

ACREAGE “TYPO”

THE ISSUE:

The third and fourth quarter FY 2012 real estate tax bills contain a typographical error in the “Square Feet” field in the Property Description section of the bills. For those properties that have this field expressed in “Acres” (i.e., those that own an acre or more), the decimal point is incorrectly one space to the right, for example: 12.80 instead of 1.28.

IMPACT ON PROPERTY VALUES & TAX BILLS:

NONE. THIS TYPO DID NOT AFFECT VALUES NOR THE TAX BILL.

WHY DID THIS HAPPEN?:

The Town of Foxborough uses the MUNIS financials software application. We were required to upgrade this software over the last year to the latest version. As a result of the upgrade there was a “bug” in the software that moved the decimal place on the Acreage field by 1 place. The issue only affected “Actual” tax bills and not “Preliminary” tax bills. So the issue was not apparent with the 1st and 2nd quarter “Preliminary” tax bills and only showed up on the 3rd and 4th quarter “Actual” tax bills.

However, this issue did not affect property values or tax bills because property values and resulting taxes are actually calculated in our VISION mass appraisal computer system - a separate system. So the overall values and resulting taxes are as determined by the Assessors using their system and then they are certified by the Department of Revenue before they are “passed” to the billing system - MUNIS.

The property values and the calculated tax in VISION, along with a couple of other informational data fields, are "passed" to our MUNIS financials system so we can print the bills and track payments against that bill.

Unfortunately there was a "fix" that was available days before we printed the bills, but MUNIS never informed us of an issue and despite several detailed reviews of sample bills, no one noticed the “Acreage” issue, because the primary focus is on property values, tax rate, calculated tax, and addresses.

However, the only impact is a bad “Acreage number” on the printed bill in an informational field that does not impact anything regarding property value or tax.

The issue has since been corrected in the MUNIS system and property owners can request a reprint of their bill if they'd like. Nothing else changed. Also, the value was always correct in the VISION system, the system that calculated property value and tax.

We have also changed our MUNIS software bug fix update procedures so that updates are checked for on a proactive basis in order to avoid issues like this.

We apologize for any inconvenience this may have caused property owners.