



# Applying Payments to Paid-in Full Tax Bills in Pontem® Tax Administration and Tax Receipting

## INTRODUCTION

Clients utilizing Pontem's **Post E-Payments** tool (found in **Tax Bills and Collections**) frequently report receiving double payments for a tax bill. This often happens when the escrow company and property owner pay the same bill.

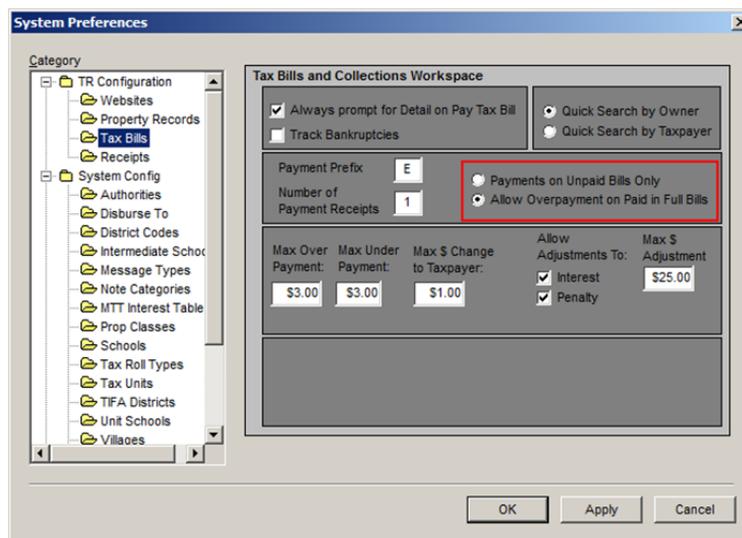
Pontem Software users can configure their software so the **Post E-Payments** tool can apply a second payment to a paid-in-full bill so that it is treated as an overpayment. The payment will appear as a refund on the 'Tax Receipt Application' and 'Overpayment' reports.

This functionality is also available in the **Pay Bill Tax Bill** and **Start Pay List** processes that are located in **Tax Bills and Collections**. This Help Document will explain how to apply payments to Paid-In-Full Tax Bills within your Pontem Software.

## STEP ONE: Configuring 'System Preferences'

To Edit System Preferences in Pontem Tax Administration (TA), click on "Edit" on the Menu Bar located in the upper-left corner of your screen;. A drop-down menu will now appear.

- Next, click on 'Adjust System Preferences.'
- **Double-click** on the folder names 'TR Configuration' or 'TA configuration.'
- **Select** the sub-folder named 'Tax Bills' which will open the 'Tax Bills and Collections Workspace' screen:



- Now, **select** the configuration to 'Allow Overpayment on Paid in Full Bills' by clicking on this option.
- Click **OK** to save the new configuration.

Once this configuration has been set, your Pontem software will allow an additional payment to be applied to a paid-in-full tax bill.

**Tax Receipt Distribution**

**Tax Bill Receipt**

Parcel Nbr: 80-13-001-001-00      Owner: FLEETWOOD GERALDINE  
 Tax Period: W12      Address: 48TH AVE

Admin Fee: \$0.00      Total Base Tax Pay: \$0.00  
 Penalty: \$0.00      Re Calc      Admin, P & \$0.00  
 Interest: \$0.00      Pay In Full      Total Payment: \$0.00

Tax+Admin Due is: \$0.00      Tax+Admin After: \$0.00      Other Payment: \$0.00  
 Amount Received: \$915.40  
 Over/Under     Counter Change     Refund Due      Over/Under Amount: \$915.40

**Summary**

Payment Date: 06/25/2013      Accounting Date: 06/25/2013

1 Tax Bill:

Bill Payments: \$0.00  
 Other Payments: \$0.00  
 Total Received: \$915.40  
 Over/Under: \$0.00  
 Change\Refund: \$915.40

Payment Method: CSHD - CASH DRAWER      Total Cash: \$0.00  
 Check Numbers: 2345      Check(s) Amount: \$915.40

Payer's Name and Address:  
 FLEETWOOD GERALDINE  
 47315 48TH AVE  
 LAWRENCE MI 49064

Receipt Comments:

Back to List      << Prior Receipt      Next Receipt >>      Post Payment

## STEP TWO: Obtaining a Report of Bills Requiring a Refund

To obtain a complete report of bills requiring a refund, **select** the 'Overpayment Report' found under the report category named 'Transactions.'

## Technical Support...

If you require additional assistance in applying overpayments to paid-in-full tax bills in your Pontem software please don't hesitate to contact a member of our Support Team. Our goal is to help you get the most out of your Pontem Software investment. We would be happy to help.

### **Pontem Help Desk**

Call **888.237.8531** toll-free

Submit an online support request at: <http://www.pontem.com/Support-1>

Email: [support@pontem.com](mailto:support@pontem.com)