



## What is the Purpose of the Billing Cost Survey?

Information provided by the counties is used to determine what it costs each county to *send and collect* Personal Property tax bills. This information is used to determine the statewide amount of personal property to be exempted from billing.

## What Costs Should be Included?

Costs associated with the point in time that the value and tax due is already determined and the billing and collection process begins. (Costs associated with the *billing and collection* of the tax only).

## What Costs Should Not be Included?

Any and all costs associated with the determination of the value are not to be included. Examples of other non-allowable expenses include *All Costs associated with...*

- Sending out Declarations and instruction sheets on how to fill out or file them
- Declaration processing and problem solving
- Discovery field inspections
- Tax Management Associates

**How to Fill Out Form** - All **gray** cells contain a formula to calculate total cost. Notes provided where red triangle is on top right of cell.

*Lines 1 - 4:* This information should be extracted from your system.

*Line 5:* Total Full-Time Employees in the office.

*Line 6:* Of the Total Full-Time Employees in the office, how many are assigned to send and collect personal property bills, to include processes related to delinquency collection. Administrative employees should be included if they are involved in the process.

**NOTE:** *If Assessor's Office contracts out any part of the billing process, the bill for contracted labor services and supplies should be included in Lines 15 - 19. Lines 8 - 13 are only for hours worked by office staff and costs incurred within the office.*

*Line 8:* Time spent updating forms, ordering and preparing supplies to begin the printing process.

*Line 9:* Time spent physically printing, stuffing, and mailing bills.

*Line 10:* Once payments are received, time associated with posting the payments to the taxpayer accounts. This would include the posting of physical checks, collecting credit card payments over the phone, time spent with taxpayers who physically pay in office, or any time associated with processing payments that the taxpayer does not do electronically. Any time related to banking, or the transfer of money should also be included here.

*Line 11:* Time related to the same processes in Lines 8 and 9 for delinquent accounts.

*Line 12:* Time related to the same processes as Line 10 for delinquent accounts. In addition, time spent traveling (in the field) to post notices of delinquency, seizure, etc.

*Line 13:* Any other time spent doing tasks related to the billing or collection of PP. Include a description of the task in addition to position, wage and hours.

**NOTE:** *Lines 15 - 19 are expenses, or hard costs, spent for the Billing and Collection of PP taxes. Column E contains examples of costs. Column D allows you to input the costs related to those items. If you use these cells, costs will automatically calculate into the appropriate Total Cost in Column C.*

*Line 15:* Hard cost of materials for preparing and printing bills, includes materials for both first billings and delinquency billings.

*Line 16:* Postage will automatically calculate. If postage is included in a bill for contracted services, override the formula with Column D.

*Line 17:* Hard Costs related to the collection of delinquent accounts. If reporting man-hours associated with delinquency, there should also be hard costs resulting from those man-hour activities.

*Line 18 & 19:* (a) and (b) are provided for other costs not specifically mentioned. As reports are submitted, commonly reported costs may be added to Column E, in the future, eliminating the need for separate reporting. Please specify in the space provided what the cost/expense is so Department staff can ensure it is allowable and consider inclusion into common costs.