

Tax Certification Frequently Asked Questions 2025

2025 TAX CERTIFICATION PROCESS CHECKLIST

Dates	Task	Completed
Early October	In Caselle Utility Management Reallocate Credit Service Balances**	
	In Tax Certification Program – Verify Organization Maintenance	
	Run and Print Preliminary Tax Certification List - summary and detail	
	Check balances, who is and isn't certified and make any changes in Caselle	
	Make any Form changes if necessary	
On or about	Run Preliminary Tax Certification List to make sure it is final	
October 15th	Print Tax Certification Notices	
On or about	Run Preliminary Tax Certification List	
November 1st	Apply Tax Certification Penalties – click to create them in Caselle when ready (MUST be dated before the billing adjustment)	
On or about November 15th	Run Preliminary Tax Certification List	
	Create Certification Amounts	
	Run Final Certification List	
	Utility Billing Adjustment (make sure adjustment date does not match penalty date)	
	Transfer Balance to County (Export)	
	General Ledger Update	

**Run Reallocate only at the beginning of the process, do not run again until you are done.

VERIFY ORGANIZATION MAINTENANCE OPTIONS ARE SET FOR 2025

- **County**- If you certify for multiple counties, you will want to use the Location/County/Region field on the customer's location in Caselle to identify in which county they should certify. You can use that county on the export tab for reporting as well.
- **Current Certification Year** - should be set to the current year (i.e., 2025).
- **Current Sequence** - indicates how many times balances may be certified within a year. For the first certification in a year, this field should have a value of one (1)
- **Alert Message for Certified Customers** - Specify an alert message that will be tagged to all certified customers when a certification penalty is applied. This message will automatically appear in cash receipting reminding you to manually allocate the payment(s). The message will be removed when you run the utility balance adjustment.
- **Certification Date** - the date at which a billing is considered due for certification purposes. This Date must be a Caselle Utility Management billing cycle date from the Date Table in Organization. Use the billing cycle you wish to use for the balances you will be certifying. (Note: Prior versions required using one cycle ahead of balance period. For example, in WI, we used 9/30/20XX to certify the 8/31/20XX balances. With this version of Civic Tax Certification we would use 8/31/2025, or the last quarterly cycle date that would be due on 10/1/ 2025.)
- **Minimum Balance** - specify a minimum balance for certification. A customer's total balance due (for all certifiable services) will be compared against this minimum balance. If the total balance due is less than the minimum amount, the customer will not be certified.
- **Apply Credit Billings** - If this box is checked, the system reduces the certification balance due by the amount of any credit billing after the certification date. If you have situations where you do not want credit billings to offset the certification balance (for example, a negative power cost adjustment for electric bills would offset the charges incurred in the same period – not a past due balance), leave this box unchecked.
- **Apply Credit Adjustments** - If this box is checked, the system reduces the certification balance due by the amount of any credit billing adjustment or payment adjustments after the certification

date. (Note that payments and balance transfers are always applied against the certification balance due.)

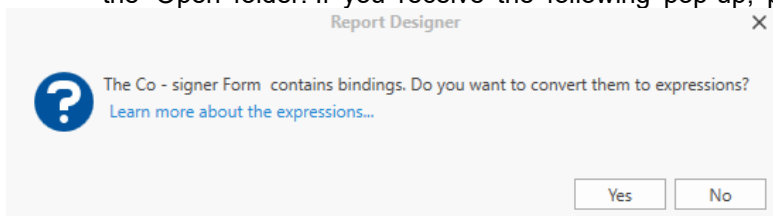
- *Apply Allocations After Summary* – this should be checked to allow for allocating in Caselle
- *Certify Penalty Billings on Active Customers Through* - a date override option that enables the user to certify penalty billings after the certification cycle . For example, in Wisconsin, the 8/31/20XX is due and payable on 10/1/20XX, but the 9/30/20XX billing is not. However, many utilities consider the 9/30/20XX cycle penalties due and payable on 10/1/20XX and subject to certification.
- *Certify POSITIVE Payment Adjustments on ALL Customers through* – either leave unchecked or go through one billing period past certification or else you may impact transactions not eligible for certification
- *Certify Billings on Customers Terminated As Of* - This is another date override that allows the user to extend the certification date for final bills. For example, in Wisconsin, a final bill done between 9/1/20XX and 9/10/20XX would still be due and payable on 10/1/20XX, so 9/10/20 XX is commonly used by monthly billing utilities. Similarly, a 3/6/9/12 quarterly billing utility can only certify their 6/30/20XX bill cycle (the 9/30/20XX bills are not due on 10/1/20XX) but they too would use 9/10/20XX for final bills and capture the arrears billed on finals to that point in time.)

IF YOU CONVERTED TO CONNECT IN THE PAST YEAR –

- In Utility Management > Organization > Organization, User -Defined tab, make sure you have a UDF of Customer – Subject To Tax Certifications. This replaces the subject to tax certification box on the customer 2 tab. If you do not have this UDF, please submit a ticket.
- In the Tax Certification program, under Maintenance > Database, make sure you check the box Connect.

MODIFYING THE FORMS

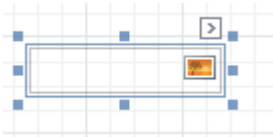
To start, open the Certification Notice Designer and choose your form from the Open folder. If you receive the following pop-up, please choose yes to



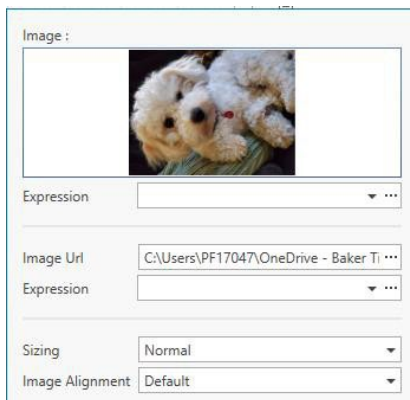
Adding a Logo

To add a logo or another image, signature, etc open the form, left click on the Picture Box or its icon and drag it to where you would like it.

To map the picture to your network, click on the  in the upper right as seen below and you will get the Picture Box Tasks pop up.



Select the elipses for Image, then navigate to the file location on your machine. Click open once you've selected your file.



Once your image appears, use the blue boxes to resize and move as needed. Then save your work!

CHANGING THE LAYOUT

For 8.5" x 11" paper, the default forms are already set for folding to fit into a window envelope.

If you need or want to make changes to a box's location, left click and hold and drag the box to the new location.

CHANGING THE TEXT

With your mouse in the box you want to edit, triple left click and it will allow you to start typing at that spot. To remove all the text, double click until it is highlighted and choose delete on your keyboard.

SELECTING A DIFFERENT VARIABLE

If the variable you want is not already in the template, you can choose to add it. On the right side of the screen in the Field List, select the Field List tab from the bottom of that section. That will give you all the options available. The most common variables are below.

[CalcMailingDate] – derived from the parameters you set when running letters

[ReverseCustomerName] – turns SMITH,BOB into BOB SMITH

[FormattedCustomerNumber] – will match your customer number format


[PropertyAddress] – the physical address of the property

[ParcelID] – if found in Utility Management>Locations the parcel ID will print

[CertificationAmounts.SumAmount!c] – the amount due pre-penalty based off dates in Organization

[CertificationAmounts.SumTotalBalance!c] – the calculated post-penalty amount based off dates in Organization and amounts in Certification Services

CASELLE NAVIGATION REMINDERS:

- For Act 274 responsibility of balance indicators, make sure you Modify Existing Customers and set the User-Defined field for Tax Cert Payor to Landlord or Tenant if applicable. Default status is Owner Occupied.
- To allow or disallow a customer to be included in the Tax Certification process in Caselle, you may need to turn on or off the Subject to tax certifications check box found in the Modify Existing Customers>User- Defined.
- In Cash Receipting, remember to use the hand icon  to manually allocate any payments from November 1 – November 15, and apply to Tax Certification Penalties first if not paid in full . Then enter a second payment for the balance of what was received to allow the system to allocate the payment properly. (Dates assume penalties applied the 1st and sent to the county the 15th) ***Unless payment Allocation changed in Utility Management - Organization to pay Tax Cert Penalties first***

I ADDED A SERVICE THIS YEAR, WHAT DO I DO?

In Service Categories, you should see the new Caselle Service Description. Select the Certification Service from the far right drop down when you click in that cell. Remember to Save your changes.

I HAVE A SERVICE THAT SHOULD NOT GET A PENALTY, WHAT DO I DO?

In Service Categories, remove the Certification Service for that row by clicking in the cell you would like to delete and using CTRL + DLT on your keyboard. Remember to Save your changes.

Common issues and answers

- Make sure you have a GL account for your Taxes Receivable on the Certification Services
- It is recommended to not transfer owed balances to another property
- Make sure your table list for checking who is Not Subject to Certification is updated if you recently upgraded to Connect
- Have you checked all your dates???
- Do you have forms that need to be updated for names, addresses, dates?