

All Things Money

Payment Processing, Remittance, Accounting
and Client Collections Reports

2025 Client Training

Payments are Made

Electronically

- 01 | With Official Payments**
 - At officialpayments.com
 - Through a TACS rep or through the phone by IVR

- 02 | With PayNearMe**
 - Pay online at paynearme.com
 - Through a TACS rep
 - Cash @ 7 Eleven, CVS, General Dollar Store, Walmart, Kroger, & other merchants

Physically

- 01 | By USPS**

To: P.O. Box 31800, Henrico, VA 23294

- 02 | Priority Mail**

Taxpayers can use Priority Mail through USPS for tracking delivery to our post office.

- 03 | UPS and Federal Express Options**

Payments can be sent by UPS and Federal Express to our physical location which we only provide to law offices, mortgage companies, and title companies.

It's On the Record

Pick Up



Mail is brought directly into the mail processing room after pick up.

Electronic Record



The envelope, payment, and any included documents are scanned to retain an electronic record of each piece of mail received.

Back Date



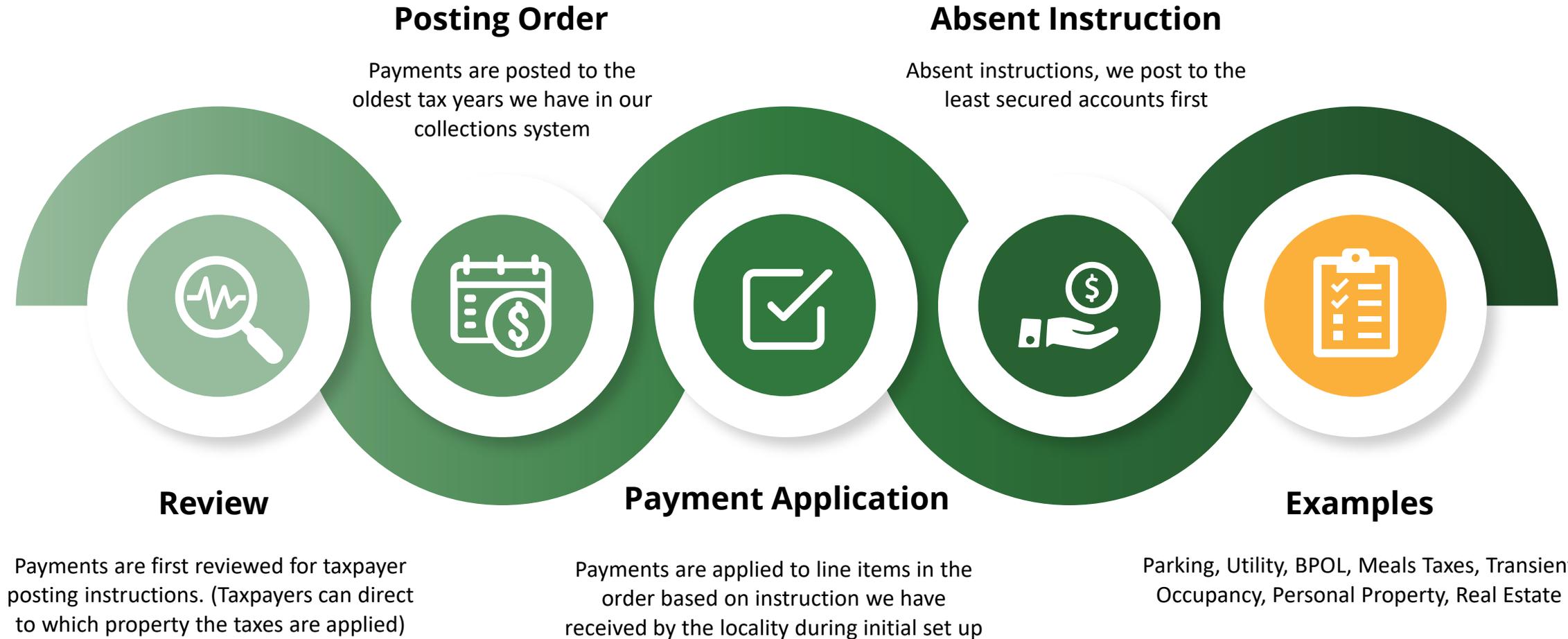
We cannot back date our posting to the postmark date, but you may need to back date in your system to reflect our payment posting date.

Especially...



For transactions that occur at the end of one month to the beginning of another.

How Do We Post Payments?

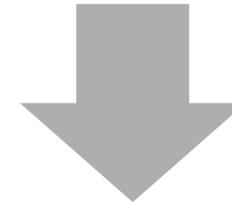


What do we do when...

We receive a payment for an account with a zero balance?



Lien payments are returned to the bank or the employer



Personal payments are returned to the taxpayer or payor if no other accounts are found

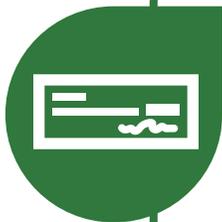
Show Me the Money!



How do YOU receive the money?



Weekly remittance funds are sent by ACH on ***Wednesday***.



They should be available in your bank account on ***Thursday***.



Where do YOU post the money?



A remittance report corresponds to the total amount that we remit for each week. It is broken down by how we applied the funds to each taxpayer and their bills in our system.



These PDF and Excel reports are posted to your client portal for your retrieval.

Example Remittance Report



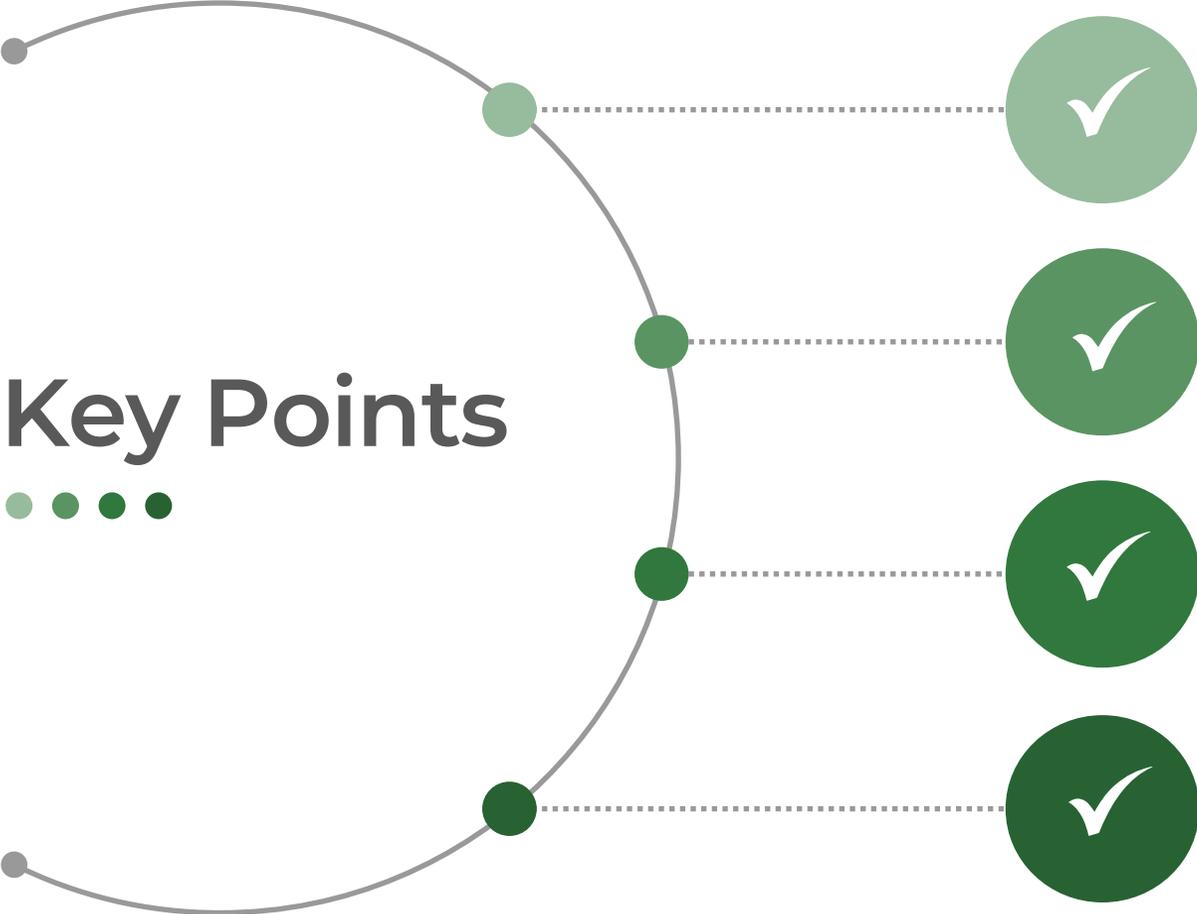
Client Remittance Report

Report Schedule:
4/13/2025 - 4/19/2025

Wednesday, April 30, 2025
11:34:31 AM

| Date Paid | Last Name | First Name | Reference 1 | Reference 2 | TACS No | Juris | Total Paid | Fees | Amount to Locality |
|--|-----------|------------|-------------------|-------------|---------|----------|------------|---------|--------------------|
| ████████ County Personal Property | | | | | | | | | |
| 04/16/2025 | AHEIMER | ████████ | 21-140182-85-2 | 140182PP | 1026524 | ████████ | \$30.00 | \$5.00 | \$25.00 |
| 04/17/2025 | ALLISON | ████████ | 22-162083-151-2 | 162083PP | 1026611 | ████████ | \$45.00 | \$7.42 | \$37.58 |
| 04/17/2025 | ANDERSON | ████████ | 20-122663-206-5 | 122663PP | 1026663 | ████████ | \$305.54 | \$50.92 | \$254.62 |
| 04/17/2025 | ANDERSON | ████████ | 19-122663-208-2 | 122663PP | 1026663 | ████████ | \$125.78 | \$20.96 | \$104.82 |
| 04/17/2025 | ANDERSON | ████████ | 21-122663-220-1 | 122663PP | 1026663 | ████████ | \$268.63 | \$44.77 | \$223.86 |
| 04/17/2025 | ANDERSON | ████████ | 22-122663-218-1 | 122663PP | 1026663 | ████████ | \$16.49 | \$2.75 | \$13.74 |
| 04/17/2025 | ANDERSON | ████████ | 21-122663-220-3 | 122663PP | 1026663 | ████████ | \$170.92 | \$28.49 | \$142.43 |
| 04/17/2025 | ANDERSON | ████████ | 21-122663-36054-1 | 122663PP | 1026663 | ████████ | \$47.81 | \$7.97 | \$39.84 |
| 04/17/2025 | ANDERSON | ████████ | 20-122663-206-1 | 122663PP | 1026663 | ████████ | \$85.57 | \$14.26 | \$71.31 |
| 04/17/2025 | ANDERSON | ████████ | 20-122663-206-3 | 122663PP | 1026663 | ████████ | \$246.24 | \$41.04 | \$205.20 |
| 04/17/2025 | ANDERSON | ████████ | 21-122663-220-5 | 122663PP | 1026663 | ████████ | \$23.00 | \$3.83 | \$19.17 |
| 04/17/2025 | ANDERSON | ████████ | 19-122663-208-4 | 122663PP | 1026663 | ████████ | \$257.69 | \$42.95 | \$214.74 |
| 04/17/2025 | ANDERSON | ████████ | 19-122663-208-3 | 122663PP | 1026663 | ████████ | \$62.58 | \$10.43 | \$52.15 |
| 04/17/2025 | ANDERSON | ████████ | 20-122663-206-6 | 122663PP | 1026663 | ████████ | \$298.58 | \$49.76 | \$248.82 |
| 04/17/2025 | ANDERSON | ████████ | 20-122663-34941-1 | 122663PP | 1026663 | ████████ | \$80.11 | \$13.35 | \$66.76 |
| 04/17/2025 | ANDERSON | ████████ | 21-122663-220-2 | 122663PP | 1026663 | ████████ | \$240.24 | \$40.04 | \$200.20 |
| 04/17/2025 | ANDERSON | ████████ | 20-122663-206-4 | 122663PP | 1026663 | ████████ | \$294.55 | \$49.09 | \$245.46 |

Remittance



Key Points



Payment remittances occur weekly with the funds that we have collected for a specific week.



We have a window of delay between posting and remitting to allow for returned payments.



For example, on 4-30 we remitted payments from 4-13 to 4-19.



Remittance reports show a total collected by bill type (PP, RE, BL, MT) and provides account level detail for payments.

Exclusions

What do you do When...

You have an exception report in addition to your remittance report?

An Exception Report will contain amounts remitted that will require special posting such as...

- COSTS – we are reimbursing you for Litigation COSTS that you have already or will pay to us that we have fronted payment for.
- Bills for SOL years that you may not still have on your system, but we have collected because we have obtained a judgment to keep these amounts due.

Example Exception Report



Exception Report

Report Schedule:
4/13/2025 - 4/19/2025

Wednesday, April 30, 2025
11:34:23 AM

| Date Paid | Last Name | First Name | Reference 1 | Reference 2 | TACS No | Juris | Total Paid | Fees | Amount to Locality | |
|---|-----------|------------|-------------|-------------|---------|------------|----------------|----------------|--------------------|----------------|
| ██████████ County Personal Property | | | | | | | | | | |
| 04/14/2025 | DABBUNDO | ██████████ | COSTS-6803 | 6803 | 1027929 | ██████████ | \$28.00 | \$0.00 | \$28.00 | |
| 1 Records for ██████████ County Personal Property | | | | | | | Totals: | \$28.00 | \$0.00 | \$28.00 |

Overpayments

What do you do When...

Your remittance report indicates more than the total amount of the bill in your system?

- For a variety of reasons, we will receive a payment for more than the total amount that we have due. This additional amount will not show as an overpayment on your remittance report. It will be added to the amount you receive on the most recent tax year we have in our system. No additional fee is taken on overpayments.
- We encourage you to review overpayments with us. Please use overpayments to pay out any other taxes due at your office or refund as necessary.

Variances

What do you do When...

The remittance report does not agree with how those funds should be posted in your system?

- Remember that you are the system of record. You should post the money we remit as you would any other payment to your office. If your posting is different, your next revision file will sync up our balance to yours.
- Please let our payment processing team know of any significant discrepancies so that we can investigate the issue.

Office Payments

What do you do When...

You receive a payment for debt that has been turned over to TACS?

- Send physical payments to our office. We can deposit payments made out to your office. We will process through our normal remittance procedures.
 - Email super@taxva.com, chat or call our team of supervisors to have the account notated, obtain the TACS account number which should be noted on the payment, and for account balance verifications.
- Online payments – some systems have the capability of blocking online payments for accounts referred to TACS.
- TACS Fee Calculator – use the following spreadsheet for calculating the TACS fee so that a total balance due is collected for the debt. Our supervisor team can provide you with the excel spreadsheet.

Calculating the TACS fee due on an account

| Partial Payment Calculation for Collection fees for TACS | | | | |
|--|----------|--------------------------------------|-------------------------------|---|
| Name | Account# | Amount Paid (partial payment only) | Jurisdiction amount | TACS fee amount |
| test taxpayer | 7505928 | 435.73 | 363.11 | 72.62 |
| | | 0.00 | 0.00 | 0.00 |
| | | 0.00 | 0.00 | 0.00 |
| | | 0.00 | 0.00 | 0.00 |
| | | 0.00 | 0.00 | 0.00 |
| | | 0.00 | 0.00 | 0.00 |
| | | Total TACS fee for partials | | 72.62 |
| Full payment calculation | | | | |
| Name | Acct | Jurisdiction Amt Total amount due | TACS Amount Collection Fee | Owed by taxpayer Total with Coll Fee |
| Jones | 12345 | 2545.1 | 509.02 | 3054.12 |
| | | | 0 | 0 |
| | | | 0 | 0 |
| | | Total to TACS for full payments | | 509.02 |
| | | Total Amount remitted to TACS | | 581.64 |

Account Recalls

What do you do When...

You want TACS to cease collection on a particular taxpayer or there are adjustments to bills that we are collecting on?

- Your weekly revision file will adjust balances due to abatements or remove the balance entirely if you are recalling the debt. To recall the debt, you will need to remove your system's TACS code or flag and ensure that the bill is not included in the revision file data.

Paying TACS



TACS Invoices

There are various things that we may invoice you for which can include litigation costs incurred that we have fronted or returned/disputed customer payments after the funds have been remitted.



ACH Payments Preferred

If possible, we prefer to receive all payments via ACH.



TACS Fees Collected

When you collect TACS fees from taxpayers, please pay these monies on a **separate check** payment and ensure that the TACS#(s) it are clearly noted so we can apply the funds correctly.

Client Reporting

Portfolio Overview

Account Referral information
Collections Totals

Fiscal & Calendar Year Totals

Collections Totals by FY by Month
5-Year History

RE Litigation Tracking

Provides account status in litigation
Allows you to track accounts through
the process

Collection Actions

Liens issued prior 30 days
Collection Letters prior 90 days

Debtor Statuses

Portfolio breakdown
Debtors status as Deceased prior 30 days
Debtors status in Bankruptcy prior 90 days

Payment Plans

List of accounts in an active payment plan

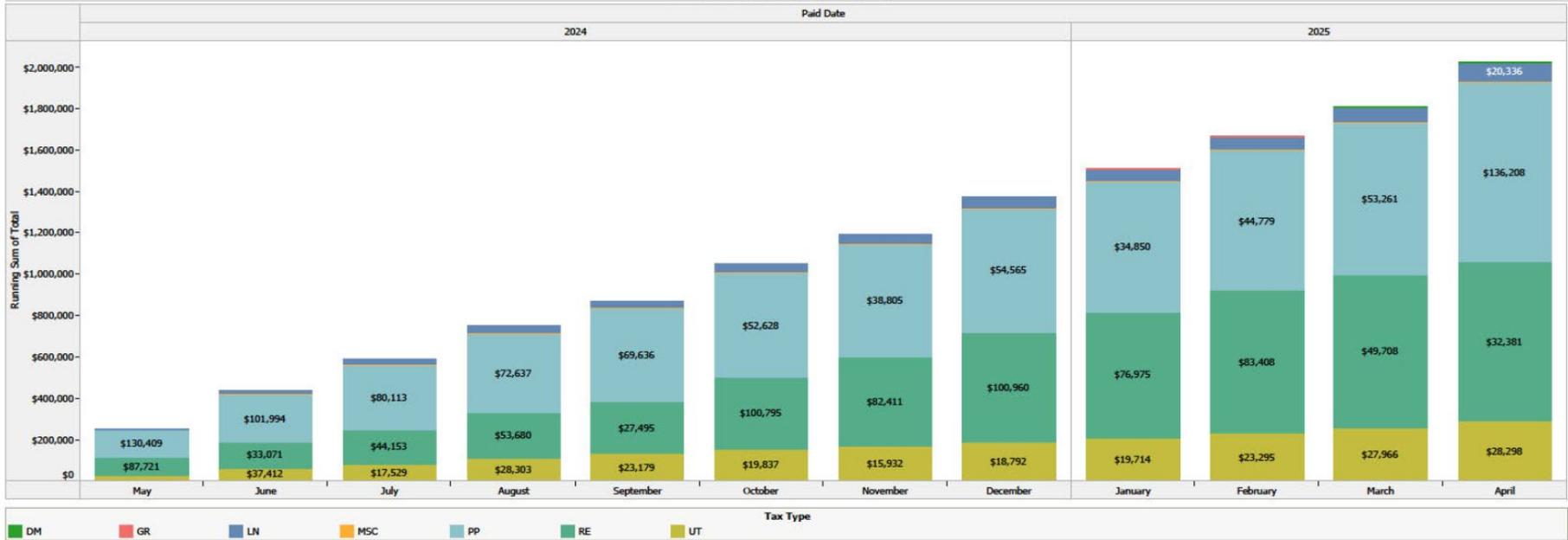
Portfolio Overview

Client Portfolio Collection Report

May 2, 2025

| Client | Account Type | Last Assigned Date | Accounts Referred | Referred Amount | Cancelled Amount | Adjustments | Total Paid | Balance | Accounts Active | Percent Collected |
|--------|-------------------|--------------------|-------------------|-----------------|------------------|---------------|--------------|-------------|-----------------|-------------------|
| ██████ | Damage Accounts | 7/19/2021 | 72 | \$143,772 | \$7,571 | \$5,983 | \$18,298 | \$123,886 | 53 | 12.87% |
| ██████ | Liens | 3/24/2025 | 1,274 | \$12,684,606 | \$2,389,179 | (\$2,646,910) | \$1,419,059 | \$6,229,457 | 476 | 18.55% |
| ██████ | Miscellaneous | 4/7/2025 | 4 | \$7,256 | \$1,201 | (\$185) | \$5,250 | \$621 | 1 | 89.43% |
| ██████ | Personal Property | 4/7/2025 | 16,700 | \$10,938,978 | \$432,492 | (\$2,640,428) | \$4,168,017 | \$3,693,167 | 8,328 | 52.99% |
| ██████ | Real Estate | 3/24/2025 | 5,563 | \$14,407,037 | \$1,146,982 | (\$1,165,829) | \$10,008,633 | \$2,085,590 | 1,695 | 82.76% |
| ██████ | Utility | 4/25/2025 | 15,707 | \$11,718,214 | \$5,277,247 | \$1,021,773 | \$2,888,233 | \$4,574,507 | 5,056 | 38.70% |

Sum of Amount Collected

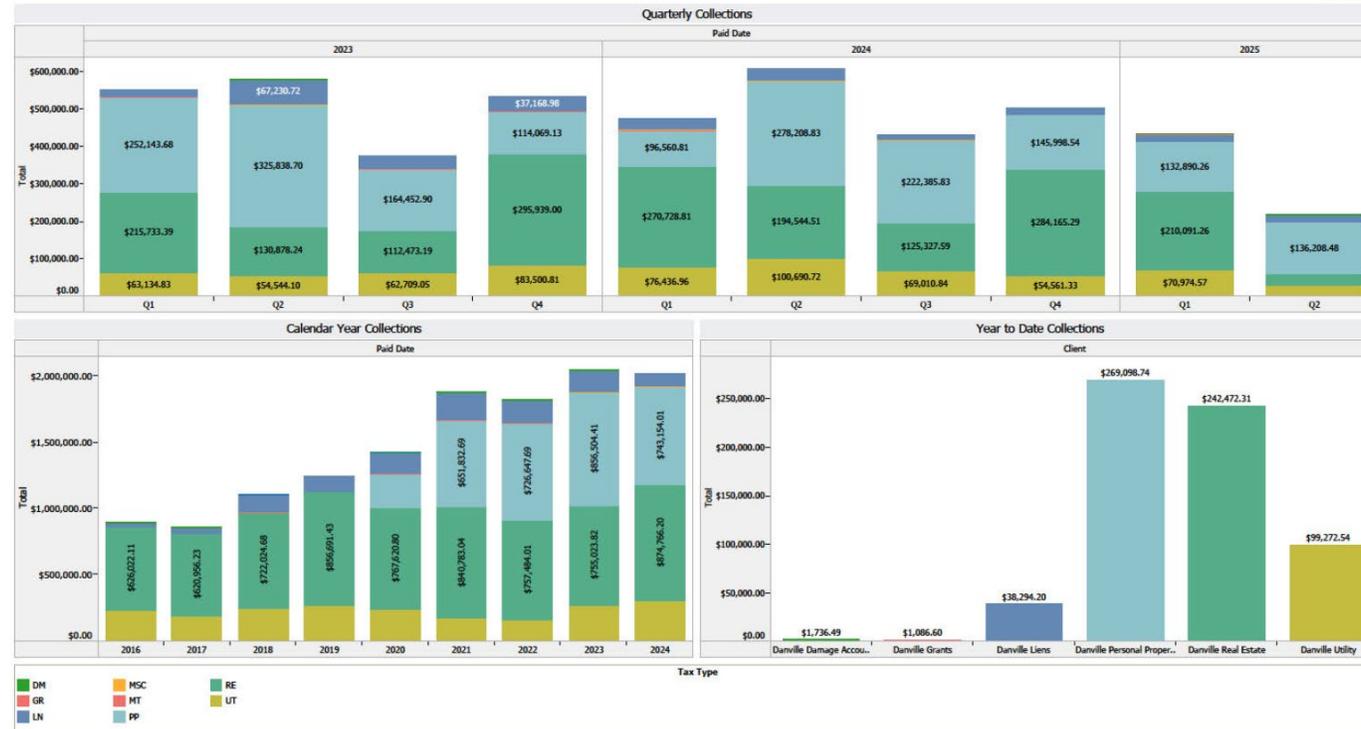


Portfolio summary includes costs recovered, direct payments and collection fee. Chart provides running sum of amounts collected without any costs of litigation, collection fees or direct payments to locality added.

Portfolio Overview

Payments Received on Accounts

May 2, 2025



Fiscal Year Collections

| Month of Paid Date | Paid Date | | | |
|--------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | FY 2022 | FY 2023 | FY 2024 | FY 2025 |
| July | \$120,704.39 | \$127,559.10 | \$134,074.35 | \$149,704.71 |
| August | \$118,337.91 | \$149,672.89 | \$132,919.10 | \$157,385.93 |
| September | \$95,940.72 | \$97,797.39 | \$108,636.25 | \$123,561.02 |
| October | \$140,973.92 | \$246,734.72 | \$180,142.33 | \$179,498.54 |
| November | \$113,320.20 | \$118,518.95 | \$158,597.92 | \$142,111.83 |
| December | \$184,850.42 | \$171,832.45 | \$193,737.67 | \$181,476.02 |
| January | \$114,337.65 | \$160,174.77 | \$165,735.94 | \$135,857.17 |
| February | \$119,797.59 | \$130,871.26 | \$152,114.20 | \$156,610.33 |
| March | \$127,419.13 | \$262,797.24 | \$158,791.28 | \$141,458.67 |
| April | \$192,516.13 | \$186,014.81 | \$168,077.11 | \$218,034.71 |
| May | \$174,004.04 | \$212,132.52 | \$251,534.05 | |
| June | \$178,251.70 | \$182,666.35 | \$188,526.63 | |
| Grand Total | \$1,680,453.80 | \$2,046,772.45 | \$1,992,886.83 | \$1,585,698.93 |

Prior Five Calendar Year Total Collections

| Account Ty.. | Paid Date | | | | | Grand Total |
|--------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|-----------------------|
| | 2021 | 2022 | 2023 | 2024 | 2025 | |
| DM | \$1,408.33 | \$2,834.88 | \$817.80 | | \$1,736.49 | \$6,797.50 |
| GR | | | | | \$1,086.60 | \$1,086.60 |
| LN | \$210,194.51 | \$171,255.62 | \$159,977.27 | \$94,699.48 | \$38,294.20 | \$674,421.08 |
| MSC | | | \$4.16 | \$4,404.45 | | \$4,408.61 |
| MT | \$6,009.25 | \$4,999.82 | \$6,548.32 | \$793.27 | | \$18,350.66 |
| PP | \$651,832.69 | \$726,647.69 | \$856,504.41 | \$743,154.01 | \$269,098.74 | \$3,247,237.54 |
| RE | \$840,783.04 | \$757,484.01 | \$755,023.82 | \$874,766.20 | \$242,472.31 | \$3,470,529.38 |
| UT | \$169,930.78 | \$155,219.72 | \$263,888.79 | \$300,699.85 | \$99,272.54 | \$989,011.68 |
| Grand Total | \$1,880,158.60 | \$1,818,441.74 | \$2,042,764.57 | \$2,018,517.26 | \$651,960.88 | \$8,411,843.05 |

Litigation Tracking

Litigation Bin Tracking (Parcel List)

5/2/2025 3:38:21 AM

| Name | Last Name | First Name | Reference3 | Number of Records | Sum Of Account Balance |
|-----------------------------------|-----------|----------------|------------|-------------------|------------------------|
| LIT Suit Filed | | ROSA | | 1 | \$7,169 |
| | | SYLVIA | | 1 | \$371 |
| | | NANCY E | | 2 | \$2,978 |
| | | CHRISTOPHER | | 1 | \$1,409 |
| LIT Affidavits Decree Order Filed | | CHRISTOPHER | | 1 | \$12,513 |
| | | JUSTIN | | 1 | \$311 |
| | | RAYMOND | | 1 | \$7,631 |
| | | WILLIAM WESLEY | | 1 | \$271 |
| LIT Decree of Sale Prep | | ALPHONZO | | 1 | \$4,120 |
| | | | | 1 | \$1,503 |
| | | | | 1 | \$2,233 |
| | | | | 1 | \$933 |
| | | | | 1 | \$40,692 |
| | | | | 1 | \$26,485 |
| | | | | 1 | \$1,166 |
| | | | | 1 | \$566 |
| | | | | 1 | \$566 |
| | | | | 1 | \$566 |
| | | | | 1 | \$698 |
| | | | | 1 | \$728 |
| | | | | 1 | \$698 |
| | | | | 1 | \$16,669 |
| 1 | \$1,643 | | | | |
| 1 | \$3,536 | | | | |
| LIT Decree of Sale Prep | | WILLIE | | 1 | \$257 |
| | | RACHELE MARIA | | 1 | \$4,232 |
| | | ESTELLA | | 1 | \$1,124 |
| | | TROY | | 1 | \$5,581 |
| LIT Decree of Sale Prep | | LEON | | 1 | \$1,067 |
| | | LEON | | 1 | \$3,675 |
| LIT Decree of Sale Prep | | | | 2 | \$574 |
| | | | | 1 | \$639 |
| LIT Decree of Sale Prep | | | | 1 | \$5,574 |
| | | | | 1 | \$639 |

Collection Actions

Debtor Status Breakdown

| Status | | Account Type / Client | | | | | | |
|-----------------------|---------|-----------------------|--------------------|--------------------|---------------|--------------------|--------------------|--------------------|
| | | DM | GR | LN | MSC | PP | RE | UT |
| | | Damage Accounts | Grants | Lens | Miscellaneous | Personal Property | Real Estate | Utility |
| Active | Balance | \$119,157 | \$2,768,644 | \$4,420,640 | \$852 | \$3,337,673 | \$1,481,949 | \$3,898,685 |
| | Debtors | 49 | 7 | 347 | 1 | 7,192 | 1,273 | 4,277 |
| Attorney Represented | Balance | | | | | \$122 | | |
| | Debtors | | | | | 1 | | |
| Bankrupt Co-Debtor | Balance | | | | | | | \$2,176 |
| | Debtors | | | | | | | 1 |
| Bankruptcy | Balance | | | | | \$4,751 | \$39,515 | \$10,060 |
| | Debtors | | | | | 11 | 5 | 5 |
| Cease and Desist | Balance | | | | | | | \$532 |
| | Debtors | | | | | | | 2 |
| Deceased | Balance | \$1,391 | | \$980,475 | | \$108,477 | \$196,480 | \$372,577 |
| | Debtors | 2 | | 72 | | 252 | 157 | 448 |
| Incarcerated | Balance | | | \$6,062 | | \$7,628 | \$4,178 | \$10,005 |
| | Debtors | | | 1 | | 13 | 1 | 9 |
| Lien | Balance | | | \$255,132 | | \$153,933 | \$28,649 | \$118,940 |
| | Debtors | | | 11 | | 172 | 35 | 124 |
| Locality Payment Plan | Balance | | | | | \$1,744 | | |
| | Debtors | | | | | 5 | | |
| Payment Plan | Balance | \$3,316 | | \$74,651 | | \$78,703 | \$133,988 | \$151,891 |
| | Debtors | 1 | | 11 | | 141 | 62 | 141 |
| RE Sale Only | Balance | | | \$3,977 | | \$1,079 | \$1,571 | |
| | Debtors | | | 2 | | 1 | 2 | |
| Sold | Balance | | | \$124,463 | | \$507 | \$14,293 | |
| | Debtors | | | 4 | | 1 | 5 | |
| Grand Total | Balance | \$123,864 | \$2,768,644 | \$5,865,401 | \$852 | \$3,694,617 | \$1,900,623 | \$4,564,866 |
| | Debtors | 52 | 7 | 448 | 1 | 7,789 | 1,540 | 5,007 |

Liens Issued Prior 30 Days

| Last Letter Sent (group) | | Account Type | | | |
|--------------------------|---------|-----------------|-----------------|-----------------|-----------------|
| | | LN | PP | RE | UT |
| Bank Lien | Balance | \$78,911 | \$11,389 | \$10,549 | \$8,447 |
| | Debtors | 2 | 7 | 9 | 13 |
| Wage Lien | Balance | \$2,599 | \$46,154 | \$3,667 | \$22,813 |
| | Debtors | 2 | 28 | 6 | 21 |
| Grand Total | Balance | \$81,510 | \$57,543 | \$14,216 | \$31,260 |
| | Debtors | 4 | 35 | 15 | 34 |

Letters Sent Prior 90 Days

| Last Letter Sent (group) | | Account Type | | | | | |
|--------------------------|---------|--------------|-----------|-------|-----------|-----------|-----------|
| | | DM | LN | MSC | PP | RE | UT |
| Adjustment Letter | Balance | | | | \$2,664 | | |
| | Debtors | | | | 4 | | |
| Bank Lien | Balance | | \$159,790 | | \$23,234 | \$20,862 | \$21,356 |
| | Debtors | | 6 | | 28 | 17 | 26 |
| Breakdown-PP-Other | Balance | | \$756 | | \$3,983 | \$678 | \$1,477 |
| | Debtors | | 1 | | 5 | 2 | 2 |
| Court Letters | Balance | | | | \$562 | | |
| | Debtors | | | | 1 | | |
| First Letter | Balance | | \$69,510 | \$852 | \$688,697 | \$50,420 | \$424,469 |
| | Debtors | | 7 | 1 | 1,210 | 24 | 443 |
| Lien Adjustment VEC | Balance | | | | \$1,994 | \$95 | |
| | Debtors | | | | 4 | 1 | |
| Partial Payment Letter | Balance | | | | \$391 | \$1,861 | |
| | Debtors | | | | 1 | 4 | |
| Payment Plan Letter | Balance | | \$6,302 | | \$8,461 | \$36,460 | \$14,899 |
| | Debtors | | 1 | | 12 | 10 | 14 |
| Payoff Test | Balance | | \$6,962 | | \$1,250 | \$50,269 | \$1,100 |
| | Debtors | | 6 | | 1 | 19 | 2 |
| PPL-DF | Balance | | | | \$2,270 | \$18,874 | \$4,548 |
| | Debtors | | | | 2 | 15 | 5 |
| PromiseToPay | Balance | | | | \$9,775 | \$9,931 | \$874 |
| | Debtors | | | | 12 | 6 | 2 |
| Receipt Letter | Balance | | | | | \$106 | |
| | Debtors | | | | | 1 | |
| Second Letter | Balance | \$30,151 | \$712,353 | | \$691,986 | \$144,636 | \$13,157 |
| | Debtors | 3 | 28 | | 737 | 125 | 15 |
| VEC Lien Release | Balance | | | | \$11,179 | | |
| | Debtors | | | | 28 | | |
| Wage Lien | Balance | | \$34,930 | | \$75,093 | \$4,054 | \$56,042 |
| | Debtors | | 3 | | 69 | 8 | 52 |
| Bankr. Discharge | Balance | | | | \$447 | \$1,559 | |
| | Debtors | | | | 1 | 1 | |
| Breakdown-Real Estate | Balance | | \$17,927 | | | \$9,052 | |
| | Debtors | | 1 | | | 5 | |

Deceased

| Status | Last Name | First Name | Account Type |
|--------------------|-----------|-------------|--------------|
| Deceased | | FANNIE BELL | UT |
| Grand Total | | | \$699 |

Payment Plans

| Account Type | PPLANStatus | Last Name | First Name | Debtor Number | reference2 | Current Balance | Paid To Date |
|--------------------|-------------|-----------|--------------|---------------|------------|-----------------|----------------|
| PP | Active | | LEWIS EDWARD | 1083257 | 205957 | \$2,134 | \$1,850 |
| Grand Total | | | | | | \$2,134 | \$1,850 |



**TAXING AUTHORITY
CONSULTING SERVICES, P.C.**

Questions?

Payment Posting Questions

paymentprocessing@taxva.com

Remittance Questions

804-893-5116 ext 3

remittance@taxva.com

Accounting Questions

accounting@taxva.com