

Ravalli County Commissioners

From: Berkhouse, Terry <TBerkhouse@mso.umt.edu>
Sent: Monday, December 9, 2013 10:38 AM
To: Ravalli County Commissioners
Subject: RE: Website Email - Online tax payment issues

*Scanned
& hand delivered
to Valerie
GW*

Thanks so much!

Terry

Terry D. Berkhouse

From: Ravalli County Commissioners [mailto:commissioners@rc.mt.gov]
Sent: Monday, December 9, 2013 10:33 AM
To: Berkhouse, Terry
Subject: RE: Website Email - Online tax payment issues

Thank you for your email. This will be placed in Commissioners and General correspondence. Since the Black Mountain Software Company is supposed to be here this week, I will print this off and make sure it gets to our IT and Black Mountain personnel. Glenda Wiles, Commissioners Administrative Assistant 375-6500

From: Berkhouse, Terry [mailto:TBerkhouse@mso.umt.edu]
Sent: Monday, December 9, 2013 9:36 AM
To: Ravalli County Commissioners
Subject: Website Email - Online tax payment issues

Ever since I started making tax payments online (several years ago), I run into the same issue every year and have voiced my concern to more than one person in the Treasurer's Office. Over the weekend, I read that Mary Borden had resigned which prompts this email to you. She assisted me (quite well) recently in working through this ongoing issue, and she admitted that it is an issue that even the IT folks can't seem to find and correct. Following is a description:

- My wife and I own 4 parcels of property (we just purchased the 4th one recently). When I pay online, I can only pay about 2 of them before the system tells me there was a duplicate payment and that my payment has been denied. Even if I wait a day, I still get the same message although the one I am trying to pay has not been paid. So, I have to call the Treasurer's Office and wait until I receive a call back until it can be resolved over the phone.

Since I read in the article referenced above that the software company is doing training soon for the new Treasurer and employees, I would like this issue to be researched.

Additionally, a suggestion for making it even better is for a taxpayer to be able to put ALL their properties in a "shopping cart" so that one payment can be made. Currently, I have to put in my address, phone, credit card info, etc. for each piece of property.

Thanks for considering these issues and suggestions.

Terry

Terry D. Berkhouse
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