

## **Town of Leesburg Lockbox Payment Processing**

### **MAIL COLLECTION AND SORT**

Mail is to be picked up daily from the Leesburg Post Office and processed the same day.

Pickup box 9100 for Real Estate Taxes & Personal Property and box 9000 for Water and Sewer Bills.

Mail is sorted by like envelope for each of the three payment programs: Real Estate Taxes, Personal Property Taxes, and Water and Sewer Bills.

Peak season for Personal Property Tax is April – June. There are two mailings (different Due Dates) during these months.

Peak seasons for Real Estate Tax are May - July and November – December.

Water and Sewer bills are generated continuously for six separate utility districts.

Work must be sorted into each tax program and then into two different processing streams:

- 1) Payments with changes
- 2) Payments without changes

### **ACCEPTABLE PAYEES**

Any variation of the Town of Leesburg, Leesburg Tax, Leesburg Real Estate, Leesburg Personal Property, Leesburg Water and Sewer.

Acronyms: TOL (Town of Leesburg), RE (Real Estate), PP (Personal Property), WS (Water and Sewer), UB (Utility Bill), LWS (Leesburg Water and Sewer)

### **REJECTS**

No Payment

Correspondence only

Post Dated or Stale Dated checks

Foreign checks

Real Estate Taxes – All documents printed on bright blue paper (delinquent statements)

Real Estate Taxes – All Payment Only (Check Only) items (see lookup instructions for Personal Property Taxes and Water & Sewer bills)

### **General Processing Instructions**

- If there is a discrepancy between the numeric and written amounts on a check, key the legal amount.

- Over/Under payments are accepted.
- Unbalanced multi – apply shortage or overage to last payment.
- Keep check stubs for all multi payments with the work.
- Cash – may be processed in a separate deposit batch from check payments.
- Handwritten changes/notes made to any tax bills should be rejected.
- Handwritten changes/notes made to any Water & Sewer bills should be processed and the documentation imaged and then returned.
- Coupons without payments are to be rejected.
- Real Estate Tax - Bright Blue bills are to be rejected.
- Real Estate Tax - All Payment Only (Check Only) items are to be rejected.
- Personal Property Tax - All Payment Only (Check Only) items are to be looked up on the positive file to be provided by the Town of Leesburg (see special processing instructions below).
- Water and Sewer Bills - All Payment Only (Check Only) items are to be looked up on the positive file to be provided by the Town of Leesburg (see special processing instructions below).
- All Check only batches should be checked to ensure that all checks are payable to the Town of Leesburg, otherwise they should be rejected.
- Mail deliveries of rejected items should be made to the Town of Leesburg, Town Hall, at 25 W. Market Street, Leesburg, VA. Rejected items should be returned to the Town of Leesburg the following business day.

### **Special Processing Instructions - Postmark Review Periods**

#### LOOK UPS

Town of Leesburg will provide a positive file for each payment type. Lockbox vendor will need to look the item up in the file as needed for Personal Property Tax payments and Water and Sewer payments received without a payment coupon or account reference.

- If the account number and last name located in the file matches the information given on the check, write the CID # on the check and process the item.
- If the account number, first name and address match; write the CID # on the check and process the item.
- If the account number and last name are not located in the file or they do not match to the check, contact the Town for lookup and further instructions for Water and Sewer bills and reject the payment for Personal Property tax bills.
- If the account number does not match the name and address in the file, contact the Town for lookup and further instructions for Water and Sewer bills and reject the payment for Personal Property tax bills.

- If a multi bill, multi pay or multi transaction cannot be balanced, contact the Town for lookup and further instructions for Water and Sewer bills and reject the payment for Personal Property tax bills.

#### POSTMARK REVIEW PERIOD

Postmark Review Periods – Personal Property Tax: Immediately following established Due Date (to be provided during bill preparation), review all envelopes to confirm the postmark date. Separate on-time payments and late payments on the basis of this postmark review. These will be processed and sent in two separate files (one for on-time and one for late payments). Scan the envelope with each transaction.

Postmark Review Periods - Real Estate Tax: Immediately following established Due Dates (to be provided during bill preparation), review all envelopes to confirm the postmark date. Separate on-time payments and late payments on the basis of this postmark review. These will be processed and sent in two separate files (one for on-time and one for late payments). Scan the envelope with each transaction.

- During all Postmark Review Periods, the on-time/late payment determination for payments received without postmarks is based on check date.
- During all Postmark Review Periods, if an envelope comes in with more than one postmark date, use the earliest date to determine whether the payment is on-time or late.

#### **Deposit and Verification Instructions**

Payments are to be deposited daily into the Town of Leesburg designated bank account(s) utilizing a remote deposit option.

Daily electronic payment files for each payment program must be sent to the Town of Leesburg using an FTP solution. The file layout must be compatible for import into the Towns billing and collection software system, MUNIS. Files must be received prior to the start of the workday for the prior day's payment transactions.

Reports detailing batch summary, deposit summary, and deposit detail listing with account numbers shall be provided.

Access to an image system containing images of checks, payment coupons, and all associated work must be provided to Town of Leesburg staff.

All rejected items and correspondence shall be returned to the Town of Leesburg the next business day sorted with a batch cover for each payment program.