

# LANDNAV PROCESS MANUAL

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## 1. GETTING STARTED

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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:

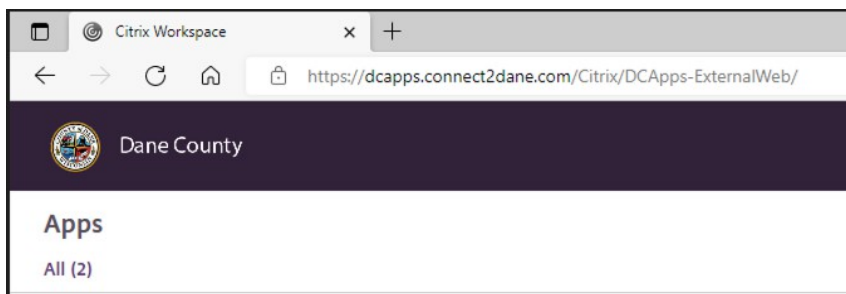
1. Citrix installation guide (See [Appendix #1](#)). Citrix must be installed first.
2. Entrust installation guide (See [Appendix #2](#)). Download this app second (after Citrix is installed)
3. Log into Dane County's Citrix workspace portal. Sign into Dane County at the same time as downloading the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

## 2. LandNav Start Up

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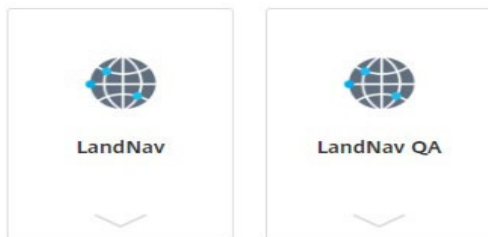
You will have two icons on your desktop:

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.

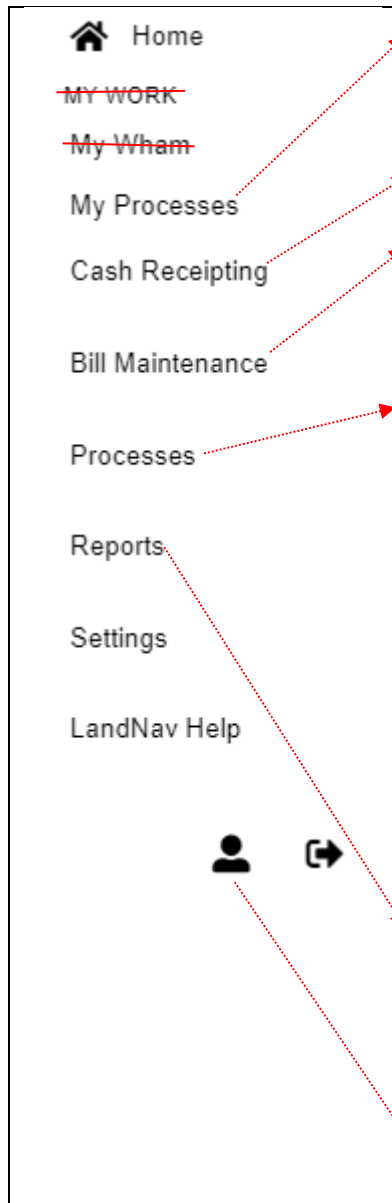
Click on the icon to launch the application.

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

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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
Maintain Monthly Customer Assessments	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:

The screenshot shows the 'My Profile' page in the LandNav application. On the left is a navigation sidebar with a yellow header 'Welcome kml7' and menu items: 'Department: Treasurer', 'Home', 'MY WORK', 'My Wham', 'My Processes', and 'LANDNAV'. The main content area is titled 'My Profile' and contains three input fields: 'First Name \*' with 'Kay', 'Last Name \*' with 'Lund', and 'Email \*' with 'LUND.KAY@COUNTYOFDANE.COM'. At the bottom of the profile section are three buttons: 'Save' (blue), 'Cancel' (grey), and 'Reset Password' (red). The 'Reset Password' button is circled in red.

See the criteria at right below.

The screenshot shows the 'Reset Password' form. It has three input fields: 'Current Password \*', 'New Password \*', and 'Confirm Password \*'. To the right of these fields is a grey box with the heading 'Password must fulfill the following criteria:' and a list of requirements, each preceded by a red 'X':

- Contains a lowercase letter
- Contains an uppercase letter
- Contains a number
- Contains a special character
- Minimum 8 characters
- Passwords Match

At the bottom of the form are 'Save' and 'Cancel' buttons.

## 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).

LandNav Real Estate Search • Bill Maintenance • Real Estate Search

Search Real Estate #1 More Search Fields #2

**Property #** #1

Property #

Alternate Property #

**Owner** #2

Last Name / Business Name

First Name

Status

**Address** #3

Address

House #

Street Name   Exact

Street Type

**Bill # / Certificate #** #4

Tax Bill #

Tax Certificate #

**Tax Information** #5

Tax Year

Municipality

Auto-open Single Results  Auto-add Single Results to Cart  Exclude No-Balance Properties

Search Reset

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:

Search Results Download Settings

<input type="checkbox"/> Property #	<b>Tax Year</b> <span>↓</span>	Mun. Description	Concatenated Name	Balance	Tax Status
<input type="checkbox"/> 0910-364-4458-2	2023	CITY OF SUN PRAIRIE	...	\$0.00	<span>Paid</span>
<input type="checkbox"/> 0910-364-4458-2	2022	CITY OF SUN PRAIRIE	...	\$0.00	<span>Paid</span>

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: v

**Bill Number:** 28209829

General
Legal
Values
Taxes
Buildings
Special

### Taxes

**Gross Tax:** 6,220.26 View Tax Items

**School Credit:** - 586.72 Reports ☰ v

**First Dollar Credit:** - 88.74      **Net Mill Rate:** 0.017771450

**Net Tax:** 5,544.80

**Lottery Credit:** - 330.32 Claims: 1

**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
<b>Total</b>	<b>\$5,378.48</b>	<b>\$5,673.54</b>

Tax Paid & Balance Due

See Full Sample below

### Payment Plans and Interest Plans

**Payment Plans**

23 RE & PP v

**Interest Plans**

WI DEFAULT v

### 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:** SHOW v

	Date	Receipt #	Batch #	CR Batc
<input type="checkbox"/>	11/1/2023	0		
<input type="checkbox"/>	1/29/2024	11124		
<input type="checkbox"/>	8/15/2024	304698		
<input type="checkbox"/>	9/17/2024	67322		

List of Tax Payments

Void
Preview Receipt ☰ v
Receipt ☰ v

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
<b>Total</b>	<b>\$5,378.48</b>	<b>\$5,673.54</b>	<b>\$0.00</b>

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

<input type="checkbox"/>	Tax Year	Bill #	Cert #	Net Tax	GPT	GPT Int	GPT Pen	Special Tax
<input checked="" type="checkbox"/>	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

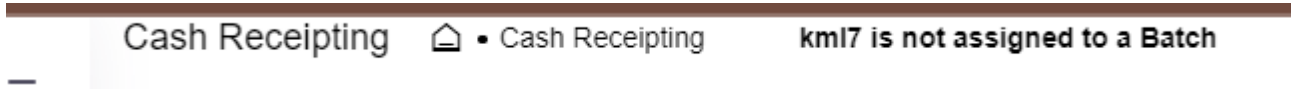
Delinquent Payment Plan

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.

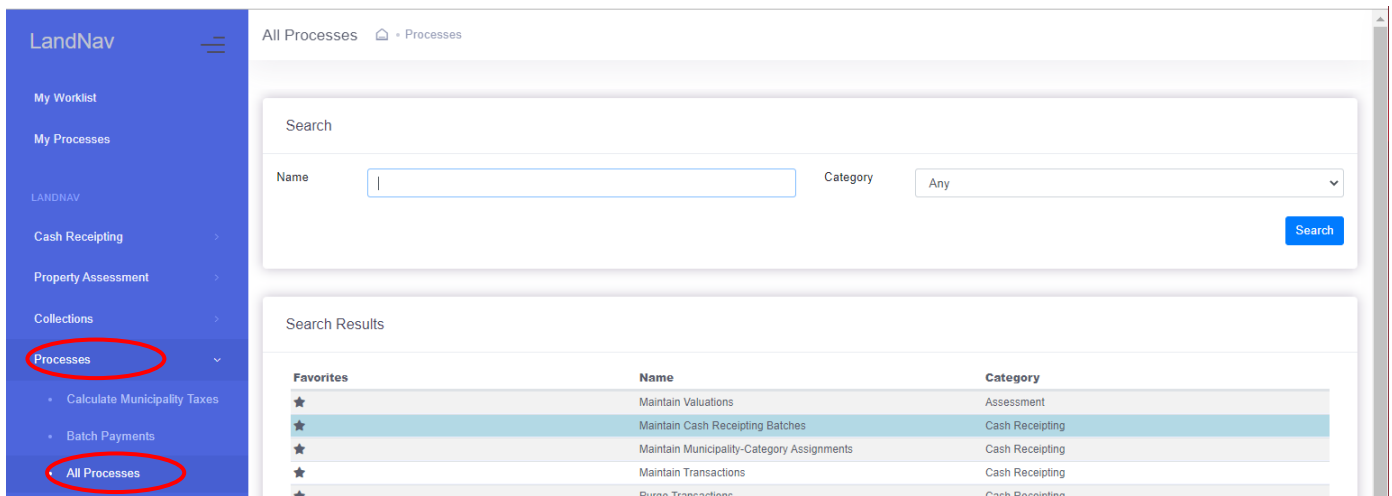
## 5. CREATING A NEW CASH RECEIPTING BATCH

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.

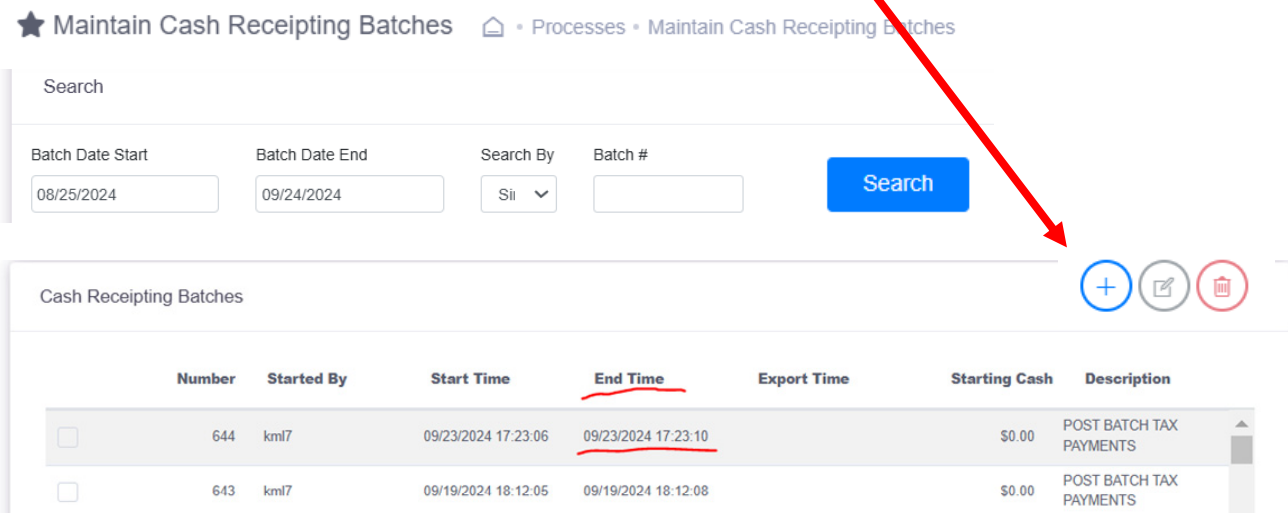


To create a CR Batch, click on **Processes** then on **All Processes**.

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.

Batch #	Started By	Start DateTime *
	kml7	11/10/2023 16:10:00

Starting Cash	Description
\$0.00	

<input type="checkbox"/>	Login Name	First Name	Last Name	Current Batch #
<input type="checkbox"/>	admin		ADMINISTRATOR	
<input type="checkbox"/>	clk3dtx	Carol	Knepfel counter	
<input type="checkbox"/>	cqk3	Curt	Kodl	

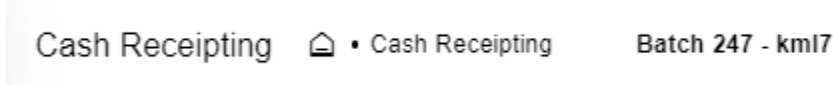
**Save** **Cancel**

Below is the result of the new batch creation.

### Cash Receipting Batches

	Number	Started By	Start Time	End Time	Starting Cash	Description ↓
<input type="checkbox"/>	247	kml7	11/10/2023 16:10:00		\$0.00	TRAINING BATCH NOV 110

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
<input checked="" type="checkbox"/> 247	kml7	11/10/2023 16:10:00			\$0.00	TRAINING BATCH NOV 110
<input type="checkbox"/> 244	kml7	11/09/2023 15:59:04	11/09/2023 15:59:05		\$0.00	POST BATCH TAX PAYMENTS
<input type="checkbox"/> 243	kml7	11/08/2023 15:25:04	11/08/2023 15:25:05		\$0.00	POST BATCH TAX PAYMENTS

[Set Selected to Re-Export](#) [Add](#) [Edit](#) [End](#) [Delete](#)

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

**kml7 is not assigned to a 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.

Cash Receipting - Cash Receipting Batch 1 - km17 Agent Connection Available

**Add Items**

Account #  Last/Business  First Name  Address

Include Accounts without a Balance

**Transaction**

Payment Date  Receipt Copies  Received Of

Interest/Penalty Date  Tax Receipt Copies

**Tender Payment**

Tender  Amount \*  Check # \*

Bank  Reference

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.

Search Results

<input type="checkbox"/>	Bill Type	Account #	Reference	Owner	Amount Due	Mailing Address	Property Address	Municipality
<input type="checkbox"/>	Real Estate Tax	070931302346	2020 070931302346 CHAD D HUTCHINSON	CHAD HUTCHINSON	\$564.37	5909 HAMMERSLEY RD	5909 HAMMERSLEY RD	CITY OF MADISON
<input checked="" type="checkbox"/>	Real Estate Tax	070931302346	2020 070931302346 CHAD D HUTCHINSON	TINA WARNER-HUTCHINSON	\$564.37	5909 HAMMERSLEY RD	5909 HAMMERSLEY RD	CITY OF MADISON

**Transaction**

Payment Date  Receipt Copies  Received Of

Interest/Penalty Date  Tax Receipt Copies

Running Total

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

September 24, 2024 01:08:05 PM # 1

Received of:

~~REDACTED ADDRESS~~  
1044 SUN PRAIRIE RD  
MARSHALL WI 53559

Trans # 166513  
Batch # 368

Forty Two and 97/100

Amount  
\$\*\*\*\*\*42.97

Item	Category Reference	Account	Amount
1	REAL ESTATE TAXES 2022 091216490002 1	TAXES	42.97
<b>Cash:</b>	0.00	<b>Check:</b>	42.97
<b>Refund:</b>	0.00	<b>Change:</b>	0.00
		<b>Other:</b>	0.00
		<b>Total:</b>	42.97

OFFICIAL RECEIPT WHEN VALIDATED IN THIS BOX  
km17 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.

Cart	Reference	Balance	Payment
<input type="checkbox"/> Bill Type <input type="checkbox"/> Real Estate Tax	2020 070931302346 CHAD D HUTCHINSON	\$0.00	\$564.37

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](#)

Tender Payment		
Tender	Amount *	Check # *
CHECK	\$564.37	
Bank	Reference	<b>Add Payment</b>
BANK		

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).

Account Totals

Account Totals	
Payments	\$564.37
Tendered Payments	\$0.00
Transaction Amount	\$564.37
Due	

Close
Checkout

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
<input type="checkbox"/>	11/1/2017	0		Lottery	\$139.60	D	N
<input type="checkbox"/>	9/8/2020	59167		Redemption	\$500.00	D	N
<input type="checkbox"/>	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 screenshot shows the LandNav interface. On the left, the 'Reports' menu item is circled in red. The main content area has a search bar with 'Tax Reports and Special Forms' selected in the 'Category' dropdown, also circled in red. Below the search bar, a table of search results is displayed. The row for 'Payments by Selection Criteria' is highlighted in blue, with a red arrow pointing to it.

Favorites	Name	Category
★	Bank Report	Tax Reports and Special Forms
★	First Dollar Credit Listing	Tax Reports and Special Forms
★	Payment Listing	Tax Reports and Special Forms
★	Payments by Batch	Tax Reports and Special Forms
★	Payments by Selection Criteria	Tax Reports and Special Forms
★	Receipts by Selection Criteria	Tax Reports and Special Forms
★	Reminder Notices	Tax Reports and Special Forms
★	Special Taxes Payment	Tax Reports and Special Forms
★	Special Taxes Payments and Balances	Tax Reports and Special Forms
★	Specified Balance Due	Tax Reports and Special Forms
★	Summarize Tax Payments and Balances	Tax Reports and Special Forms
★	Tax Audit	Tax Reports and Special Forms
★	Unpaid Taxes	Tax Reports and Special Forms

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.

The screenshot shows the 'Payments by Selection Criteria' configuration page. Under 'Saved Criteria', a dropdown menu is set to 'DAILY BALANCE'. To the right are buttons for 'Save', 'Reset', 'Delete', and 'Print'. Below this are tabs for 'General', 'Limit & Display', and 'Ranges & Sorting'. The 'Property Type' dropdown is set to 'Real Estate'. At the bottom, under 'Tax Years', the year 2023 is selected with a checked checkbox, while 2011 and 1999 are unselected.

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

The screenshot shows the 'Municipalities' selection screen. A blue button labeled 'Municipalities' is at the top. Below it, the option '066 - TOWN OF WESTPORT' is selected, indicated by a red 'X' in a box.

Next, select Municipal Payments as your source.

Select the payments to include:

- Source: County
- Source: Municipality
- Posted Payments
- Unposted Batch Payments
- Web Portal Payments
- Non-Web Portal Payments

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

Payment Types			
<input checked="" type="checkbox"/> Adjustment	<input type="checkbox"/> Lottery	<input type="checkbox"/> Quit Claim	<input checked="" type="checkbox"/> Redemption
<input checked="" type="checkbox"/> Tax	<input checked="" type="checkbox"/> Void	<input type="checkbox"/> Write Off Bankruptcy	<input type="checkbox"/> Write Off Deeded

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.

- Limit to payments with an overpayment
- Include Cash Receipting Overpayments in the Overpayment Column
- Display certificate number instead of batch number
- Display owner name \*
- Display payment note \*
- Display summary page \*
- Display payment details
- Create CSV file of report

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.

Select the payments to be included by completing the following: (Leave blank for all)

	Beginning	Ending
Payment Date	<input type="text" value="12/20/2024"/>	<input type="text" value="12/20/2024"/>
Batch Number	<input type="text"/>	<input type="text"/>
Receipt Number	<input type="text"/>	<input type="text"/>
Parcel #	<input type="text"/>	<input type="text"/>
Personal Property #	<input type="text"/>	<input type="text"/>
Cash Receipting Batch #	<input type="text"/>	<input type="text"/>

Include voids associated with the selected payments

**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.

Drag and drop to rearrange the below sort order

Sort Order		
Sort by:	Subtotal?	New Page?
<input type="checkbox"/> Batch Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> CR Batch Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Parcel Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Payment Date	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Owner Name	<input type="checkbox"/>	<input type="checkbox"/>

Sort by:	Subtotal?	New Page?
<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>



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.

Sort Order		
Sort by:	Subtotal?	New Page?
<input checked="" type="checkbox"/> Payment Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CR Batch Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>

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.

Saved Criteria:

Save Reset Delete Print

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



It will likely show up as



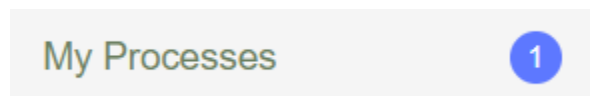
because it is not complete yet.

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




<input type="checkbox"/>	Payments By Selection Criteria	Lund, Kay	11/5/2021 2:26:59 PM	11/5/2021 2:27:07 PM	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

<b>Description</b>	Payments By Selection Criteria
<b>Requested By</b>	Lund, Kay
<b>Requested Date/Time</b>	6/22/2021 9:54:19 AM
<b>Completed Date/Time</b>	6/22/2021 9:56:53 AM
<b>Results File(s)</b>	<a href="#">Payments By Selection Criteria.pdf</a> 

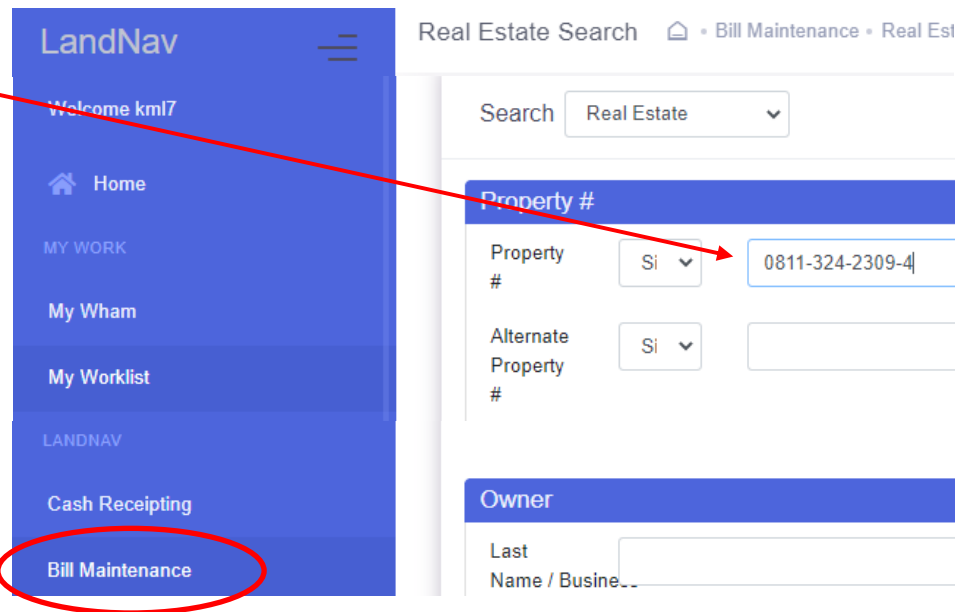
## 8. VOIDING A PAYMENT

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.



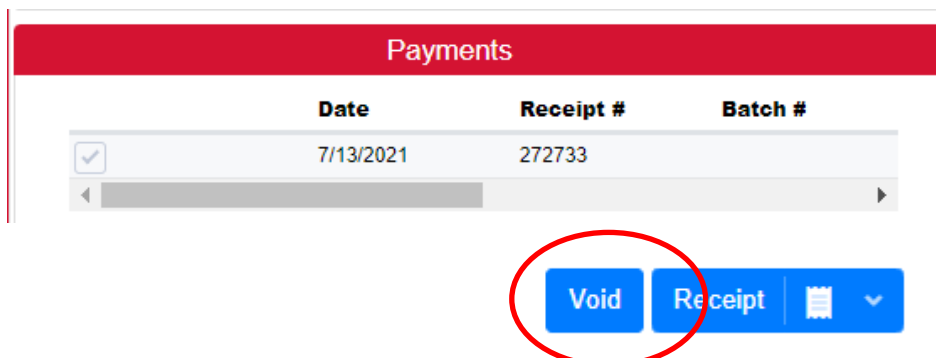
Under the Tax TAB, you will find multiple payments on this parcel. You will see the dates for each payment made on this parcel. Find the payment that matches your returned check amount.

<input type="checkbox"/>	Date	Receipt #	Batch #	Amount
<input checked="" type="checkbox"/>	6/2/2020	848	310602	\$601.00
<input type="checkbox"/>	12/23/2019	29100	165043	\$1,294.96

Receipt

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.



Void Options

Choose to void the Entire Transaction or Part of the Transaction.

Voiding Part of the Transaction will allow you to select which Receivables, Receipt Items, and Payment Items are to be voided.

For partial voids:

1. Select the charges you wish to void from the 'Tax Payments', 'Documents', 'Pet Licenses', and 'General Cash Receiving Items'
2. Select enough Cash Receiving Payment Items to cover the sum of the voided charges. The 'Void' button will not be enabled until you do.

Void Entire Transaction

This option will be available if one check paid for multiple parcels.

Tax Year	Receipt #	Parcel #	Total
2023	1322	0607-242-8045-3	4.29

Tax Payment Void Date

01/26/2024

The date will default to the day of the payment

Tax Payment Void Note

Add any information about the return from the bank or the error causing the void.

To Be Voided

1 Tax Payment(s) \$4.29

Void Type \*

Please Select

Print a Void Receipt

Yes

Void

Cancel

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.

Please Select

Please Select

DELETE - ERROR

LC400 - REMOVE LC

NSF - RETURNED CHECK

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

### ADD A LOTTERY CREDIT AFTER TAX BILL CREATION

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, 2024 as the Payment date. You can also use the date when you receive the payment. We use December 1 to make it easier to track lottery credits but you can also run a report of just lottery credits entered after November 1 (those are lottery credits that are already on the tax bill).

#### Transaction

Payment Date Today's date is  
9/26/2022

12/1/2022

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).

Cart				
<input type="checkbox"/>	Bill Type	Status	Reference	Payment
<input checked="" type="checkbox"/>	Real Estate Tax		2020 081019299309	\$980.34

Then click on the Lottery Credit button below.

Clear  
Cart

Full

Installment

Lottery Credit

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.

Lottery Credit Claims

Lottery Claims

Continue Cancel

Payments				
<input type="checkbox"/>	Tender	Reference	Bank Code	Amount
<input type="checkbox"/>	NON-CASH	LOTTERY CREDIT	001 - BANK	\$202.28

Click on Checkout to Complete the Process.

Account Totals	
Account Totals	
Payments	\$202.28
Tendered Payments	\$202.28
Transaction Amount Due	\$0.00

**Success**

---

Checkout process completed

---

[Close](#)


[Close](#)
[Checkout](#)

### Lottery Credits that cannot be entered on December 1

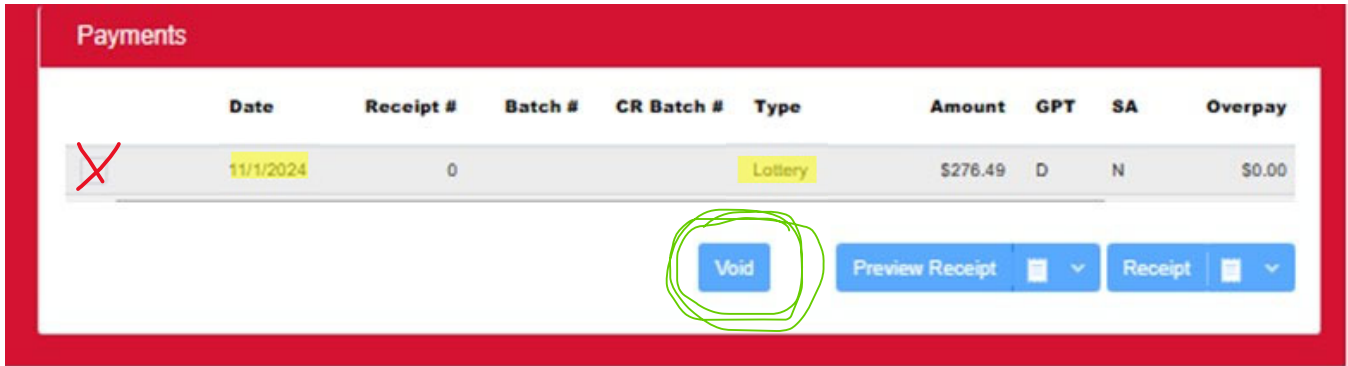
Sadly, there is an exception to the rule of entering lottery credits on December 1. If you receive a payment for the property in December, then someone talks to a neighbor about this cool new lottery credit thing, they may file for the credit after the tax payment. Since there is already a payment, LandNav 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.

### REMOVE A LOTTERY CREDIT AFTER TAX BILL CREATION

Go to Bill Maintenance. Search for the Parcel and click on the 2-24 Tax Year Line. The Parcel will open on the Taxes TAB.

[General](#)
[Legal](#)
[Values](#)
Taxes
[Buildings](#)
[Special](#)
[Extras](#)
[WHAM](#)

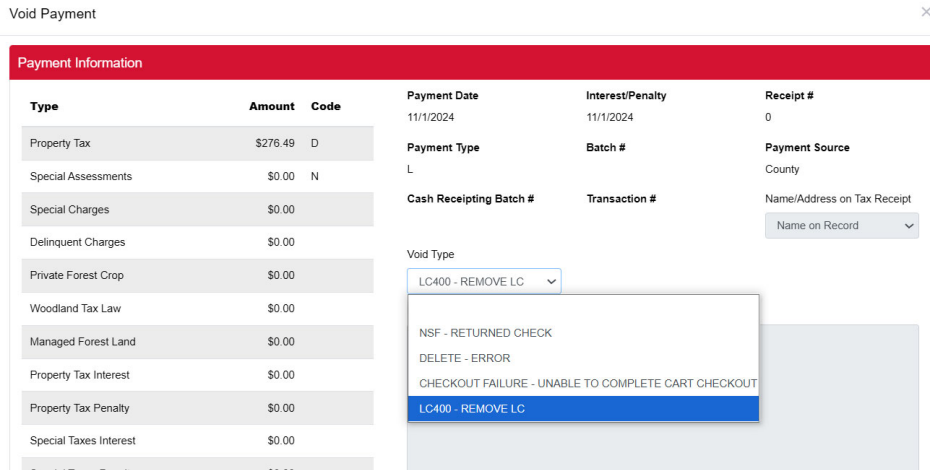
Scroll down to the Payments box. Click in the check box before the Lottery Credit that has an entry date of 11/1/2024. Lottery Credits dated 11/1/2024 are shown on the tax bill.



Next, click on VOID.

The page that appears will look like the screen shot on the right. Under Void Type, select LC400 - Remove LC.

The lottery credit will show as voided and the first installment tax due will be a higher amount.



## 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

	Beginning	Ending
Payment Date	<input type="text" value="12/01/2024"/>	<input type="text" value="12/31/2024"/>

Sort Order

Sort Order		
Sort by:	Subtotal?	New Page?
<input checked="" type="checkbox"/> Payment Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>

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](mailto: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
<ul style="list-style-type: none"><li>○ Property Type: Real Estate</li><li>○ 2024</li><li>○ Your Municipality</li><li>○ Include Payments: Check All</li><li>○ Payment Types: Tax and Void</li></ul>	<p>No Changes Needed</p>	<ul style="list-style-type: none"><li>○ Include Payment Dates from 12-01-2024 to 01-31-2025</li><li>○ Sort by Payment Date (subtotal and new page) and then Receipt Number.</li></ul>

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 \(connect2dane.com\)](https://connect2dane.com/Entrust-Self-Service.pdf)

#### 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.

**Entrust**  
**IdentityGuard Self-Service**

Log In

\* User Name:

\* Password:

Log In

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.

Full Name:

\* Contact Information:

An email address is required.

Delete	Label	Value	Default
<input type="checkbox"/>	Email		<input type="radio"/>

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”.

### Questions & Answers

You must answer 5 predefined questions.

**Predefined Questions**

Predefined Question 1:

Answer:

Predefined Question 2:

Answer:

Predefined Question 3:

Answer:

Predefined Question 4:

Answer:

Predefined Question 5:

Answer:

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.

 Your questions and answers have been successfully saved!

### Soft Token

You have been selected to use a soft token for second-factor authentication.

Have you downloaded and installed the Entrust IdentityGuard Mobile ST application onto your mobile device, or the Entrust IdentityGuard Desktop Soft Token application onto your computer?

Yes  No

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):

Please select the option that best matches your current situation:


- I haven't attempted to download the Entrust IdentityGuard Mobile ST or Desktop Soft Token application yet.
- I don't have a mobile device or computer that supports the Entrust IdentityGuard Mobile ST or Desktop Soft Token application.
- I've successfully downloaded and installed the Entrust IdentityGuard Mobile ST or Desktop Soft Token application.
- I want to stop registration now.

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”.

 Please confirm the following

Are you absolutely sure that you don't have a mobile device or computer that is capable of supporting the Entrust IdentityGuard Mobile ST or Desktop Soft Token application?

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.

### Self-Administration

**Challenge**

\* Enter your personal verification number (PVN):

You must change your PVN. Please enter a new 4 digit value and then confirm it.

\* New PVN:

\* Confirm New PVN:

Please respond to the following challenge using the grid with serial number: XXXXXXXXXX

[C2]   [F2]   [I2]

[I can't answer this type of challenge right now. Please let me answer a question & answer challenge.](#)

Once you are through that page – **you are all set!**

## 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**.

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.



**Entrust**  
**IdentityGuard Self-Service**

---

**Entrust IdentityGuard Mobile ST or Desktop Soft Token Registration Code**

Complete the activation of your soft token by entering the registration code displayed by the application.

\* Registration Code:

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.

### Additional Authentication Types

**eGrid**

You have been issued the eGrid with serial number 305513 to use for second-factor authentication.

Please choose one of your email accounts to have your eGrid delivered to you:

To save your eGrid on this computer, please click the following button:

You can start using your eGrid right away!

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:

**Challenge**

\* Enter your personal verification number (PVN):

You must change your PVN. Please enter a new 4 digit value and then confirm it.

\* New PVN:

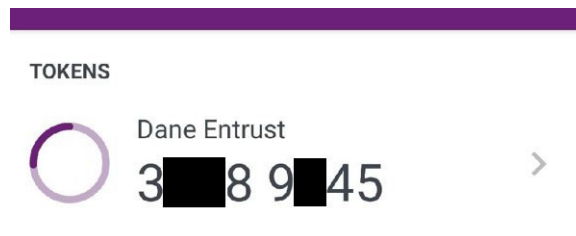
\* Confirm New PVN:

Enter a response using the token with serial number 18[REDACTED]:

OK Cancel

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 **you are all set!**

# 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.

All Settings [Home](#) • Settings

Search

Name

Category

Any



Search Results

**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 [Home](#) • Processes

Search

Name

Category

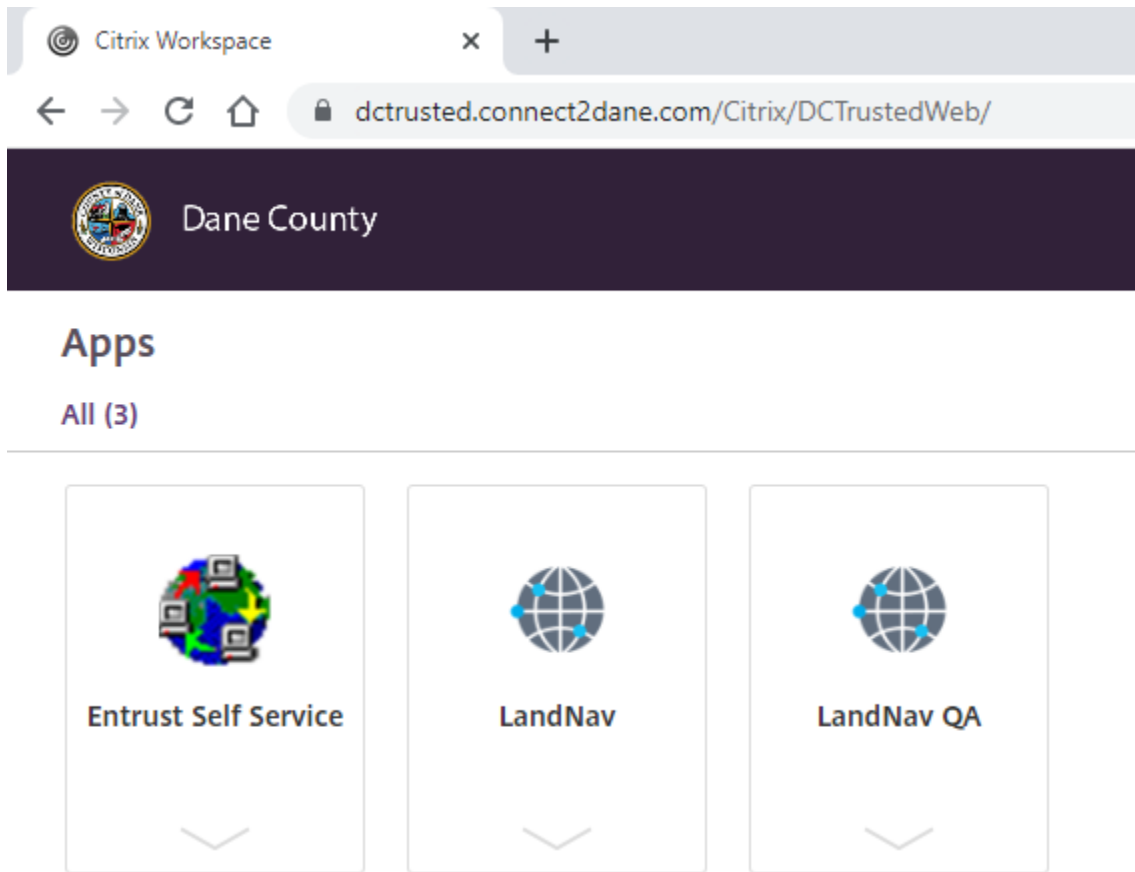
Search Results

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

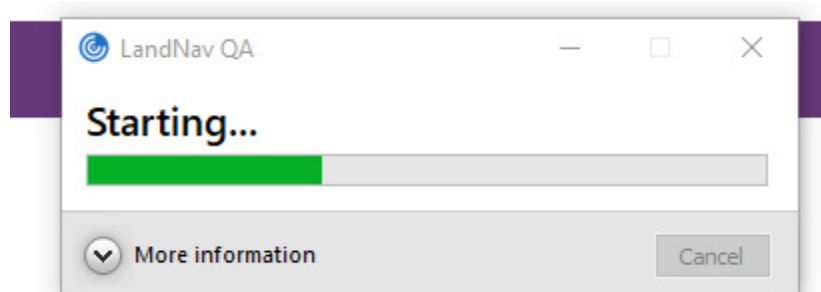
# Appendix #5

## First Login - LandNav Agent Set Up

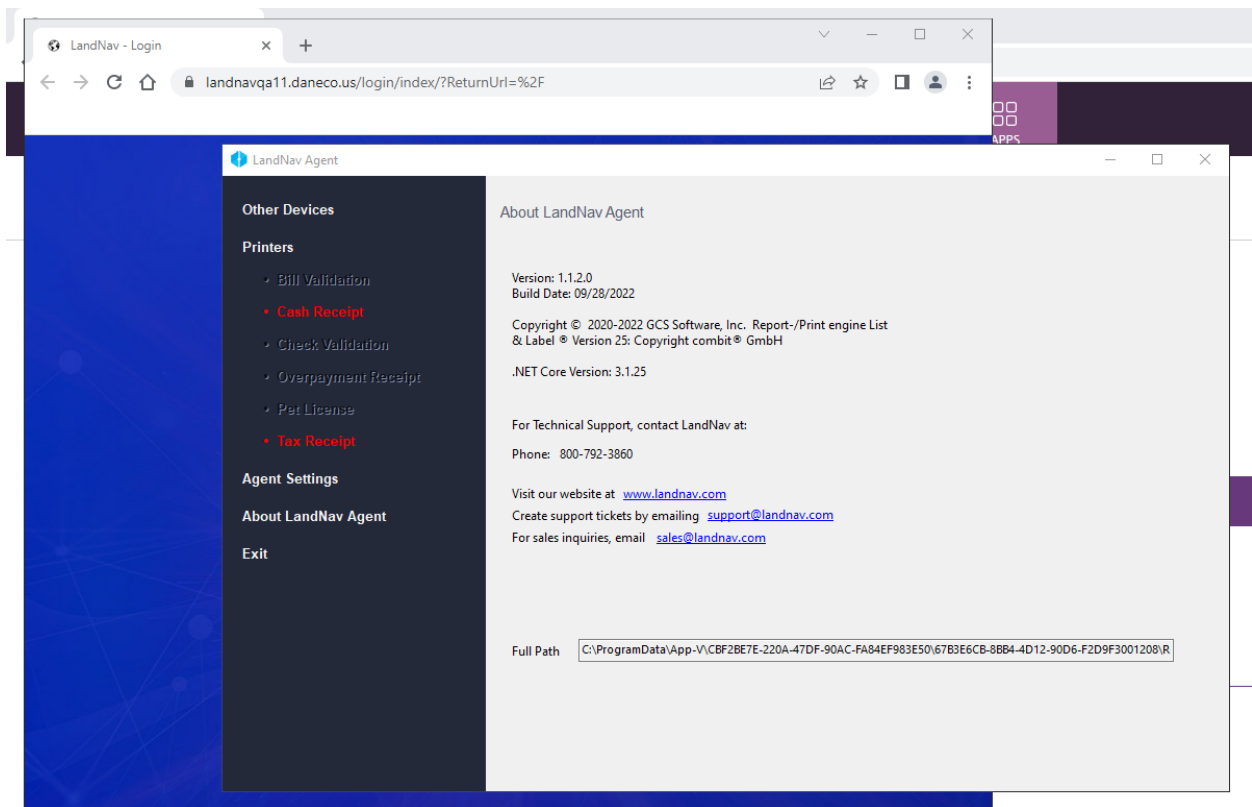
First login



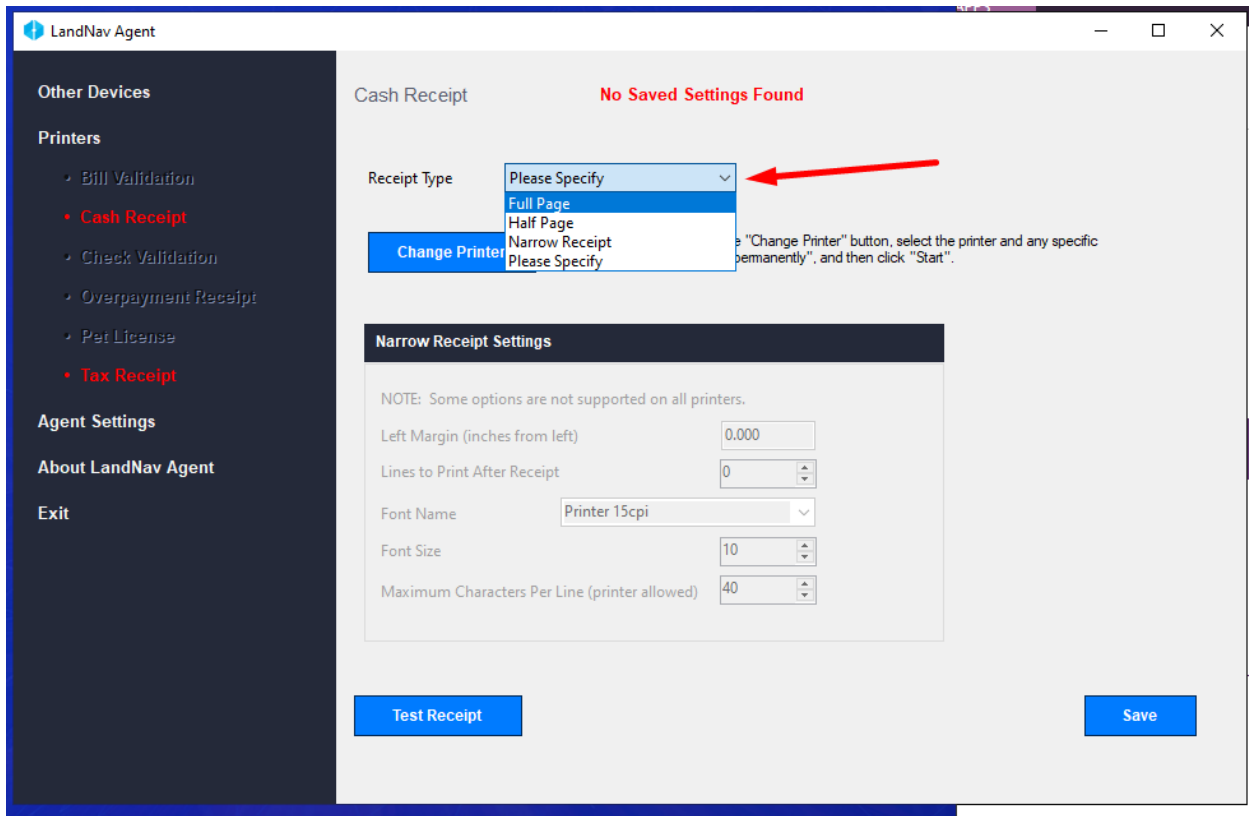
Click LandNav QA



You will then see:

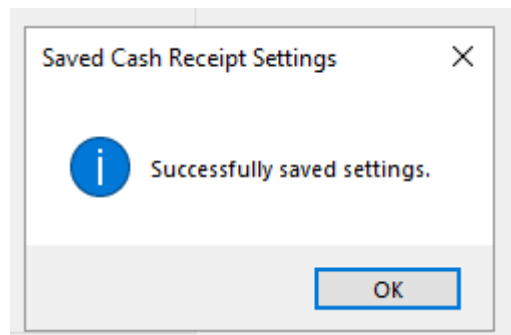


Click Cash Receipt (In Red) to set up your printer



Drop down the list and select Full Page

Save.

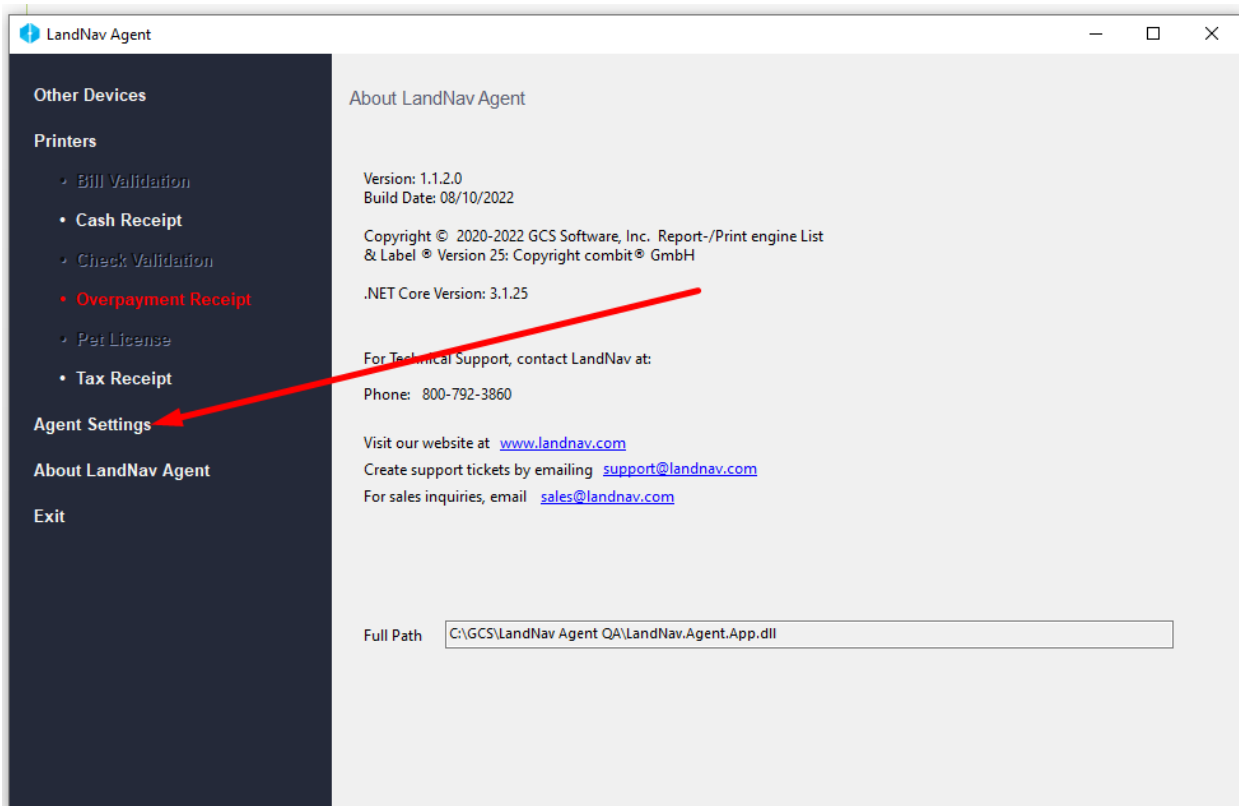


OK

Now Do the Same for the Tax Receipt.

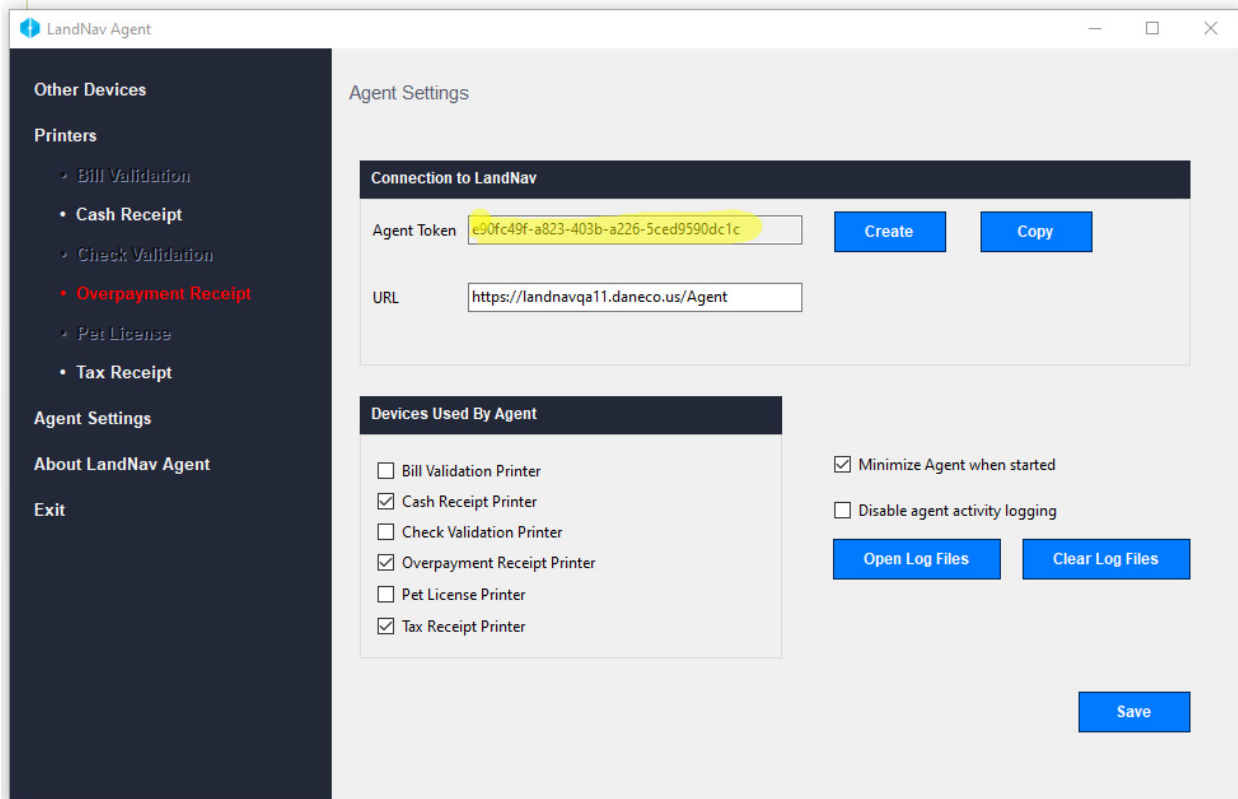
Once you are done with setting up Printers.

Click on Agent settings

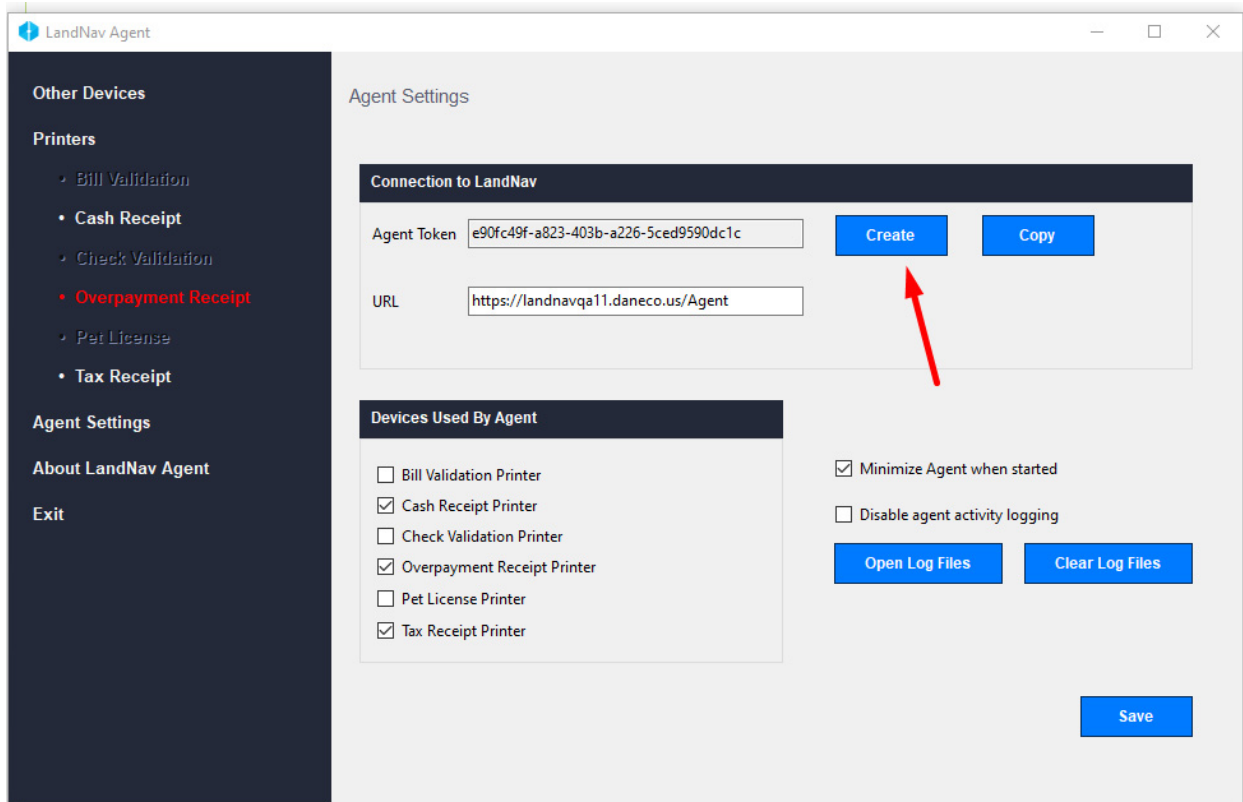




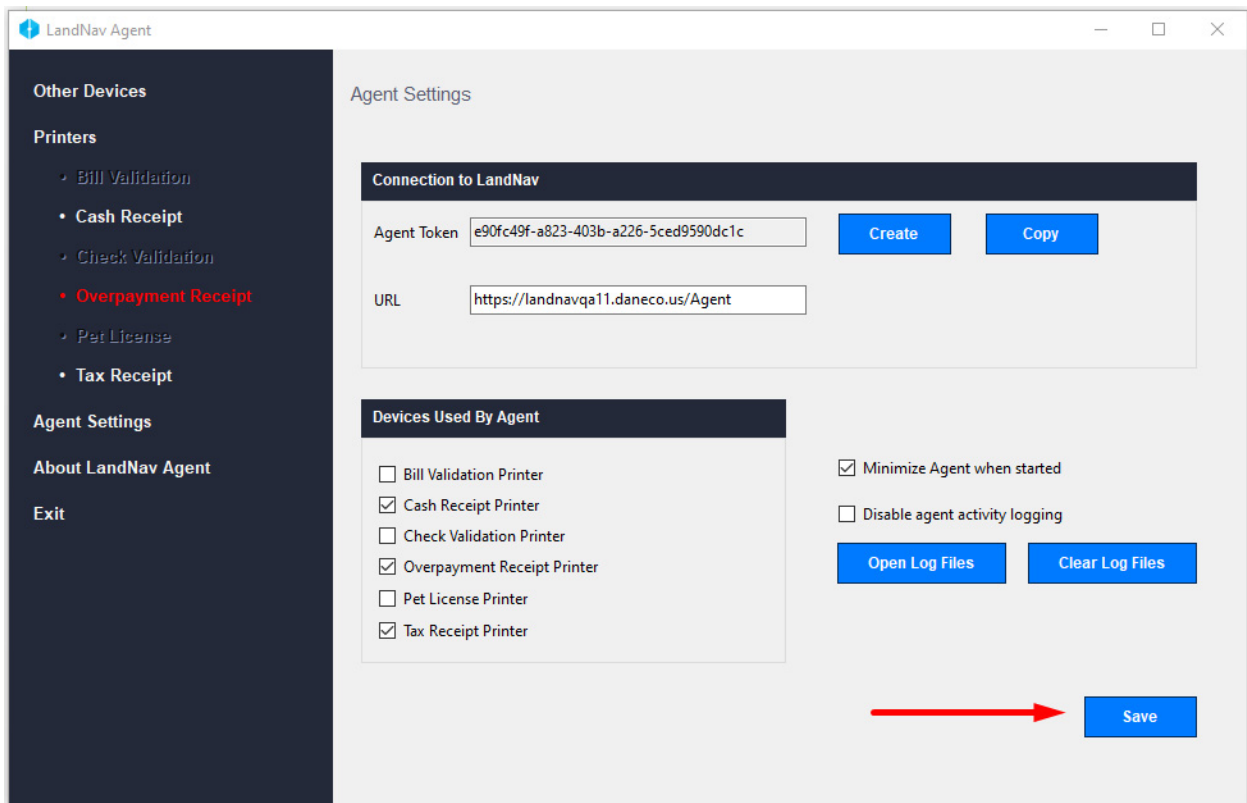
The Agent token should be blank (area highlighted in sample below).



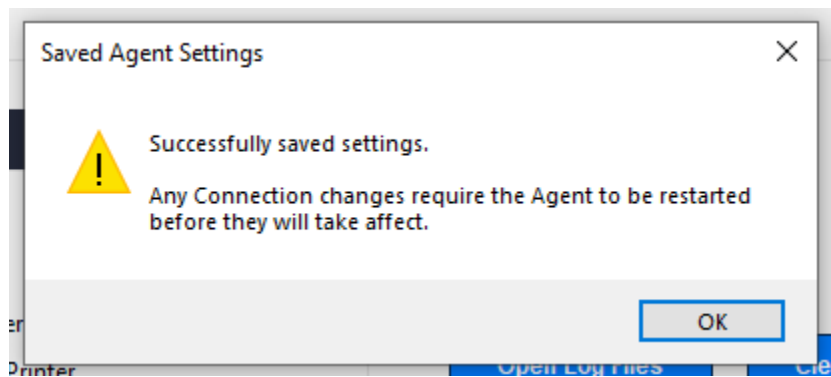
Click on Create



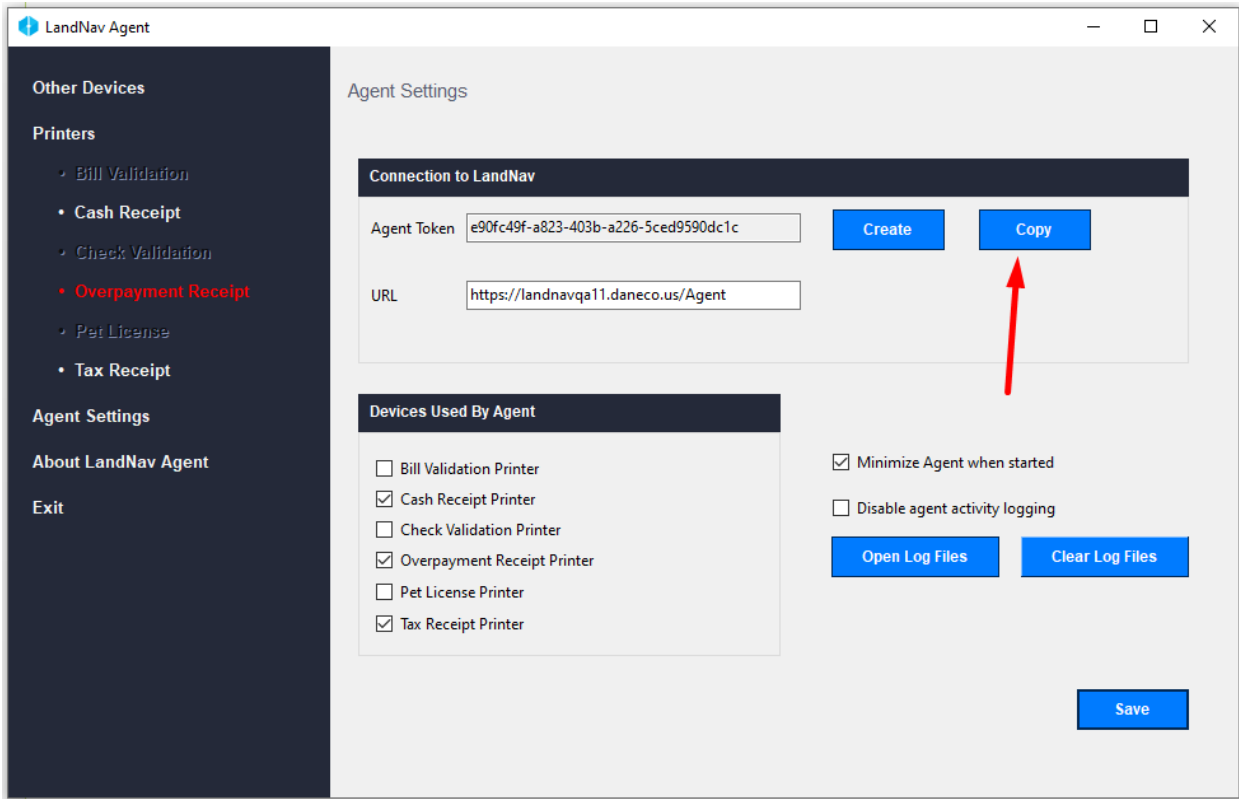
Click Save



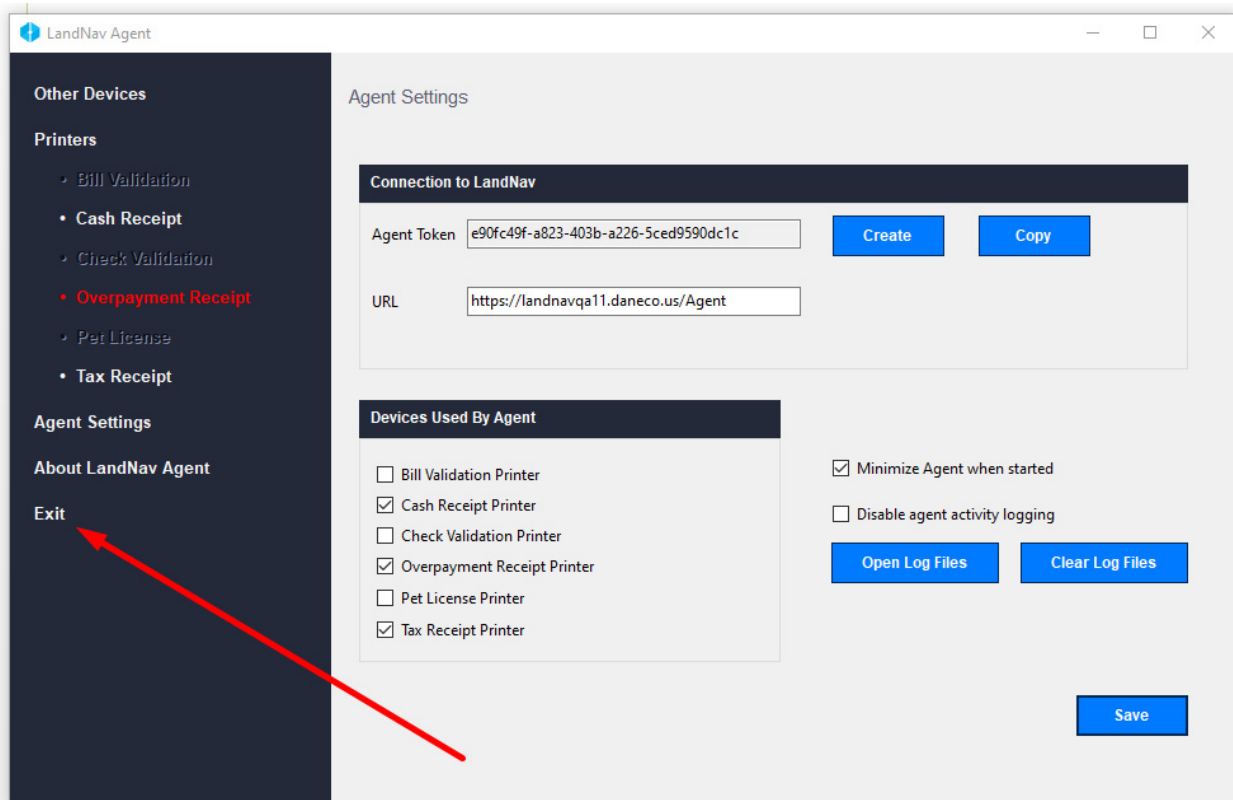
Click Ok



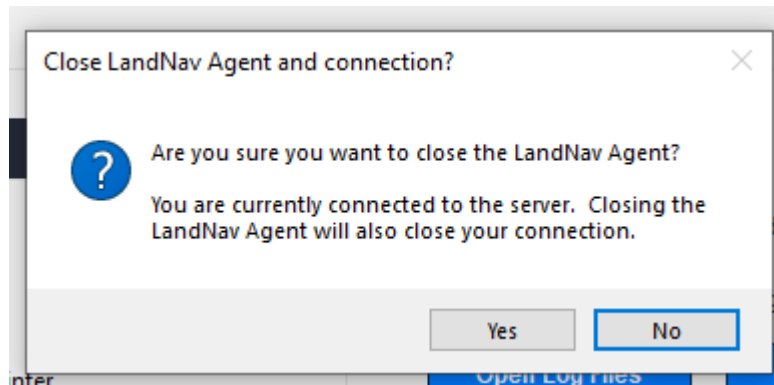
Click Copy, to copy the Agent Token to the clipboard.



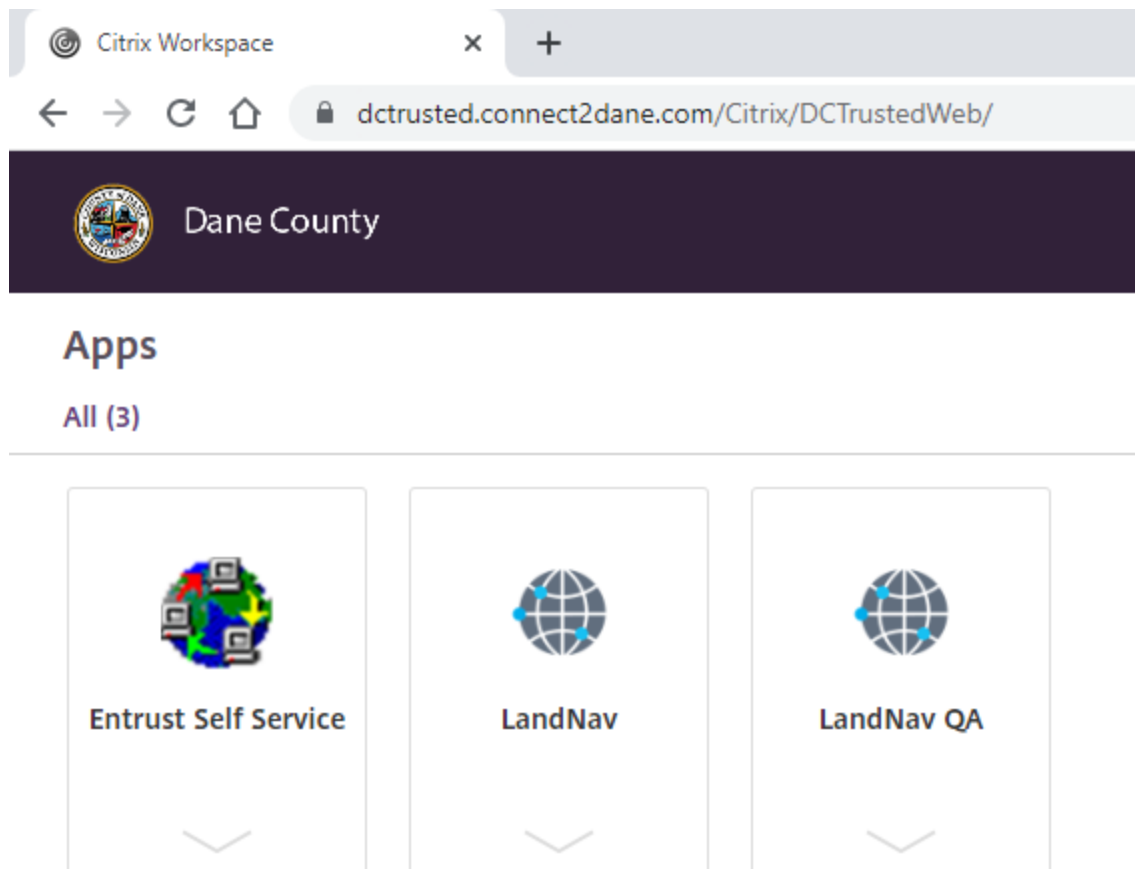
Click Exit, this is the only time you should EVER close the agent.

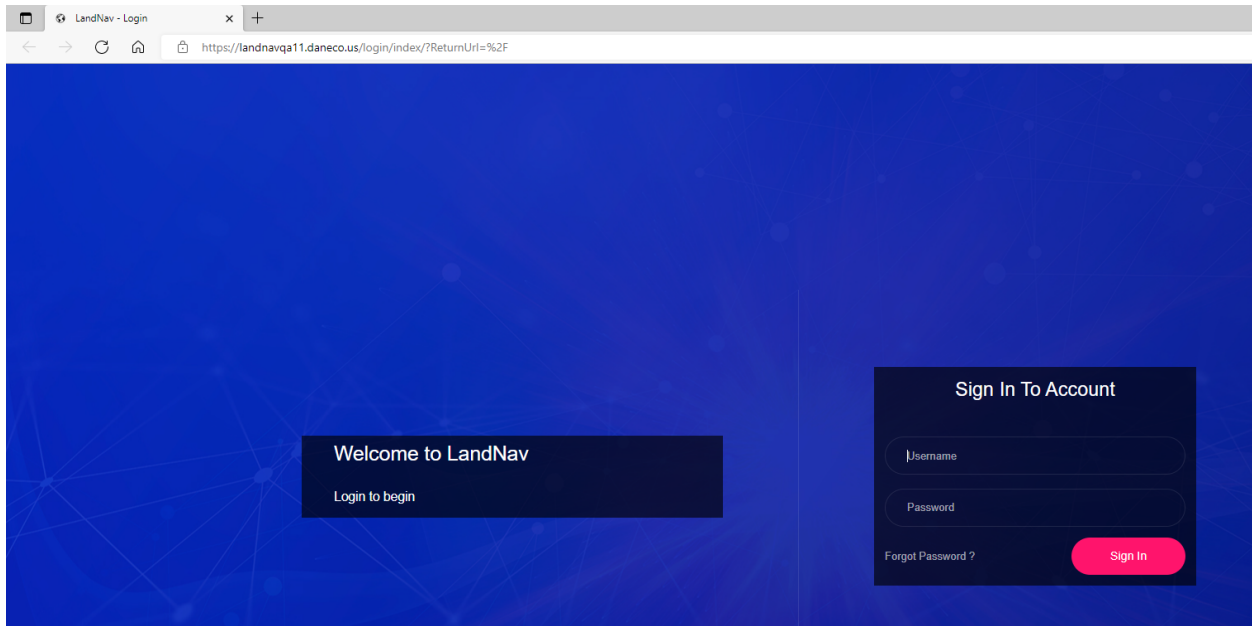


Click Yes



Click LandNav QA, this will restart the agent.

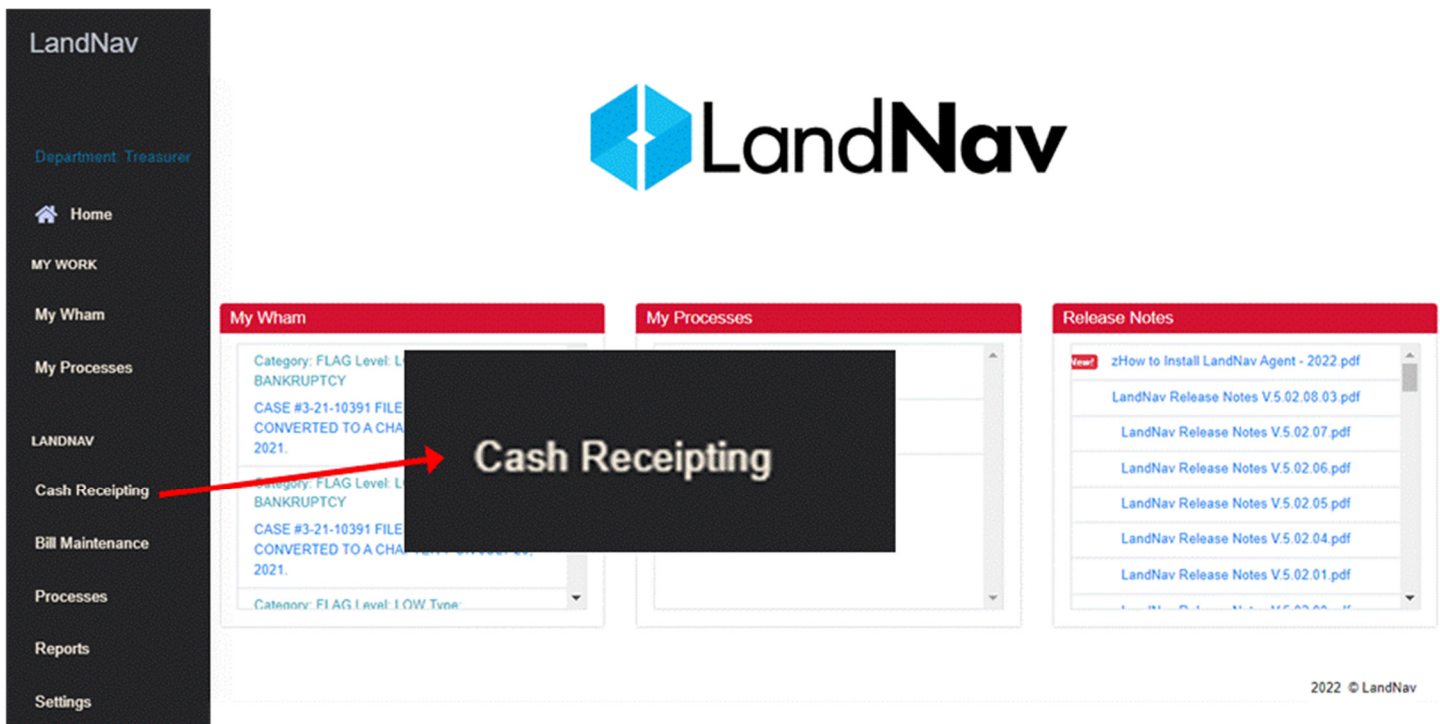


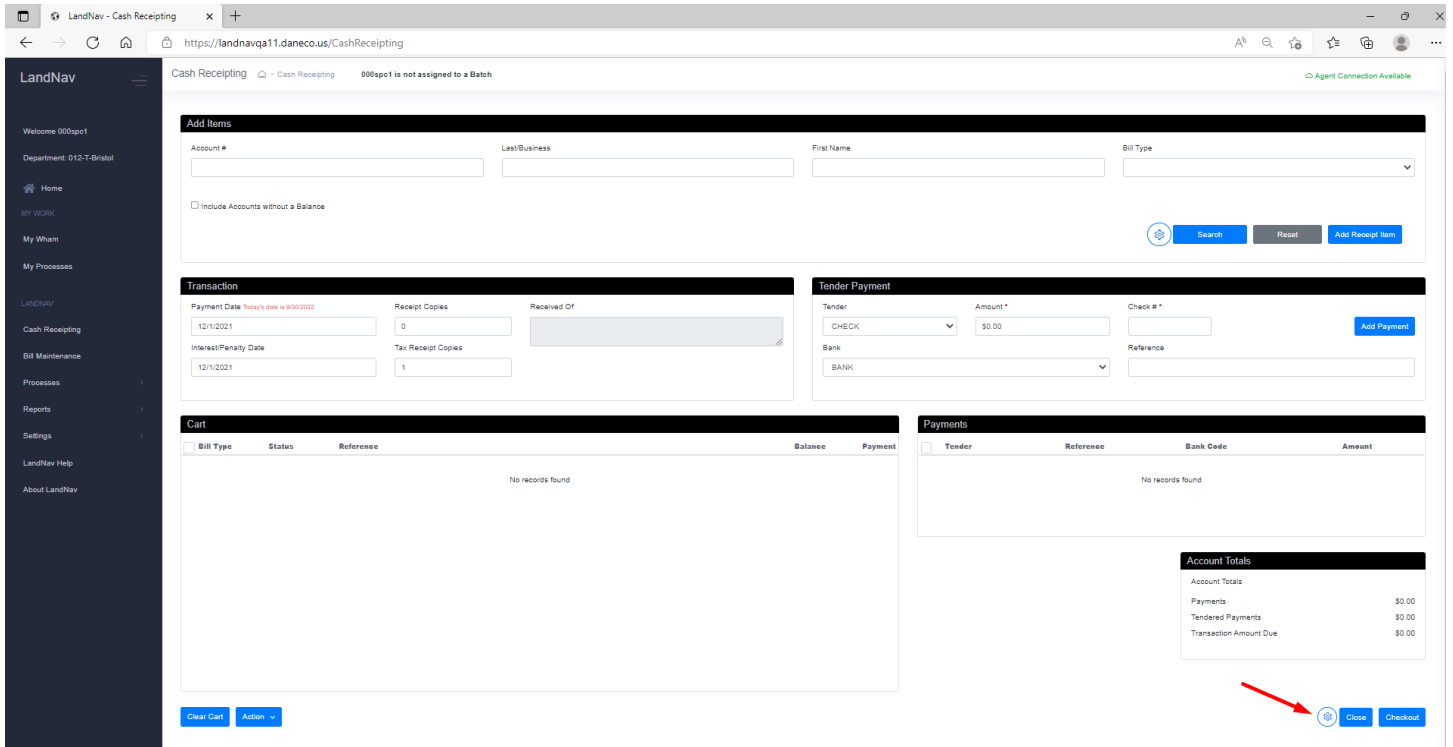


Enter your user name: Your user name will be your state DOR municipal code, your initials, and a number (It will be the same as your Login that you used previously to get here)

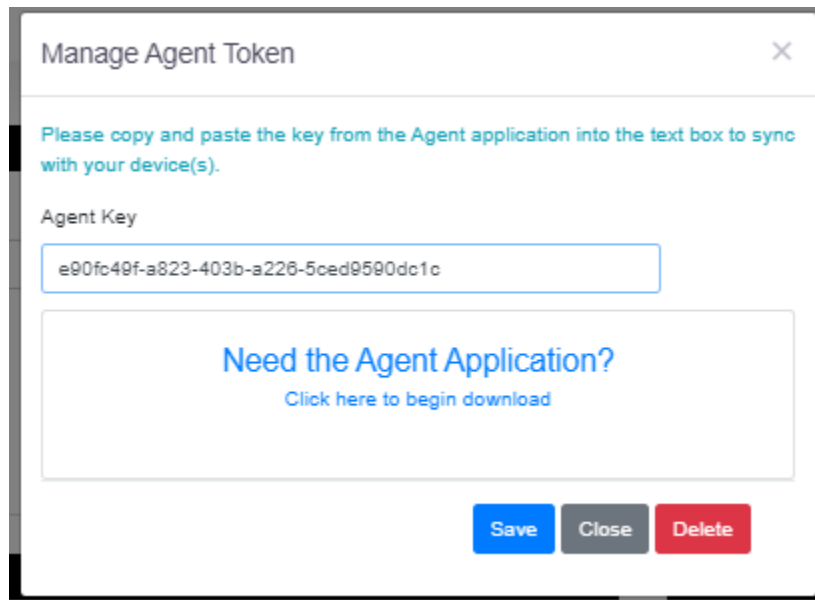
The password for QA will be **P@ssword\$\$**  
*Please do not change in in QA. In the actual production application, change it after you log in.*

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

**Need the Agent Application?**  
[Click here to begin download](#)



## Appendix #6 LandNav Agent Printer Settings

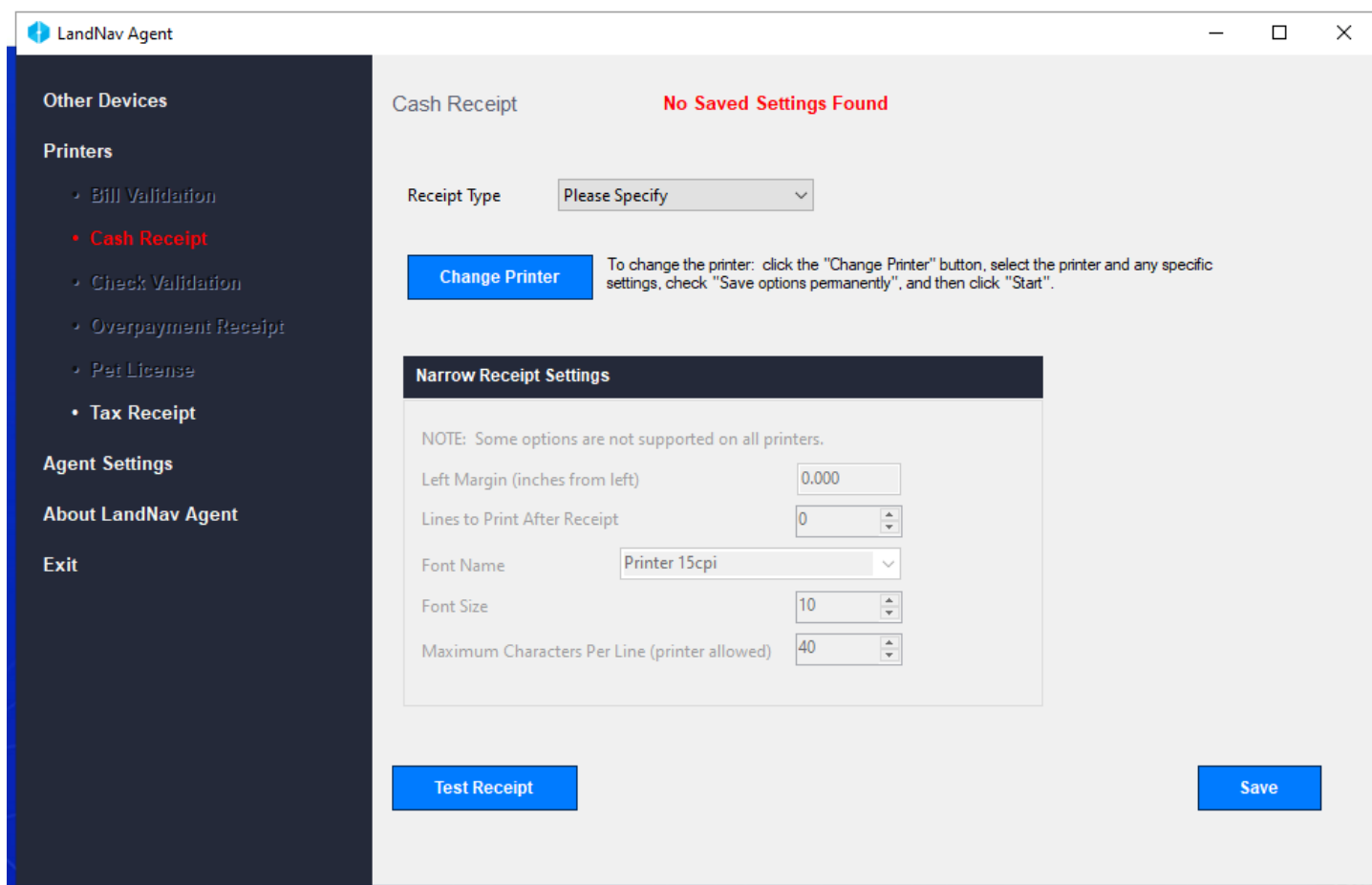
The Dialog box below should appear when you first launch the application. You will need to add your printers to print documents.

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 finicky 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:



The screenshot shows the 'LandNav Agent' application window. On the left is a dark sidebar with navigation options: 'Other Devices', 'Printers' (with sub-items: 'Bill Validation', 'Cash Receipt', 'Check Validation', 'Overpayment Receipt', 'Per License', 'Tax Receipt'), 'Agent Settings', 'About LandNav Agent', and 'Exit'. The 'Cash Receipt' option is highlighted in red. The main content area is titled 'Cash Receipt' and displays 'No Saved Settings Found' in red. Below this is a 'Receipt Type' dropdown menu currently set to 'Please Specify'. A blue 'Change Printer' button is present, with a tooltip that reads: 'To change the printer: click the "Change Printer" button, select the printer and any specific settings, check "Save options permanently", and then click "Start"'. Below the button is a 'Narrow Receipt Settings' section with a note: 'NOTE: Some options are not supported on all printers.' This section contains four settings: 'Left Margin (inches from left)' set to 0.000, 'Lines to Print After Receipt' set to 0, 'Font Name' set to 'Printer 15cpi', 'Font Size' set to 10, and 'Maximum Characters Per Line (printer allowed)' set to 40. At the bottom of the dialog are two blue buttons: 'Test Receipt' and 'Save'.

Click on the drop down by Receipt type drop down





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

Cash Receipt **No Saved Settings Found**

Receipt Type **Please Specify** ▼

**Change Printer** To change the printer, click the "Change Printer" button, select the printer and any specific settings, check "Save options permanently", and then click "Start".

**Narrow Receipt Settings**

NOTE: Some options are not supported on all printers.

Left Margin (inches from left)

Lines to Print After Receipt

Font Name

Font Size

Maximum Characters Per Line (printer allowed)

**Test Receipt** **Save**

Then click Save

Then Click Change Printer

Cash Receipt

Receipt Type **Full Page** ▼

**Change Printer** To change the printer, click the "Change Printer" button, select the printer and any specific settings, check "Save options permanently", and then click "Start".

**Narrow Receipt Settings**

NOTE: Some options are not supported on all printers.

Left Margin (inches from left)

Lines to Print After Receipt

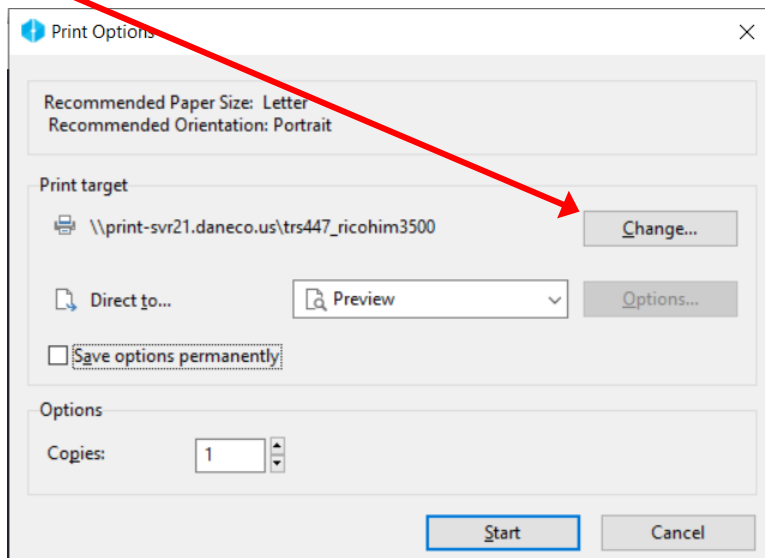
Font Name

Font Size

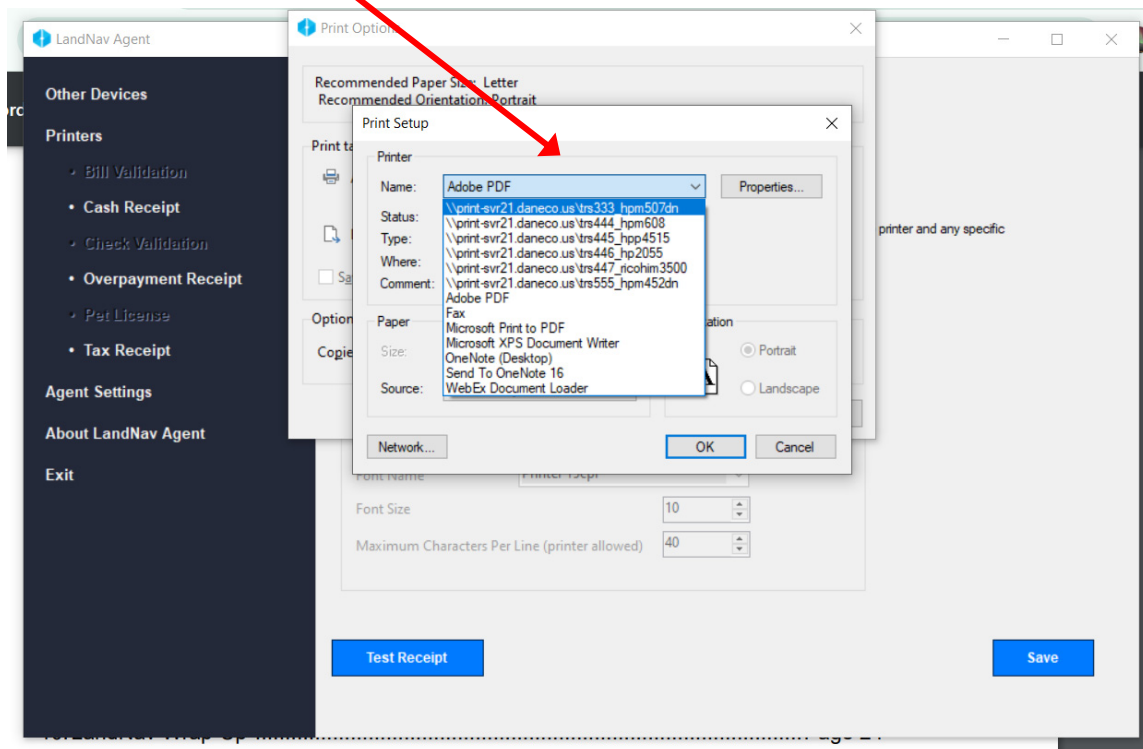
Maximum Characters Per Line (printer allowed)

**Test Receipt** **Save**

Then Click Change

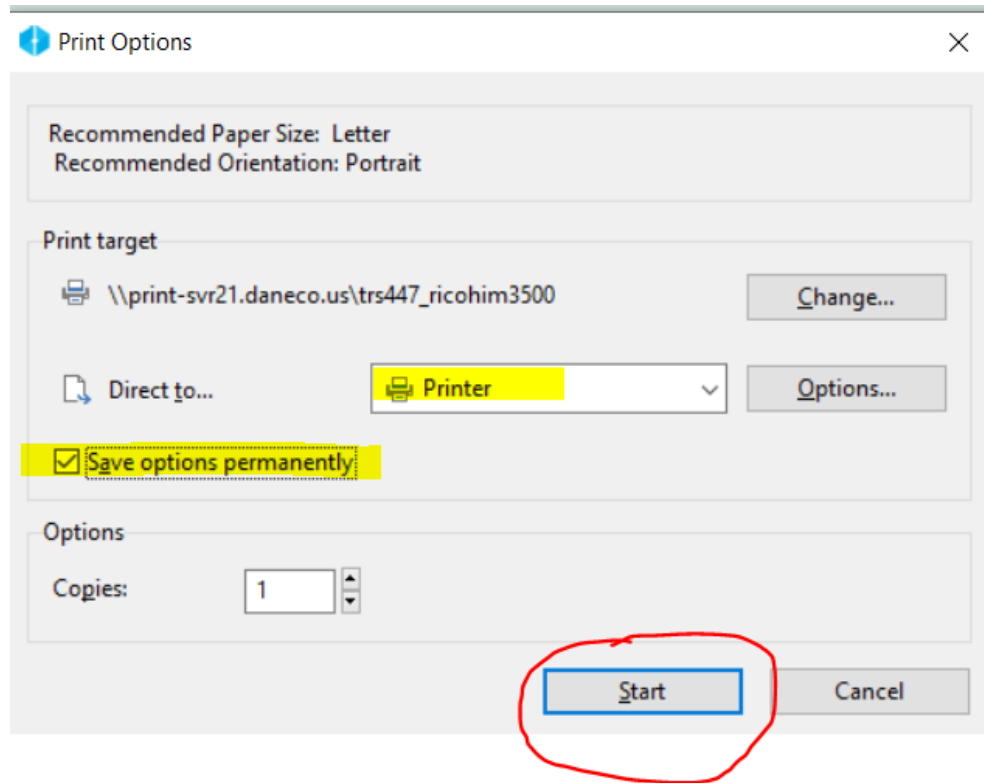


Select the printer you want to use from the dialog box



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.

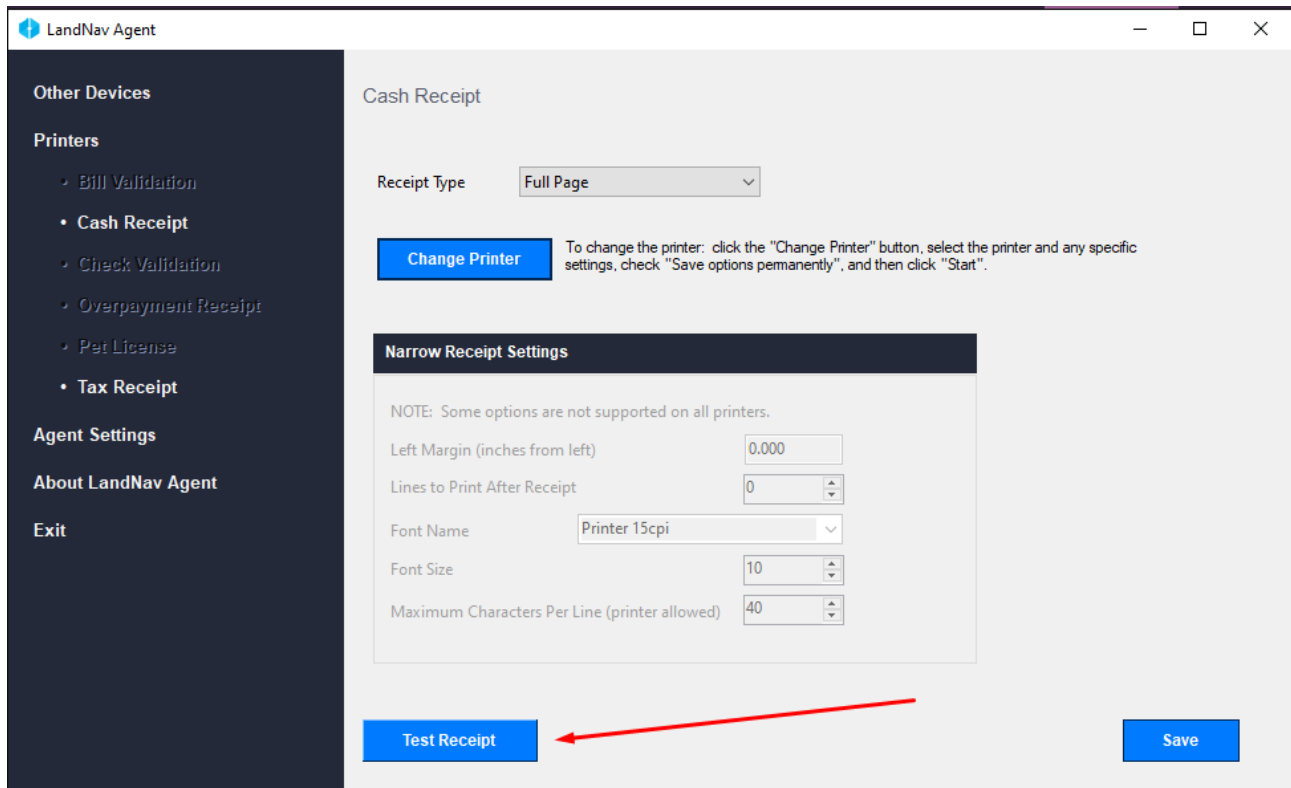


Then Click Start

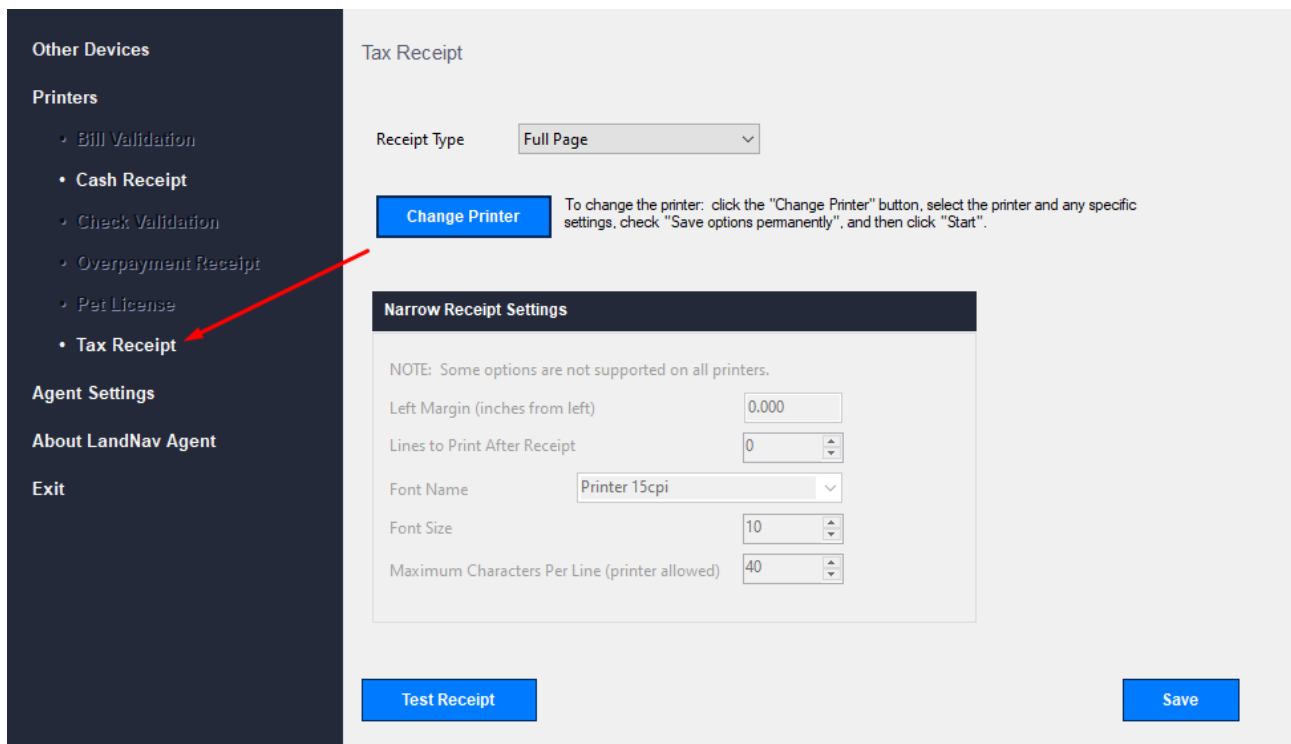
Then Click Start

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.

**Transaction**

Payment Date <input type="text" value="3/23/2022"/>	Receipt Copies <input type="text" value="1"/>	Received Of <div style="border: 1px solid #ccc; padding: 2px; font-size: small;">KNIGHT BARRY TITLE 121 S BRISTOL ST STE 121 SUN PRAIRIE WI 53590</div>
Interest/Penalty Date <input type="text" value="3/23/2022"/>	Tax Receipt Copies <input type="text" value="2"/>	

**Tender Payment**

Tender <input type="text" value="CHECK"/>	Amount * <input type="text" value="\$4,000.00"/>	Check # * <input type="text" value="11111111"/>
Bank <input type="text" value="BANK"/>	Reference <input type="text" value="OVERPAYMENT"/>	

**Cart**

<input type="checkbox"/> Bill Type	Status	Reference	Balance	Payment
<input type="checkbox"/> Real Estate Tax	Delinquent	2021 051012180007 MARILYN H LEIN	\$94.28	\$3,236.28

**Payments**

<input type="checkbox"/> Tender	Reference	Bank Code	Amount
No records found			

- 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.

**Search Frequent Payer**

Last Name

First Name

Middle Name

Extension

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

**Received Of**

Attention

Title

First Name

Middle Name

Last Name \*

Extension

Extra Address (non-deliverable, reference only)

House # \*

Suffix

Prefix Dir

Street Name/PO Box \*

Street Type \*

Suffix Dir

Unit Type

Unit #

City \*

State \*

Zip Code \*

Zip Code Ex.

Country Code

Phone

Email

Use this information on the Overpayment Received Of as well

**Make sure you check on this box.**

**Continue** **Cancel**

- 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.

**Payments**

<input type="checkbox"/>	Tender	Reference	Bank Code	Amount
<input type="checkbox"/>	CHECK - 11111111	OVERPAYMENT	001 - BANK	\$4,000.00

**OVERPAYMENT**

Overpayment Received Of \*

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

Overpayment Action \*

USE SYSTEM SETTINGS

**Account Totals**

Account Totals	
Payments	\$3,236.28
Tendered Payments	\$4,000.00
Transaction Amount Due	(\$763.72)

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 #** 26  
**Reference:** CHECK  
OVERPAYMENT

**Paid Amount:** 4,000.00  
**Paid Due:** 3,236.28  
-----  
**Refund Due:** 763.72

**Transaction Receipt**

**DANE COUNTY**

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

# 1  
March 23, 2022 02:28:51 PM  
**Trans #** 13821  
**Batch #** 26

Three Thousand Two Hundred Thirty Six and 28/100

Amount  
\$\*\*\*\*\*3236.28

Item	Category Reference	Account	Amount
1	REAL ESTATE TAXES 2021 051012180007 1	TAXES	3,236.28
2	OVERPAYMENT TRANSACTION OVERPAYMENT LINE ITEM	OVERPAYMENTS	763.72
<b>Payment(s)</b>		<b>Check</b> [OVERPAYMENT]	4,000.00
<b>Refund:</b>	763.72	<b>Change:</b> 0.00	<b>Total:</b> 3,236.28

OFFICIAL RECEIPT WHEN VALIDATED IN THIS BOX  
km17 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**

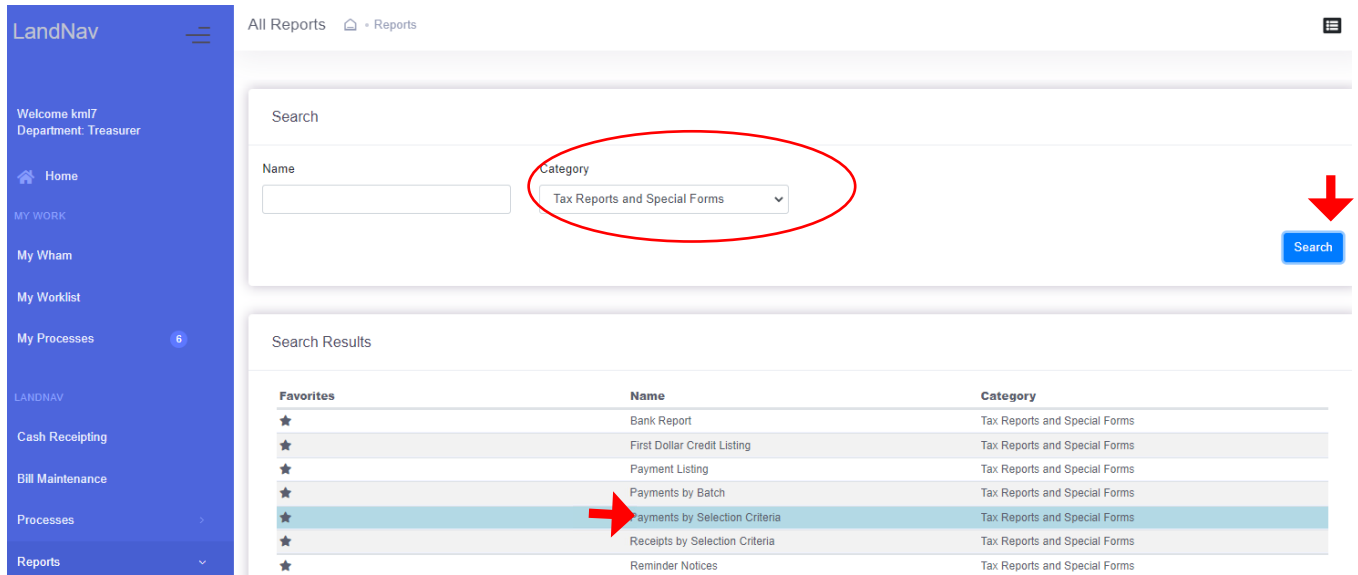
**Prior Tax Balance:** 3,142.02  
**Tax Amount Paid:** 3,142.02  
**New Tax Balance:** 0.00  
**Interest:** Mar 2022 0.00  
**Penalty:** Mar 2022 0.00  
**New Balance Due:** 0.00

**Payment Note:**

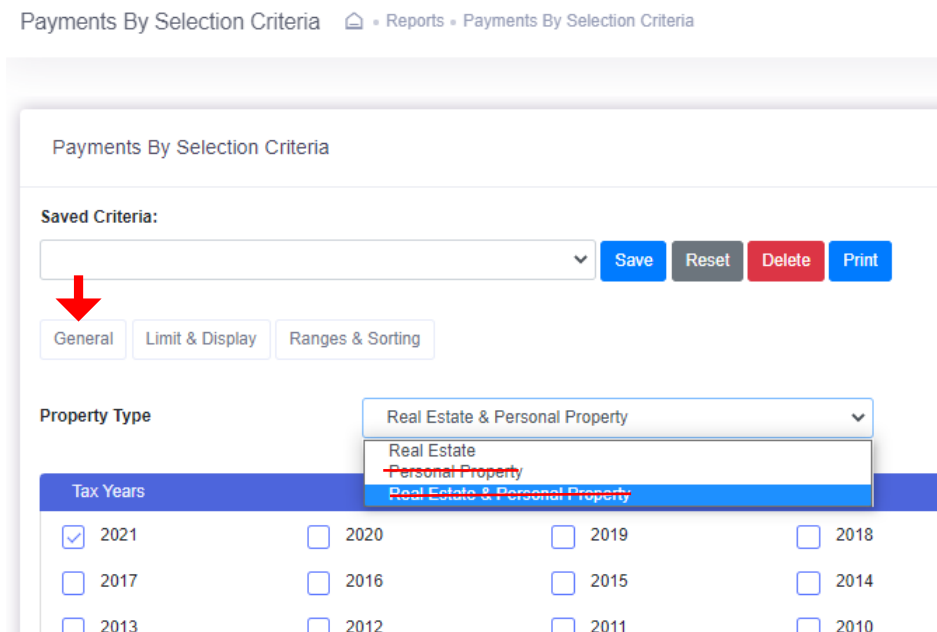
OVERPAYMENT, CK # 11111111;

## 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.<sup>1</sup>

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

<sup>1</sup> 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.

**Municipalities**

<input type="checkbox"/> 002 - TOWN OF ALBION	<input type="checkbox"/> 004 - TOWN OF BERRY	<input type="checkbox"/> 006 - TOWN OF BLACK EARTH
<input type="checkbox"/> 010 - TOWN OF BLUE MOUNDS	<input type="checkbox"/> 012 - TOWN OF BRISTOL	<input type="checkbox"/> 014 - TOWN OF BURKE
<input type="checkbox"/> 018 - TOWN OF COTTAGE GROVE	<input type="checkbox"/> 020 - TOWN OF CROSS PLAINS	<input type="checkbox"/> 022 - TOWN OF DANE
<input type="checkbox"/> 026 - TOWN OF DUNKIRK	<input type="checkbox"/> 028 - TOWN OF DUNN	<input checked="" type="checkbox"/> 032 - TOWN OF MADISON
<input type="checkbox"/> 036 - TOWN OF MEDINA	<input type="checkbox"/> 038 - TOWN OF MIDDLETON	<input type="checkbox"/> 040 - TOWN OF MONTROSE

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.

Select the payments to include:

<input type="checkbox"/> Source: County	<input checked="" type="checkbox"/> Source: Municipality
<input checked="" type="checkbox"/> Posted Payments	<input type="checkbox"/> Unposted Batch Payments
<input checked="" type="checkbox"/> Web Portal Payments	<input checked="" type="checkbox"/> Non-Web Portal Payments

**Payment Types**

<input checked="" type="checkbox"/> Adjustment	<input type="checkbox"/> Lottery	<input type="checkbox"/> Quit Claim	<input type="checkbox"/> Redemption
<input checked="" type="checkbox"/> Tax	<input checked="" type="checkbox"/> Void	<input type="checkbox"/> Write Off Bankruptcy	<input type="checkbox"/> Write Off Deeded

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).

<input checked="" type="checkbox"/> Limit to payments with an overpayment	<b>Print</b>
<input type="checkbox"/> Display certificate number instead of batch number	
<input type="checkbox"/> Display owner name	
<input type="checkbox"/> Display payment note	
<input checked="" type="checkbox"/> Display summary page	
<input checked="" type="checkbox"/> Display payment details	
<input type="checkbox"/> Create CSV file of report	

General **Limit & Display** Ranges & Sorting

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."

Select the payments to be included by completing the following: (Leave blank for all)

	Beginning	Ending
Payment Date	<input type="text" value="03/24/2022"/>	<input type="text" value="03/24/2022"/>
Batch Number	<input type="text"/>	<input type="text"/>
Receipt Number	<input type="text"/>	<input type="text"/>
Parcel #	<input type="text"/>	<input type="text"/>
Personal Property #	<input type="text"/>	<input type="text"/>
Cash Receipting Batch #	<input type="text"/>	<input type="text"/>

Include voids associated with the selected payments

General Limit & Display **Ranges & Sorting**

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.

Drag and drop to rearrange the below sort order

Sort Order		
Sort by:	Subtotal?	New Page?
<input checked="" type="checkbox"/> Payment Date	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Batch Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> CR Batch Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Parcel Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Municipality	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Tax Year	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Owner Name	<input type="checkbox"/>	<input type="checkbox"/>

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.

	Name	Category
LANDNAV  Cash Receipting  Bill Maintenance  Processes • All Processes  Reports  Settings	Maintain Valuations	Assessment
	Maintain Cash Receipting Batches	Cash Receipting
	Maintain Municipality-Category Assignments	Cash Receipting
	Maintain Transactions	Cash Receipting
	Purge Transactions	Cash Receipting
	Payment Export	Collections
	Prepare for Sale Book	Delinquent Tax Processing
	Update Delinquent Taxes	Delinquent Tax Processing
	Create Lottery Credit Audit File	Lottery Credit
	Set Lottery Credit Claim Count	Lottery Credit
	<b>Batch Payments</b>	Maintain Batch Payments
	Calculate Municipality Taxes	Tax Calculation
	Import Delinquent List of Tax Bills	Tax Calculation

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

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


Search

Property Type: Real Estate    Batch #:

Property #:     Municipality #:

Search

Search Results

Manually Enter Batch Payment 

Delete Selected

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.

The screenshot shows a web form titled "Manually Enter Batch Payment" with a close button (X) in the top right corner. The form is organized into several sections:

- Type:** A dropdown menu labeled "Parcel #" with a blue letter **A** next to it.
- Batch # \*:** A text input field containing "321219" with a blue letter **B** next to it.
- Tax Year \*:** A text input field containing "2022" with a blue letter **C** next to it.
- Payment Date \*:** A text input field containing "12/19/2022" with a blue letter **D** next to it.
- Int-Pen Date \*:** A text input field containing "12/19/2022" with a blue letter **D** next to it.
- Receipt # \*:** An empty text input field with a blue letter **E** next to it.
- Location:** Two radio buttons: "Municipality" (selected with a blue dot) and "County". A blue letter **F** is positioned below these options.
- Buttons:** Two buttons at the bottom: "Continue" (blue) and "Cancel" (grey).

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

Below is the tax information for the parcel payment.

Parcel # 0709-204-2016-7

Municipality: 251 - CITY OF MADISON  
 Property Address: 22 S MIDVALE BLVD  
 Tax Bill Address: NATHAN KENSLEY, SCOTT KAUFMANN, 22 S MIDVALE BLVD, MADISON WI 53705  
 Legal Description: EIGHTH ADDITION TO SUNSET VILLAGE, LOT 781.

---

**2021 Taxes**

Bill #: 24067    Certificate #: 1353    Int-Pen Date: 9/27/2022

Gross Tax: \$6,035.77    School Credit: \$472.09    First Dollar Credit: \$85.47    Net Tax: \$5,478.21

Lottery Claims: 1    Lottery Amount: \$303.13    Net After Lottery: \$5,175.08

	Net after Lot.	Paid	Owe	BC
Property Tax	\$5,175.08	\$0.00	\$5,175.08	D
Special Assessments	\$0.00	\$0.00	\$0.00	N
Special Charges	\$450.48	\$0.00	\$450.48	D
Delinquent Charges	\$601.10	\$0.00	\$601.10	
Private Forest Crsp	\$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	\$0.00	\$0.00	\$14.01	
Special Taxes Interest	\$0.00	\$0.00	\$14.13	
Property Tax Penalty	\$0.00	\$0.00	\$207.00	
Special Taxes Penalty	\$0.00	\$0.00	\$42.00	
Other Charge	\$0.00	\$0.00	\$0.00	
<b>TOTAL</b>	\$4,529.79	\$303.13	\$6,073.86	
Over-Payment		\$0.00		

**Payment**

Type: Redemption

Pay Amount: \$0.00    BC: D    Batch #: 320927    Receipt #: 1    Lottery Claims: 0

Payment Date: 9/27/2022    Int-Pen Date: 9/27/2022

Buttons: Full, Lottery, Partial, Installment

Buttons: Add, Cancel

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.

Parcel # 0709-204-2016-7

Municipality: 251 - CITY OF MADISON  
 Property Address: 22 S MIDVALE BLVD  
 Tax Bill Address: 22 S MIDVALE BLVD, MADISON WI 53705  
 Legal Description: EIGHTH ADDITION TO SUNSET VILLAGE, LOT 781.

**2021 Taxes**

Bill #: 24067    Certificate #: 1353    Int-Pen Date: 9/27/2022

Gross Tax: \$6,035.77    School Credit: \$472.09    First Dollar Credit: \$85.47    Net Tax: \$5,478.21

Lottery Claims: 1    Lottery Amount: \$303.13    Net After Lottery: \$5,175.08

	Net after Lot.	Paid	Owe	BC
Property Tax	\$5,175.08	\$0.00	\$5,175.08	D
Special Assessments	\$0.00	\$0.00	\$0.00	N

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).

	Net after Lot.	Paid	Owe
TOTAL	\$6,529.79	\$303.13	\$6,973.86
Over-Payment		\$0.00	

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.

Payment

	Pay Amount	BC	Batch #	Receipt #	Lottery Claims
Property Tax	<input type="text" value="\$0.00"/>	<input type="text" value="D"/>			
Special Assessments	<input type="text" value="\$0.00"/>	<input type="text" value="D"/>	<input type="text" value="320927"/>	<input type="text" value="1"/>	<input type="text" value="0"/>
Special Charges	<input type="text" value="\$0.00"/>				
Delinquent Charges	<input type="text" value="\$0.00"/>				
Private Forest Crop	<input type="text" value="\$0.00"/>				
Woodland Tax Law	<input type="text" value="\$0.00"/>				
Managed Forest Land	<input type="text" value="\$0.00"/>				
Property Tax Interest	<input type="text" value="\$0.00"/>				
Special Taxes Interest	<input type="text" value="\$0.00"/>				
Property Tax Penalty	<input type="text" value="\$0.00"/>				
Special Taxes Penalty	<input type="text" value="\$0.00"/>				
Other Charge	<input type="text" value="\$0.00"/>				
<b>TOTAL</b>	<input type="text" value="\$0.00"/>				
Over-Payment	<input type="text" value="\$0.00"/>				

Payment Date:  Int-Pen Date:

Notes: 

Enter any payment information here. Check #, Payer Name, Overpayment Details, etc.

**TOTAL**  Enter the Check Amount under Total if the amount is not a 1<sup>st</sup> Installment or Full Payment

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**

	Pay Amount	BC	Batch #	Receipt #	Lottery Claims
Property Tax	\$5,175.08	N			
Special Assessments	\$0.00	N	320927	1	0
Special Charges	\$450.48				
Delinquent Charges	\$601.10				
Private Forest Crop	\$0.00				
Woodland Tax Law	\$0.00				
Managed Forest Land	\$0.00				
Property Tax Interest	\$414.01				
Special Taxes Interest	\$84.13				
Property Tax Penalty	\$207.00				
Special Taxes Penalty	\$42.06				
Other Charge	\$0.00				
<b>TOTAL</b>	<b>\$6,973.86</b>				
Over-Payment	\$26.14				

Payment Date: 9/27/2022      Int-Pen Date: 9/27/2022

Notes: SUMMIT CHECK #790215. OVERPAYMENT TO XXXXX

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.

[Import Batch Payments](#)
[Import Batch Payments from RCT](#)
[Import Errors](#)
[Display Batch Totals](#)

Search

Property Type: Real Estate

Batch #: 320927

Property #:

Municipality #:

[Search](#)

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

Search Results [Manually Enter Batch Payment](#)

<input type="checkbox"/>	Property #	Year	Batch #	Municipality	Payment Date	Receipt #	Amount
<input type="checkbox"/>	0709-204-2016-7	2021	320927	251	9/27/2022	1	6973.86
<input type="checkbox"/>	0810-192-9930-9	2021	320927	014	9/27/2022	3	922.62
<input type="checkbox"/>	0810-192-9930-9	2020	320927	014	9/27/2022	2	980.34
<input type="checkbox"/>	0810-281-0303-4	2021	320927	251	9/27/2022	4	1446.02

[Delete Selected](#)

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

[Import Batch Payments](#)
[Import Batch Payments from RCT](#)
[Import Errors](#)
[Display Batch Totals](#)

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

Search

Batch #: 320927

Municipality: 251 - CITY OF MADISON

[Calculate](#)

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
<b>TOTAL</b>	<b>8419.88</b>
Overpayments	328.77

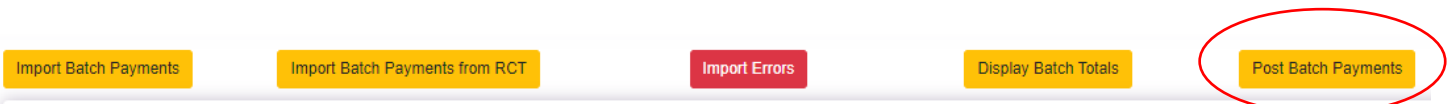
The biggest difference with entering payments into a batch is that the payments are not POSTED immediately. If you go to the parcel we just entered, it will show up like this:

Payments				
Void Filter				
SHOW ALL VOIDS				
	Date	Receipt #	Batch #	Type
<input type="checkbox"/>	12/1/2021	0		Lottery
<input type="checkbox"/>	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.



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.

### Post Batch Payment

The posting process is a two step process:

1 The payments are revalidated

If there are errors, they are written to an error file and the process ends.

2 If there are no errors, the payments are then posted

Select Batches to Post

Search

Available options		Selected options
092723 - CITY OF MIDDLETON	add all add remove remove all	
092723 - CITY OF VERONA		
092723 - CITY OF MONONA		
092723 - CITY OF MADISON		
092723 - VILLAGE OF WINDSOR		
320927 - TOWN OF BURKE		
320927 - CITY OF MADISON		

Available options		Selected options
320927 - CITY OF MADISON	add all add remove remove all	092723 - TOWN OF SUN PRAIRIE
320927 - TOWN OF BURKE		092723 - VILLAGE OF COTTAGE GROVE
		092723 - CITY OF MIDDLETON
		092723 - CITY OF VERONA
		092723 - CITY OF MONONA
		092723 - CITY OF MADISON

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.

Post Cancel

# 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

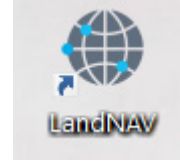
- Today's Date (year - month - date)
- Receipt Number (characters vary due to the amount paid and the number of the receipt)
- Number of spaces is determined by the receipt number but is always 14 spaces from the end of the center section (date of payment) to the dot marking cents.**
- Amount Paid
-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

110633080924310032	080924310032	14 Spaces	2022	20231106	10000	9138.39	20231031
110633061006225442			2022	20231106		200001070.63	20231031
110633070818394302			2022	20231106		300001105.18	20231031
110633050910460371			2022	20231106		400001500.00	20231031
110633070835206206			2022	20231106		500001000.00	20231031
110633061118182803			2020	20231106		600002000.00	20231031
110633061118182803			2020	20231106		700000247.83	20231031
110633061118182803			2021	20231106		800001922.17	20231031
110633070920417015			2022	20231106		900035000.00	20231031
110633061012280651			2022	20231106		1000000002.00	20231031
110633081202380006			2022	20231106		1100019955.50	20231031

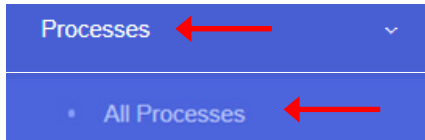


## LandNav Import Process

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



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



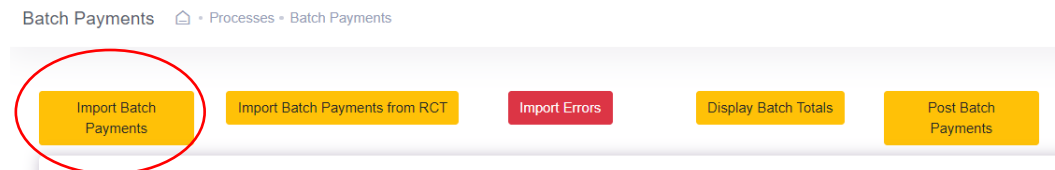
On the left side of your screen is the menu of actions.

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

Search Results

Name	Category
Batch Payments	Maintain Batch Payments

Next, click on Import Batch Payments.



The page below will pop up.

Import Batch Payment

Select a Tax Payment File to be Imported  2021062...hFile.bch

Payment File Type

**Import Options**

Type of File being Imported

Specify the Payment Source

**Import**

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 Municipality 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.

**Override Interest and Penalty Date**

While reading the payment file, the program found payments with the following batch numbers and dates. You may override the interest/penalty date for the payments that have these batch numbers and dates. When you click continue, the temporarily stored data file payments will be updated with any overridden interest/penalty dates.

id	Batch #	Payment Date (yyyymmdd)	Interest/Penalty Date (yyyymmdd)	Use Payment Date as Interest and Penalty Date
062412	20210624		<i>Interest and Penalty Date MUST be on or before January 31,</i>	

Continue Cancel

The import will start.

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

Load Format 2 Tax Payment Batch Process	Lund, Kay	6/23/2021 8:43:25 AM	6/23/2021 8:44:04 AM	<b>Complete</b>
-----------------------------------------	-----------	----------------------	----------------------	-----------------

### Check Batch Totals

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

Batch Payments [Processes](#) • Batch Payments

[Import Batch Payments](#)
[Import Batch Payments from RCT](#)
[Import Errors](#)
[Display Batch Totals](#)
[Post Batch Payments](#)

Search

Property Type: Real Estate

Batch #:

Property #:

Municipality #:

[Search](#)



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

Property Type  
Real Estate

Property #

Batch #  
111333

Search

Search Results

Manually Enter Batch Payment



<input type="checkbox"/>	Property #	Year	Batch #	Municipality	Payment Date	Receipt #
<input type="checkbox"/>	0511-053-7180-3	2022	111333	281	11/13/2023	1
<input type="checkbox"/>	0811-092-4419-2	2022	111333	282	11/13/2023	10
<input type="checkbox"/>	0811-092-4419-2	2018	111333	282	11/13/2023	11
<input type="checkbox"/>	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.

Batch #  
111333

Municipality  
Please Select

- All
- 225 - CITY OF FITCHBURG
- 038 - TOWN OF MIDDLETON
- 046 - TOWN OF PLEASANT SPRINGS
- 282 - CITY OF SUN PRAIRIE
- 281 - CITY OF STOUGHTON
- 258 - CITY OF MONONA
- 251 - CITY OF MADISON

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 #
<input type="checkbox"/>	1/31/2023	716	251023
<input type="checkbox"/>	3/31/2023	717	251023
<input type="checkbox"/> <span style="color: red;">△</span> Not Posted	11/13/2023	17	111333

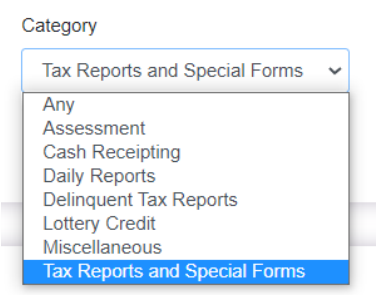
The payment you just entered will not be posted. This means that the balance due will not include this payment and you will not be able to print a receipt. You will be able to correct the payment until it is Posted.

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

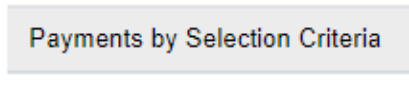
Now you can run an UN-Posted Report to see if your entry in LandNav matches the bank deposit or other information you have on this group of payments.



Go to Reports – All Reports.  
Under Category, click on Tax Reports and Special Forms. Then click on the Search Button.

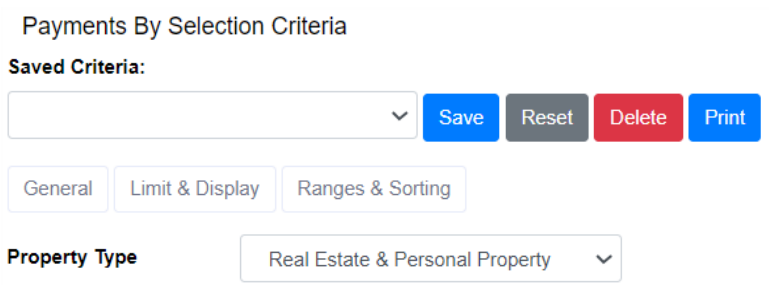


Select “Payments by Selection Criteria”



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.



Select the payments to include:

- Source: County
- Posted Payments
- Web Portal Payments
- Source: Municipality
- Unposted Batch Payments
- Non-Web Portal Payments

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

Leave Web and Non-Web Payments checked.

**Payment Types**

<input checked="" type="checkbox"/> Adjustment	<input type="checkbox"/> Quit Claim	<input checked="" type="checkbox"/> Tax	<input type="checkbox"/> Write Off Bankruptcy
<input type="checkbox"/> Lottery	<input type="checkbox"/> Redemption	<input checked="" type="checkbox"/> Void	<input type="checkbox"/> Write Off Deeded

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.

General **Limit & Display** Ranges & Sorting

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

- Display summary page
- Display payment details

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.

Select the payments to be included by (Leave blank for all)  
completing the following:

	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.	
<del>Personal Property #</del>	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?
<input checked="" type="checkbox"/> Payment Date	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> CR Batch Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>

See descriptions below for each category.

Sort Order		
Sort by:	Subtotal?	New Page?
<input type="checkbox"/> Payment Date	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> CR Batch Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Batch Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Parcel Number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Owner Name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Municipality	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Tax Year	<input type="checkbox"/>	<input type="checkbox"/>

**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).

Drag and drop to rearrange the below sort order

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												
<p>Sort by:</p> <p><input type="checkbox"/> Batch Number</p> <p><input type="checkbox"/> CR Batch Number</p> <p><input type="checkbox"/> Parcel Number</p> <p><input type="checkbox"/> Payment Date</p> <p><input type="checkbox"/> Receipt Number</p>	<p>Sort by:</p> <p><input type="checkbox"/> Batch Number</p> <p><input checked="" type="checkbox"/> CR Batch Number</p> <p><input type="checkbox"/> Parcel Number</p> <p><input checked="" type="checkbox"/> Payment Date</p> <p><input checked="" type="checkbox"/> Receipt Number</p>	<p>Next, you need to drag the categories into your chosen order. You also want to see sub-totals of each Cash Receiving batch. See below.</p> <table border="1"> <thead> <tr> <th>Sort by:</th> <th>Subtotal?</th> <th>New Page?</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Payment Date</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/> CR Batch Number</td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/> Receipt Number</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Sort by:	Subtotal?	New Page?	<input checked="" type="checkbox"/> Payment Date	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> CR Batch Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>
Sort by:	Subtotal?	New Page?												
<input checked="" type="checkbox"/> Payment Date	<input type="checkbox"/>	<input type="checkbox"/>												
<input checked="" type="checkbox"/> CR Batch Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>												
<input checked="" type="checkbox"/> Receipt Number	<input type="checkbox"/>	<input type="checkbox"/>												

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.



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 is 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

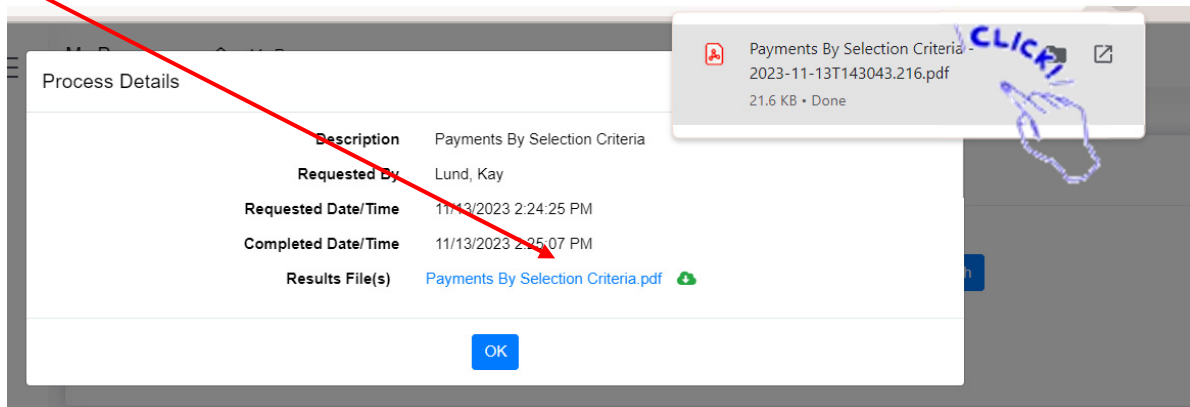
1

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.

<input type="checkbox"/>	Description	Requested By	Requested Date/Time	Completed Date/Time	Status
<input type="checkbox"/>	<b>Payments By Selection Criteria</b>	Lund, Kay	11/13/2023 2:24:25 PM	11/13/2023 2:25:07 PM	Complete
<input type="checkbox"/>	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.



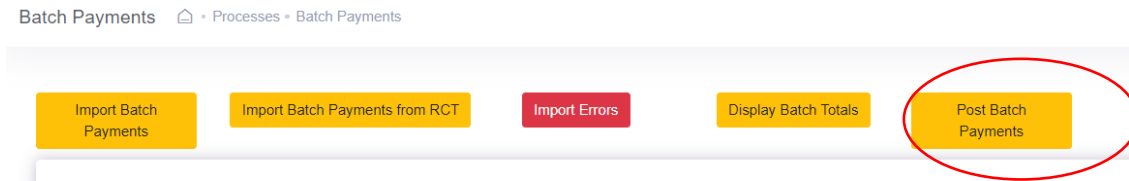
The report will show up on your screen to be downloaded. Click on it to open the report.

## Post your Batch of Payments

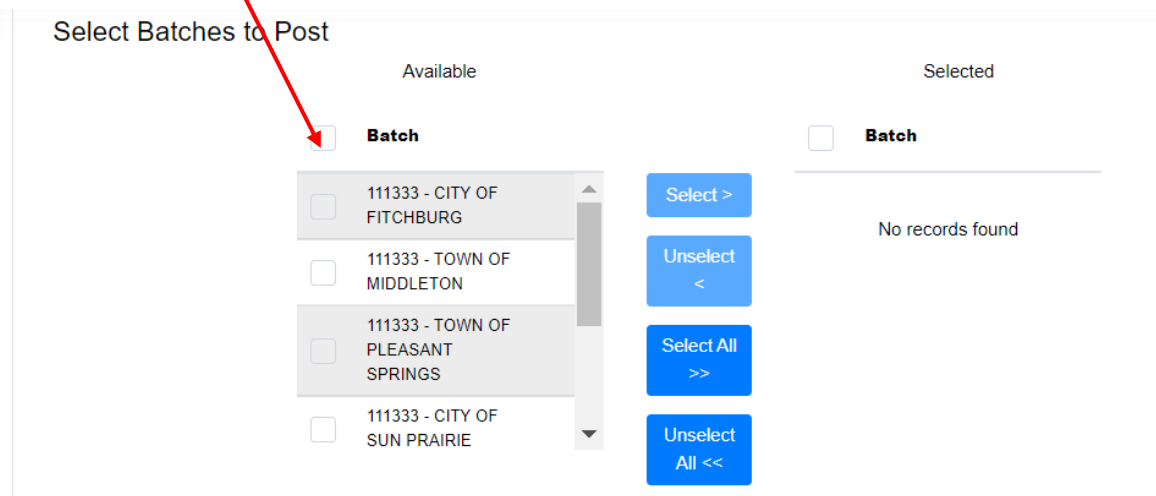


Click on Processes and then All Processes and finally **Batch Payments**.

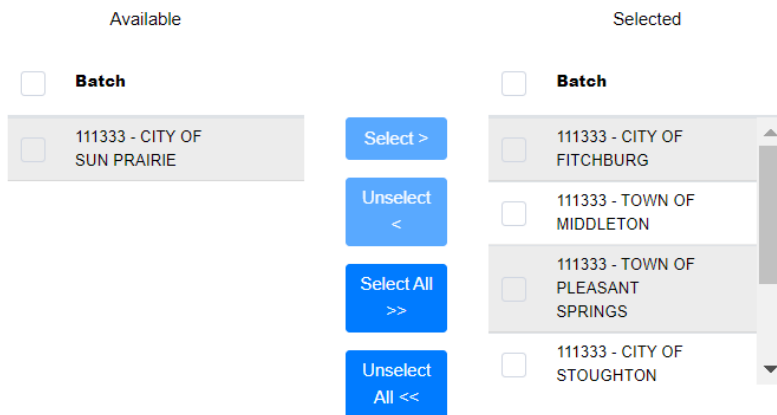
Click on the Post Batch Payments Tab.



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

<input type="checkbox"/>	Description	Requested By	Requested Date/Time	Completed Date/Time	Status
<input type="checkbox"/>	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				AFTER POSTING PAYMENT				
<b>Payments</b>				<b>Payments</b>				
	<b>Date</b>	<b>Receipt #</b>	<b>Batch #</b>		<b>Date</b>	<b>Receipt #</b>	<b>Batch #</b>	
<input type="checkbox"/>	△Not Posted	11/13/2023	17	111333	<input type="checkbox"/>	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](mailto:Treasurer.Admin@danecounty.gov)

### LandNav Program Problems

LandNav customer support

800.527-9991 #3

[TaxCAMASupport@catalisgov.com](mailto:TaxCAMASupport@catalisgov.com)

### Dane County Help Desk

608-266-4440

[helpdesk@danecounty.gov](mailto:helpdesk@danecounty.gov)

### LandNav Installation Issues

Steve Cripps

608.266.4267

[cripps@danecounty.gov](mailto:cripps@danecounty.gov)

Bob Anderson

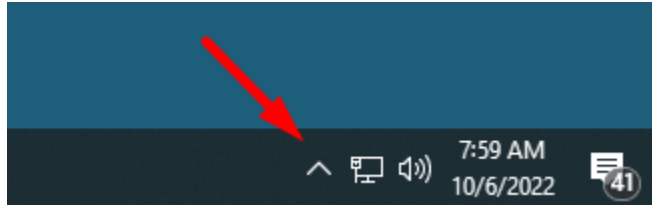
608.444.1182

[banderson@townofwestport.org](mailto:banderson@townofwestport.org)

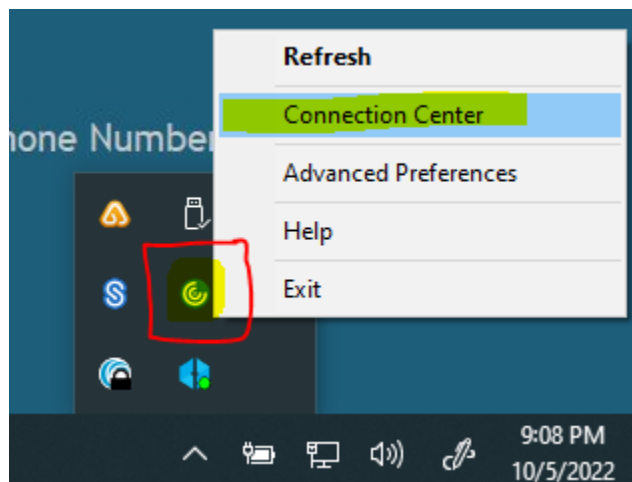
## Appendix #12

### 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.

