

Tax & Utility Year End FAQs

What payments should/should not be posted by the end of the year?

Any 2021 MISC, Tax, Utility or Sub Payments should be posted, verified and updated prior to the system roll over to 2022. Any payments for 2022 should be held until after the system roll over.

How do I update my WIPP for 1/3/2022 since it will have 2021 and 2022 payments in it?

In your Payment import, select create batch by date. This will separate the payments. Verify and update ONLY the batches for 2021 leaving the WIPP batches for 2022 in your payment batch. No other payment batches should exist for 2022 other than your WIPP payment import in your system.

Why do my payments show that they are not in current year and will not be posted?

Because Finance has not yet rolled, so payments will need to be journaled on the finance side.

How do I set up new utility rates?

Bill Code Maintenance – make changes based on new ordinance.

What if we do not have the finance Module?

You will need to submit a support ticket for us to update your Module Maintenance. Everyone must be out of the system and all payments must be updated.

If we use work orders where do we go to set up the new years Pre fixes for the Work order numbers?

Under System Utilities you will go to Utility/Property Tax Parameter Maintenance. Under the MISC tab you can edit the Work Order Prefixes. If it is 21- you can edit and change it to 22-.