# **Montgomery County Government**

# **Department of Finance**



Tax Assessment System (TAS)

**Operations Guide** 

Appendix G – Municipalities

Version 1

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## **Document Structure**

The "Municipality Appendix" is an extension of the TAS Operations Guide. The appendix describes TAS-related business rules, system functions, and roles and responsibilities for the contributing municipalities (City of Gaithersburg, City of Takoma Park, and City of Rockville). For a high level overview of content provided in this document, please refer to the TAS Operations Guide.

# **Roles & Responsibilities**

The Montgomery County Government (MCG) Department of Finance (Division of Treasury & Division of FIN-IT) is responsible for all data collection, staging, and consolidation pertaining to tax billing. These billing activities include annual, supplemental and revised billings. Annual billing focuses on processing original assessments, exemptions and credits. Revised billing focuses on adjusting assessments, credits, exemptions, charges, and other items to reflect any billing changes on the property tax record that occur subsequent to the last billing. Both personal property and public utility tax billing are included in this process.

The municipalities are key contributors in the annual billing process as they provide Treasury with data related to the city's applicable credits, charges, and/or exemptions. Once per year, the municipalities submit this data to be included in the annual tax bill which is produced by MCG Finance.

# **General Activity and Data Flow**

Tax activities begin with an annual tax bill which is produced at the beginning of a Levy year. The actual data flow activities start with imports from the State of Maryland which are placed into TAS. These data imports are now transported by the Enterprise Service Bus (ESB) which automates file delivery and retrieval. In addition, ESB applies business rules to validate the data before it is processed. Some data is also loaded through the TAS Graphical User Interface (GUI).

The annual billing process, performed by MCG Finance, is a substantial activity in which State, County, & Municipal data is aggregated to produce 340,000+ annual property bills. The process is initiated with the SDAT01 & SDAT02 files and all real properties are billed for the annual State, County and Municipal taxes along with contributor's fees and charges.

## **Contributor Inputs**

Each municipality makes one large data contribution per levy year during the Annual billing activities. The process is initiated as the Department of Treasury requests that all contributors provide data by the predetermined deadlines.

There is a method and process by which this data is received by TAS. "Method" is the way in which data is retrieved and moved into the system. "Process" is what happens to data when it has been ingested into the TAS. All data destined for the TAS database will go through a staging location where the data is held until it has been checked for errors.

Depending on the contributor, data files are either sent or placed somewhere inside the data infrastructure whereby it is retrieved and moved into the TAS environment. ESB is the actual mechanism that moves the data, which has built-in intelligence and the ability to notify of success or failure. The municipalities use the "County E-mail" method to input data into TAS in compliance with the specifications below.

### **Rockville Charges**

- 1. The Rockville Charges file emailed to <u>TAS.Intake@montgomerycountymd.gov</u>
- 2. Finance receives the file in the TAS Intake mailbox that is docked in Outlook.
- 3. FIN-IT reviews the file to ensure that the data is in the required format.
- 4. FIN-IT manually copies the file onto the MCG server.
  - \\mcg-f03\mcg\TAS Intake\Production\Rockville Charges
- 5. ESB picks up the file, places a copy into the archives, and drops it into the Staging Table in TAS. Business logic and rules are applied as the data moves from the Staging Table into Production.
- 6. TAS will process as much of the data as possible, even if errors are found in the file
- 7. A notification is sent to FIN-IT to indicate success or failure of the input process.

#### **Rockville Storm Water**

- 1. The Rockville Charges files emailed to <u>TAS.Intake@montgomerycountymd.gov</u>
- 2. Finance receives the file in the TAS Intake mailbox that is docked in Outlook.
- 3. FIN-IT reviews the file to ensure that the data is in the required text format.
- 4. FIN-IT manually copies the file onto the MCG server. <u>\\mcg-f03\mcg\TAS Intake\Production\Rockville Storm Water</u>
- 5. ESB picks up the file, places a copy into the archives, and drops it into the Staging Table in TAS. Business logic and rules are applied as the data moves from the Staging Table into Production.
- 6. TAS will process as much of the data as possible, even if errors are found in the file
- 7. A notification is sent to FIN-IT to indicate success or failure of the input process.

#### **Gaithersburg Storm Water**

- 1. The Gaithersburg Storm Water emailed to <u>TAS.Intake@montgomerycountymd.gov</u>
- 2. Finance receives the file in the TAS Intake mailbox that is docked in Outlook.
- 3. FIN-IT reviews the file to ensure that the data is in the required text format.
- 4. FIN-IT manually copies the file onto the MCG server \\mcg-f03\MCG\TAS Intake\Production\Gaithersburg Storm Water
- 5. ESB picks up the file, places a copy into the archives, and drops it into the Staging Table in TAS. Business logic and rules are applied as the data moves from the Staging Table into Production.
- 6. TAS will process as much of the data as possible, even if errors are found in the file.
- 7. A notification is sent to FIN-IT to indicate success or failure of the input process.

## Takoma Park Charges

- 1. The Takoma Park Charges file emailed to <u>TAS.Intake@montgomerycountymd.gov</u>
- 2. Finance receives the file in the TAS Intake mailbox that is docked in Outlook.
- 3. FIN-IT reviews the file to ensure that the data is in the required text format.
- 4. FIN-IT manually copies the file onto the MCG server

#### \\mcg-f03\MCG\TAS Intake\Production\Takoma Park Charges

- 5. ESB picks up the file, places a copy into the archives, and drops it into the Staging Table in TAS. Business logic and rules are applied as the data moves from the Staging Table into Production.
- 6. TAS will process as much of the data as possible, even if errors are found in the file.
- 7. A notification is sent to FIN-IT to indicate success or failure of the input process.

#### Additional Notes:

For special credits, contributors must adhere to the following naming conventions:

Special Credit	Naming Convention
Swim Club Credits	sc_sw_yyymmdd
Energy Conservation	sc_ec_yyyymmdd
Renewable Energy	sc_re_yyyymmdd
New Job	sc_nj_yyymmdd
Arts & Entertainment	sc_ae_yyyymmdd
Green Building	sc_gb_yyymmdd
Enterprise Zone	sc_ez_yyyymmdd
Fallen Officer	sc_fo_yyyymmdd
Business Incubator	sc_bi_yyyymmdd
Historic Preservation	sc_hp_yyymmdd
Brownfield County	sc_bc_yyyymmdd
Brownfield State	sc_bs_yymmdd
Land Conservation	sc_lc_yymmdd

# Handling Operational Issues

User issues generally fall into four major areas.

- Contributor infrastructure issues
- Extract issues
- Input issues
- General Operational issues

Each of these issues has a unique set of characteristics and requires specific troubleshooting and resolution.

#### **Contributor infrastructure issues**

Should the contributor use their own FTP server, the physical environment must be available when the County ESB needs to download or deliver a file.

The passwords and access must be correct and the files being picked up need to be in the specific location with the correct naming convention. Should any of these not be the case, the County will not be able to retrieve or provide data to that environment.

#### **Extract Issues**

When an extract is created, the contributor will receive a notification which includes a link providing the location of the data.

#### Bad Data

The only category of error is bad data in the file. As TAS is creating the extracts there should be no issues. However, if data becomes corrupted during the process, the files could contain bad data.

FIN-IT will work directly with the contributor and their technical resources to resolve these issues. Extracts are formatted with specifications from contributors. Therefore there should be no file with bad data unless it was corrupted in the process of creation. In that case, the new file would need to be created and then sent to the contributor.

#### **Input issues**

There are two major conditions which cause upload issues: (1) There is no file upload or (2) During the process in which ESB applies the TAS Business rules against the data content, the file is found to contain bad information.

#### No File

The ESB jobs will indicate when there is no file. Because the ESB jobs are triggered on the presence of files, they will remain in continual wait mode.

If there are issues with loading the files, FIN-IT will receive notification and contact the contributor to identify and resolve the issue.

#### Bad Data

Bad data in the file can be detected in two areas:

- (1) When the ESB <u>transports</u> files from the source to the staging tables of TAS where business rules are applied. The contributor, FIN-IT, and Treasury will receive a success or failure notice indicating the status of the data load.
- (2) When TAS <u>processes</u> data from the staging tables and applies the business rules associated. The business rules dictate whether the data will be saved in the TAS database or rejected. Contributors are required to enter new data to replace that which is rejected.

If there are errors in the file, it will be returned to the sender for correction. Depending on the rule being applied, TAS will either reject the file entirely, or it will ingest error-free data and return the remainder to be corrected.

Should there be a failure indication, FIN-IT and the Division of Treasury will be notified. FIN-IT will coordinate with the contributor to resolve the issue.<sup>1</sup>

## **General Operations Issues**

There are a number of general areas where contributors may need assistance. These are generally centered on items such as access, log-ins, passwords, user set-up, etc. Should a contributor have issues in these areas, they should contact the MCG Help Desk at **240-777-2828**.

TAS users who do not work for Montgomery County Government must have an Active Directory (AD) account in order to receive support from the MCG Help Desk. In the case that a new employee (internal or external) requires an AD account for access to TAS, the MCG Help Desk must be notified. The same process applies if an employee no longer requires access (for example, if they transfer to a different position, terminate employment, etc.).

<sup>&</sup>lt;sup>1</sup> This rule does not apply to DEP SWS, DEP Storm Water, DHCA, & WSSC. These contributors will be responsible to handle the issue independently.

# How the Municipalities Use TAS

Access to TAS is role-based, which means that users will be provisioned access only to screens that relate to their responsibility, rather than being granted access to the entire system.

TAS users from the City of Rockville, the City of Gaithersburg, and the City of Takoma Park, will have access to the TAS Home Page and to View Property. Instructions for logging in and navigating these screens are provided below.

#### **Logging In**

- 1. Access the MCG ePortal at: <u>https://eportal.montgomerycountymd.gov</u>
- 2. Enter your user name and password.
- 3. Click Log In.



4. Select Tax Assessment System from the Apps section.

Activity Calendar
Friday, 14th February 7:00 pm: ERP Weekly Backup Thursday, 20th February All Day: MCTime Due Friday, 21st February All Day: MCTime Due 7:00 pm: ERP Weekly Backup Friday, 28th February

# **Home Page**

Users will launch all activities from the TAS Home Page. The home page houses a TAS system overview, data contribution status indications for annual billing, agency contact information, and a batch job overview.

MCG TAX ASSES	SMENT SYSTEI	M-TEST		
Home View Property				
Home Page				
Real Property Tax Annual Billing Dashbo	bard			
SDAT01 Annual File	STMD	SDAT02 Homeowner Credit	STMD	
State Parking Exemption Data	STMD	DEP Storm Water Data	DEPS	
DEP Refuse Charge Data	DEPR	WSSC Charge Data	WSSC	
Rockville Storm Water Data	ROCK	Rockville Special Charge Data	ROCK	
Gaithersburg Storm Water Data	GATH	DHCA Charge Data	DHCA	
Bay Restoration Charge Data	TRSY	Special Charges Data	TRSY	
Special Credits Data	TRSY	Mortgage Companies	TRSY	
Ready Not Ready				
Batch Job Overview				
State Batch Job Log				
Agency Contact Information				

Figure 1 – The new TAS Home Page

#### **Batch Job Overview**

The Batch Job Overview table provides an overview of the daily, monthly, bi-monthly, quarterly, and annual batch jobs that are scheduled to run. The information includes the batch code, name, category, agency, and run frequency. The email groups listed in the table will receive a notification upon success or failure of the batch job.

Batch Job Overv	<u>iew</u>			
Total: 15				
Batch Code	Batch Name	Category	Agency	Ru
01	SDAT01 - Real Property TAX Annual Billing	RPTAX	STMD	An
02	SDAT01 - Real Property TAX Monthly Revised Billing	RPTAX	STMD	Mo
03	SDAT01 - Real Property TAX Monthly Update	PPTAX	STMD	Mo
04	SDAT01 - Real Property TAX Monthly File Export	RPTAX	STMD	Mo
05	SDAT04 - New Construction	RPTAX	STMD	Qu
06	SDAT02 - Home Owner Credit	RPTAX	STMD	Bi-I
07	SDAT03 - Personal Property Tax	PPTAX	STMD	Bi-I
08	PU - Public Utility	PUTAX	TRSY	Dai
09	DEP Solid Waste Charges	RPTAX	DEPR	Dai
10	DEP Storm Water Charges	PPTAX	DEPS	An
11	WSSC Charges	RPTAX	WSSC	Qu
12	Real Property Tax Special Charges	RPTAX	TRSY	An
13	Lenders	RPTAX	TRSY	An
14	Real Property Tax Special Credit	RPTAX	TRSY	An
15	SDAT01 - Real Property TAX Rollover	RPTAX	STMD	An

#### **Real Property Tax Annual Billing Dashboard**

The Real Property Tax Annual Billing Dashboard serves to display a "Ready" or "Not Ready" status for each data contributor during the annual billing process. Once a contributor's data is ready for processing, they will simply click on the red button next to their agency name. The button will turn green to indicate that the data is ready for processing.



Figure 3A - Data Contribution Change Indication – Before



Figure 3B - Data Contribution Change Indication - After

## **Agency Contact Information**

The Agency Contact Information table provides each agency name and code in addition to the names, email addresses, and phone numbers of primary contacts from each group.

Batch Job Overv	<u>iew</u>				
Agency Contact	Information				
Total: 11					
Agency Code	Agency Name	First Name	Last Name	Phone	Email
DEPR	MC - DEP Refuse	Melissa	Nolin		
DEPS	MC - DEP Stormwater	Vicky	Wang		
DHCA	MC - DHCA				
GATH	Gaithersburg				
MCDT	MC - Department of Transportation				
MGIS	MC - GIS				
ROCK	Rockville City				
STMD	State of Maryland	Amy			
ткрк	Takoma Park				
TRSY	MC - Treasury	Phavane			
WSSC	WSSC				

Figure 4 – Agency Contact Information

## **View Property**

The View Property screen is an inquiry screen available to all TAS users. From this screen, users can look up information for a given property to include: record information, mailing address, legal description, premise address, cycle data, prior assessment year, and more.

MCG TAX ASSESSMENT SYSTEM -	Test
Home View Property	
View Property	
Search By	
Account#*: Levy Type: - Select - V	evy Year: Select - Select - Cancel
	Privacy Policy   User Rights   Accessibility   Disclaimer Copyright 2002-2014 Montgomery County Government All Rights Reserved Best viewed with IE 7.0 and higher

Figure 5 – View Property

#### To Search for an Account

- 1. From the View Property screen, enter a eight digit account number into the Account Number field.
- 2. Click Search. \*To clear your search and start over, click "Cancel"

View Property				
Search By   Account#*:     00000011     Levy	- Select - 🗸	Levy	- Select - 🗸	Search Cancel
Туре:		Year:		

In this example, upon searching for Account #00000011, a table populates with the account records for each levy year (dating back to 1999).

Search E	Зу										
Account#*:	0000001	1	Levy Type: - Select - V	Levy Year: - Select - V	Search Cancel						
otal: 16											
Account lumber	Levy Type	Levy Year	Owner Name	Premise Address	Mail Address	Tax Class	District Ward	Geo Code	Owner Occ. Code	Record Type	Edit
0000011	A	2014	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edit
0000011	A	2013	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG, 20879	P O BOX 449 BARNESVILLE, MD 20838	42	01	81	N	М	Edit
0000011	A	2012	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE, MD 20838	42	01	81	N	М	Edit
0000011	A	2011	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edit
0000011	A	2010	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edi
0000011	A	2009	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE, MD 20838	42	01	81	N	М	Edit
0000011	A	2008	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edit
0000011	A	2007	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edit
0000011	A	2006	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	Ν	М	Edit
0000011	A	2005	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	Ν	М	Edit
0000011	A	2004	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edit
0000011	A	2003	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edit
0000011	A	2002	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	Ν	М	Edi
0000011	A	2001	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	Ν	М	Edi
0000011	A	2000	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE, MD 20838	42	01	81	N	М	Edi
0000011	A	1999	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG . 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	М	Edi

For each account, the table displays the account number, levy type, levy year, owner name, premise address, mail address, tax class, district ward, geo code, owner occupancy code, and record type.

— Search E Account#*:	<b>By</b> 00000011	1	Levy Type: - Select - V	Levy Year: - Select - V	Search Cancel					
Total: 16										
Account Number	Levy Type	Levy Year	Owner Name	Premise Address	Mail Address	Tax Class	District Ward	Geo Code	Owner Occ. Code	Record Type
00000011	A	2014	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 449 BARNESVILLE , MD 20838	42	01	81	N	м
00000011	Α	2013	BROWN R EDWIN &	07801 AIRPARK	P 0 B0X 449	42	01	81	N	м

Additional Notes:

The Account Number field is required as demarcated by the red asterisk (\*).

Users may also opt to provide Levy Type and Levy Year by selecting from the drop down menus.

Search By					
Account#*:	Required Levy Type:	- Select - A T(3/4) H(1/2) Q(1/4)	Levy Year:	- Select - 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2005	Search Cancel

Doing so limits the search criteria to one levy type and one levy year as opposed to doing a more comprehensive search.

View Propert	View Property													
Search By														
Account#*:	0000001	1	Levy Type: A	~	Levy Year:	2013	~	Search	Cancel					
Total: 1														
Account Number	Levy Type	Levy Year	Owner Name		Premise Address			Mail Address	Tax Class	District Ward	Geo Code	Owner Occ. Code	Record Type	
00000011	A	2013	BROWN R EDWIN WINSOME S	&	07801 / GAITHE	AIRPARK ERSBURG, 2	0879		P O BOX 449 BARNESVILLE, MD 20838	42	01	81	Ν	М

## To View the Complete Record

1.	From the search results in the previous	example,	click the hyperlink in the A	Account Number column.

Account Number	Levy Type	Levy Year	Owner Name	Premise Address	Mail Addre
00000011	A	2014	BROWN R EDWIN & WINSOME S	07801 AIRPARK GAITHERSBURG , 20879	P O BOX 44 BARNESVIL
0000022	A	2014	CASSIS JOHN D ET AL TR	18970 WOODFIELD GAITHERSBURG , 20879	701 HERITA GEORGETO
0000033	A	2014	O'DONNELL JOHN P	21411 WOODFIELD GAITHERSBURG, 20882	21411 WOO GAITHERSE

Upon clicking the hyperlink for account number "00000011", a new screen appears displaying the full record.

<u>Search Property</u> >> View P	roperty						
Record Information							
Account Number:	00000011	Levy Year:	2014	Levy Type:	A	Tax Class:	42
Owner Name:	BROWN R EDWIN & WINSOME S	Owner Name2:		Name Key:	BROWN R EDWIN & WINSOME S	Owner Occupancy Code:	Ν
County Code:	16	District Ward:	01	Geographic Code:	81	Town Code:	000
Subdivision Code:	0009	Plat Number:		Section:		Block:	
Lot:		Map:	GU21	Grid:	0000	Parcel:	000
Zoning Code:	14	Land Use Code:	L	MultiParentAcct Ind:		BPRUC:	500
County Property Code:	637	County Service Code:		Utility Sewer:	Public	Utility Water	N/A
Mailing Address							
Street Address:	P O BOX 449	Street Address2:		Mailing City:	BARNESVILLE	Mailing State:	MD
Mailing Zip:	20838-						
Legal Description:							
Legal Desc1:	PAR O MONTGOMERY AIR	Legal Desc2:	PARK INDUSTRIAL PARK	Legal Desc3:		Legal Desc3:	
Premise Address							
Number:	07801	Number Suffix:		Direction:		Name:	AIR
Type:	RD	City:	GAITHERSBURG	Zip:	20879-2333	Condo Unit:	
Deed Reference							
Olashi IsiWataa		1. The second	04004	The Res.	0000		