Helpful Tips for Incoming TACs

A number of counties are welcoming new tax assessor-collectors (TACs). VTR is here to help incoming TACs as they become acquainted with their new duties. The following tips may be useful:

- Funds Remittance Reports include RTS.ACC.4604 for titles and registration. RTS.ACC.4802 includes sales tax and any Young Farmer Fees.
- The Batch Inventory Action Report (prints daily) must be monitored for inventory controls.
  - POSSP counties – Part J of the BIAR lists reprinted items.
- The Monthly Production Report (RTS.PRD.9482) is an excellent quality control tool. It can be monitored for excessive numbers of voids and modify transactions.
- Please note that all equipment must be moved by TxDOT vendor personnel.
- Please notify the help desk of any move:
  - Office relocation – 45- to 60-day advance notice.
  - Move within the office – cable and relocation only: 2-week advance notice.
  - Move existing workstation to another office (substation) – 45-day advance notice.
  - Opening new site – 90-day advance notice.
  - Additional workstation installation – 45-day advance notice.
- In case of emergency (fire, flood, possible workstation damage), please call the Help Desk as soon as possible.
- Working after hours? The Help Desk provides after-hours support Monday through Saturday. Please notify us 48 hours in advance if after-hours support is needed, or we can include you on the monthly schedule.
- We'll need to document your workstation control point for each Help Desk call or ticket. The control point can be found on the label located on the CPU or on the bottom line of the RTS Main Menu.

Welcome! Please know that your Help Desk team members are eager to assist with any questions you may have. We are here to help and bring more than **300 years** combined experience to your team. Please call toll free at (877) 933-2020. Hours are 7 a.m. to 5:30 p.m.

Release 5.2.1 Rollout Draws Near

With a successful pilot in McLennan County, we are getting ready for full implementation of Release 5.2.1, which will bring counties with subcontractors (but not DTA) into the Point of Sale Sticker Printing system. "Train the Trainer" sessions were completed January 6, and county training is in progress. After implementation of the subcontractor phase, counties awaiting the DTA piece of POSSP will continue to use 5.1.6. until 5.2.2, which is currently in the final stages of acceptance testing, is piloted and released. Target completion date is the end of April.

The subcontractor phase includes the following 31 counties: Atascosa, Carson, Cass, Comanche, Dewitt, Eastland, Ellis, Fayette, Fisher, Gonzales, Grayson, Hale, Hamilton, Hill, Jefferson, Jones, Kendall, Lamb, Lavaca, Liberty, Lipscomb, Llano, McLennan (5.2.1 pilot), Milam, Nacogdoches, Parker, Parmer, Rusk, Swisher, Taylor and Waller.

IVTRS Update

Currently, 96 counties are offering internet registration to their customers. A total of 37,366 internet renewals were processed for the month of December. Please contact your regional office to enroll!

Reminder

Please notify the Help Desk of all moves, including printers. The county may be held financially responsible for any damage incurred during a non-authorized move.

If you have questions about information in this newsletter, call your VTR regional office.
For comments about the format or possible future subjects for this newsletter, contact Darah Waldrip at (512) 302-2076.