

## ACREAGE “TYPO”

### **THE ISSUE:**

The first and second quarter FY 2013 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.

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.

There was a “fix” that was applied to this “Acreage” issue in December of 2011. Unfortunately when MUNIS corrected this issue they only corrected it on the part of the billing program code that prints ACTUAL tax bills (3<sup>rd</sup> & 4<sup>th</sup> quarter). They did not correct the code that prints PRELIMINARY tax bills (1<sup>st</sup> & 2<sup>nd</sup> quarter). MUNIS never informed us that they only corrected half of the problem, and despite several detailed reviews of sample bills, no one reported 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, again, in the MUNIS system and property owners can request a reprint of their bill if they'd like. Nothing else changed. Also, the tax was always correct in the VISION system, the system that calculated property tax.

We have escalated this situation with MUNIS management so that they can instruct their support staff to be more diligent in order to avoid issues like this.

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