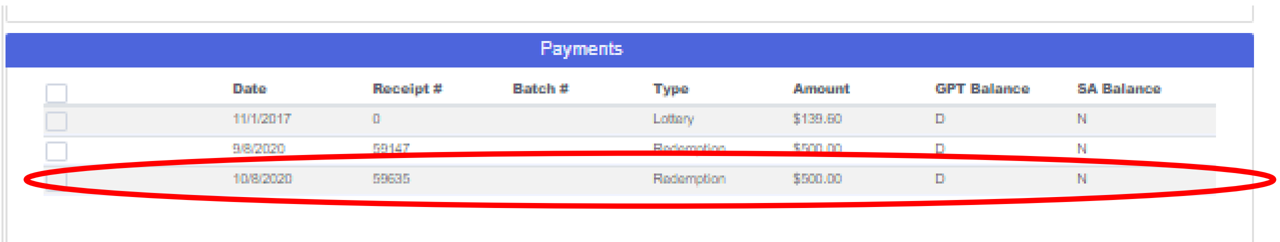


Enter the Check number and any reference you want to include with the payment. Generally, you might want to add information about who paid. Then, click **Add Payment**.

Finally, you will go to the bottom of the page and click on Checkout. If one parcel is paid for with two checks, check out between the two checks. If you do not check out between check entry, it will make any voids much more complicated. We have also had errors caused by entering both checks and checking out only once. It is important to check out after each type of payment (two checks or one check and cash).



Tax receipts will print based on the number requested in the Transaction Box. If you go back to Bill Maintenance now and search on this payment, you will see the completed payment.



Payments

Date	Receipt #	Batch #	Type	Amount	GPT Balance	SA Balance
11/1/2017	0		Lottery	$139.60	D	N
9/8/2020	59147		Redemption	$500.00	D	N
10/8/2020	59635		Redemption	$500.00	D	N

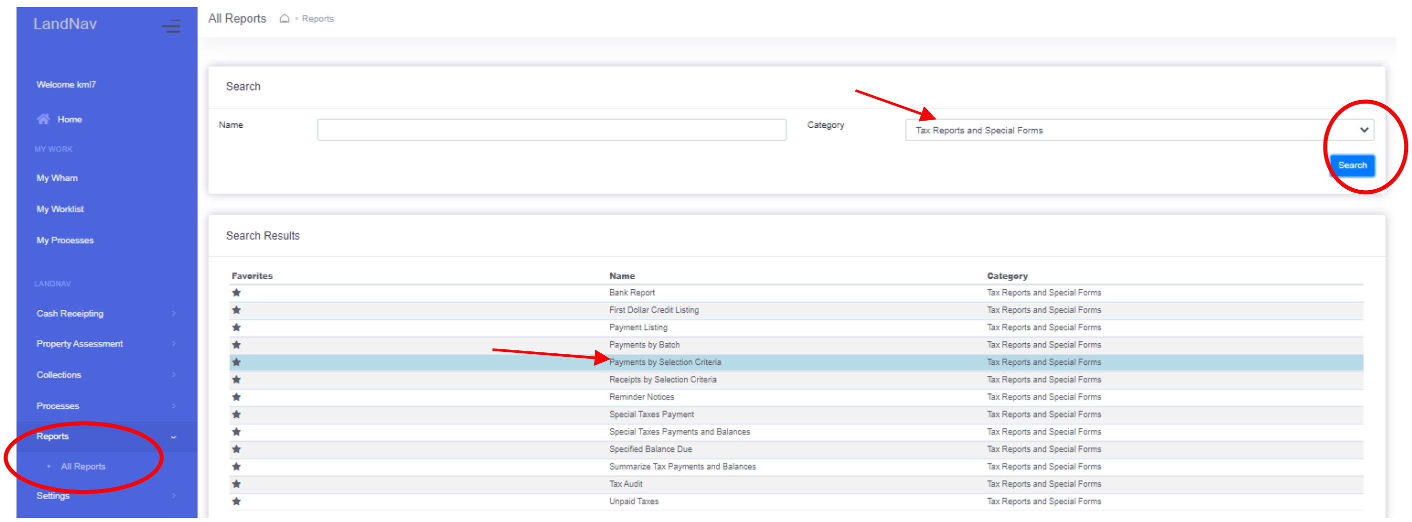
More than a Recommendation

As stated above, if you have two payments for one parcel, enter each payment separately and check out. If the payment is cash and a check, enter the cash first and check out. Then enter the check. If the two payments are a mortgage check and a personal check, pick which one is less likely to be stopped or NSF. The key is to check out between the two entries. There is a bit of a bug in the tax software that does not always record these correct when entered together before checking out. The receipt would show a balance due (of the second payment amount) and an overpayment of the same amount. Funky.

7. Daily Reports

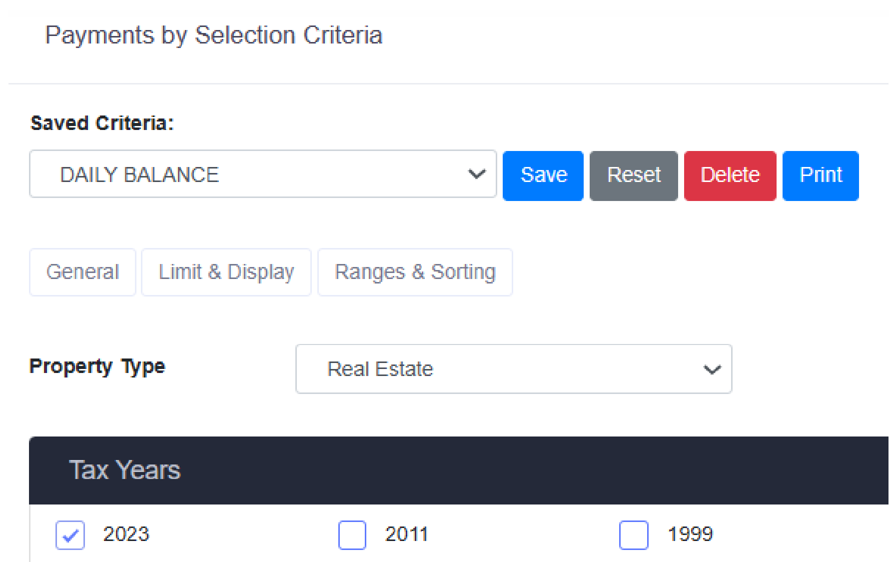
At the end of each day, we do a report to balance tax receipts with the tax deposit. In LandNav, click on **Reports** (See below).

- Click on All Reports
- Use the Down Arrow on Category to select **Tax Reports and Special Forms**
- Click Search
- Select Payments by Selection Criteria

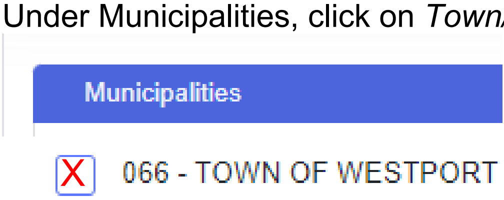


The page at the right will pop up. You will be able to save your criteria so that you do not need to recreate this report every day.

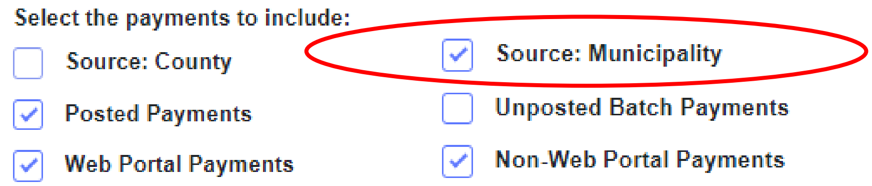
First, click on the current tax year, 2024.



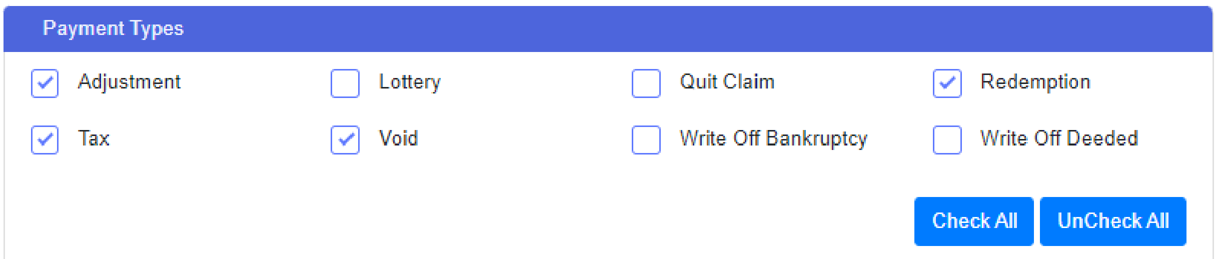
Under Municipalities, click on *Town/Village/City* (your municipality).



Next, select Municipal Payments as your source.

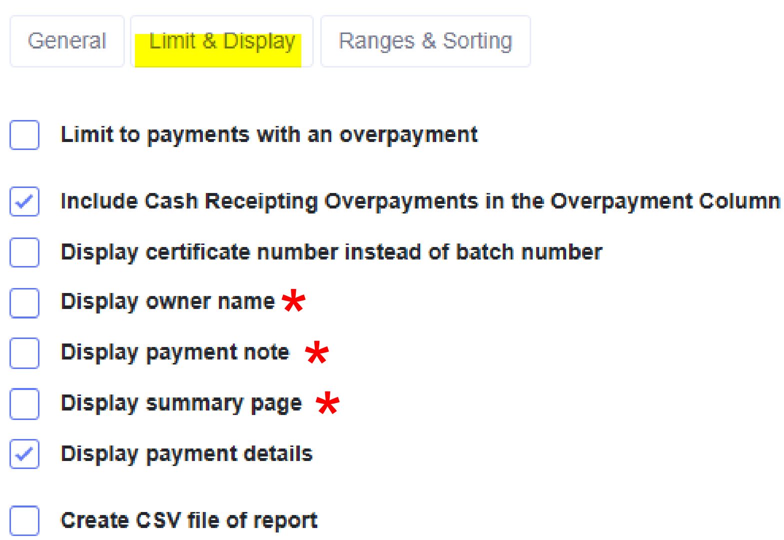


You do not need to change the pre-set Payment Types as shown below.



Back at the top of the page, click on the Limit & Display TAB.

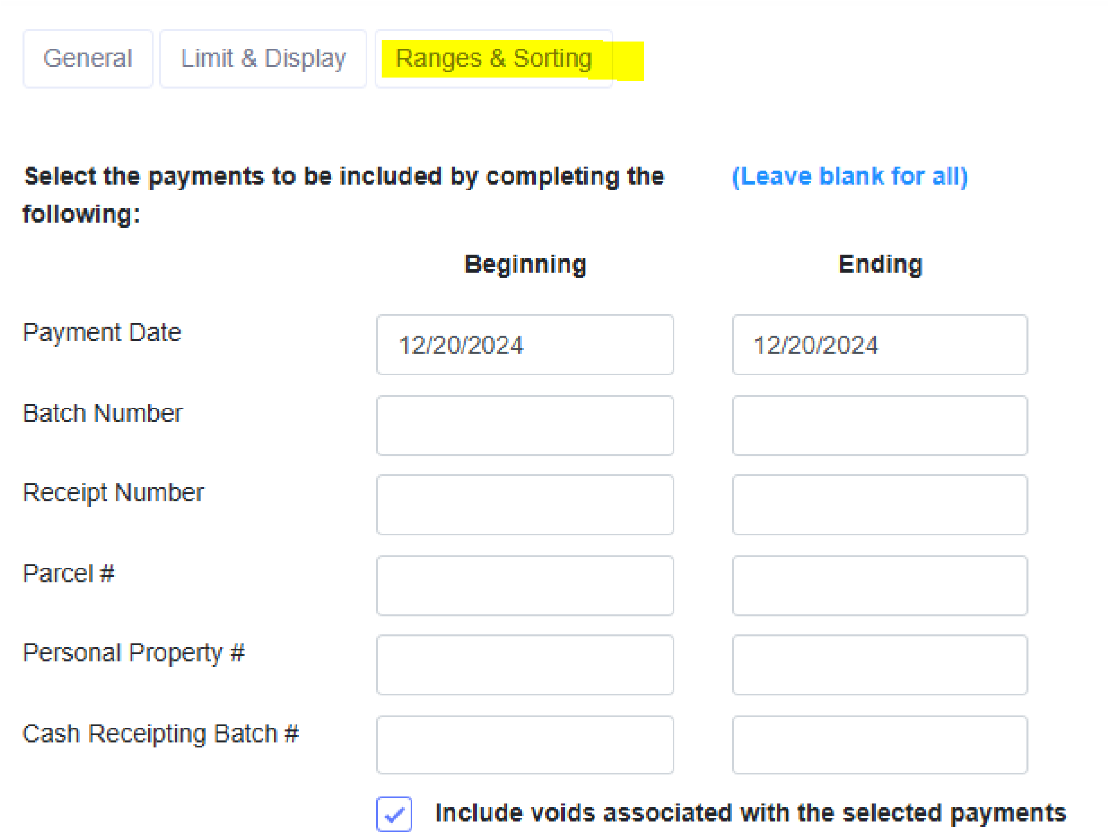
This page will show you options for the display on your report. You may want owner name or payment notes or a summary page at the end.



Next click on the **Ranges and Sorting** TAB.

As show below, you may select Payment Dates, Batches, Receipt Numbers, or Parcel Numbers.

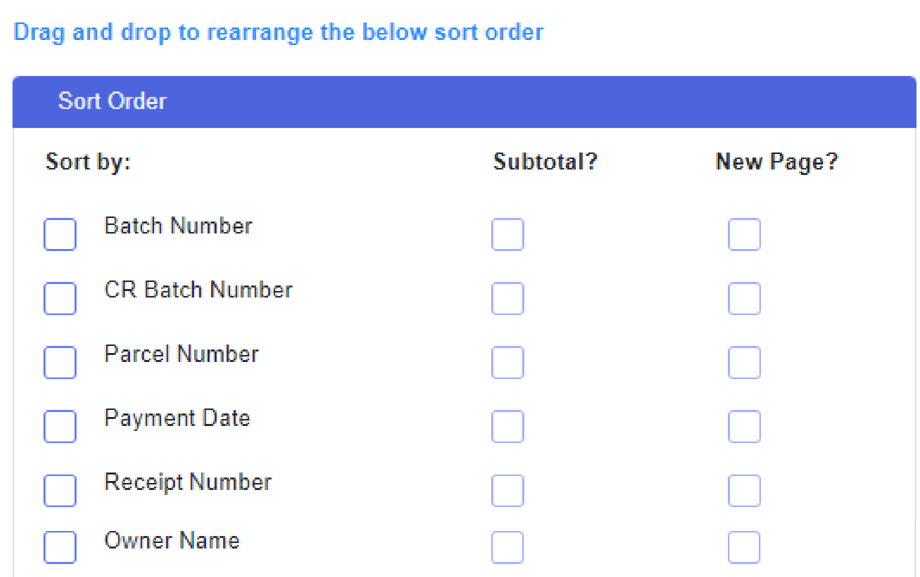
If you are doing a daily balancing report, you likely just want today's date for Beginning and Ending.

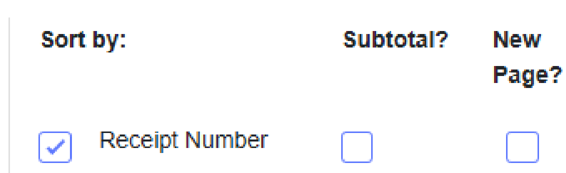


It is important to note that Cash Receipting Batches and Batches ARE NOT THE SAME THING. More later.

Now, you will select a Sort Order for your report. Check the boxes needed and then drag each category into the order you choose.

As an example, if you want a report of just the payment date shown above, December 20, 2024, you could just sort by receipt number. That report will show all the payments you entered on December 20 in the order they were entered, receipt number.

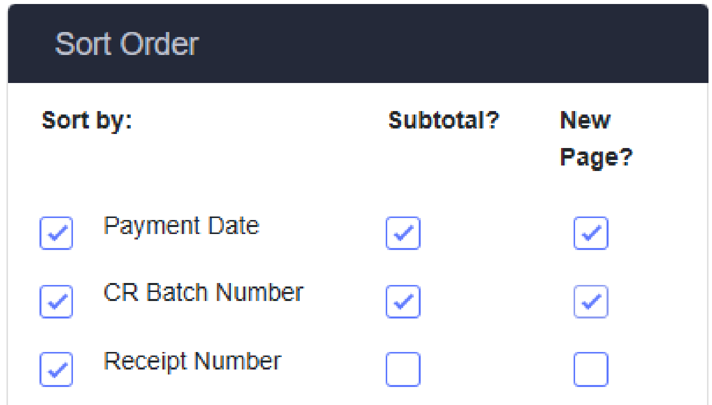




If you have multiple people entering in different batch numbers each day, you will likely want the sort order shown at the right.

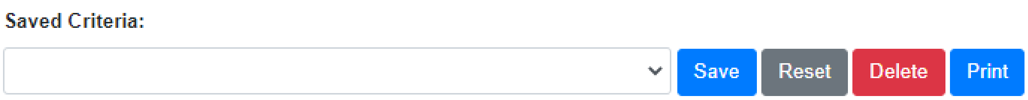
This report will still give you a daily total but you will also get sub-totals for each person's cash receipting batch.

Finally, you will want to click on Print to create your report. You can find PRINT at the top and the bottom of each TAB.



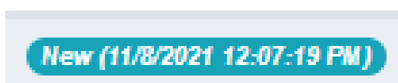
Once you find the report that you want to use each day, you can Save the Criteria. A daily balancing report is the best example All you will have to change each day is the date or the report.

Just click on Save and type in a report name.



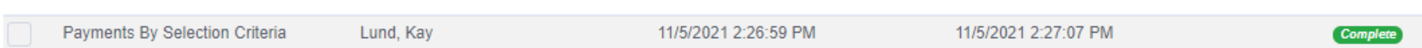
To see the report you just created, go to My Processes.

It will likely show up as



because it is not complete yet.

Click on My Processes again (may take some time) and finally, your report will show up as complete.



Note: the report will not show up as complete without clicking on My Processes again. Basically, starring at it will not make it happen. However, when it is complete, a number of completed reports/actions will appear next to My Processes.

Click on the report and the box on the right will pop up. Select the results file and then you will be able to print your report.

Process Details

Description	Payments By Selection Criteria
Requested By	Lund, Kay
Requested Date/Time	6/22/2021 9:54:19 AM
Completed Date/Time	6/22/2021 9:56:53 AM
Results File(s)	Payments By Selection Criteria.pdf

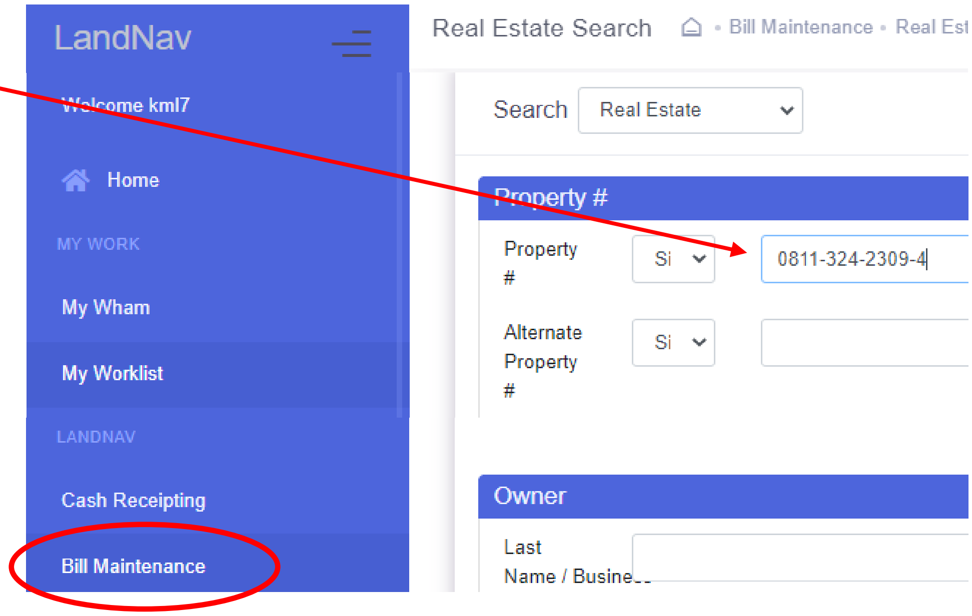
8. Voiding a Payment

In LandNav, use the information available (name, address or parcel number) to find the payment.

Click on Bill Maintenance on the Left Menu bar. Type in the parcel number with the returned payment. (You can also use Name or Address to Search).

Click Search in the lower right hand corner.

Now click on the Tax Year with the returned payment.

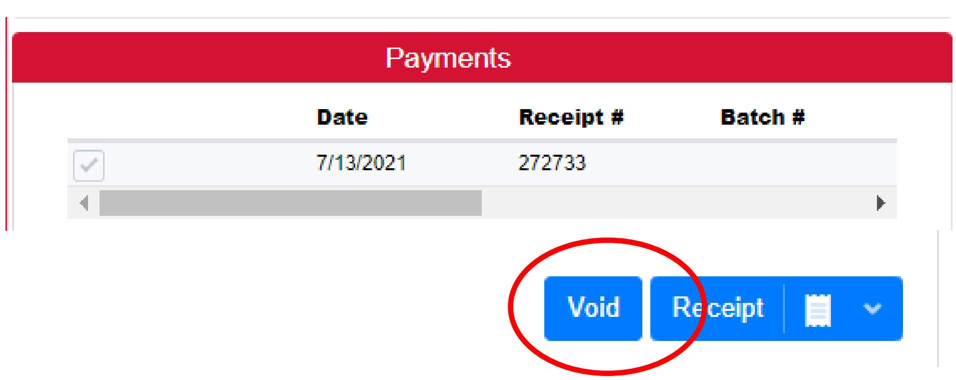


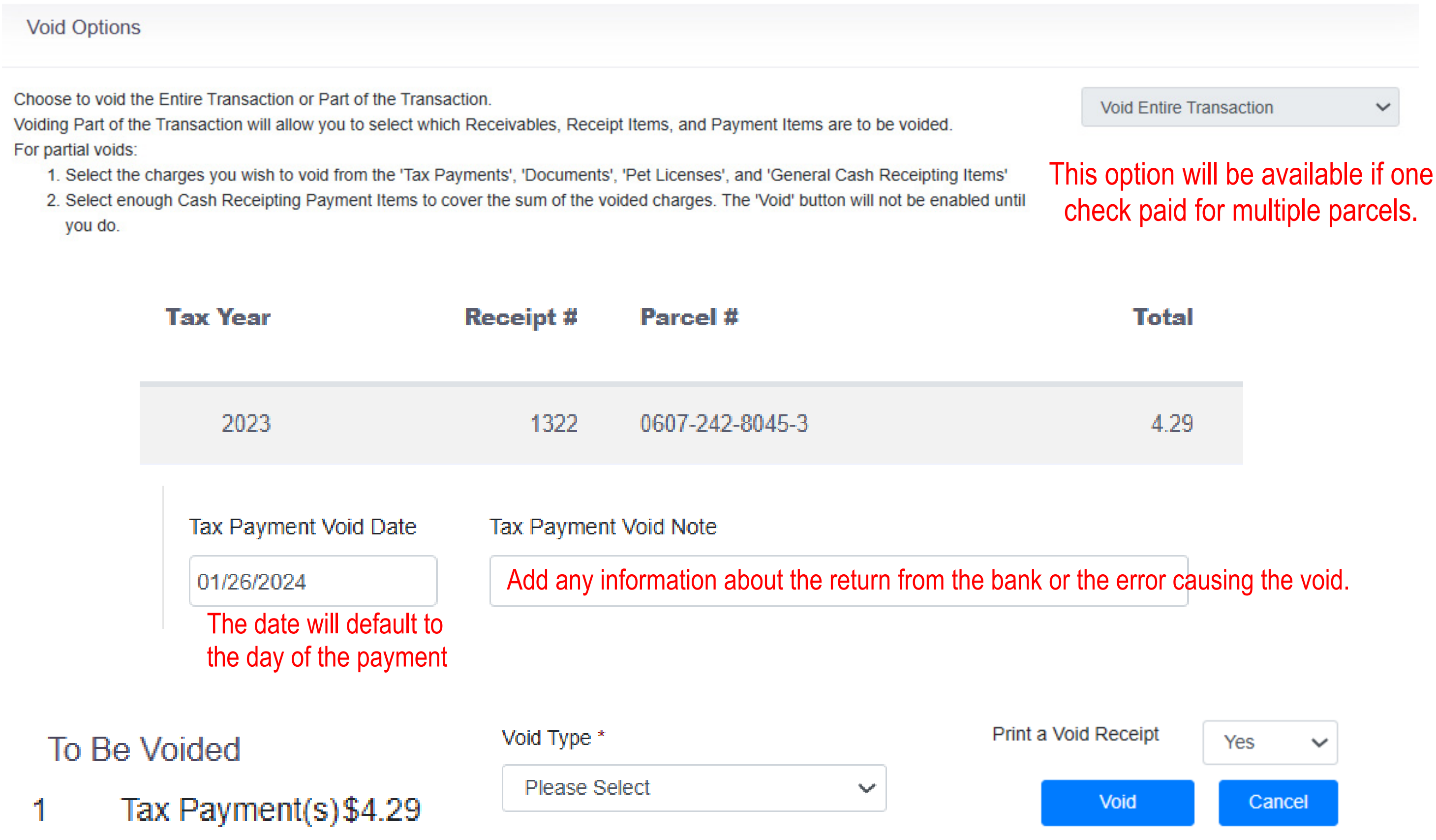
Under the Tax TAB, you will find multiple payments on this parcel. You will see the dates for each payment made on this parcel. Find the payment that matches your returned check amount.

	Date	Receipt #	Batch #	Amount
	6/2/2020	848	310602	$601.00
	12/23/2019	29100	165043	$1,294.96

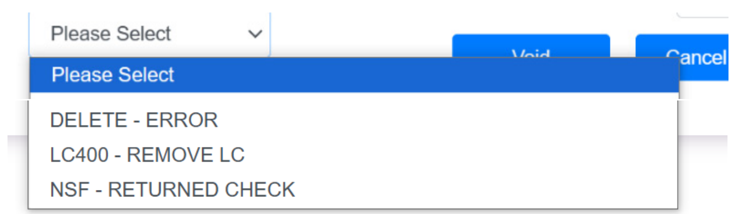
If you want to print before and after receipts, click in the box left of the returned payment and then click on Receipt. When a copy of the receipt pops up, click on Print in the upper right-hand corner.

Now, back on the payments page, with the payment box still checked (in red above), click on VOID in the bottom corner.





You will have to select a Void Type. Most are returned check but you may have a payment that was entered in error. If you use the Delete-Error Setting, these payments WILL NOT show up in Access Dane.



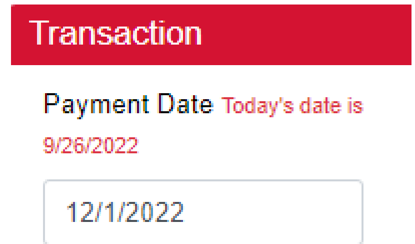
Finally, click VOID and you can print a receipt of the Voided payment by going back to Bill Maintenance.

Finally, you will want to print a balance due summary to send to the taxpayer with a Returned Check letter. On the Taxes Tab, Click on PRINT at the top of the page. The balance due statement will appear. Click Print.

9. Lottery Credit Additions/Removals

In LandNav, Lottery Credits are added like other payments in Cash Receipting. Go into Bill Maintenance or Cash Receipting to find the parcel. Click on Add to Cart.

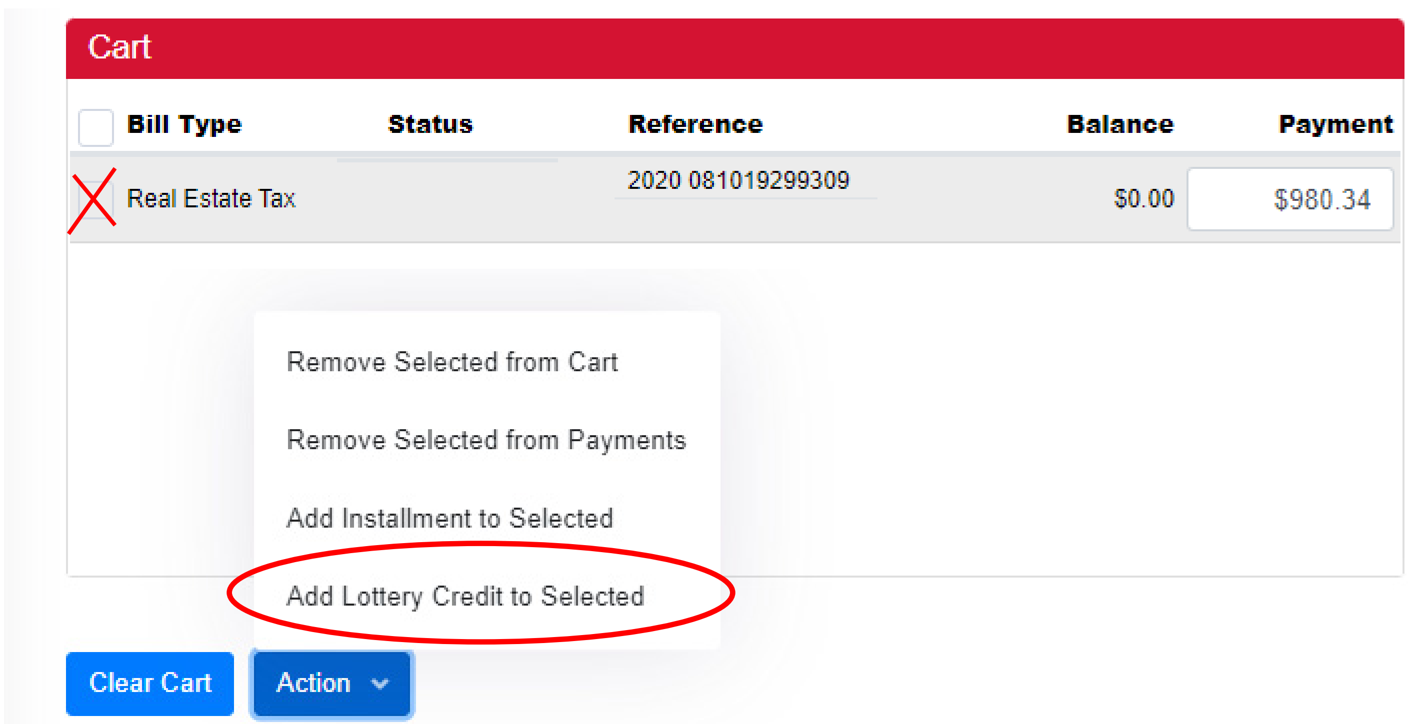
Under Transaction, enter December 1, 2022 as the Payment date. ALL LOTTERY CREDITS WILL BE ENTERED WITH THIS DATE (sort of … see note at the end of this section).



Make sure there is only one parcel in your cart. Lottery Credits need to be entered separately from all other payments, even other lottery credit additions.

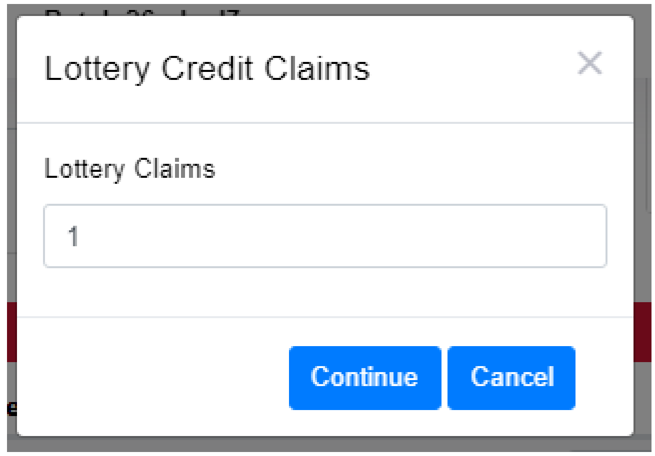
Check the box next to the parcel selected (in red below).

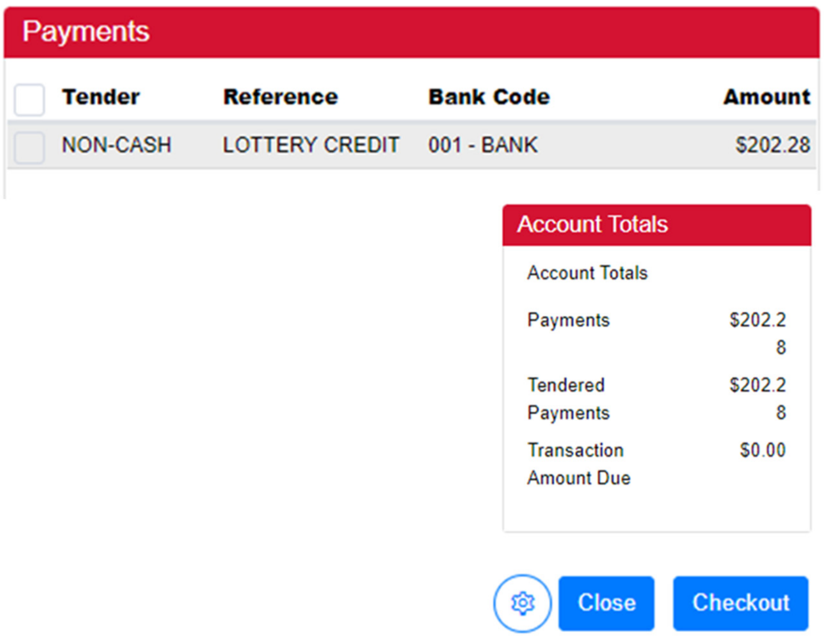
Click on ACTION at the bottom of the Cart display box. Then click on "Add Lottery Credit to Selected".



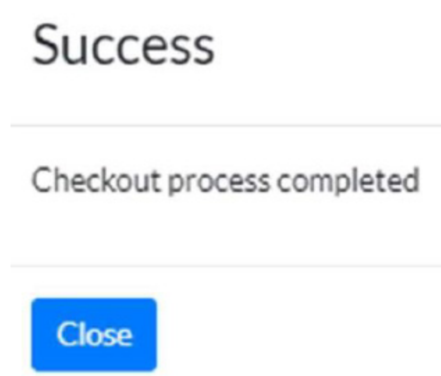
The pop-up at the right will appear. The #1 will appear in the box automatically so all you need to do is click continue.

Back on the Payment Cart Screen, you will see that the Lottery Credit was added as a Non-Cash Payment.

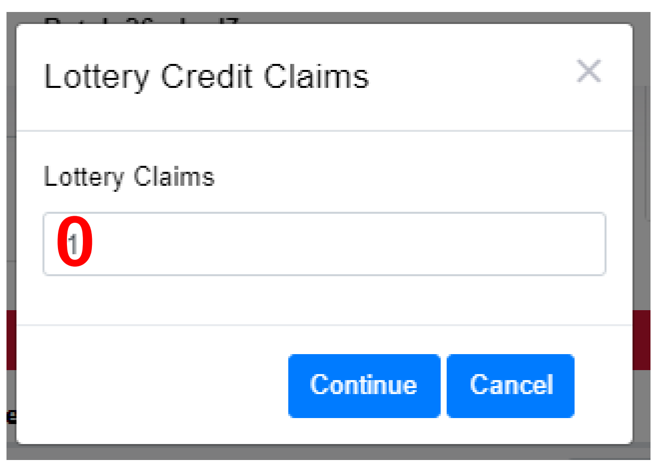




Click on Checkout to Complete the Process.



If you need to **REMOVE** a Lottery Credit, just make the 1 under Lottery Credit Claims, a ZERO. Then click Continue as before and the credit will be removed.



Lottery Credits that cannot be entered on December 1

Sadly, there is an exception to the rule of entering lottery credits on December 1. If you receive a payment for the property in December, then someone talks to a neighbor about this cool new lottery credit thing, they may file for the credit after the tax payment. Since there is already a payment, LandNav will not let you enter a lottery credit using a date BEFORE that payment. In that case, you can enter the lottery credit with any date AFTER the original payment. You may want to just use January 31 for all of these lottery credit entries. Then you at least have only two dates to watch if there are lottery credit balancing issues.

10. LandNav Settlement

January Settlement

At the end of the day on Tuesday, December 31, email the County Treasurer a Report that shows all the payments received. The report specifications are defined below. In the email, include a total of your December collections (*obviously this number needs to match the total on the emailed report*). The County will run Settlement documents on January 1 so you can start entering payments again on Thursday, January 2.

Since February Settlement uses the Total Collected minus January Settlement, you can continue to use December 31 as a payment date if needed.

Create a report of all payments in December.

Reports → All Reports → Tax Reports and Special Forms → Payments by Selection Criteria.

Select:

General TAB:

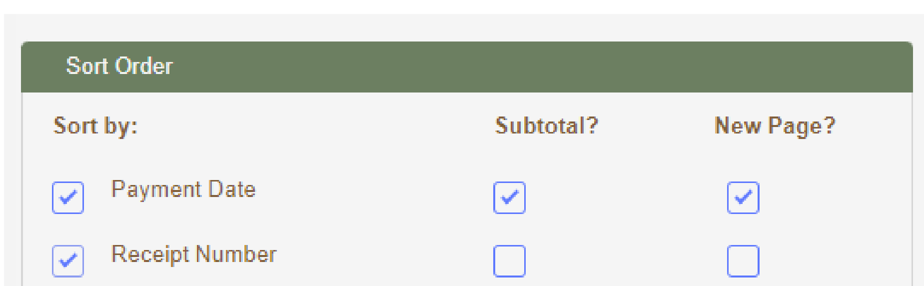
- Property Type: Real Estate (No Personal Property in 2024)
- Tax Year: 2024
- Municipality – Your Town, Village or City
- Select Payments to Include: 1) Posted, 2) Web Portal, 3) Municipality, and Non-Web Portal.
- Payment Types: 1) Adjustment, 2) Tax, and 3) Void

Limit & Display TAB: Nothing needed.

Ranges & Sorting TAB:

Included

Sort Order



Then click on Print to run the report.

Check the total at the end of the report to make sure it matches the total deposits collected and the amount you put in the email to the County Treasurer.

Save a copy and email to Treasurer.Admin@danecounty.gov.

February Settlement

You can continue to enter payments into LandNav until the end of the day on Wednesday, February 5. All payments must continue to be dated as January 31, 2025 and make sure that the interest and penalty date is also January 31.

At the end of the day on February 5, email the County Treasurer a payment report and a total amount collected during municipal collections.

The report will be very similar to January Settlement. Reports → All Reports → Tax Reports and Special Forms → Payments by Selection Criteria.

General TAB	Limit & Display TAB	Ranges & Sorting TAB
○ Property Type: Real Estate ○ 2024 ○ Your Municipality ○ Include Payments: Check All ○ Payment Types: Tax and Void	No Changes Needed	○ Include Payment Dates from 12-01-2024 to 01-31-2025 ○ Sort by Payment Date (subtotal and new page) and then Receipt Number.

Check the report total to make sure it matches your collections, send the report and a note with the total collected to the County Treasurer.

On February 6, you will no longer have access to enter/void payments in LandNav.

11. LANDNAV WRAP-UP

There are some great advantages to the LandNav online system:

- No duplicate lottery credits management,
- No duplicate entry of voided payments.
- The export process is less cumbersome,
- Entry of one check for multiple parcels is less keystrokes, and
- Your payments will be immediately available on AccessDane.

That said, even though we have addressed some of the most egregious problems, there are still some cumbersome processes to using LandNav.

- We strongly encourage you to keep a tax overpayment Spreadsheet. Last year, we had issues running Overpayment reports for February Settlement. Specifically, when there is one check covering multiple properties, the program assigns the overpayment, not you. This may not be the payer's intention.

- At the County level, we enter overpayments using the Batch Entry Process, not Cash Receipting. See Appendix #9. That is something for you to consider.

- One issue that we hope to have solved to a great extent is the Agent Issue. You must be connect to the Agent to work in Cash Receipting.

Appendix #1
Citrix Workstation Installation

https://www.connect2dane.com/documents/pdf/Installing-Citrix-Workspaces-and-connecting-remotely.pdf

Installing Citrix Workspaces and connecting remotely

To log into Dane County systems remotely, open an internet browser (preferably Edge, Chrome, or Safari) and browse to https://dcapps.connect2dane.com

Enter your username and password.

You will then get prompted to enter information that you set up during the self-registration process. Specifically, the site will want your four-digit personal verification number (PVN) and a grid challenge (either an eGrid or soft token).

If this is your first time logging in, you will need to install the Citrix Workspaces application. The DCApps website will give you a download button and wait for you to install the software.

Installing the software is very straightforward. You simply need to click ‘next’ several times. One page will ask about “app protection” and that is not something we need. You can leave that box unchecked. After the install is finished, Citrix Workspaces may open and ask you to enter an email address. There is no need to do that either. Simply close that window and go back to the DCApps site.

After Citrix Workspaces is installed, you may need to log into the DCApps site again. That should not be the case for everyone but some browsers require it. This time, instead of needing to install the application, you will be presented with a list of your available remote applications.

Appendix #2
Entrust Self-Registration

[Entrust-Self-Service.pdf (connect2dane.com)]

Self-Registration for new Entrust Remote Access Accounts

Logging into some Dane County systems remotely requires 1) a valid county username & password and 2) Entrust remote access credentials in the form of an eGrid or soft token. An eGrid looks like a battleship board (see pic below):

	A	B	C	D	E	F	G	H	I	J
1	R	T	W	Q	H	W	D	W	W	D
2	D	D	0	F	P	P	9	7	F	F
3	E	Q	M	Y	1	C	3	4	1	5
4	2	Y	Y	2	Y	X	8	C	K	J
5	2	C	T	H	E	5	C	X	N	T

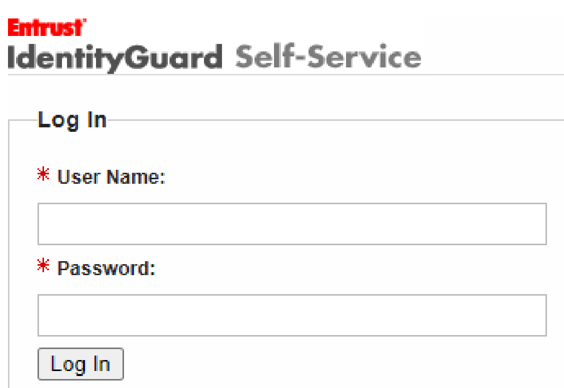
When logging in, you would be asked to enter something like **[A1]**, **[B2]**, **[C3]** which corresponds to **R**, **D**, and **M** in the grid above.

A soft token does the same thing but digitally on a smartphone, providing you with a random string of characters to enter into a login prompt.

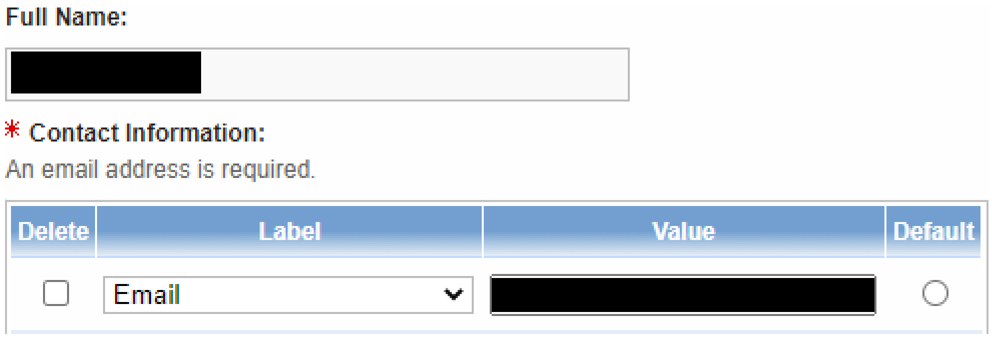
Please give that choice (a printed eGrid vs. a smartphone app) some thought. If you prefer the eGrid, please proceed. If you prefer a smartphone app, please download the Entrust Identity app by Entrust (Apple App Store, Google Play Store) before continuing.

To sign up for an eGrid and/or soft token, open your preferred browser and navigate to https://entrust.countyofdane.com

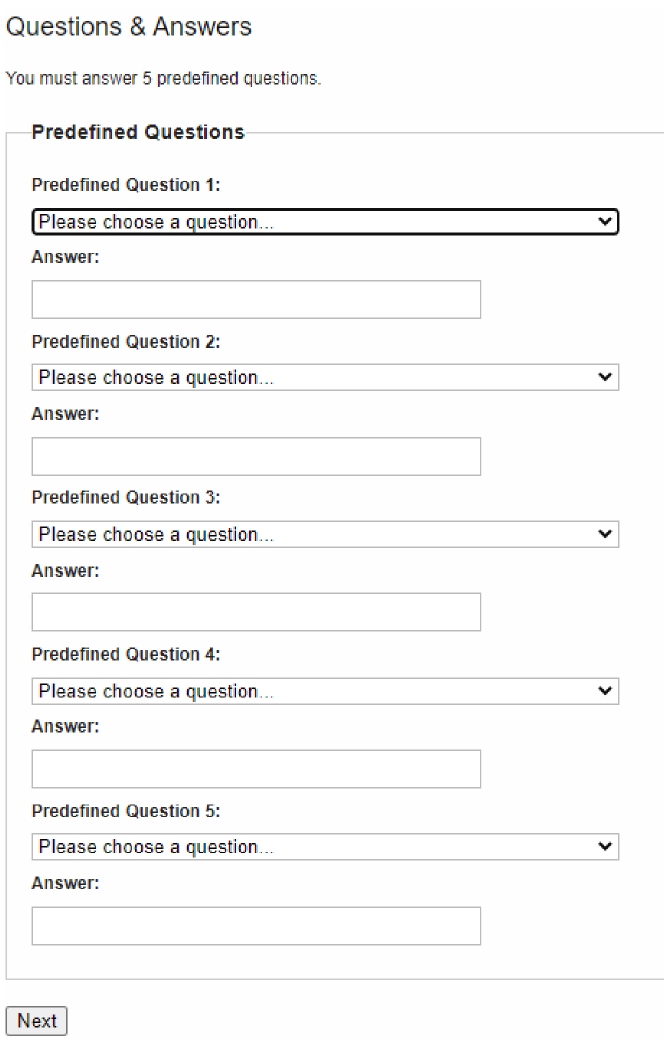
Sign into the site using the county username and password that has been provided to you.



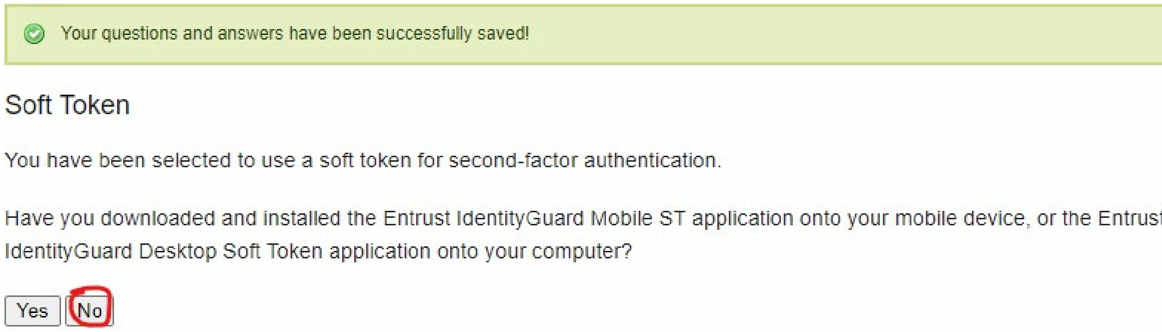
The Entrust site will ask you to confirm your contact information. You just need to confirm that your email address appears correctly and click on the Next button to continue.



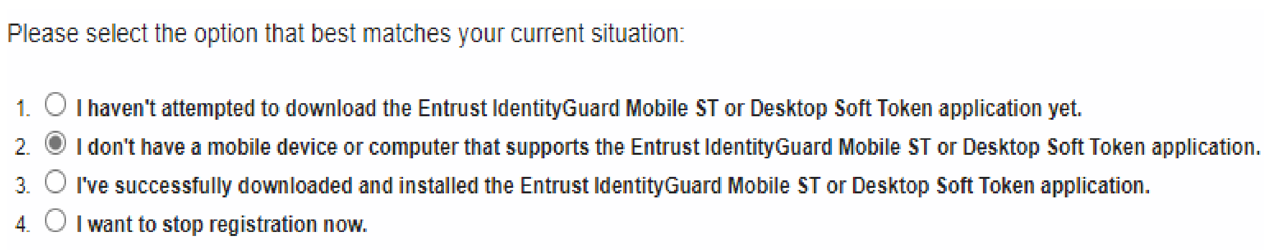
On the following page, you will create personal security questions that can be used to recover your Entrust account should you lose your credentials – note that the answers to these questions will be case sensitive. Please know that the Dane County Help Desk can also assist with account recovery issues. Once you finish with your recovery questions answers, hit “Next”.



The following page will ask if you have already downloaded the Entrust IdentityGuard mobile application to your smartphone. This is optional. Regardless, click “No” for now.



The following page has you make a choice between a printed eGrid (a sample of this is on page #1) or a soft token (same thing but done via a smartphone app):



If you would prefer to print an eGrid and use that when logging in, select Option #2.

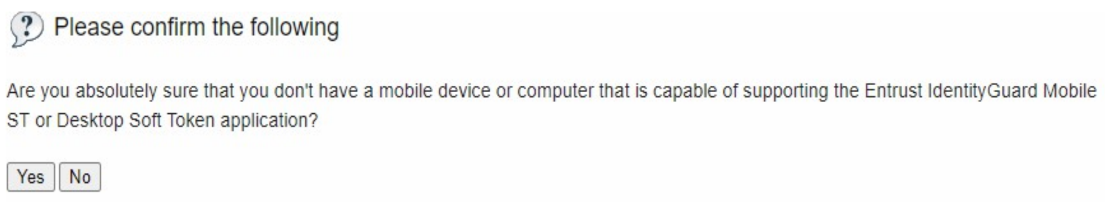
Follow the instructions for “**Option #2**” on the next page.

If you do not want an eGrid and would instead prefer an app on your phone, select Option #3.

Please skip the next page and proceed to “**Option #3**” for app instructions.

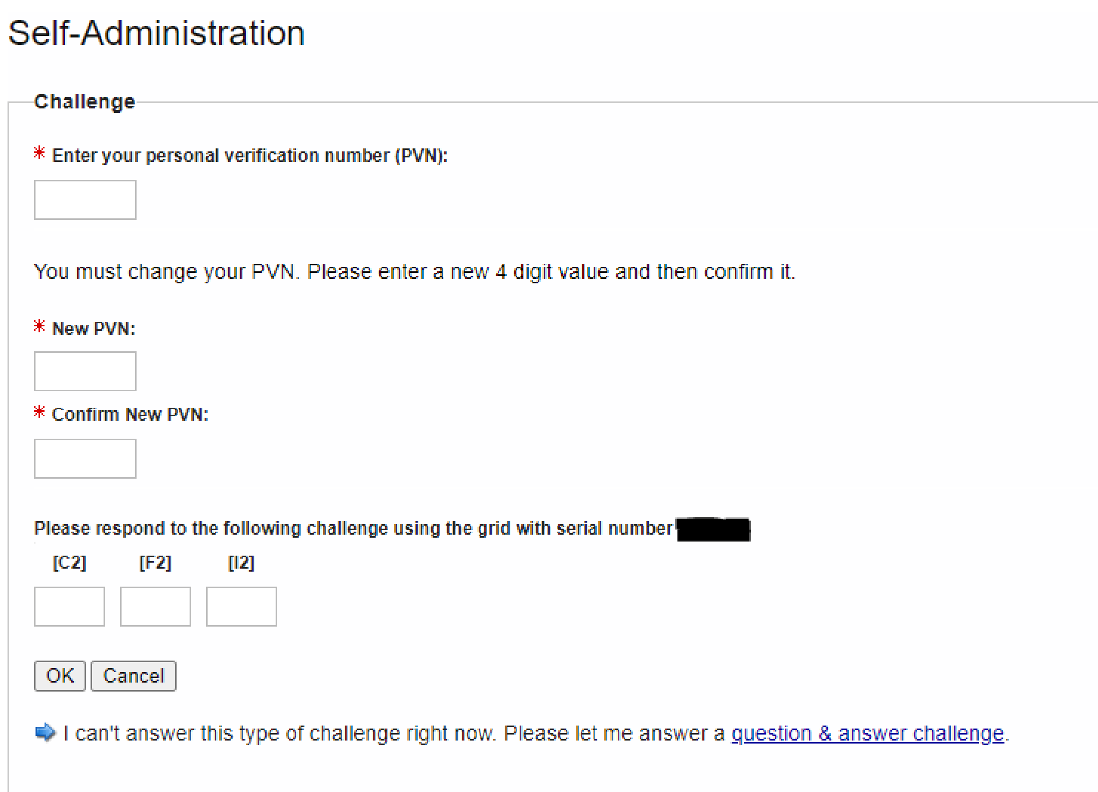
Option #2 – eGrid card

After selecting Option #2, the site will ask if you are certain that is what you want, click “Yes”.



You will see a page with a button to download your eGrid. Please do so and click “Next” when done. That Next button will send you emails containing your eGrid and a temporary four-digit personal verification number (PVN) which is used alongside your eGrid when logging in.

You will need those two emails for the last registration page. It will ask you to enter your temporary PVN from the email and set a 4 digit PVN of your choosing. The page will finish by asking you for your first three-character challenge from your eGrid.



Once you are through that page – <u>**you are all set!**</u>

Option #3 – Smartphone App

The beginning of this document recommended that you install the app before starting. If you have not done so yet, you can download the Entrust Identity app by Entrust from either of the two major app stores: Apple App Store or Google Play Store.

After selecting Option #3, the Entrust site will ask if your smartphone is connected to the internet. Please verify that it is connected and select Option #1.

Please select the option that best matches your current situation:

1. I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
2. I am unable to activate my soft token identity using the above method, so I'll perform a manual activation.
3. I want to delay activating my soft token identity until later.

The site will display a QR code. Open the app on your phone, scan the QR code, and you will be prompted to enter the passcode shown on the page (circled in red):

QR Code Activation

To activate a soft token identity on a mobile device, use the Entrust IdentityGuard Mobile ST app on that device to scan the QR code below. If you're already on the mobile device where you want your soft token identity activated, save the password displayed below using your browser's copy capability and simply touch the QR code.

51[redacted]6

To complete activation, you must provide Entrust IdentityGuard Mobile ST with the password displayed above.

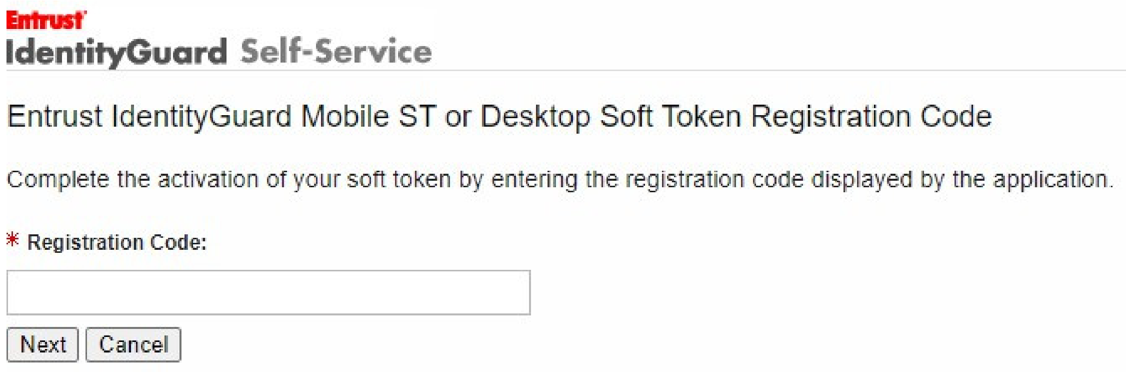
Once you have saved your soft token identity, return here and click **Next**.

Next | Cancel

After scanning the QR code, click “register manually”

Your phone will then prompt you to enter an “Identity Name”. This can be whatever you want it to be. We have been using “Dane Entrust” to keep things simple. Click Next when done.

Your phone will then give you a registration code that needs to be entered into the Entrust site.

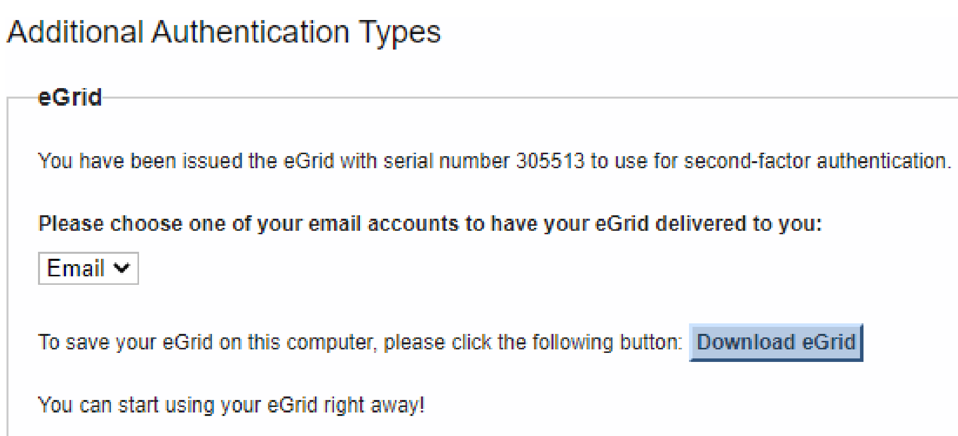


Enter the code from the smartphone app into the website and click Next.

Then, on your smartphone, check the box that says you provided the code to the portal, and click Activate.

The app will ask you to create a four digit PIN. This PIN allows you to change settings and delete identities within the smartphone app.

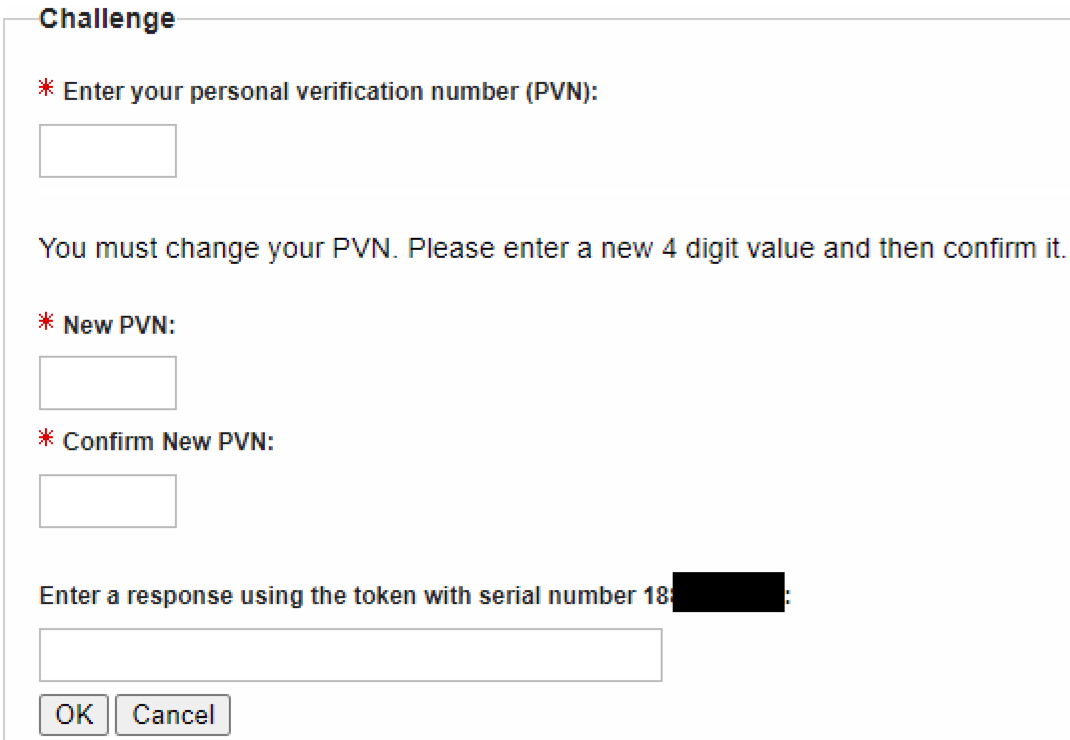
Back on the website, you should be at a page giving you the option to download and email a eGrid and PVN to you.



Since you do not need an eGrid, simply click Next.

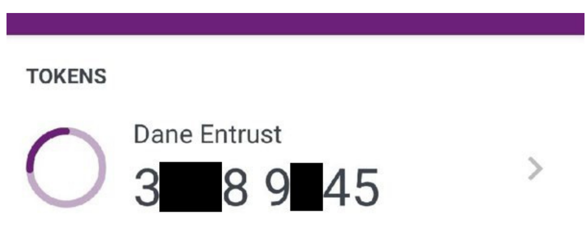
You will receive two emails. One contains an eGrid. You can discard that. The other contains a temporary, four-digit personal verification number.

On this page:



Enter that temporary, four-digit PVN into the first box and then create a new, permanent four- digit PVN known only to yourself.

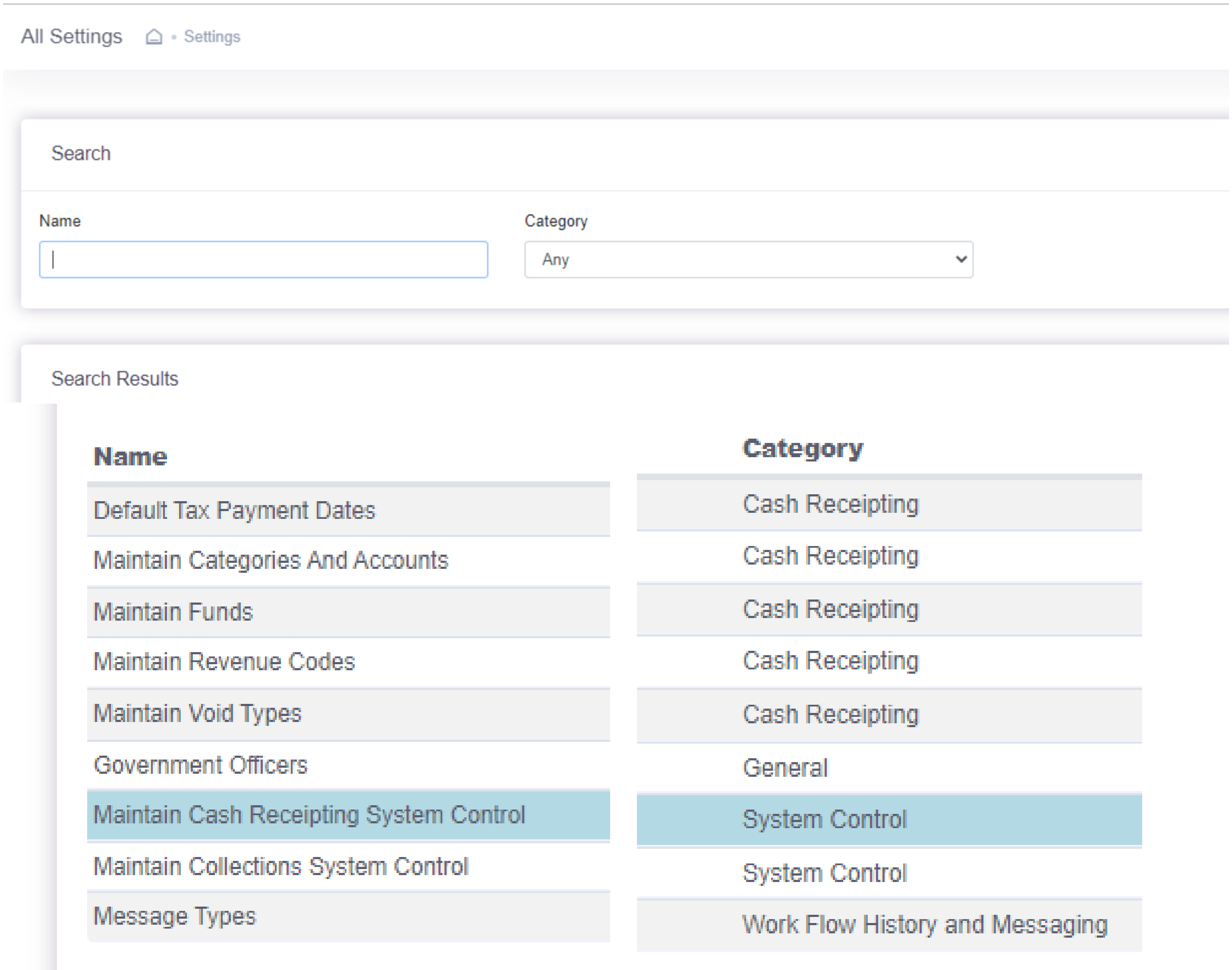
The last box on the page wants the numbers from your newly connected smartphone app. When you open the app, you should see those numbers at the top:



Enter those numbers into the site, click the Next button, and **<u>you are all set!</u>**

Appendix #3
Settings

There are many, many settings functions. You will have access to the one highlighted below. I expect you will NEVER use any of these functions. You may want to contact our office if you think you need to change one of these settings.



Name	Category
Default Tax Payment Dates	Cash Receipting
Maintain Categories And Accounts	Cash Receipting
Maintain Funds	Cash Receipting
Maintain Revenue Codes	Cash Receipting
Maintain Void Types	Cash Receipting
Government Officers	General
Maintain Cash Receipting System Control	System Control
Maintain Collections System Control	System Control
Message Types	Work Flow History and Messaging

Appendix #4
Processes

All Processes Processes

Search

Name

Category

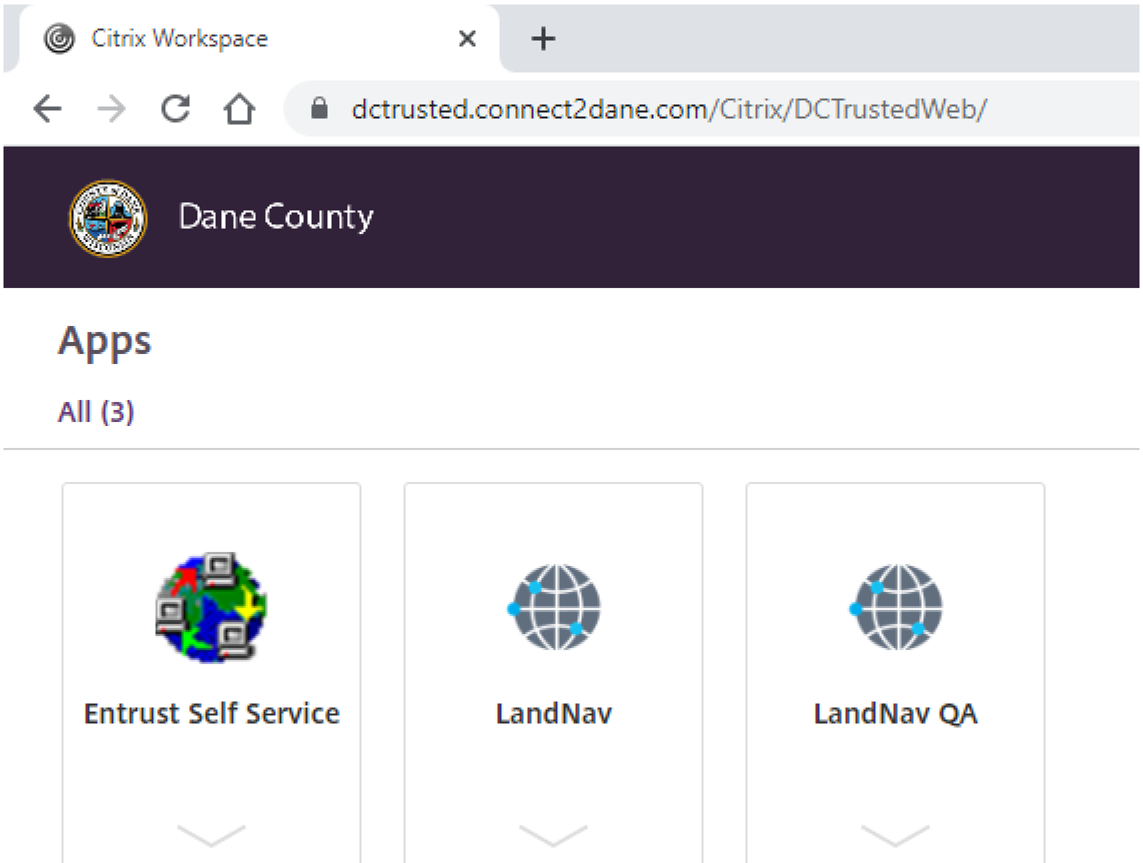
Any

Search Results

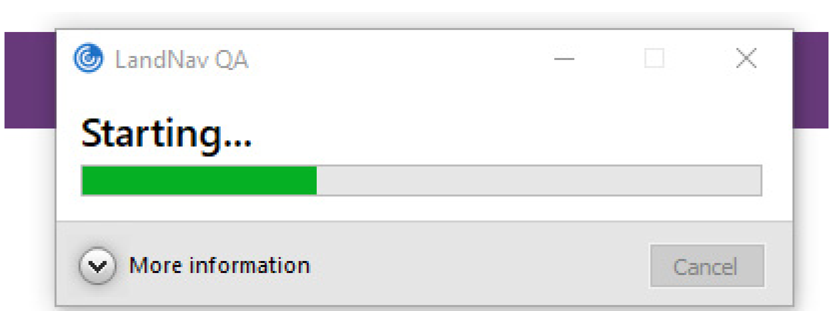
Name	Category
Maintain Cash Receipting Batches	Cash Receipting
Maintain Transactions	Cash Receipting
Batch Payments	Maintain Batch Payments

Appendix #5
First Login - LandNav Agent Set Up

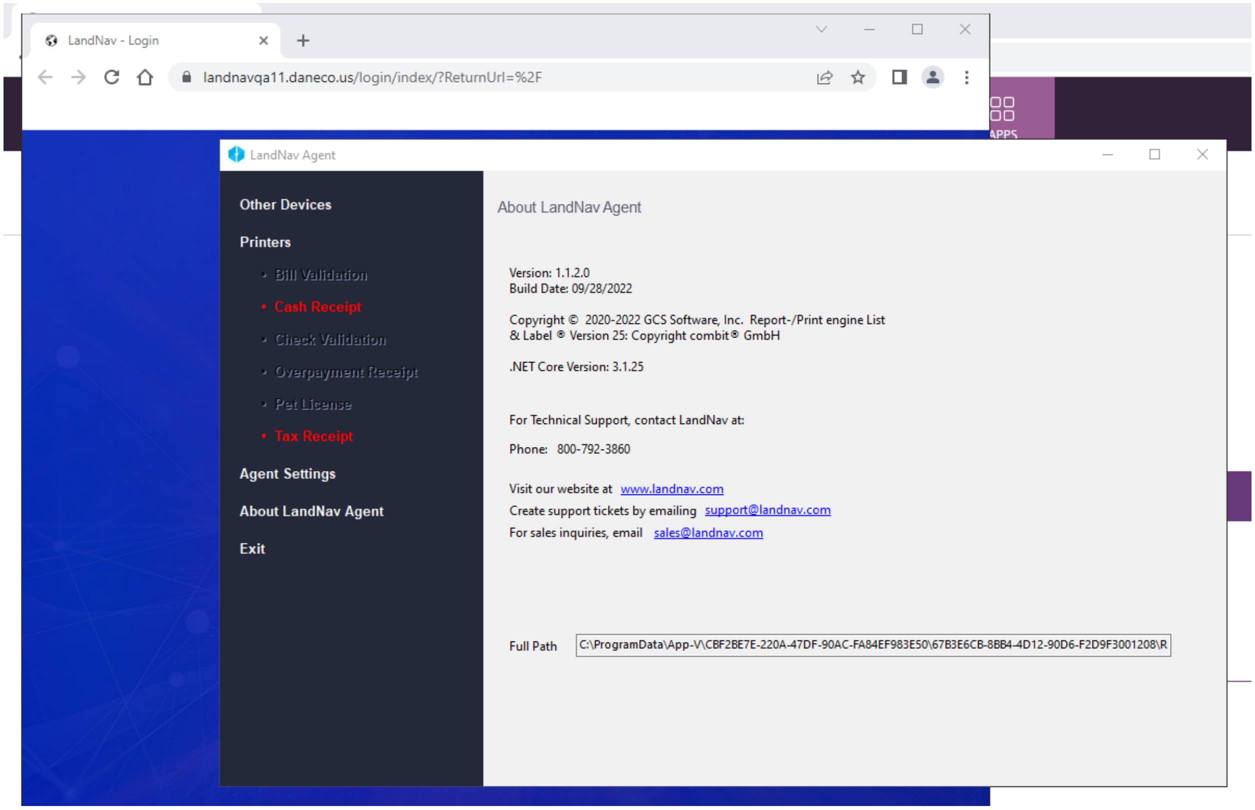
First login



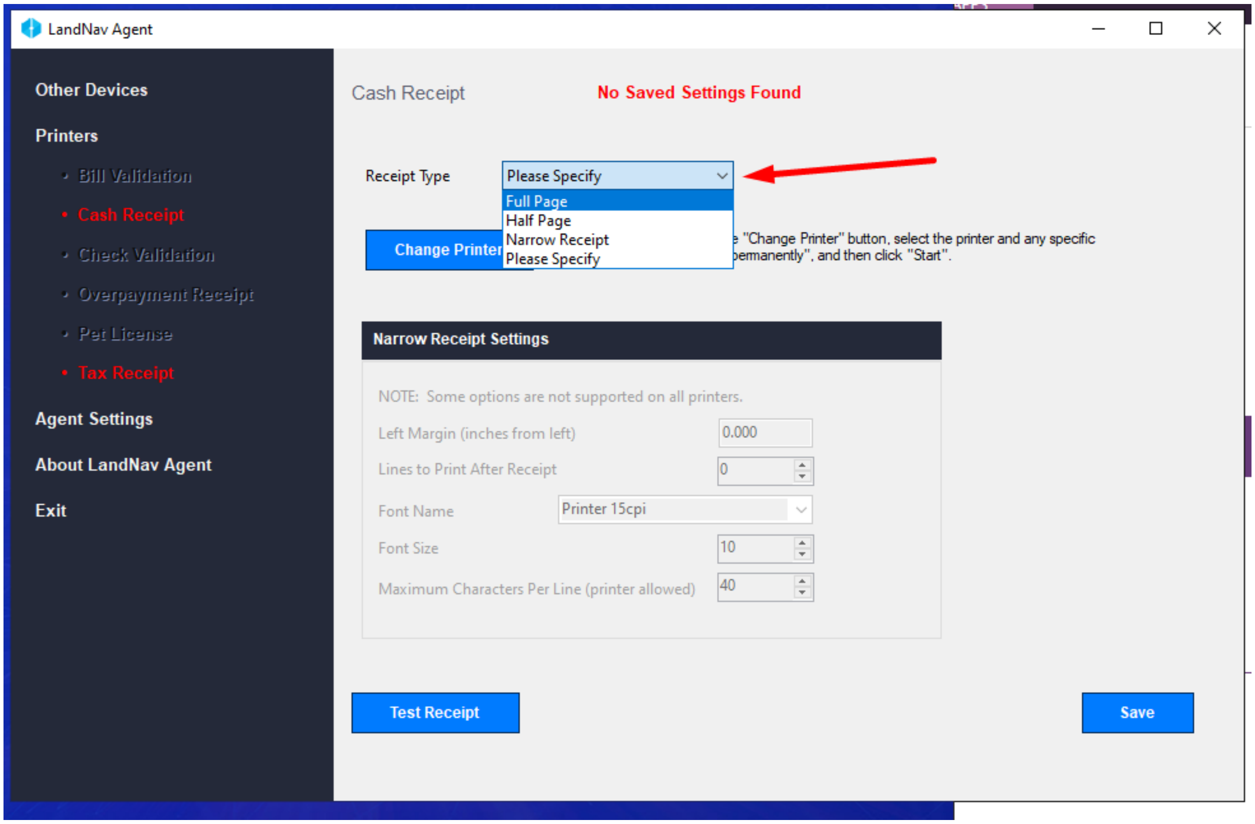
Click LandNav QA



You will then see:

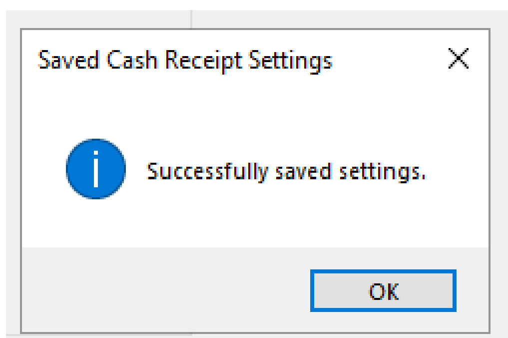


Click Cash Receipt (In Red) to set up your printer



Drop down the list and select Full Page

Save.

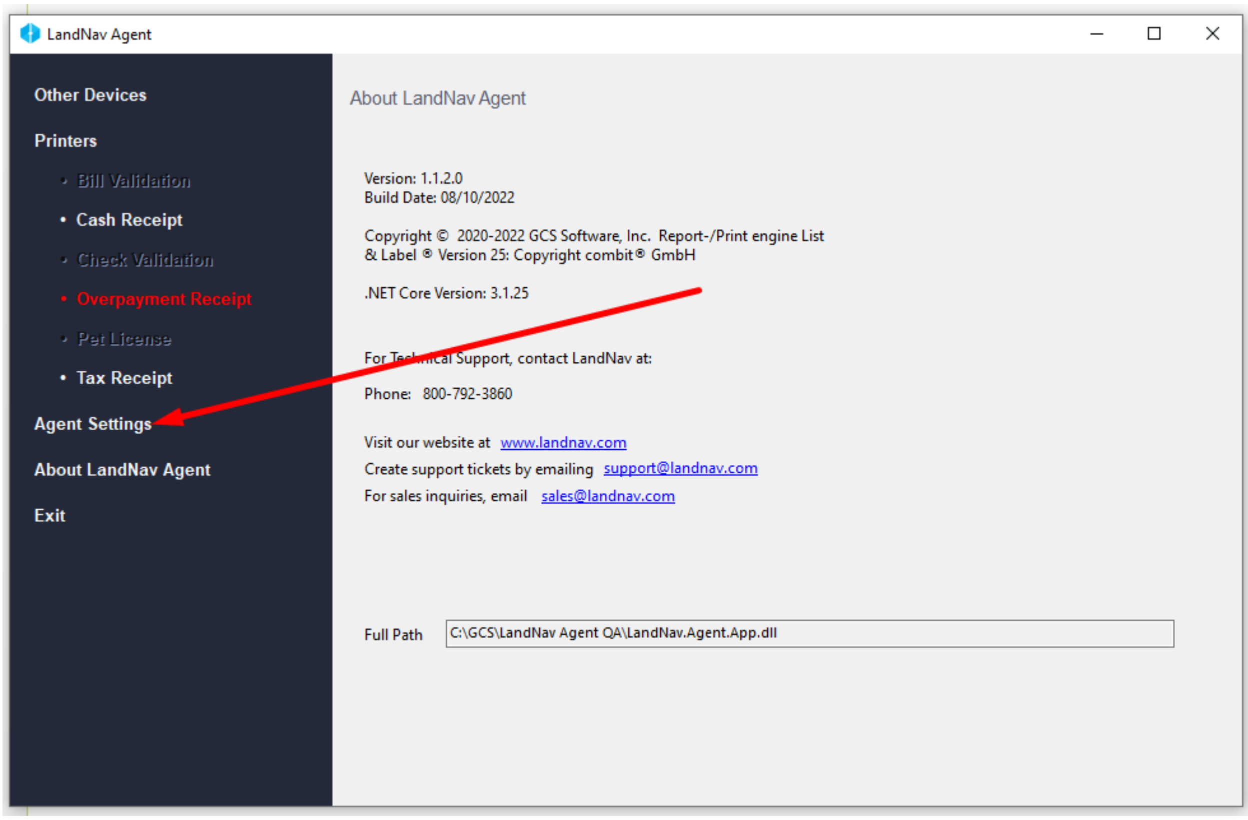


OK

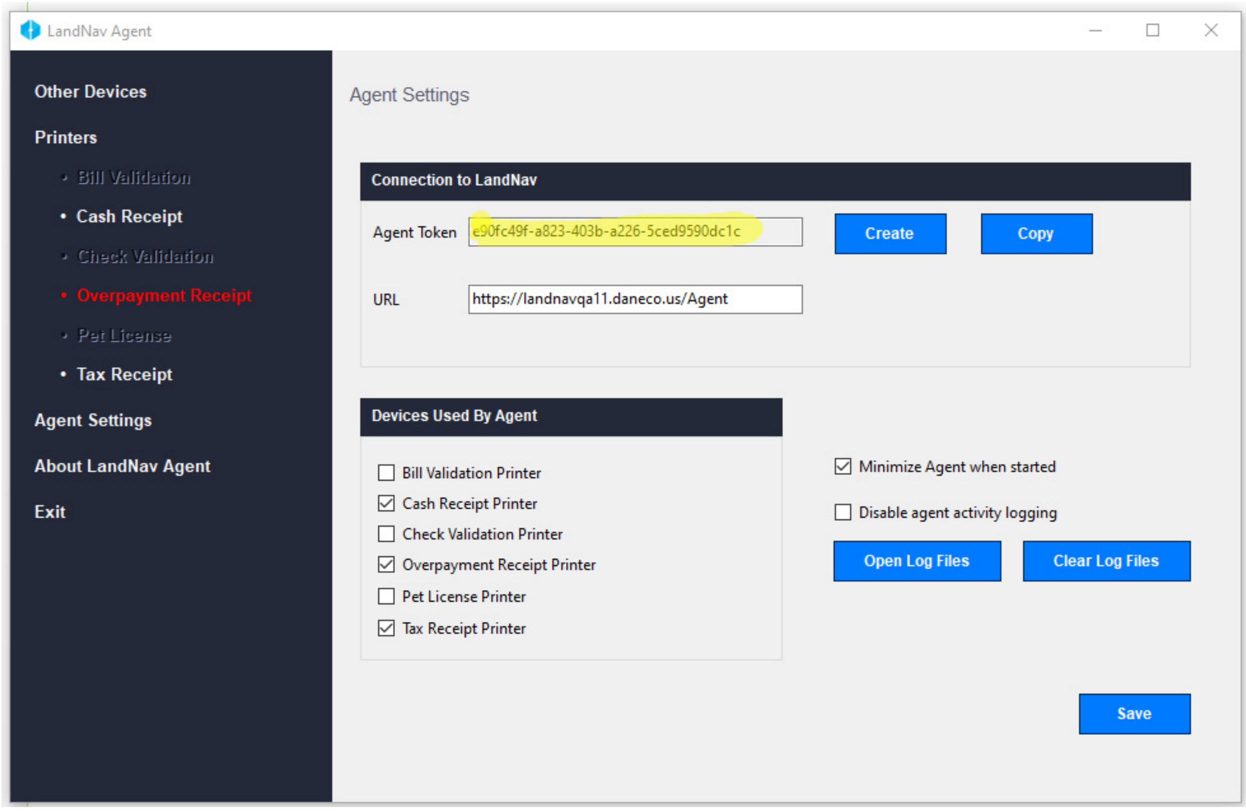
Now Do the Same for the Tax Receipt

Once you are done with setting up Printers…

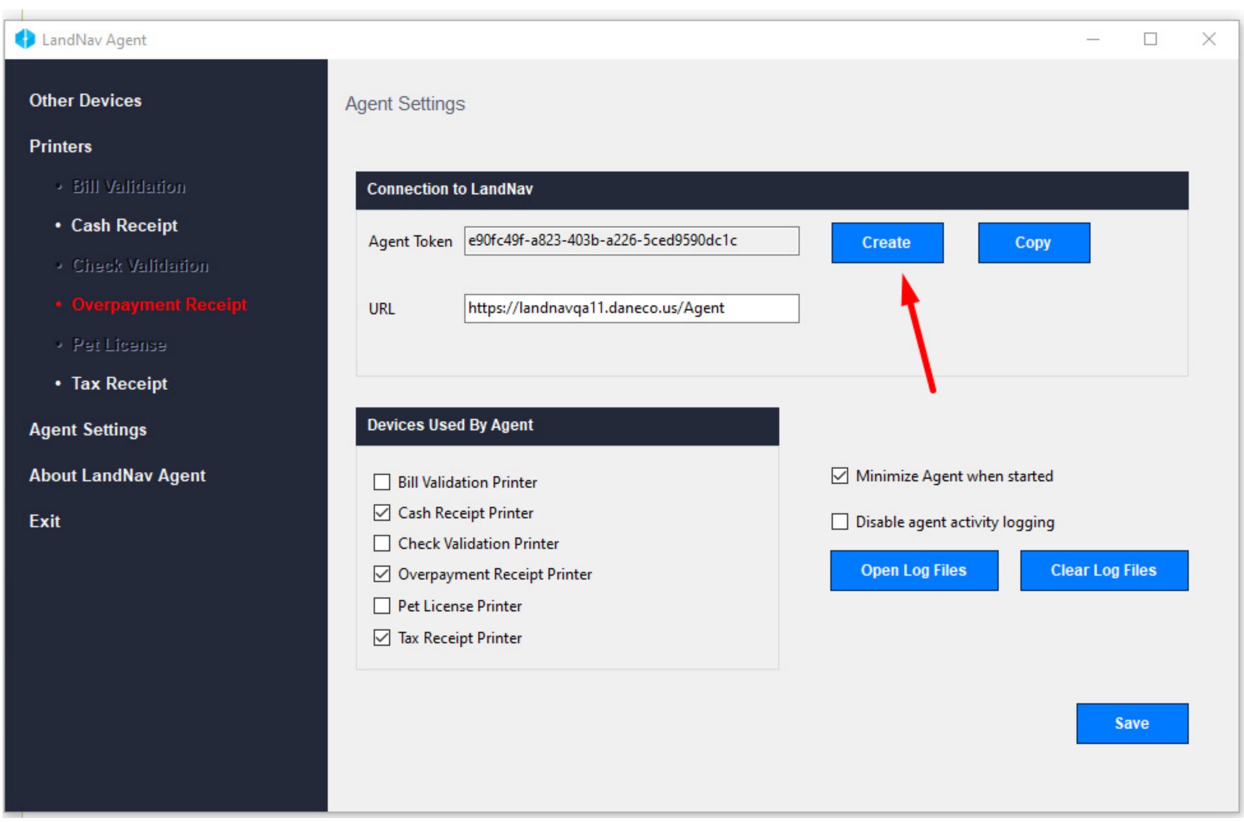
Click on Agent settings


LandNav Agent
Other Devices
Printers
Bill Validation
Cash Receipt
Check Validation
Overpayment Receipt
Pet License
Tax Receipt
Agent Settings
About LandNav Agent
Exit
About LandNav Agent
Version: 1.1.2.0
Build Date: 08/10/2022
Copyright © 2020-2022 GCS Software, Inc. Report-/Print engine List & Label ® Version 25: Copyright combit® GmbH
.NET Core Version: 3.1.25
For Technical Support, contact LandNav at:
Phone: 800-792-3860
Visit our website at www.landnav.com
Create support tickets by emailing support@landnav.com
For sales inquiries, email sales@landnav.com
Full Path
C:\GCS\LandNav Agent QA\LandNav.Agent.App.dll

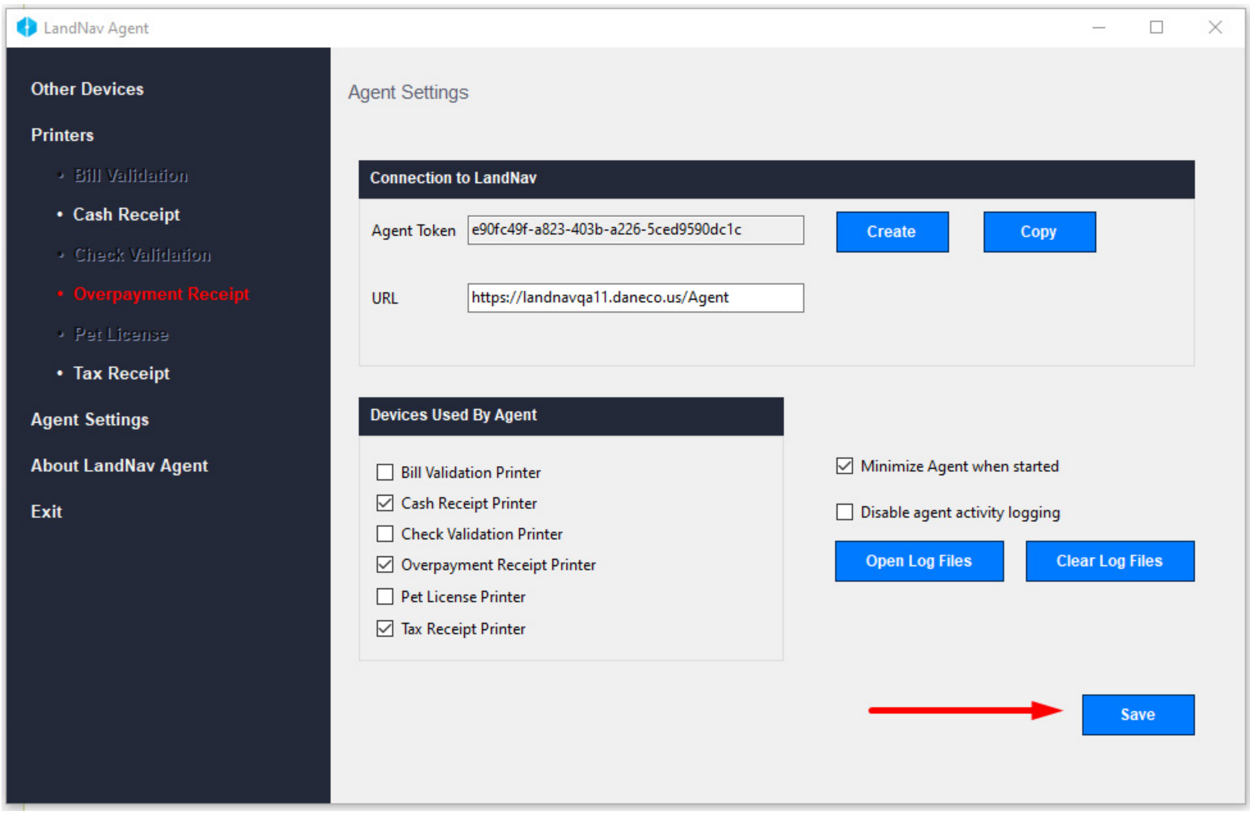
The Agent token should be blank (area highlighted in sample below).



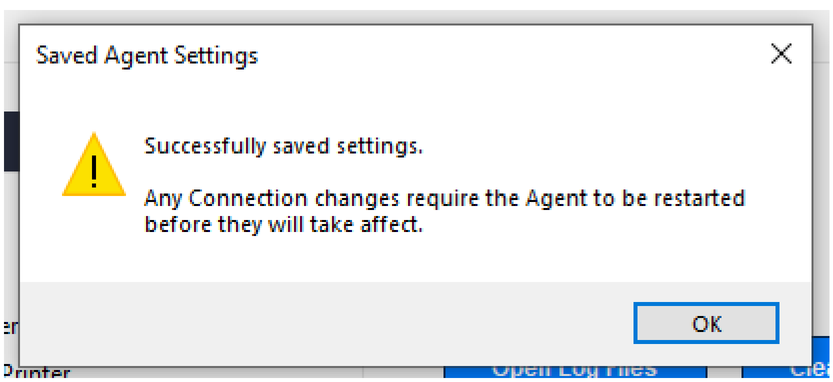
Click on Create



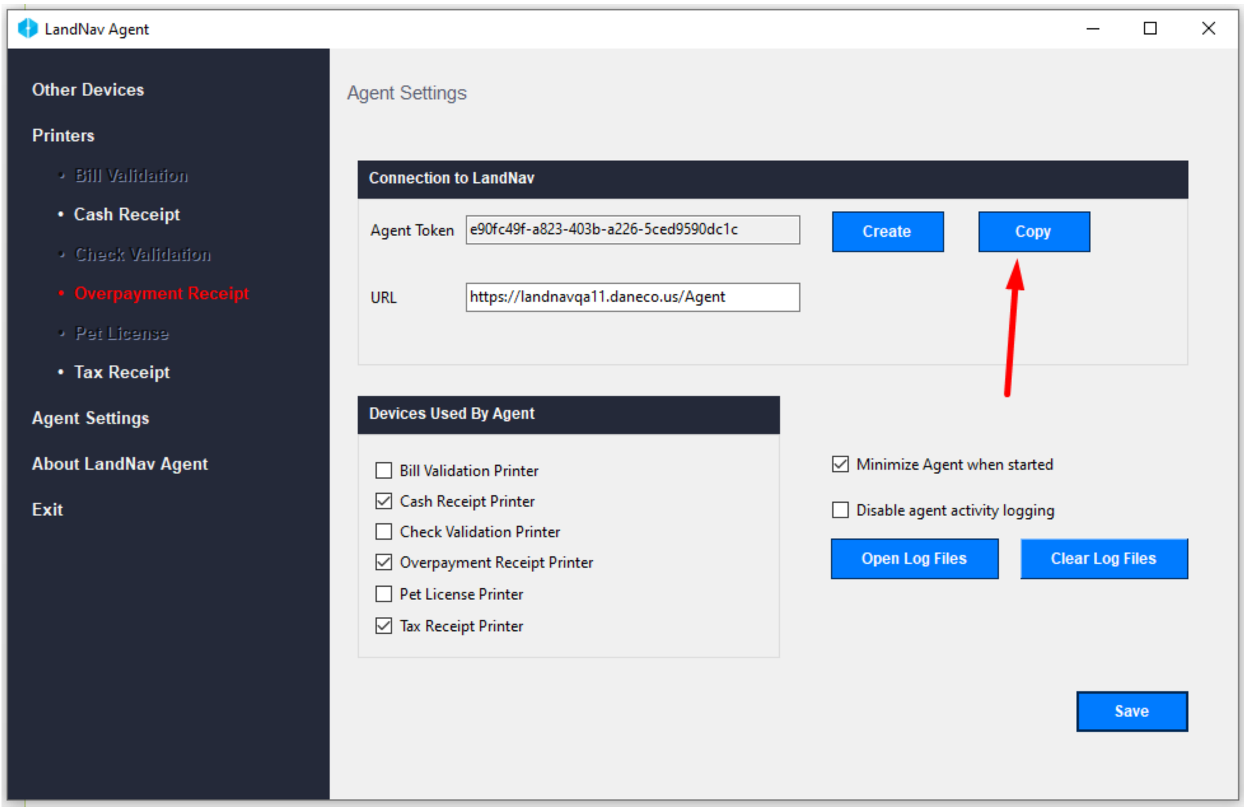
Click Save



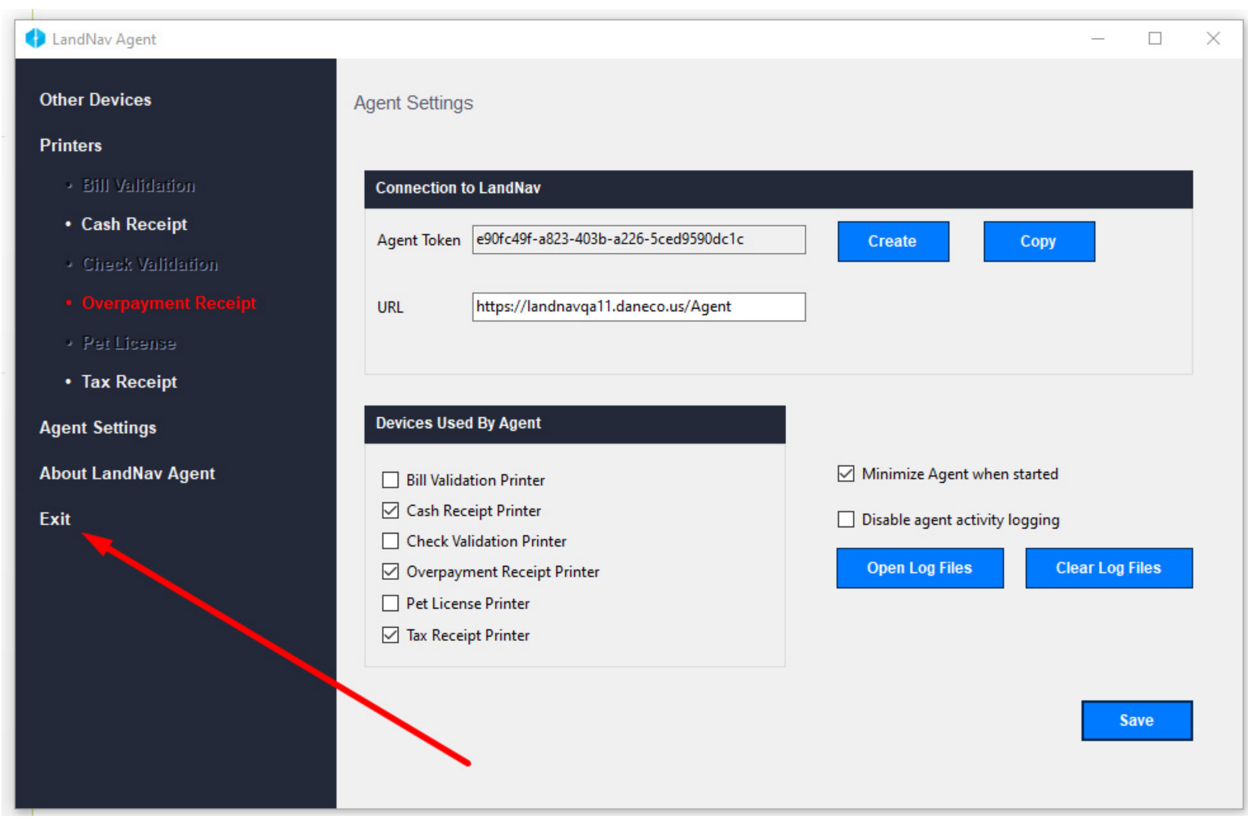
Click Ok



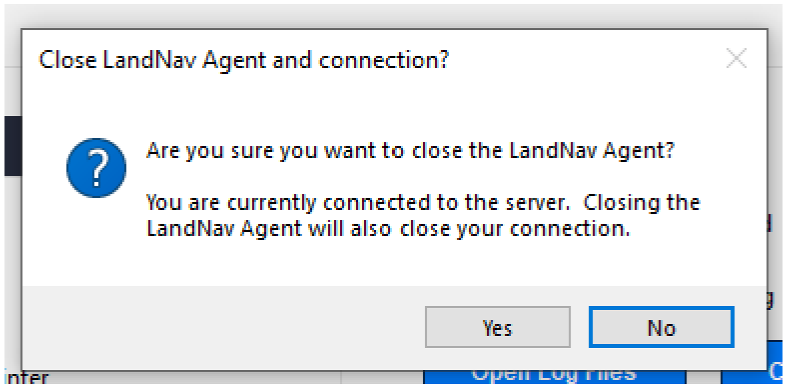
Click Copy, to copy the Agent Token to the clipboard.



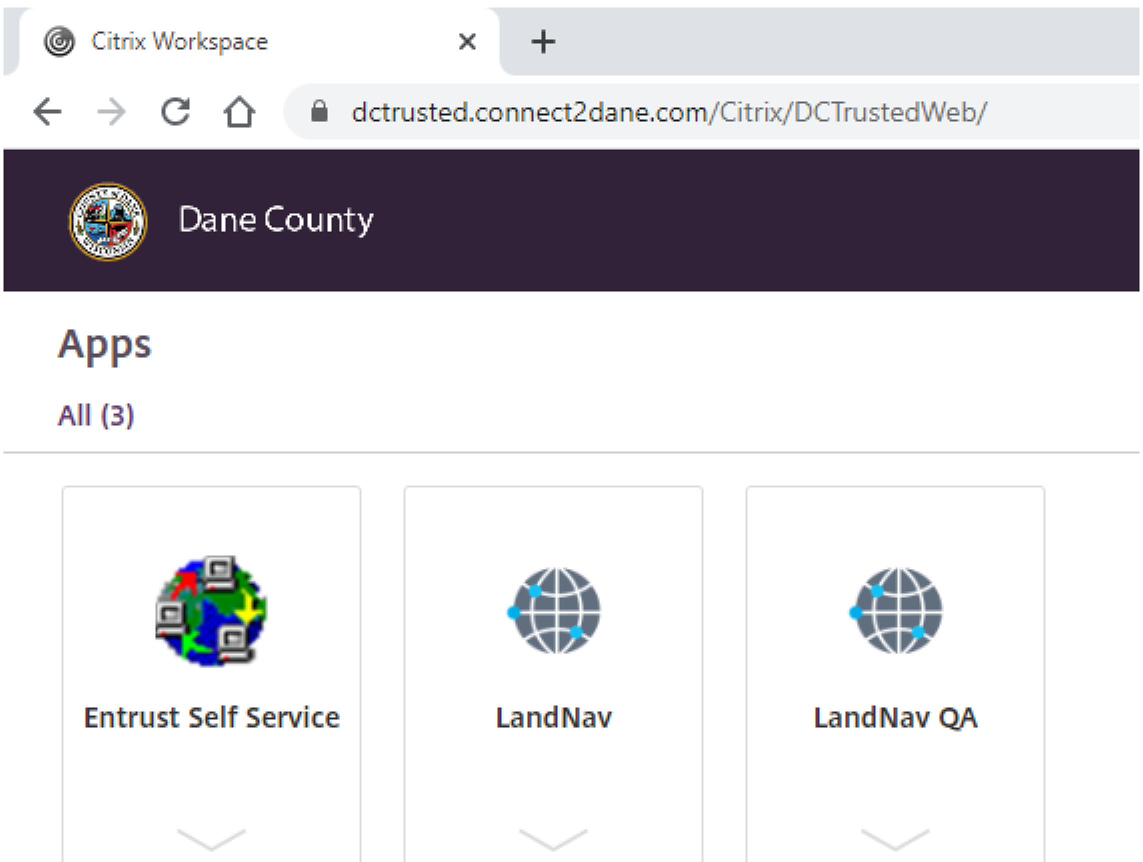
Click Exit, this is the only time you should EVER close the agent.

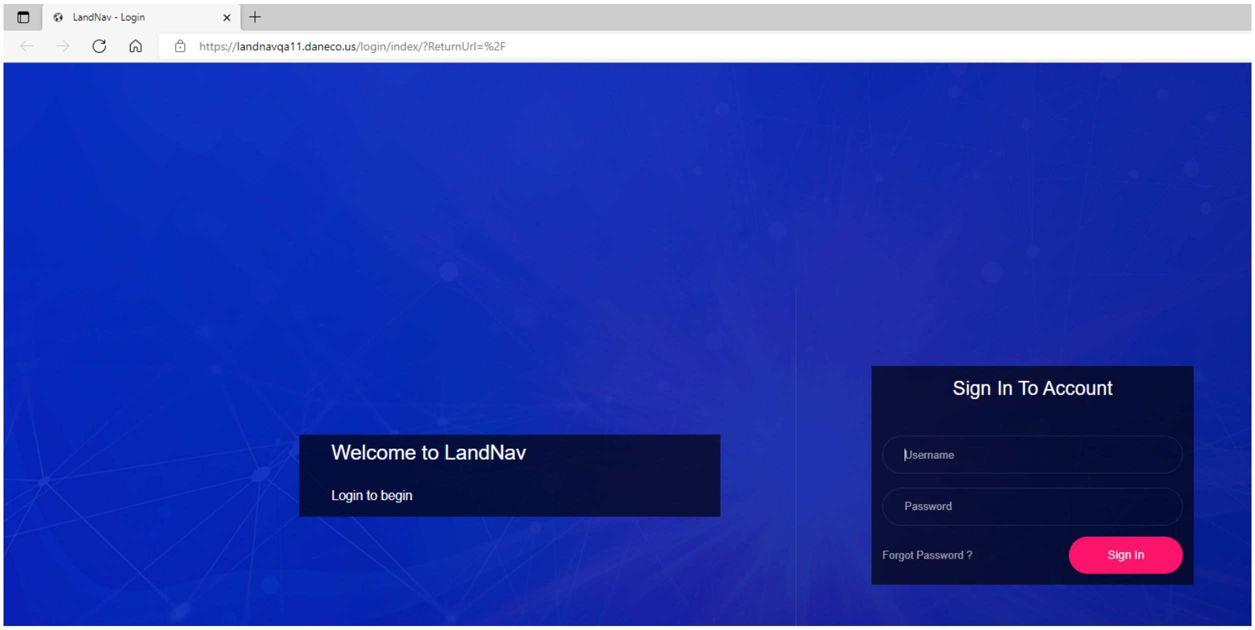


Click Yes



Click LandNav QA, this will restart the agent.

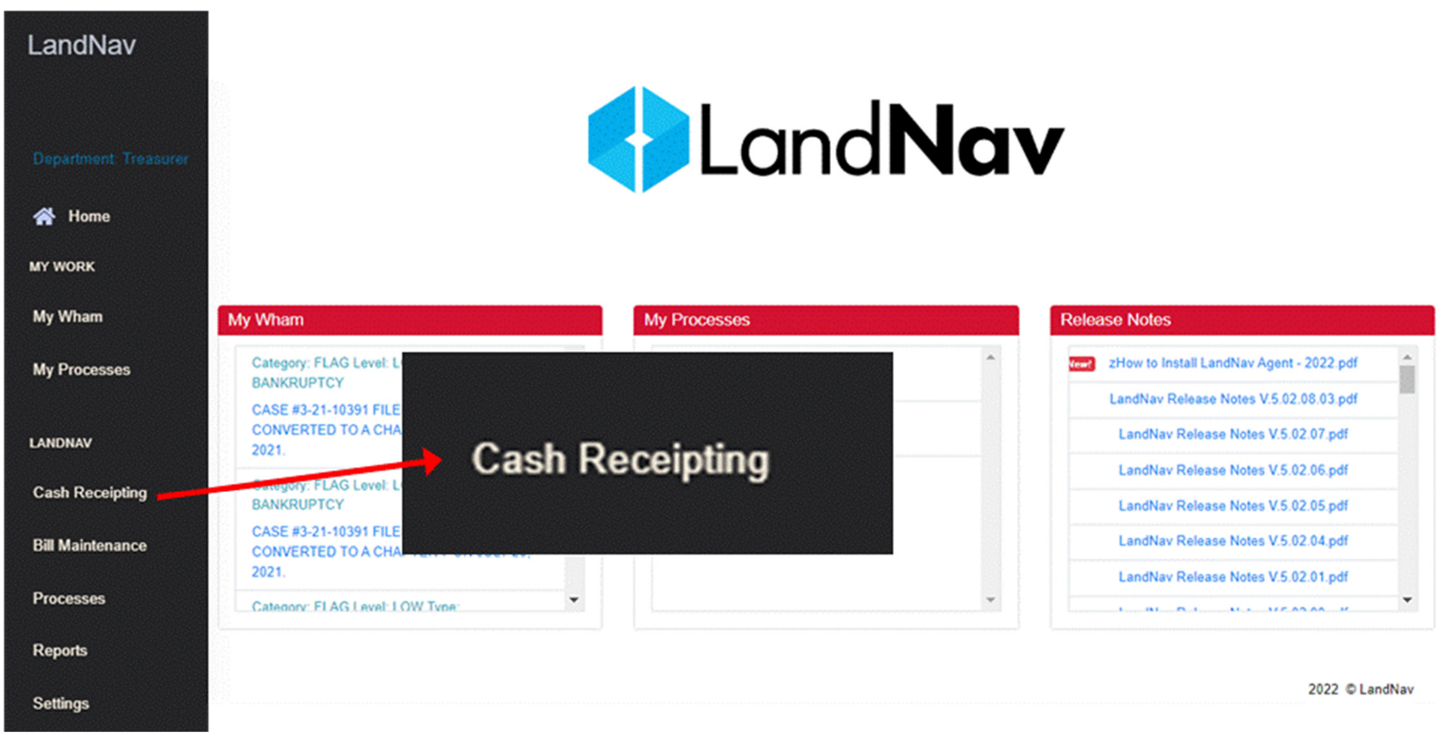


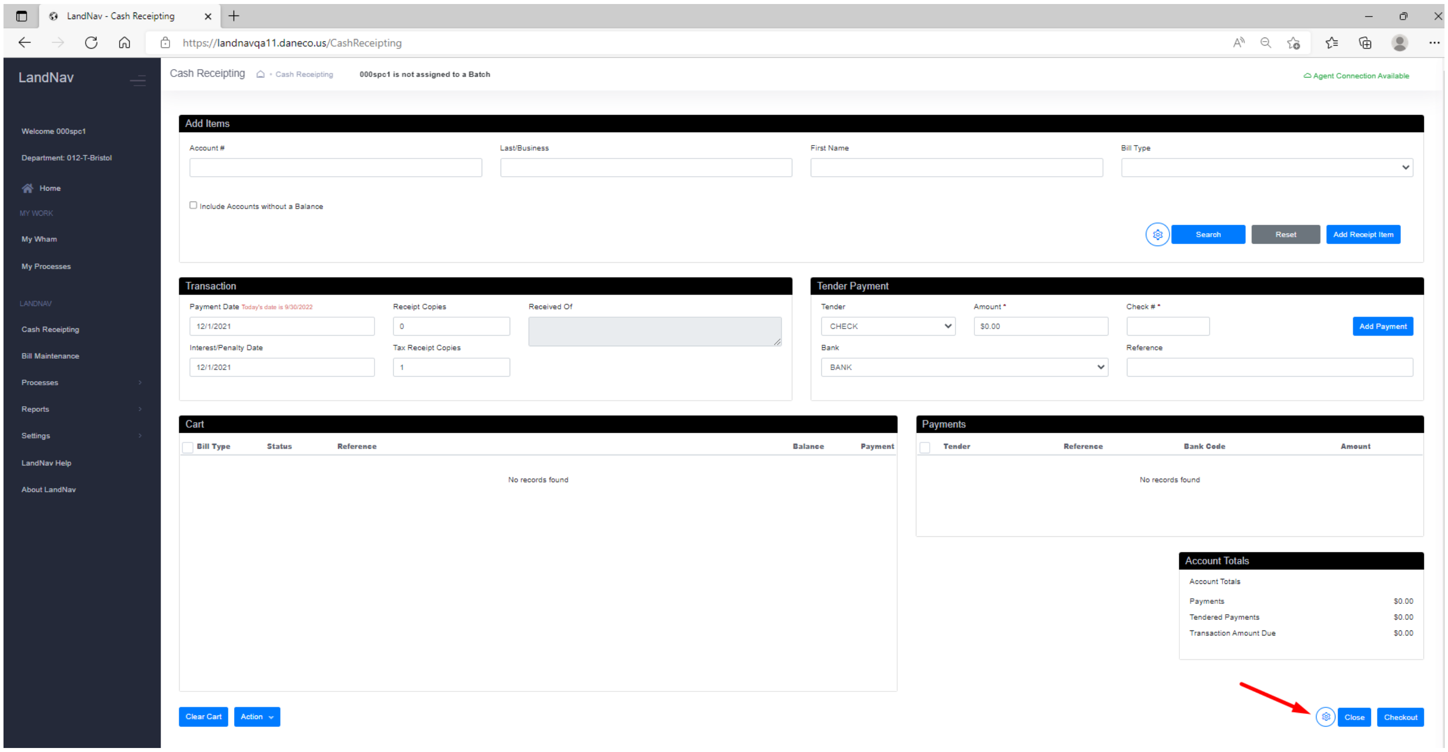


Enter your user name: Your user name will be your state DOR municipal code, your initials, and a number (It will be the same as your Login that you used previously to get here)

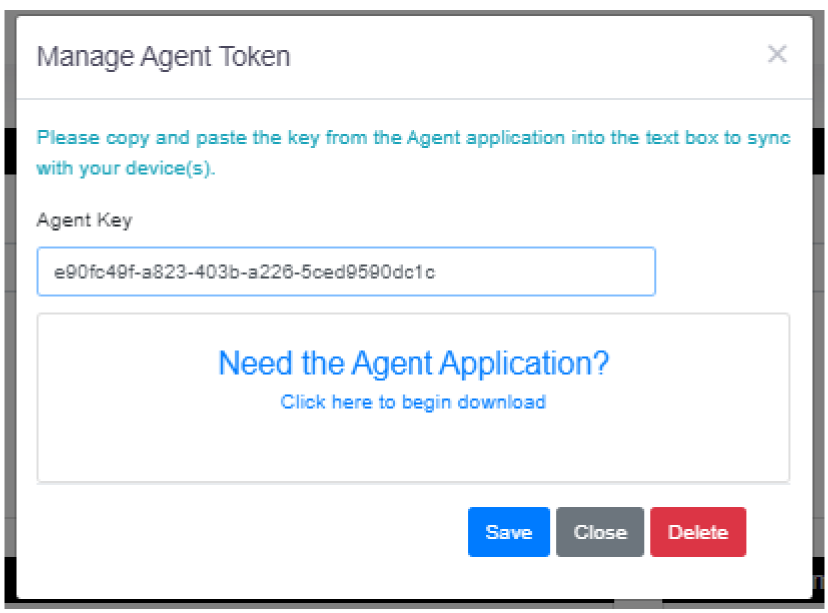
The password for QA will be **P@ssword$$**
Please do not change in in QA. In the actual production application, change it after you log in.

Once into LandNav, click on Cash Receipting – to finish setting up the agent



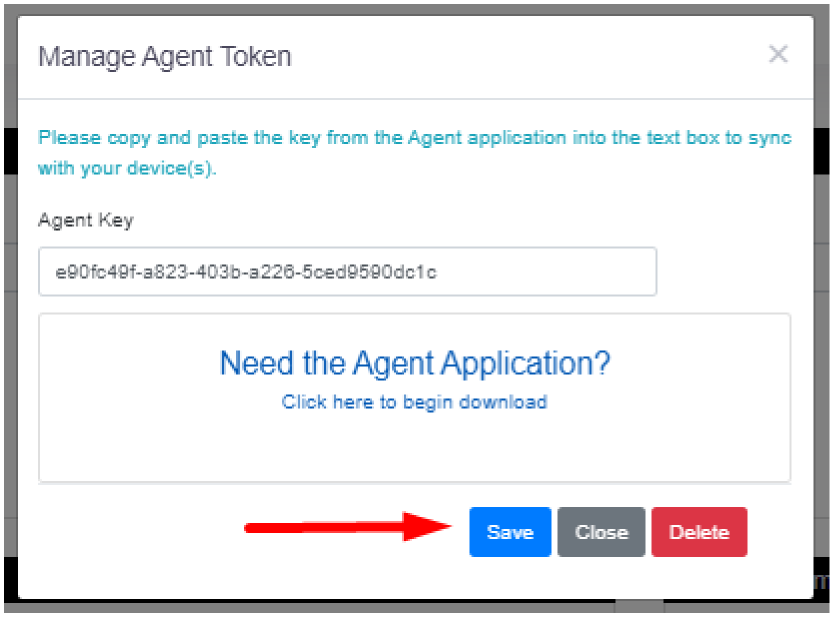


Towards the bottom of the screen, click on the Gear Icon. 



Your Agent Key should be blank (if it is not, highlight it) paste the Agent Token you copied to the clipboard into this area. (Right click and say Paste or ctrl key + V)

Click Save.


Manage Agent Token
Please copy and paste the key from the Agent application into the text box to sync with your device(s).
Agent Key
e90fc49f-a823-403b-a226-5ced9590dc1c
Need the Agent Application?
Click here to begin download
Save
Close
Delete

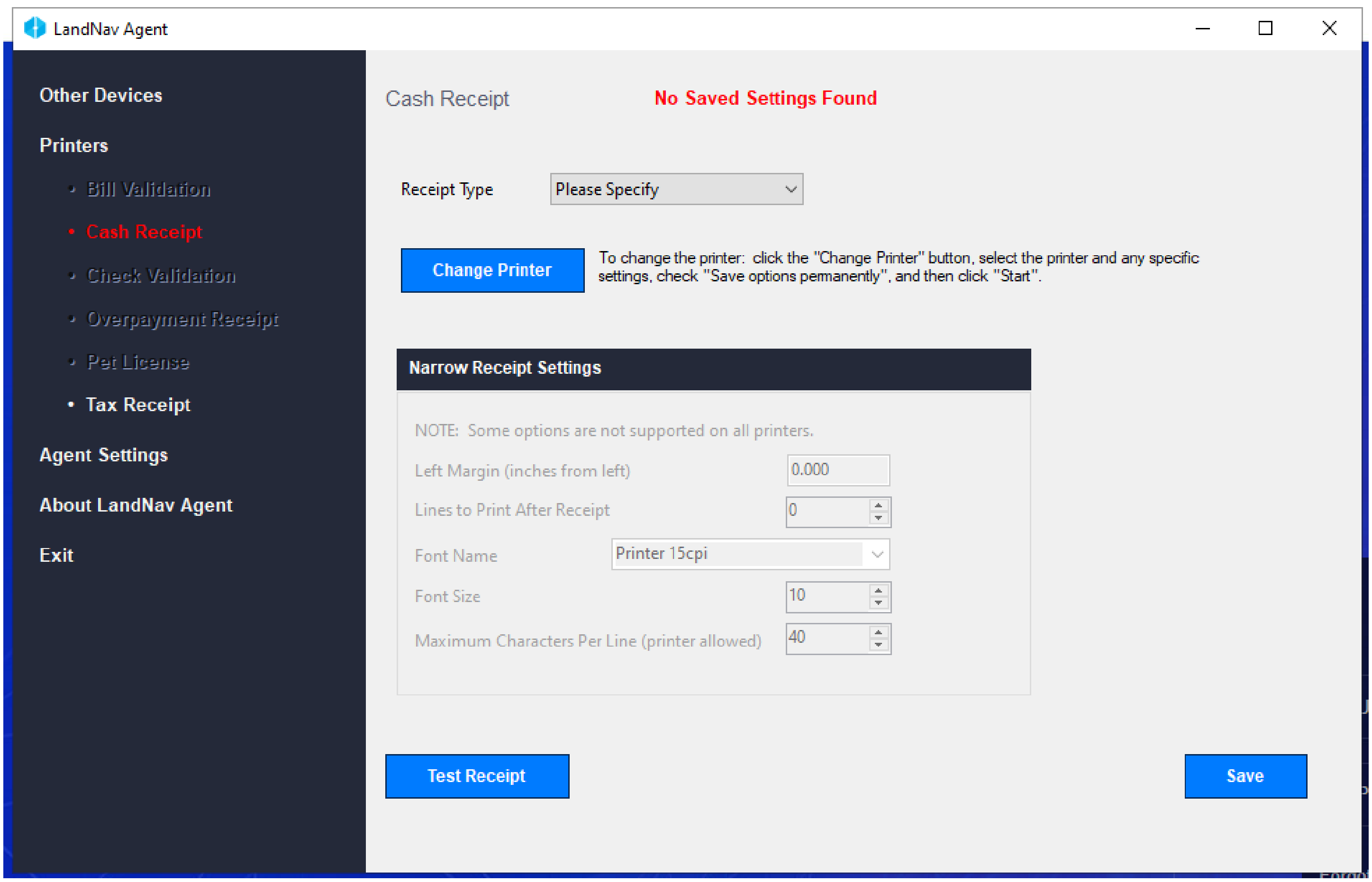
Appendix #6
LandNav Agent Printer Settings

The Dialog box below should appear when you first launch the application. You will need to add your printers to print documents.

Notes:
1. LandNav Agent Printer settings are set up per network user. They can be different for different users in a municipality
2. Do not touch the settings in the Agent Settings option. The LandNav Agent is very finnicky and changing those settings may lead to a lot of frustration in printing.

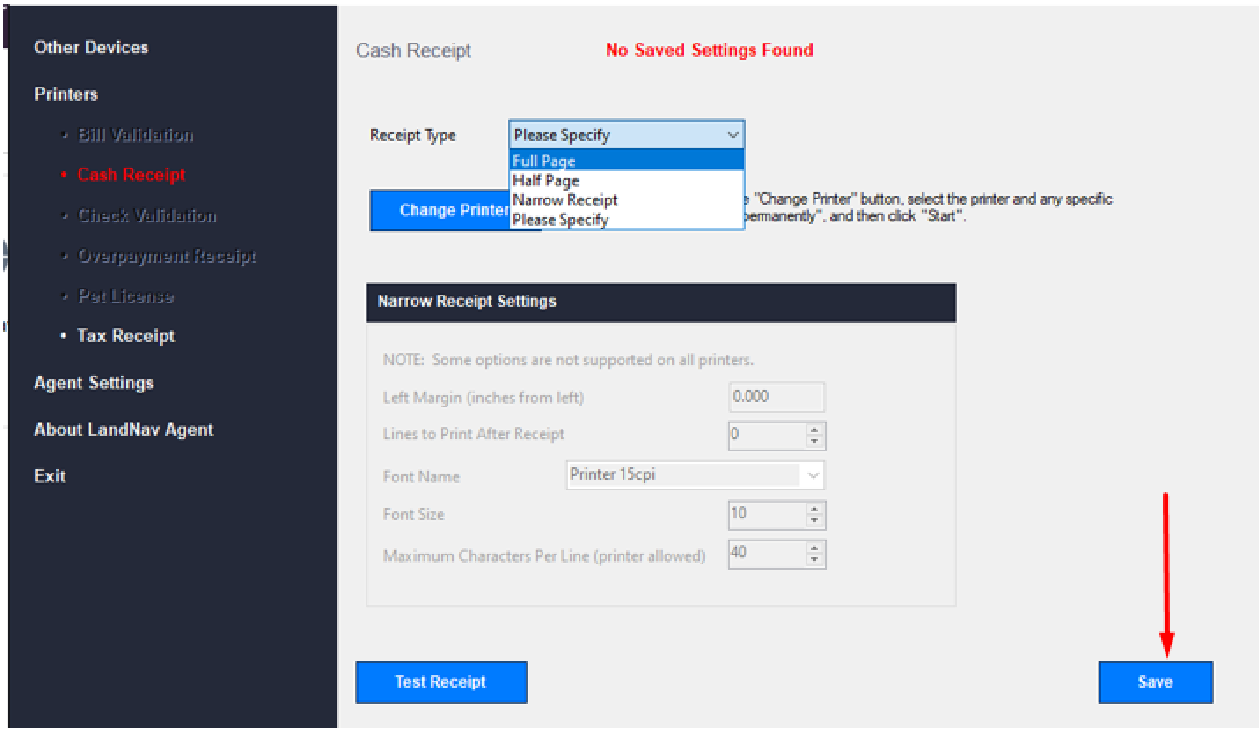
To set up the Agent printing:

Click on the RED Cash Receipt text and you will see:



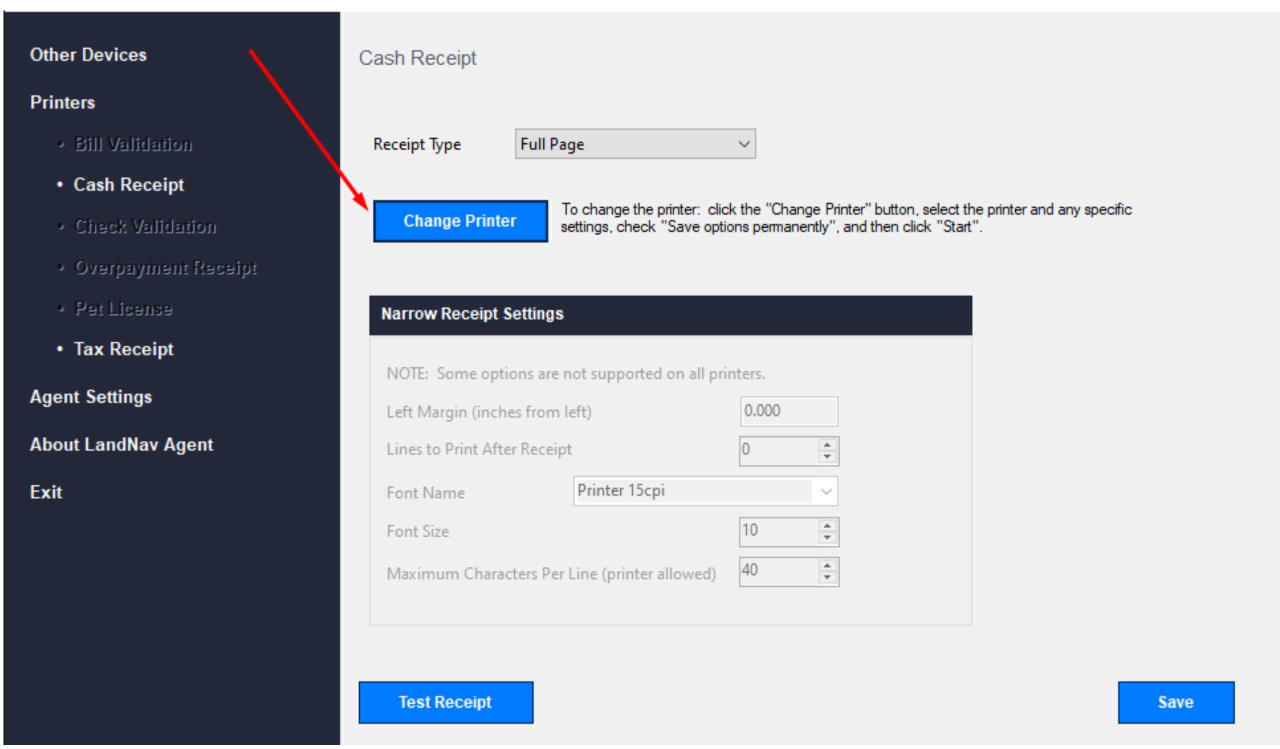
Click on the drop down by Receipt type drop down 

Specify the type of receipt you want (likely Full Page)

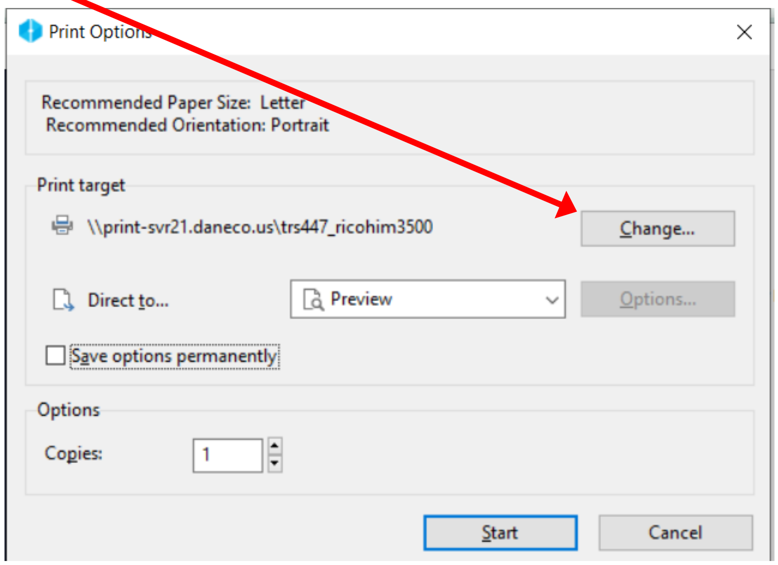


Then click Save

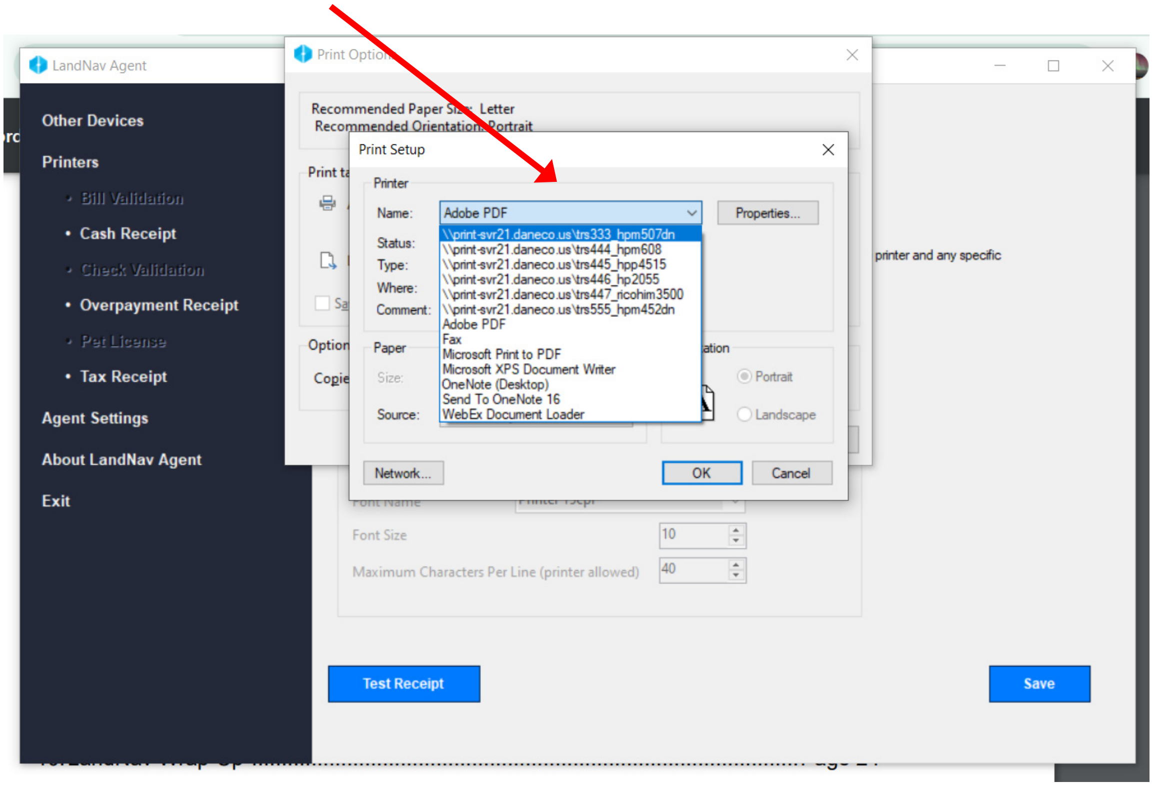
Then Click Change Printer



Then Click Change

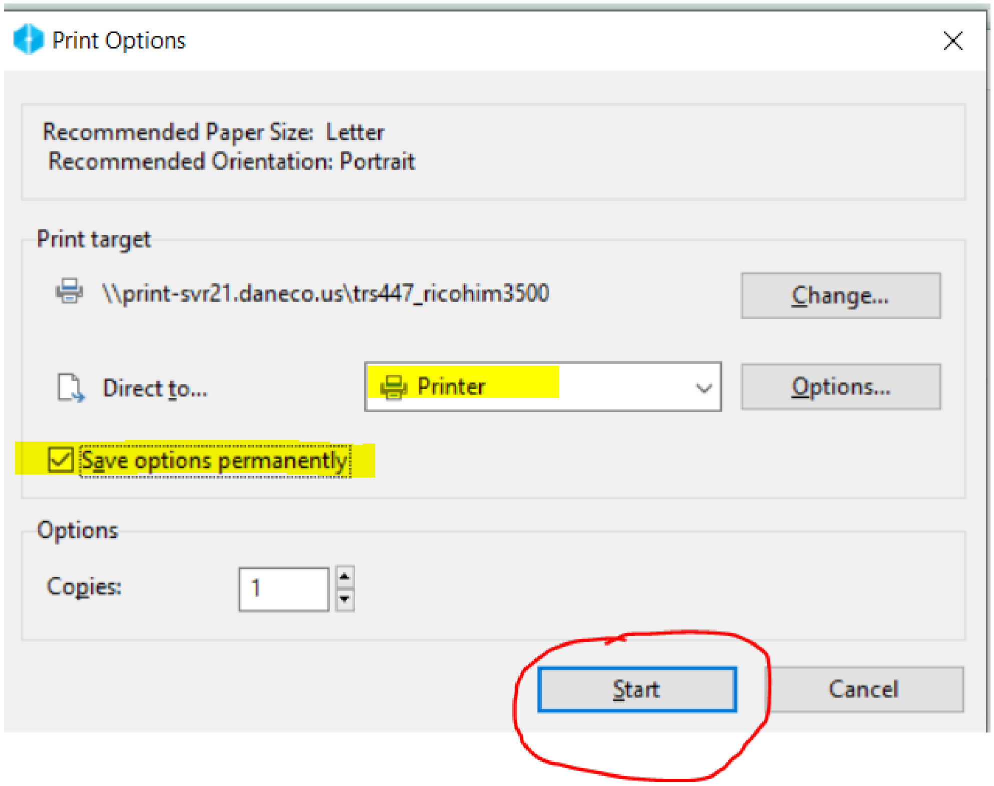


Select the printer you want to use from the dialog box



Then Click OK

If you select Printer (not Preview as shown below), you will automatically print your receipts to the selected printer. If you leave the setting as Preview, you will view the receipts then choose to print as normal. have to preview and print the receipts.

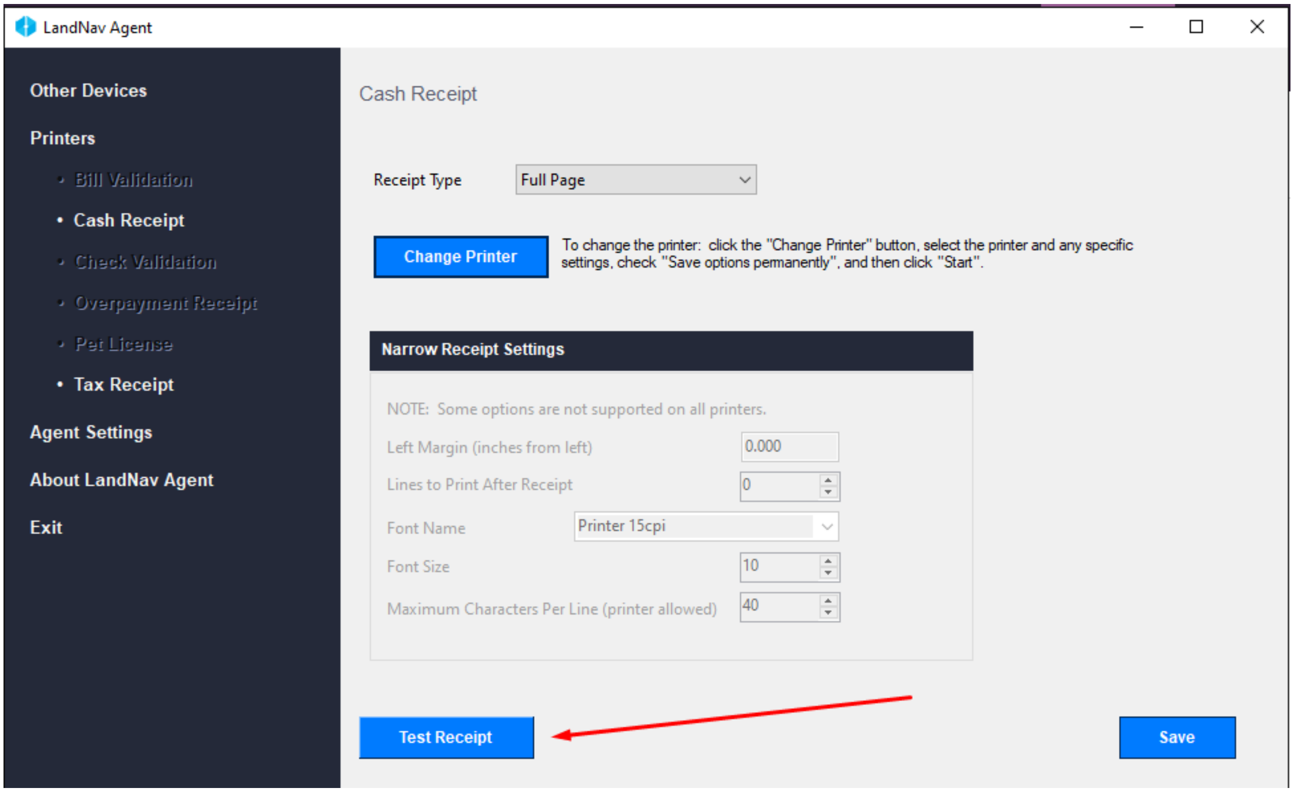


Then Click Start

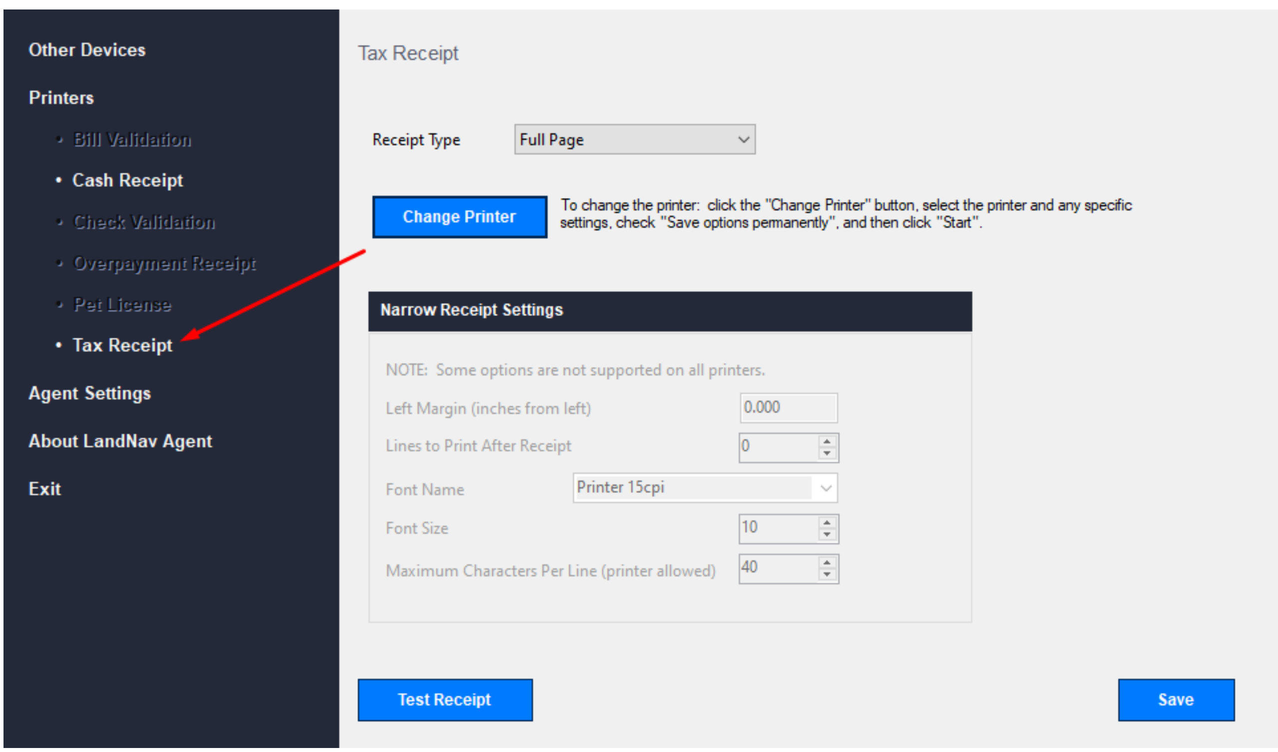
Then Click Start

If you select Preview (as above) you will have to preview and print the receipts. If you do not want to select preview, you can print directly by changing this to “Printer” instead.

Then do a Test Receipt to ensure that it was set up correctly



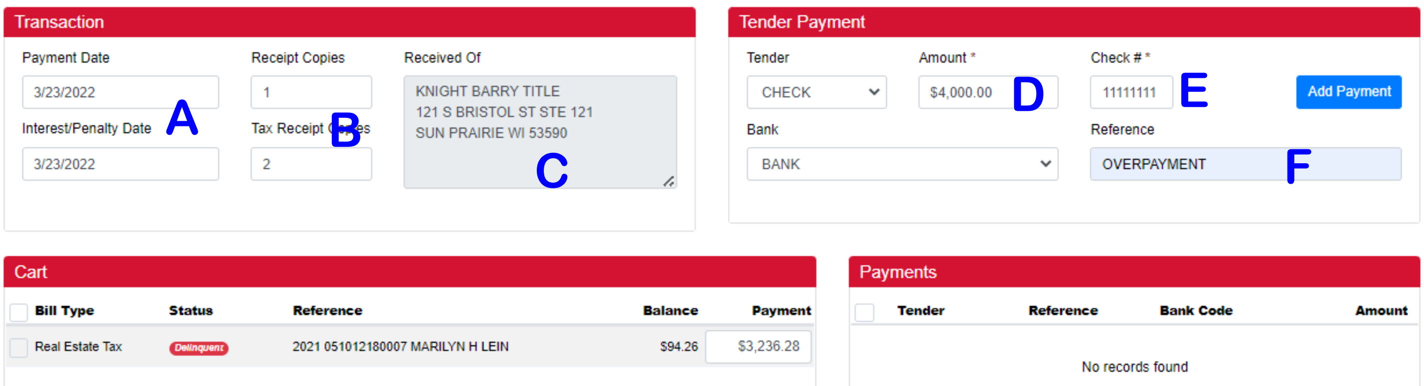
You should then go through the same process to set up the “Tax Receipt”.



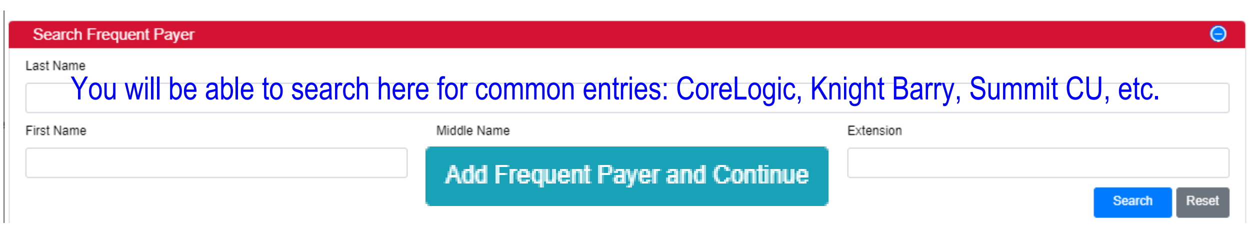
Appendix #7
Cash Receipting Overpayments

We have a check for $4000.00 for Parcel #0510-121-8000-7. The check is more than the balance due.

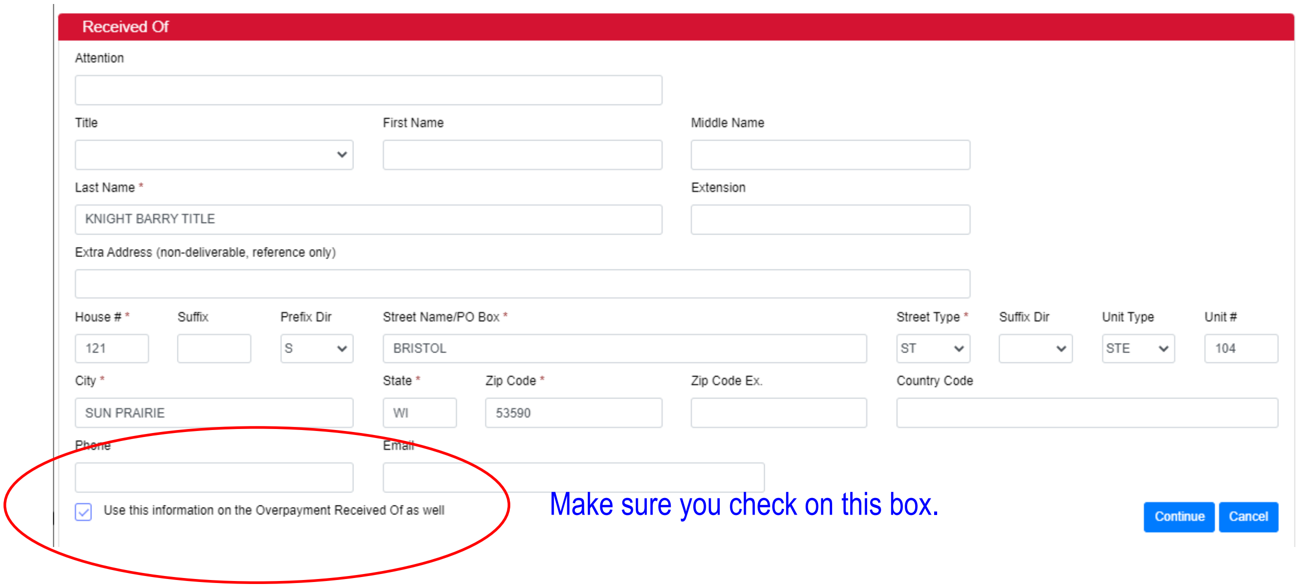
Start in Cash Receipting as normal by searching the parcel number and adding the correct parcel and year to Cash Receipting.



A) First check the date
B) Next check your receipts. You will want one Receipt Copy and two Tax Receipt Copies.
C) This check is from Knight Barry. Click in the Received Of box to add the payer name and address.

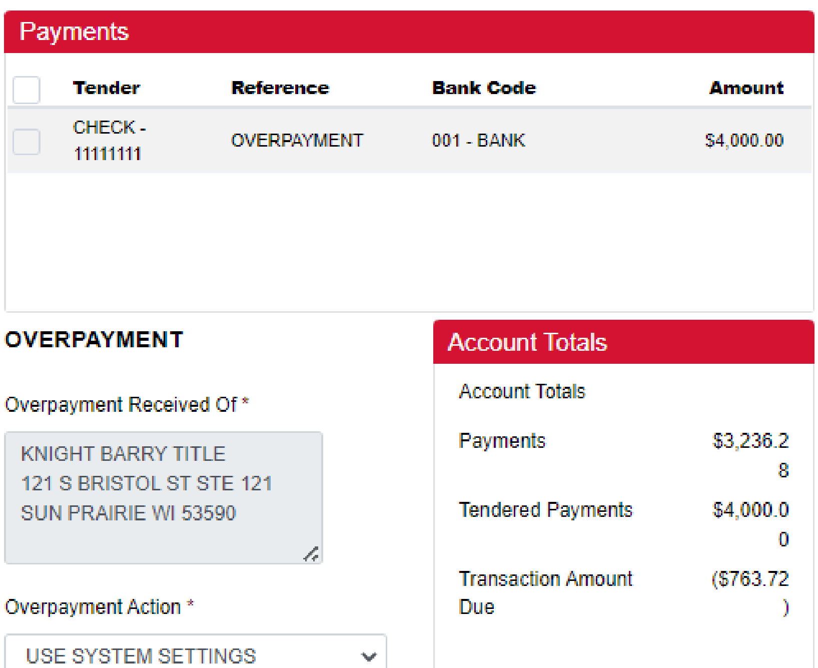


Click on the box to add this as a frequent payer. You will not need to re-enter addresses for these.



D) Enter the full check amount (including the overpayment).
E) Enter the Check Number.
F) Type OVERPAYMENT on Parcel #XXXX-XXX-XXXX-X in the Reference Box.

Finally, click on Add Payment, as normal. See sample below. The Overpayment shows as “Transaction Amount Due.” The “Received Of” box shows the Knight Barry payment information. The Overpayment Action defaults to “Use System Settings.” That is correct.



Click on Checkout. You will automatically print two tax receipts. You will also get a transaction receipt and an overpayment receipt. Unfortunately, neither show the parcel number. We are working with GCS on that.

Overpayment Receipt

DANE COUNTY

OVERPAYMENT

KNIGHT BARRY TITLE
121 S BRISTOL ST STE 121
SUN PRAIRIE WI 53590

Date: March 23, 2022 02:28:51 PM
Trans # 13821 **Batch #** 2
Reference: CHECK
OVERPAYMENT

Paid Amount:	4,000.00
Paid Due:	3,236.28

Refund Due:	763.72

Transaction Receipt

DANE COUNTY

1
March 23, 2022 02:28:51 PM
Trans # 13821
Batch # 2

Received of:
KNIGHT BARRY TITLE
121 S BRISTOL ST STE 121
SUN PRAIRIE WI 53590

Three Thousand Two Hundred Thirty Six and 28/100 — **Amoun** $*******3236.28

Item	Category / Reference	Account	Amoun
1	REAL ESTATE TAXES 2021 051012180007 1	TAXES	3,236.28
2	OVERPAYMENT TRANSACTION OVERPAYMENT LINE ITEM	OVERPAYMENTS	763.72
Payment(s)	**Check**	[OVERPAYMENT]	4,000.00

Refund: 763.72 **Change:** 0.00 **Total:** 3,236.28

OFFICIAL RECEIPT WHEN VALIDATED IN THIS BOX
kml7 03/23/2022 14:28:51 *******3236.28

Normal Tax Receipt

Payment

Date Paid: 03/23/2022
Interest/Penalty Date: 03/23/2022
Receipt #: 280822

Gen. Property Tax:		3,132.48
Special Assessment:		9.54
Special Charges:		0.00
Delinquent Utility Charges:		0.00
Private Forest Crop Taxes:		0.00
Woodland Tax Law Taxes:		0.00
Managed Forest Land Taxes:		0.00
Interest:	Mar 2022	62.84
Penalty:	Mar 2022	31.42
Other Charges:		0.00
Total Amount Paid:		3,236.28

CR Batch #: 26 **Transaction #:** 13821

Transaction Cash:	0.00
Transaction Check:	4,000.00
Transaction Other:	0.00
Transaction Overpayment:	763.72

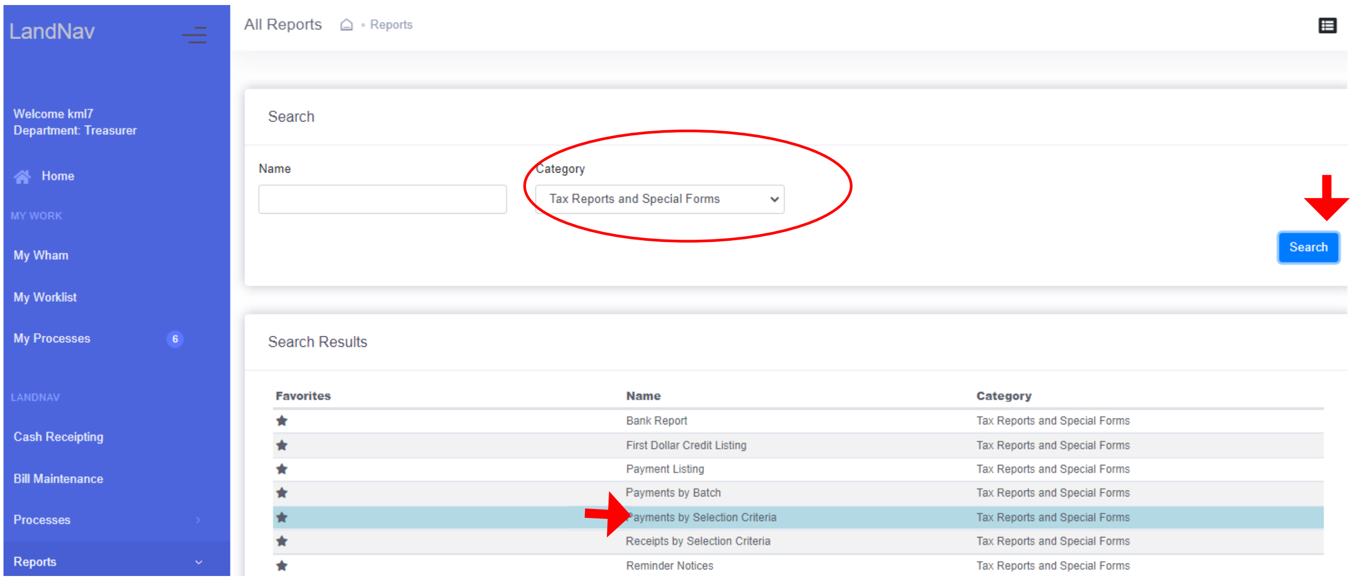
Balance

Prior Tax Balance:		3,142.02
Tax Amount Paid:		3,142.02
New Tax Balance:		0.00
Interest:	Mar 2022	0.00
Penalty:	Mar 2022	0.00
New Balance Due:		0.00

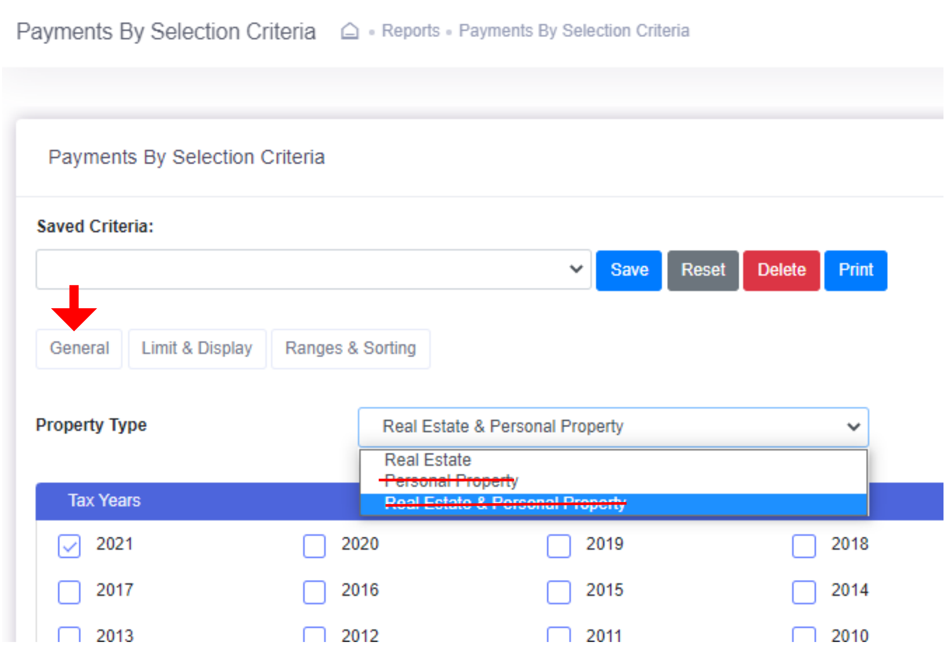
Payment Note:
OVERPAYMENT, CK # 11111111;

Appendix #8
Overpayment Report

To run an overpayment report (or a report by Batch number, date or other criteria), go to Reports → All Reports. Under Category, click on "Tax Reports and Special Forms" then click Search. Now, selection Payments by Selection Criteria.



On the page that pops up, you will want to click on the current tax year.



Start on the General Tab.

Click on the down arrow to select Real Estate

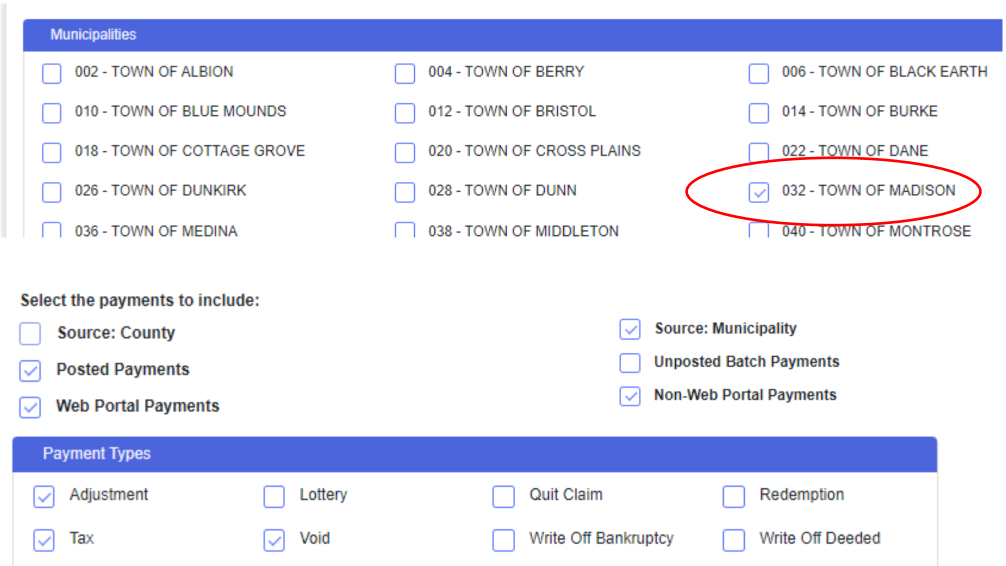
In the Municipalities Section, check your municipality. See below.

At the bottom of the page, you select the payments to include. Likely, you only want Municipal payments.

At this point, you only need to include POSTED Payments. [1]

Click on both Web and Non-Web payments (not currently part of our process).

[1] Payments that are imported or entered Manually into a Batch come into the system as Unposted payments. You can run a report of these payments to make sure you balance before Posting the payments. See Appendix #7 for Manual Batch Payment Entry.



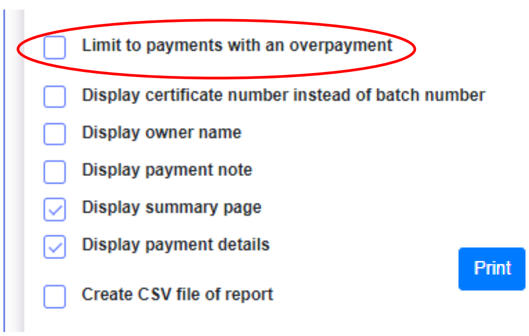
In the payment types section, click on:

- Adjustment (though GCS does not allow us to do those anymore so I think this will be removed).
- Tax.
- Void.

Redemption is used for delinquent tax payments entered by the County.

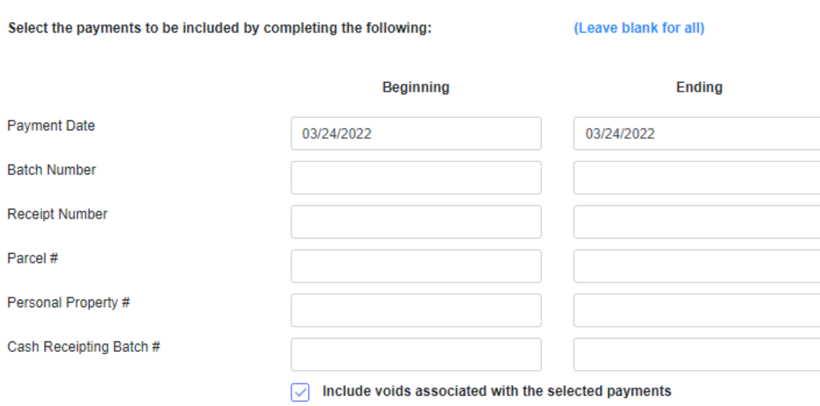
You can also print a lottery credit report by selecting that box.

Click on both Web and Non-Web payments (not currently part of our process).



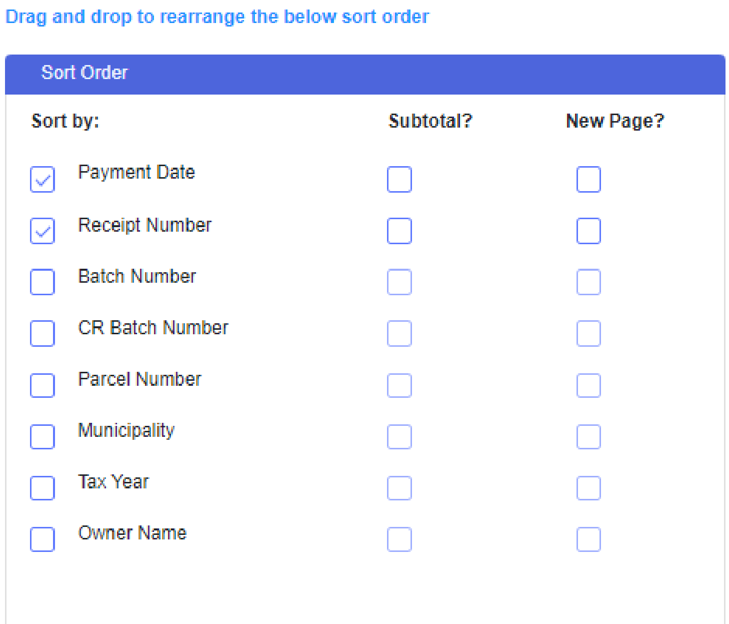
On the Limit and Display Tab, Check Display Summary Page and Display Payment Details.

If you want to print only your overpayments, you need to check the box for “Limit to payments with an overpayment.”



On the final tab, Ranges & Sorting, you will likely select the current date. This will give you a total for the day so you can balance payments to your bank deposit.

You may also select specific batch numbers if multiple people are entering payments and you want to balance to each batch before combining payments into one deposit.



Finally, you will set up the sort order for your report. It clearly depends on how you need to use the report. If you want a report of your current day collections, you will likely sort by the date and maybe by receipt (as shown at left).

You can save criteria

Please keep a separate spreadsheet to track your overpayments. Our software company is having serious issues with how overpayments are recorded so it is best to have a back-up tracking system.

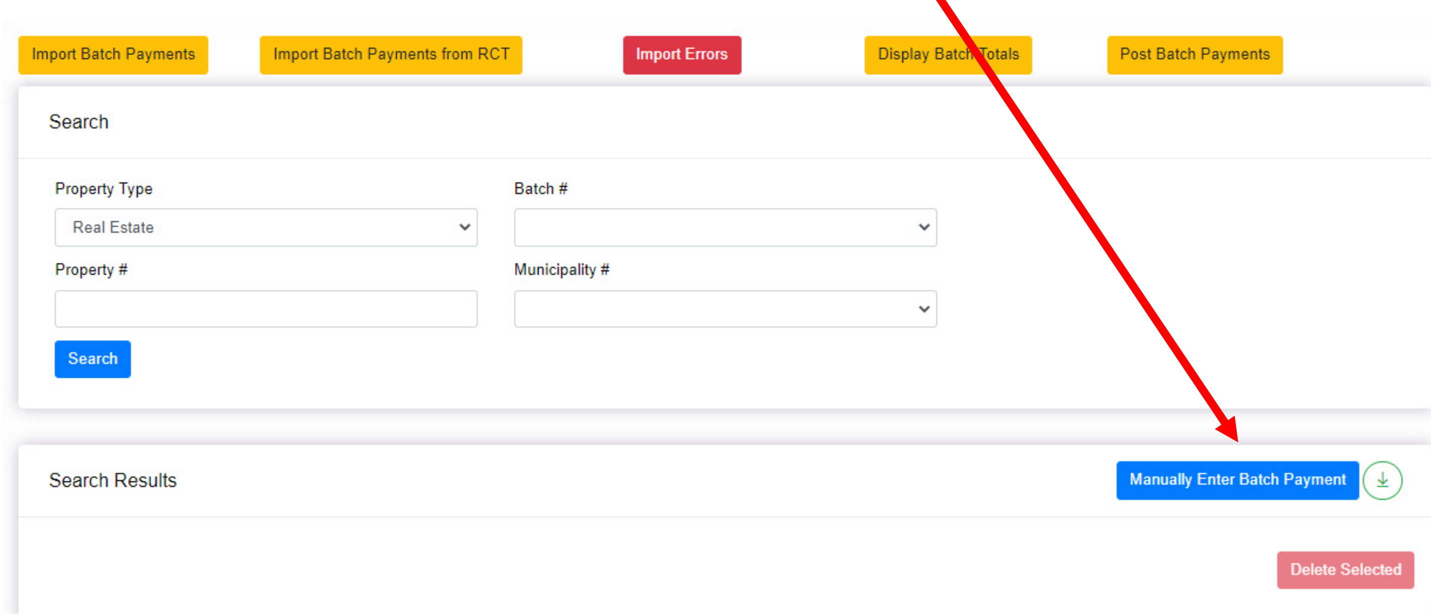
Appendix #9
Manual Payment Entry into a Batch

Another option for entering payments is by creating a Batch (this is not the same as the Cash Receipting Batch – yes, I know that is confusing).

I suggest you try both payment entry options (Batch & Cash Receipting). Batches, in my opinion, work far better for overpayments. However, entries are not posted immediately. This means that you can still update the payment if needed. It also means that it will not appear on a daily report with your Cash Receipting entries, unless you Post before printing that report.

Start by selecting Processes → All Processes → Batch Payments.

Below is the screen that will appear. You will select the Manually Enter Batch Payment button.



This entry screen below will appear.

A) You need to enter the Real Estate Parcel Number (manual entry does not use bill number).

B) Then you need to create a six digit batch number. You can use the date: December 19, 2022 or 121922. If you want each staff member to have a unique batch for December 19, you will want to create a two-digit code for each person doing the entry. For example, my two digit code is 32 so if I enter a payment on December 19, my Batch # is 321219. Be aware, this number will be the same in 2023 because the six digits do not allow you to enter the year, just the current month and day. You can always track batches by the entry date and Batch number so this is not a huge issue.

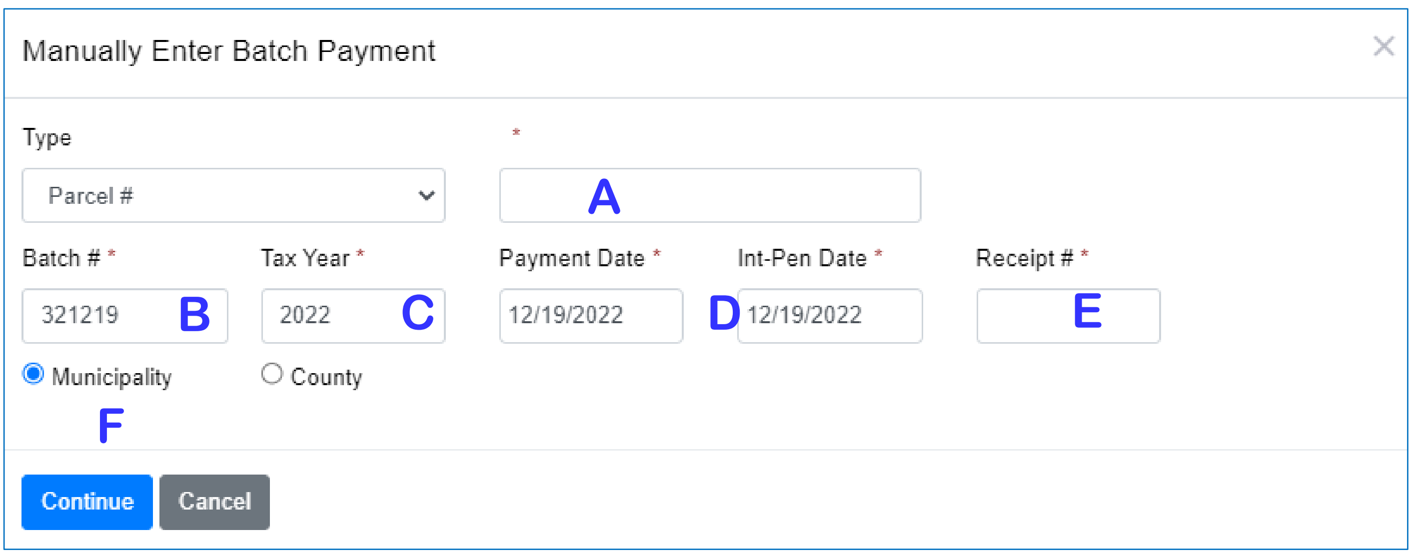
C) For municipal entry, the Tax Year will always be the same. This time 2023.

D) Payment Date will likely be today. You can continue to use December 31 as your payment date even after the January export. February Settlement will just subtract the totals paid for January Settlement.

E) Interest-Penalty Date can always be January 31, 2023 since there is no interest and penalty in your collection timeframe.

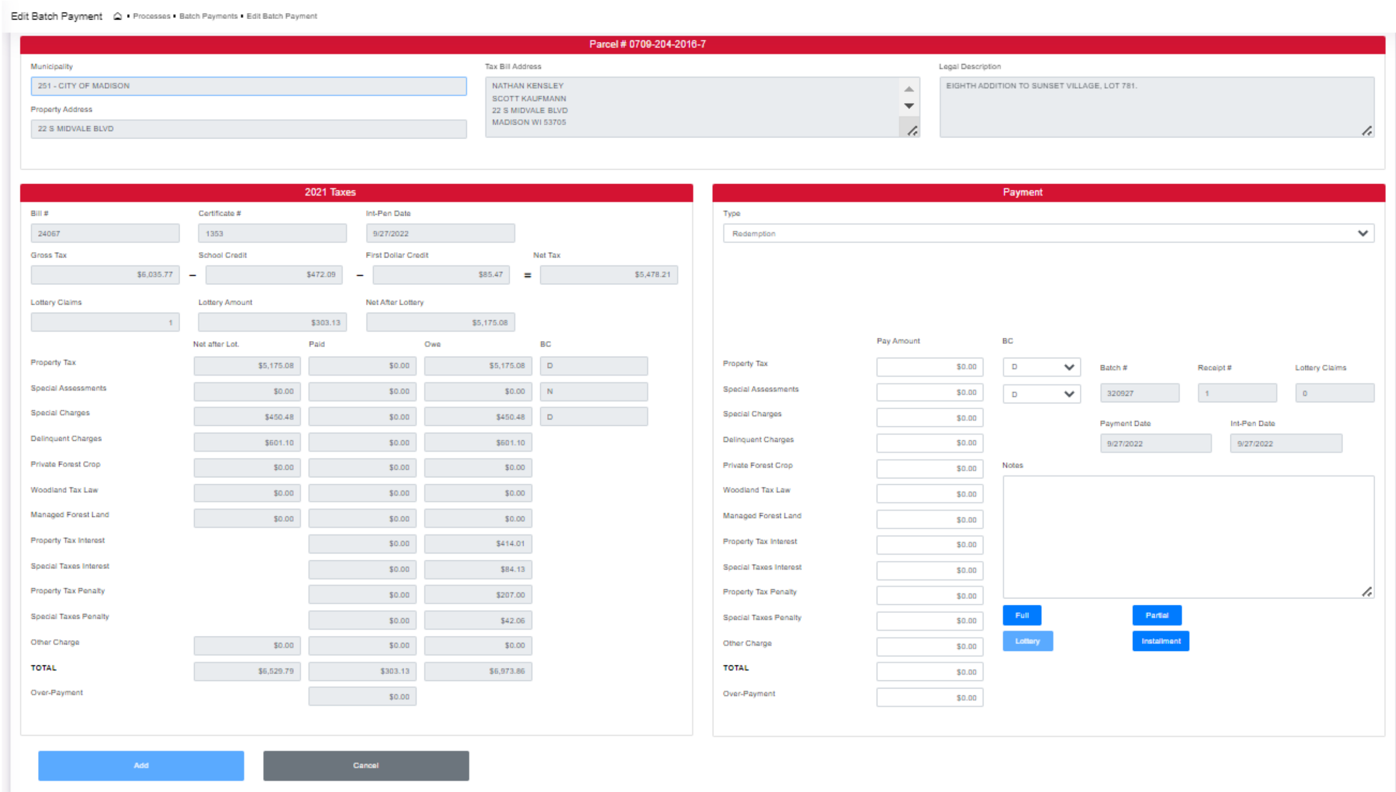
F) You can choose your starting receipt number. I use 1 but that is up to you.

G) The system will default to Municipality payment. That works for you.

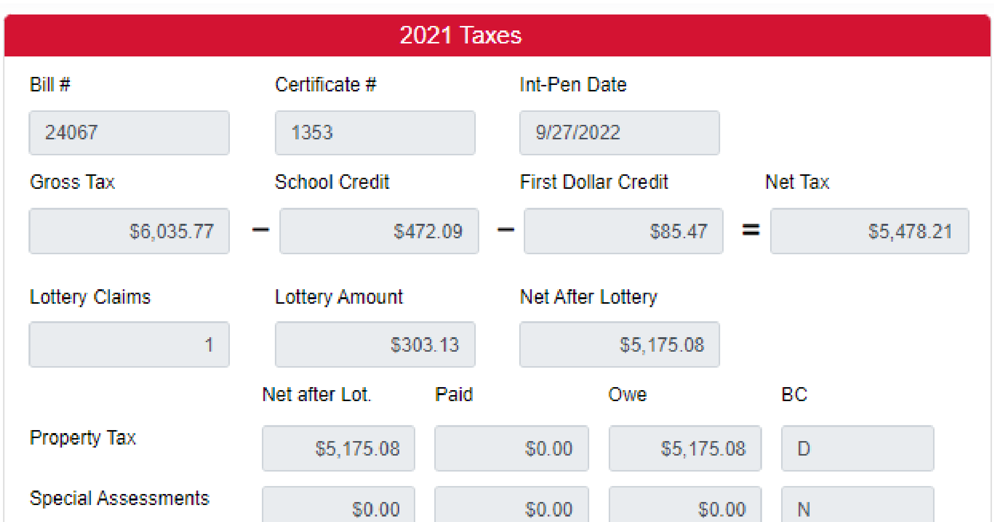


Once this information is entered, click on the Continue button.

Below is the tax information for the parcel payment.

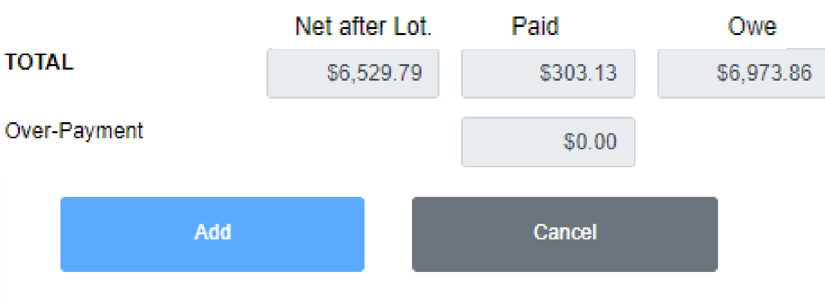


The top shows the parcel number, municipality, property address, owner name and billing address, and legal description. This information help you make sure you have the correct parcel.



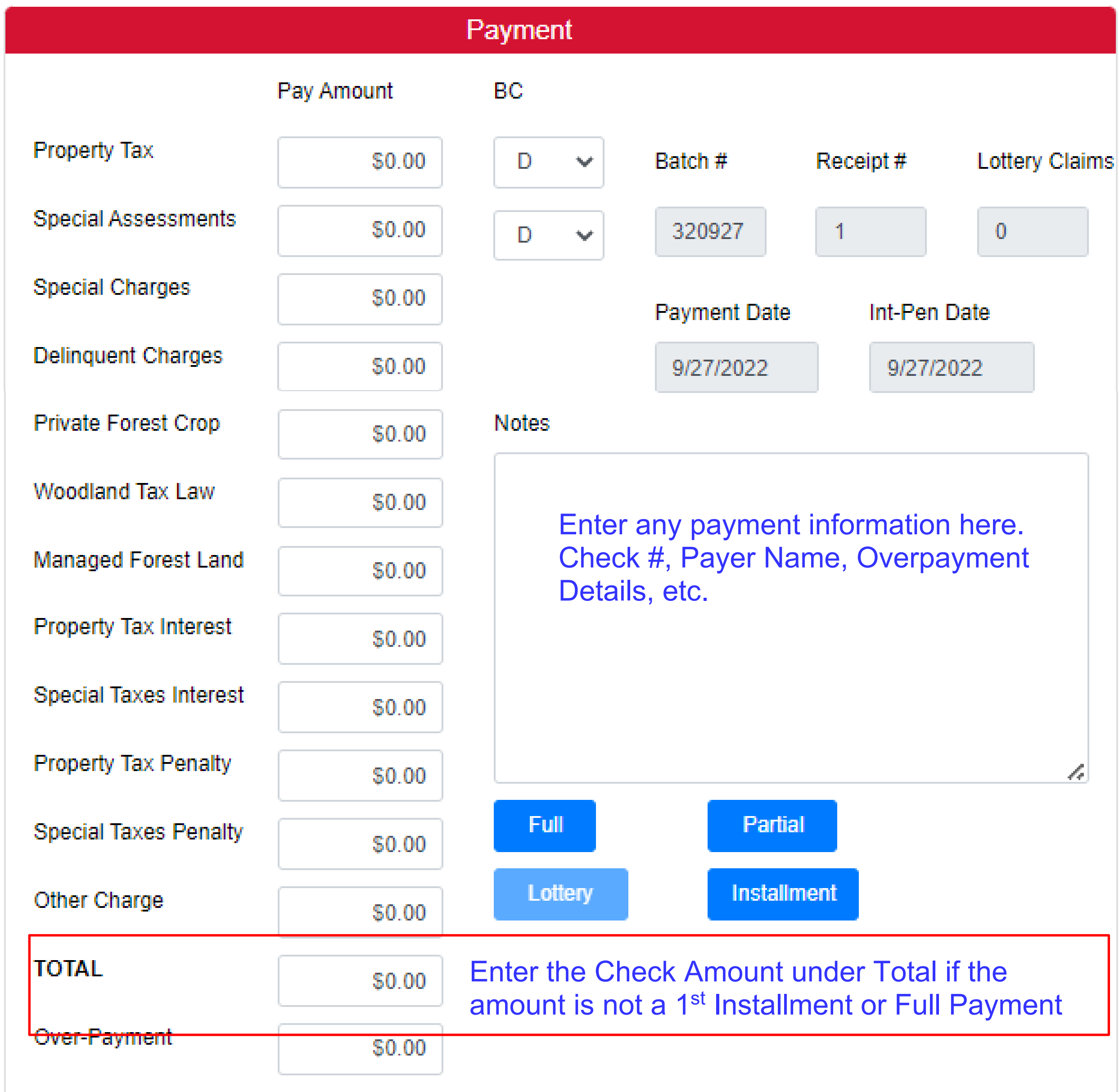
Below that, on the left side of the page, you will see all information about the total tax due (Net after Lottery Credit) and the amounts already paid.

There is also a column showing the balance due (Owe).



At the bottom on the left side, you will see the current total, amount already paid and the amount owed.

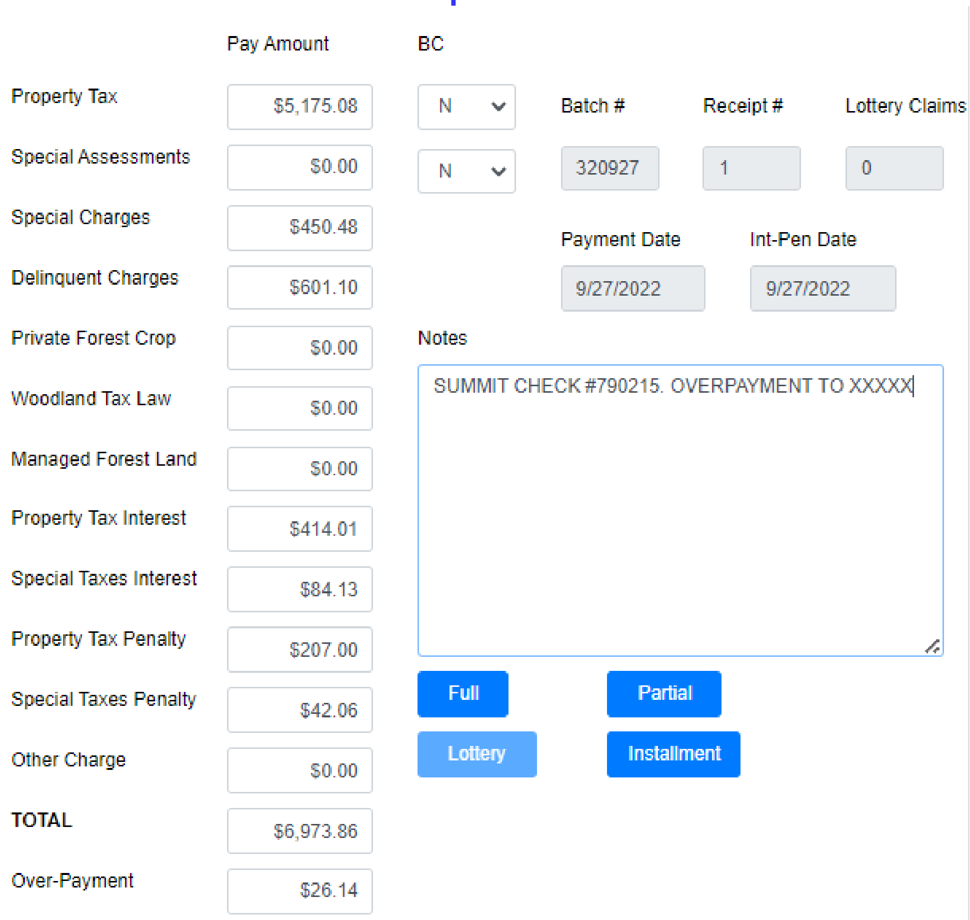
On the right side of the screen, you will see the Payment information shown below. This will split up the payment you are entering into the tax due, specials paid, etc.



If you received an exact amount of the installment due, click on Installment. If you received the full balance due, click on Full.

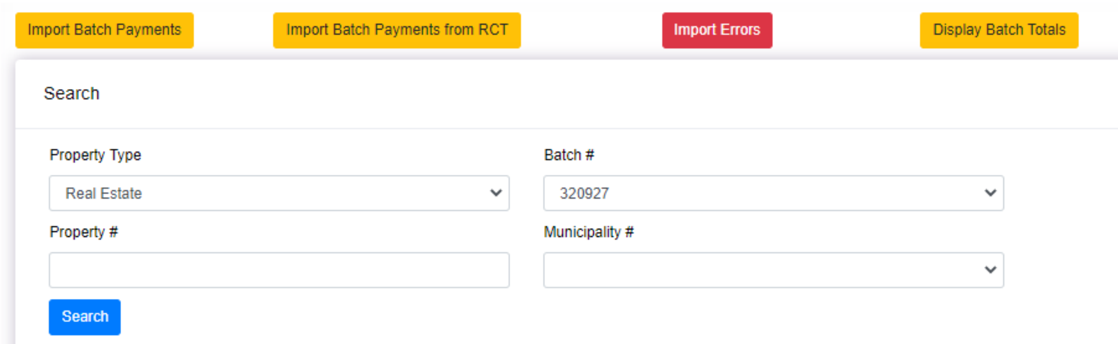
If the payment is for any other amount, enter the amount of the check in the Total Box. Then click on **Partial** – even if it is an overpayment. The program will split out the payment to Specials, Tax Due, Overpayment, etc. Finally, Click the ADD button on the left bottom of the page.

Sample Below

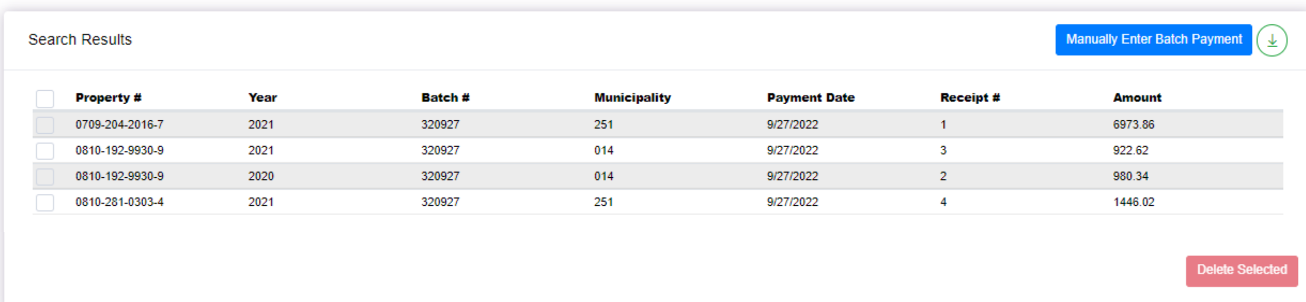


Once the payment is added, it will take you back to the main Batch page. You have to click on the Manually Enter Batch Payment button again to add the next payment. When you do click on that button, the parcel entry box will pop-up and it will still be populated with the information from your last entry. You should only have to change the parcel number to add the next payment. The batch number, tax year, and payment date will all stay the same. The Receipt number will move to the next number automatically.

At any time, you can see the entries you have made in this batch. Back on the main Batch Process page, click on Batch #. Enter your current batch number then click on Search.



The list below will show up. If you need to change or delete an entry, select the payment line.



You can also get a quick view of the total batch by clicking on the Display Batch Total button.

Enter your Batch # and your Municipality. Then click on the Calculate button.

The screen below will appear showing the RE Total entered.

Real Estate Totals

Count	2
Property Tax	6466.17
Special Assessment	0.00
Special Charges	450.48
Delinquent Utility Charges	601.10
Private Forest Corp	0.00
Woodland Tax Law	0.00
Managed Forest Land	0.00
Property Tax Interest	517.30
Special Taxes Interest	84.13
Property Tax Penalty	258.64
Special Taxes Penalty	42.06
Lottery Credit	0
TOTAL	8419.88
Overpayments	328.77

The biggest difference with entering payments into a batch is that the payments are not POSTED immediately. If you go to the parcel we just entered, it will show up like this:

Payments

Void Filter

SHOW ALL VOIDS

	Date	Receipt #	Batch #	Type
	12/1/2021	0		Lottery
⚠Not Posted	9/27/2022	1	320927	Redemption

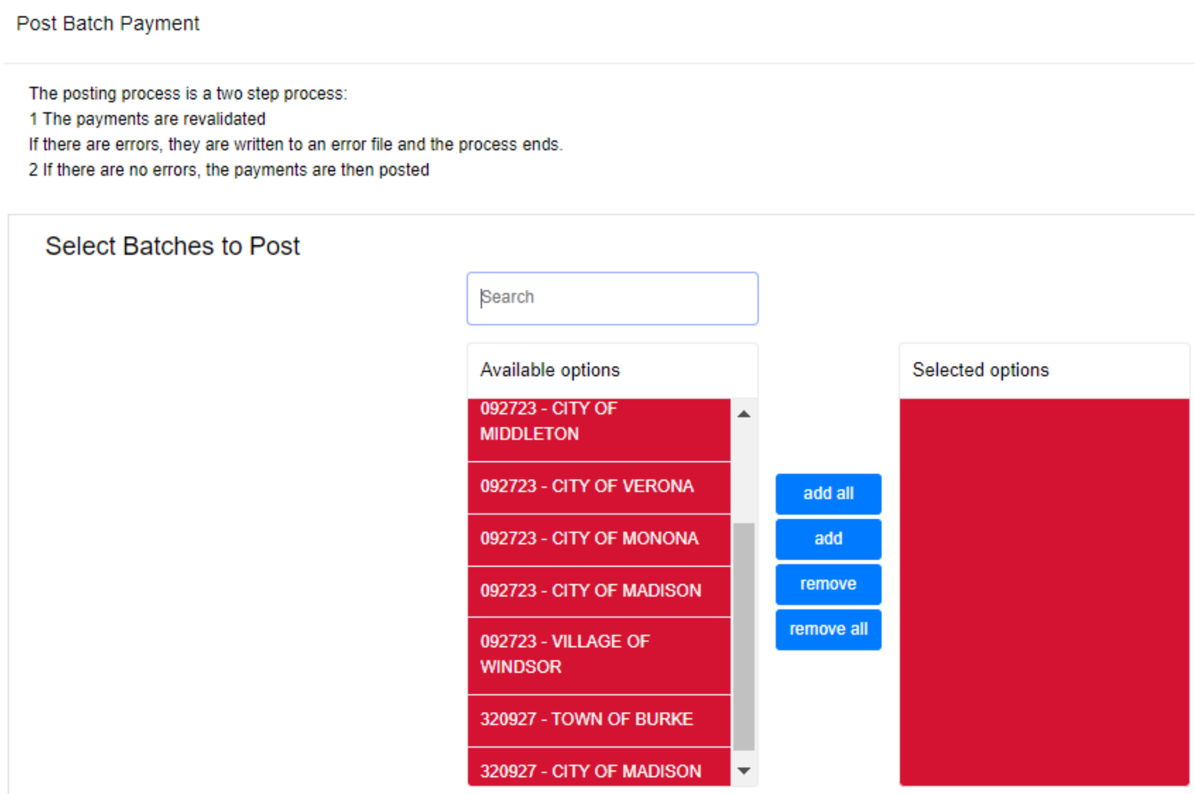
When you click on the parcel you will get a warning that there are unposted payments on this property.

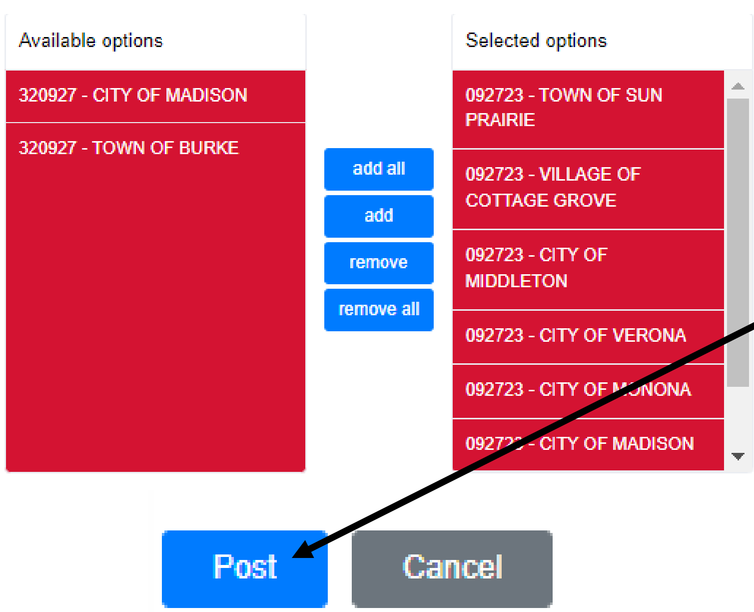
The advantage to “unposted” payments is that you can run an unposted report to balance your check total to your entry total and make corrections if something shows up incorrectly. See #5 Reports.

At the end of the day or when you have balanced your batch, you can post these payments. Click on the Post Batch Payments button.

Import Batch Payments | Import Batch Payments from RCT | Import Errors | Display Batch Totals | Post Batch Payments

The screen below will show up. You can add all or add just one batch. Of course, yours will only show one municipality so the available options to post will only be different batch numbers. If several staff are entering batches, you can search to find your Batch or you can scroll through the list and select your batch number.





In the example on the left, I selected all of Batch #092723 and left Batch #320927 unposted.

Click on Post and all your payments in this batch will be completed.

Appendix #10
Importing Payments into LandNav

Import Entry Format

Dane County imports payment batches into LandNav using the format below.

Importing Payments into LandNav
Batch Description

- Batch Number (6 characters)
- Parcel Number
- Always 14 Spaces
- Tax Year
- Today's Date (year - month - date)
- Receipt Number (characters vary due to the amount paid and the number of the receipt)
- **Number is spaces is determined by the receipt number but is always 14 spaces from the end of the center section (date of payment) to the dot marking cents.**
- Amount Paid
- Interest/Penalty Date

```
110633080924310032  14 Spaces  202220231106    100009138.3920231031
110633061006225442             202220231106    200001070.6320231031
110633070818394302             202220231106    300001105.1820231031
110633050910460371             202220231106    400001500.0020231031
110633070835206206             202220231106    500001000.0020231031
110633061118182803             202020231106    600002000.0020231031
110633061118182803             202020231106    700000247.8320231031
110633061118182803             202120231106    800001922.1720231031
110633070920417015             202220231106    900035000.0020231031
110633061012280651             202220231106   1000000002.0020231031
110633081202380006             202220231106   1100019955.5020231031
```

The following page shows the format for imported payments. This sample defines the payments shown on the right.

Below is a description of the position of each number in the import batch. This example shows three receipts from a batch and then shows the position of each digit in the import.

Parcel Number	Amount Paid
0809-243-1003-2	9,138.39
0610-062-2544-2	1,070.63
0708-183-9430-2	1,105.18
0509-104-6037-1	1,500.00
0708-352-0620-6	1,000.00
0611-181-8280-3	2,000.00
0611-181-8280-3	2,170.00
0709-204-1701-5	35,000.00
0610-122-8065-1	2.00
0812-023-8000-6	19,955.50

Receipt #1
080132080626445903 202220230801 100000554.1820230728

Receipt #77
080132080916345390 202220230801 7700006498.0620230728

Receipt #549
080132050911420574 202220230801 54900003057.5920230730

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
Receipt #1	0	8	0	1	3	2	0	8	0	6	2	6	4	4	5	9	0	3															2	0	2
Receipt #77	0	8	0	1	3	2	0	8	0	9	1	6	3	4	5	3	9	0															2	0	2
Receipt #549	0	8	0	1	3	2	0	5	0	9	1	1	4	2	0	5	7	4															2	0	2
																			1	2	3	4	5	6	7	8	9	10	11	12	13	14			

	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69
Receipt #1	2	2	0	2	3	0	8	0	1						1	0	0	0	0	0	5	5	4	.	1	8	2	0	2	3	0	7	2	8
Receipt #77	2	2	0	2	3	0	8	0	1					7	7	0	0	0	0	6	4	9	8	.	0	6	2	0	2	3	0	7	2	8
Receipt #549	2	2	0	2	3	0	8	0	1				5	4	9	0	0	0	0	3	0	5	7	.	5	9	2	0	2	3	0	7	3	0
										1	2	3	4	5	6	7	8	9	10	11	12	13	14											

110633(

110633(

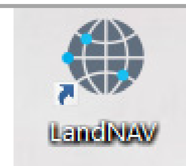
Your Batch Number is the first six digits of each string. In the Batch I show at the top of this document, the Batch # is 110633.

At the County level, this is our online payment batch string. The 1106 is for the date. The 33 is the current year identifier for delinquent taxes. You will have to work to set up these batch numbers with your online payment software or whoever is creating the import file.

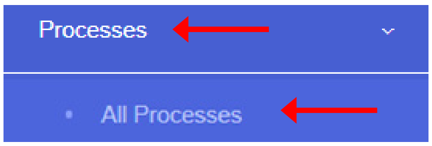
You can use a six digit date for your import but that means there can only be one import per day. For example, for December 13, 2023, you can use 121323.

LandNav Import Process

Go into the LandNav program by clicking on the Desktop Icon.

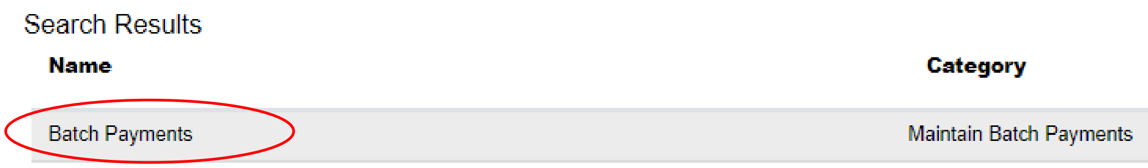


On the left side of your screen is the menu of actions.



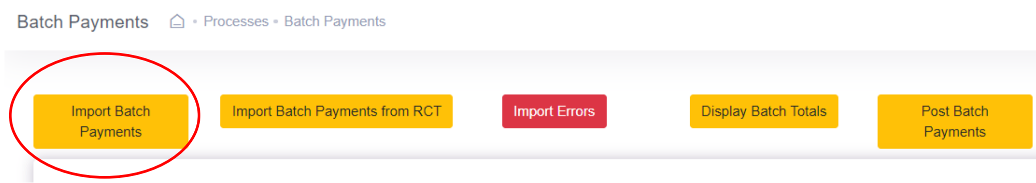
On the left side of your screen is the menu of actions.

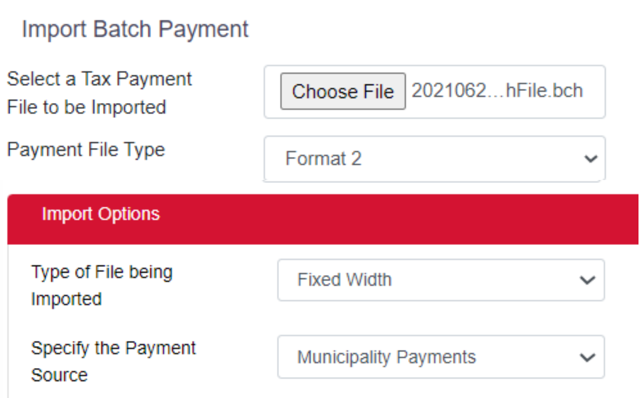
Click on Processes and then All Processes and finally **Batch Payments.**



Next, click on Import Batch Payments.

The page below will pop up.





Select the “Choose File” box and then add the batch file that looks like the ones above.

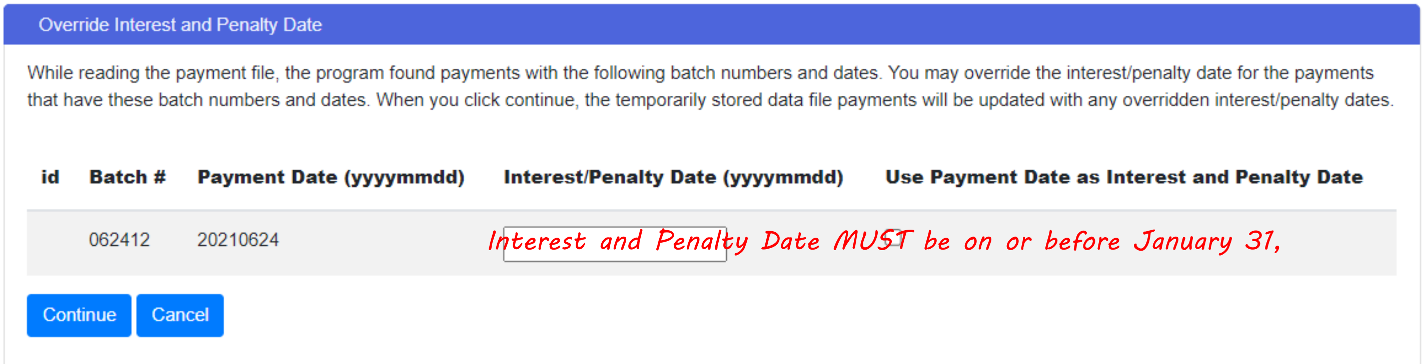
Payment File Type: Select Format 2.

Once you select the payment file type, the screen at left will appear.

Leave these entries as the default. You use Fixed Width and Municipal Payments as your Import Options.

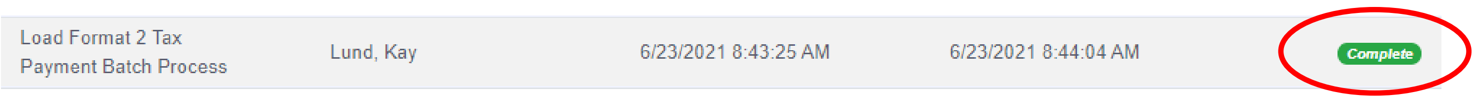
Next, click on the Import Button.

The screen below will appear. Your interest and penalty date can always be the same as the date of the payment but must be January 31, 2024 or before. Click Continue.



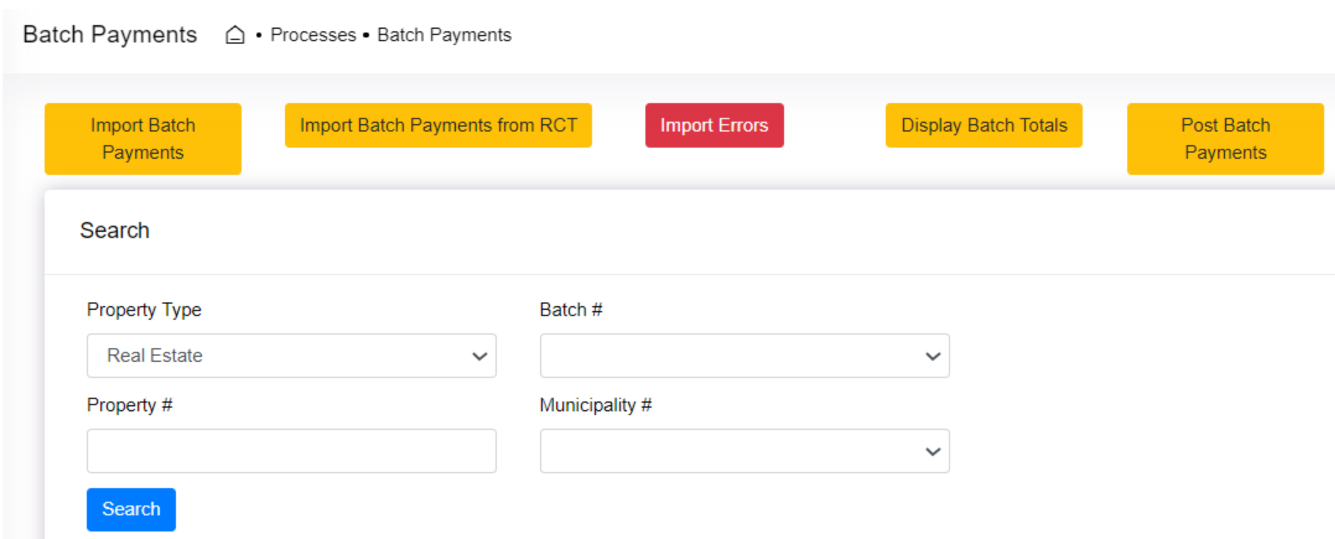
The import will start.

Next click on My Processes. You can proceed as soon as the "Load Format 2 Tax Payment Batch Process shows up as Complete.



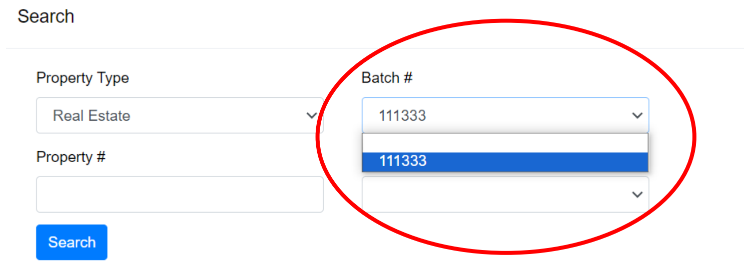
Check Batch Totals

Back in Processes → All Processes → Batch Payments, you can do a quick look at your entries or check the Batch Total.



To check the entries in your batch, under Search, use the down arrow under batch to select the batch you want to review.

Then click on Search and the results will show up at the bottom of your screen. See below. Click on the column names to sort.



Search Results

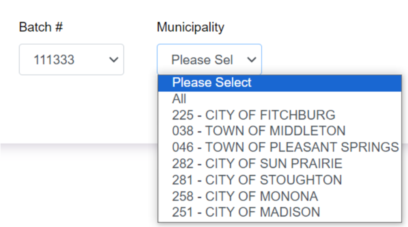
Manually Enter Batch Payment

	Property #	Year	Batch #	Municipality	Payment Date	Receipt :
	0511-053-7180-3	2022	111333	281	11/13/2023	1
	0811-092-4419-2	2022	111333	282	11/13/2023	10
	0811-092-4419-2	2018	111333	282	11/13/2023	11
	0811-092-4419-2	2019	111333	282	11/13/2023	12

If you click on the line of the payment, it will take you into the full page of detail. Here you can correct a payment until it is posted. Change the total due toward the bottom of the page and click on UPDATE.

Display Batch Totals

You can also do a quick check of the total payments in the batch. Click on Display Batch Totals at the top of the screen.



Select your Batch Number and your Municipality. Then click on Calculate.

Calculate

The screen that pops up will show the RE total collected in this batch.

Payments on Taxes Page in Bill Maintenance

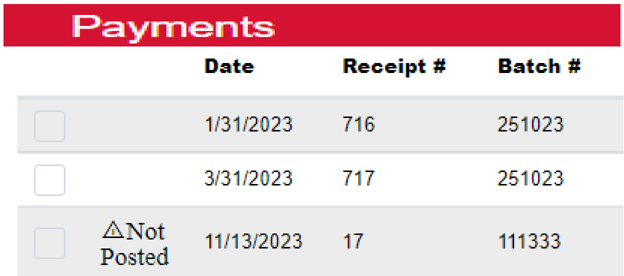
If you look at these payments under Bill Maintenance, you will get a notice that this parcel has payments that are UNPOSTED.

Just click on Close to scroll down and see all the payments on this parcel.

Notice

There are UNPOSTED payments pending. You may wish to review and/or post the batch payments before modifying the payment history.

Close



Payments				
		Date	Receipt #	Batch #
		1/31/2023	716	251023
		3/31/2023	717	251023
	⚠Not Posted	11/13/2023	17	111333

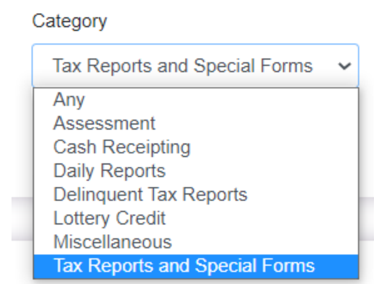
The payment you just entered will not be posted. This means that the balance due will not include this payment and you will not be able to print a receipt. You will be able to correct the payment until it is Posted.

Create an Un-Posted Batch Report to Balance with your Payments

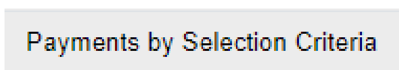
Now you can run an UN-Posted Report to see if your entry in LandNav matches the bank deposit or other information you have on this group of payments.

Go to Reports – All Reports.

Under Category, click on Tax Reports and Special Forms. Then click on the Search Button.



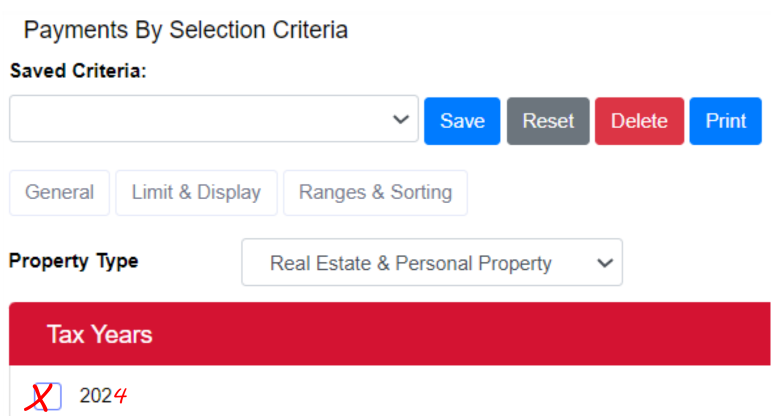
Select "Payments by Selection Criteria"



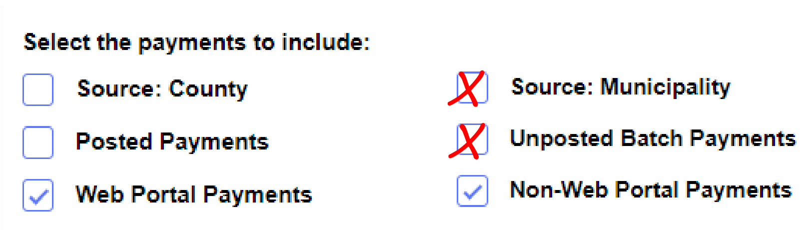
The page at the right will appear.

There are three tabs where you will design your report. Once you have your report set-up as you want it, you can click on Save and that report will always be available without creating it new each time.

To run a report of your UN-Posted payments, select the current tax year. This year 2023 and will be all you will see.

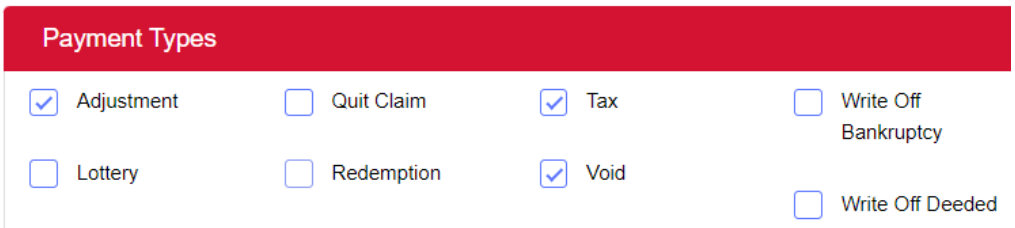


Scroll down to Municipalities. Again, you will only have the ability to click on your municipality.



Scroll down the page again and select Municipality and UN-Posted Payments.

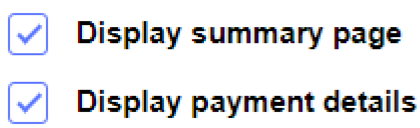
Leave Web and Non-Web Payments checked.



Under Payment Types, you only need: Adjustment, Tax, and Void. The others are not related to your collections.

Next, scroll back to the top of the page and select the middle Tab: Limit & Display.

There are several options here that you may want to select. I click on the two below.



You can also limit to overpayments, display the owner name or show the payment note.

Finally, click on the last Tab: Ranges & Sorting. The display below will appear.

	Beginning	Ending
Payment Date	For a daily report, select today's date as the beginning and ending date.	
Batch Number	This is for Imported or Manually Entered Batches. These are not the same as Cash Receipting Batch numbers.	
Receipt Number	If you know the specific receipt numbers, you could do a report from receipt #888 to receipt #999. Not likely to ever use this one.	
Parcel #	I cannot imagine a need for printing a report based on parcel number.	
~~Personal Property #~~	This will go away	
Cash Receipting Batch #	If you have multiple people entering in Cash Receipting, you may want to print a report for each person entering. Balance each and then run the full day report.	

☑ **Include voids associated with the selected payments**

You will always want to include voids in your report.

Then, scroll down to the bottom of the page to create your sort order. As you can see, you can sort by several categories and you can choose to Sub-Total by any category.

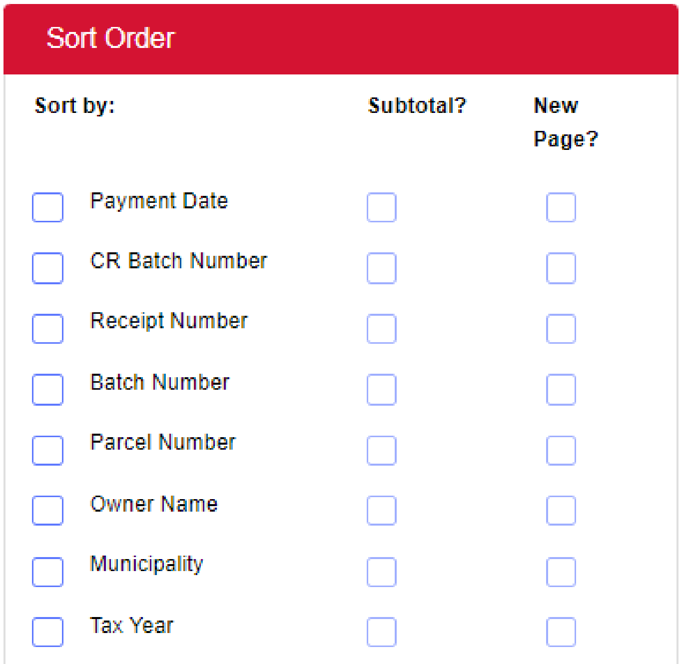
For example, you can run a daily report that includes multiple Cash Receipting Batches (four staff each in a different CR Batch). You can run the report that gives you a sub-total for each staffer and then the total for the day at the end. See samples later in this document.

You can sort by multiple categories. For example, you will likely sort by Payment Date, then CR Batch Number and then Receipt Number.

Sort Order

Sort by:		Subtotal?	New Page?
☑	Payment Date	☐	☐
☑	CR Batch Number	☑	☑
☑	Receipt Number	☐	☐

See descriptions below for each category.



Payment Date: You will definitely sort by Payment date at some point to balance your tax system entry to your deposit.

CR Batch Number: This report will give you a total for a specific CR Batch. If you use a Batch for multiple days but you only want today's entry, you will have to add payment date to your sort options.

Receipt Number: This report will list every payment entered in receipt order. If you only want today's entry, you will have to add payment date to your sort options.

Batch Number: This is for imported or manual entry batches.

The remaining categories (parcel number, owner name, municipality and tax year) will not likely be used to create our reports.

Once you have selected the order you want, you need to drag the category to the top to show it as the first sort order (then second and third).

For example, you see the sort order at left below and you want to sort by 1) Payment Date, then 2) CR Batch Number, then 3) Receipt Number. First Check the boxes related to your sort. See at right below.

BEFORE SORT ORDER	SELECT CATEGORIES	DRAG INTO SORT ORDER
Sort by: ☐ Batch Number ☐ CR Batch Number ☐ Parcel Number ☐ Payment Date ☐ Receipt Number	Sort by: ☐ Batch Number ☑ CR Batch Number ☐ Parcel Number ☑ Payment Date ☑ Receipt Number	Next, you need to drag the categories into your chosen order. You also want to see sub-totals of each Cash Receipting batch. See below. Sort by: / Subtotal? / New Page? ☑ Payment Date ☐ ☐ ☑ CR Batch Number ☑ ☑ ☑ Receipt Number ☐ ☐

Once you have this Report Template to your liking, click on the SAVE at the top of the page. Name this report. In the future, you will just click on the down arrow under Saved Criteria for this report. You will just have to change the payment date to today.

Print FINALLY, click Print to complete the report.

This is a good time to check your email because it can take a few minutes for the report to complete. When the report it complete, you will see a number on the left menu bar. If you have two monitors, it works great to work in one while you wait for this number to show. It will look like below:

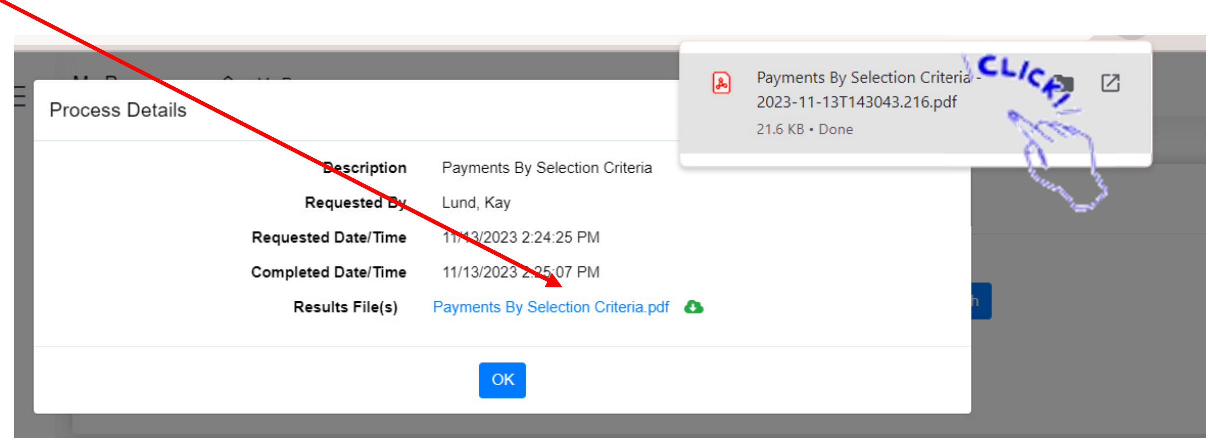
My Processes 1

Click on My Processes and you will see that your Payments by Selection Criteria is complete. That line will also show as bold since it has not been opened. In the sample below, the second report has already been opened.

Description	Requested By	Requested Date/Time	Completed Date/Time	Status
Payments By Selection Criteria	**Lund, Kay**	**11/13/2023 2:24:25 PM**	**11/13/2023 2:25:07 PM**	Complete
Payments By Selection Criteria	Lund, Kay	11/13/2023 8:01:43 AM	11/13/2023 8:03:08 AM	Complete

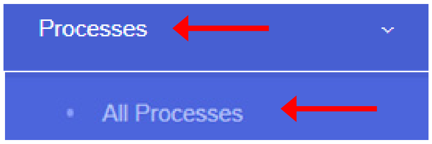
Once complete, click on the bolded line.

Then click on the Results File title that show up in a pale blue color below.



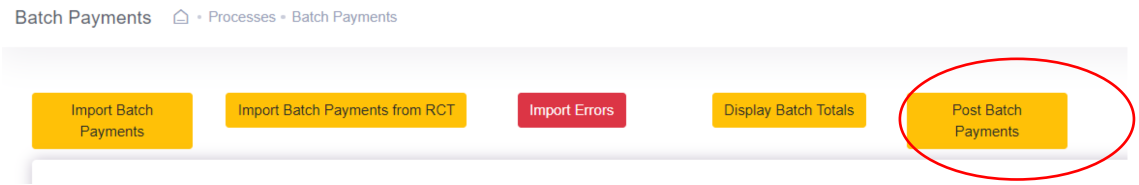
The report will show up on your screen to be downloaded. Click on it to open the report.

Post your Batch of Payments

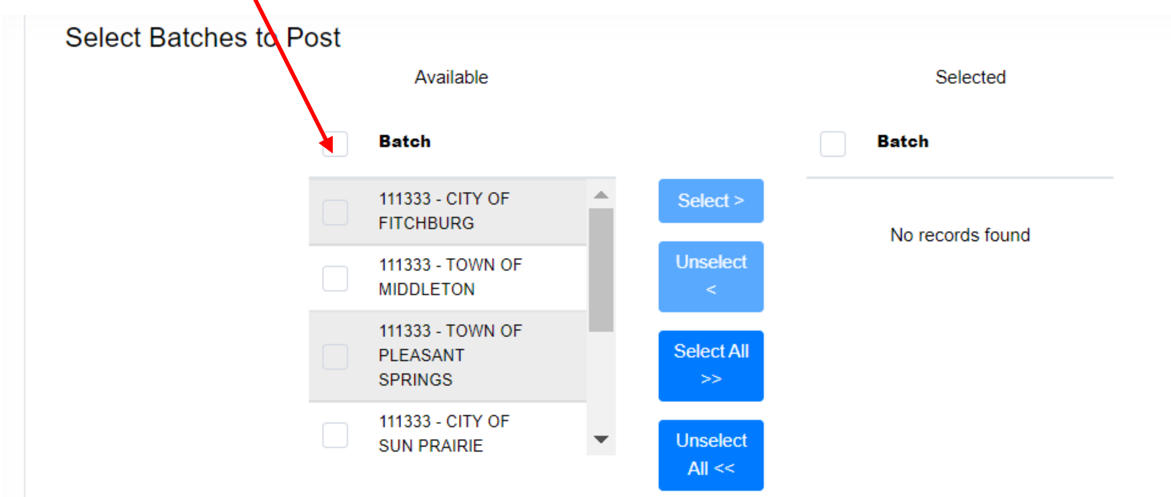


Click on Processes and then All Processes and finally **Batch Payments.**

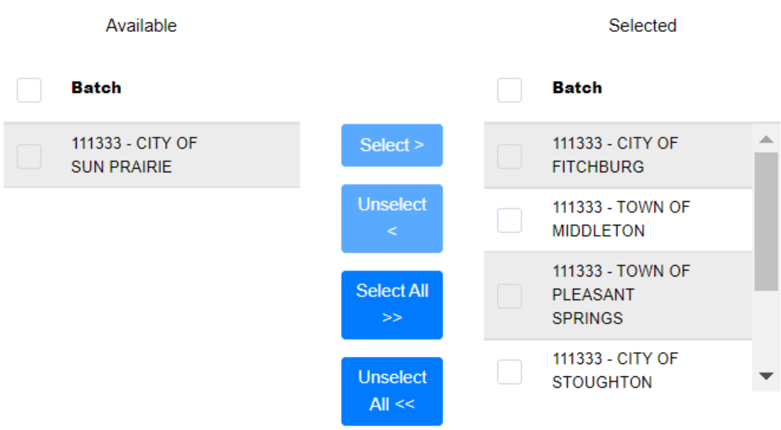
Click on the Post Batch Payments Tab.



You will see a list of unposted batches available to post. Add all or as many as you want to add to the "Selected to Post" box. If you want to Post all unposted batches, just click on the Batch at the top of the Available column.



Be careful not to post Batch numbers that are not yours unless you have checked the entry and it is ready to Post. When you have added all that you want to add to "Selected," click on Select.



I selected all the payments except the City of Sun Prairie.

You will only see your municipality so if you have multiple Batches here, they will be different numbered Batches. All will be your municipality.

When you are ready, click Post.

This action will also show as Complete under My Processes.

My Processes 1

Description	Requested By	Requested Date/Time	Completed Date/Time	Status
Post Batch Tax Payments Process	Lund, Kay	11/13/2023 3:34:23 PM	11/13/2023 3:35:12 PM	Complete

Now if you look at the payment from above, you will see it has posted and you can run a receipt.

Before Posting Payment

Payments

	Date	Receipt #	Batch #
⚠Not Posted	11/13/2023	17	111333

After Posting Payment

Payments

	Date	Receipt #	Batch #
	11/13/2023	17	111333

You can now run a receipt for this payment that looks like the one below.

Appendix #11
Help Contacts

LandNav Procedural Assistance

Kay or Adam
608.266.4151
Treasurer.Admin@danecounty.gov

LandNav Program Problems

LandNav customer support
800.527-9991 #3
TaxCAMASupport@catalisgov.com

Dane County Help Desk

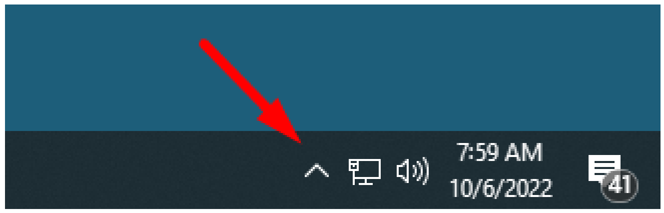
608-266-4440
helpdesk@danecounty.gov

LandNav Installation Issues

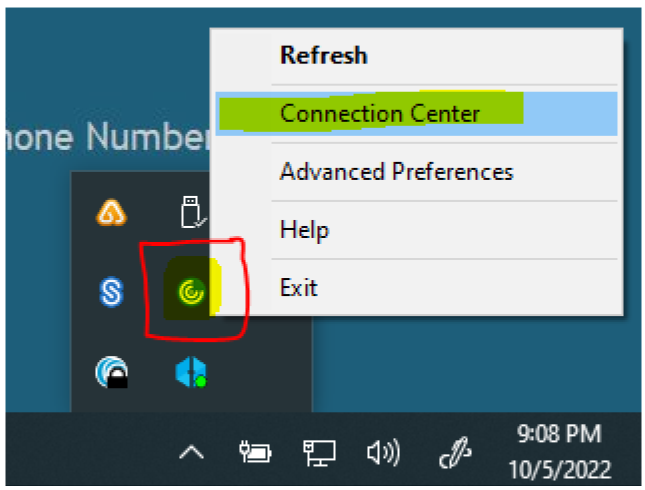
Steve Cripps	Bob Anderson
608.266.4267	608.444.1182
cripps@danecounty.gov	banderson@townofwestport.org

Appendix #12
How to close your LandNav Connections

Go to the system tray in the lower Rt corner of your computer by clicking on the caret. (^)



Right click on the Citrix Workspace icon on the 'system tray' by the system clock – select 'Connection Center'



When the Connection Center dialog opens, select your active connection to the system named “SM-S51-xxx”, then click Log Off. This will close all your active connections to LandNAV, and when the Connection Center screen closes, you may launch the application again from Connect2Dane.com in your web browser.