



CITY OF CONCORD

New Hampshire's Main Street™

Finance

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Deputy City Manager
Finance

DATE: April 30, 2024

TO: Honorable Mayor and Members of the City Council

FROM: Brian LeBrun, Deputy City Manager – Finance
Dawn Enwright – Tax Collector

SUBJECT: Munis Enterprise Resource Planning Software Final Phase - New Tax Bill

Recommendation

Accept this report.

Background

In September 2017, the City commenced with the implementation of a new Enterprise Resource Planning (ERP) financial software. The first phase Financials Module went live in August 2019, the second phase Human Capital Management module went live in July 2021, the Third phase Utility Billing went live in June 2022 and the final phase for Tax Billing and Collection went live in February 2024, with the first tax billing from the new system being the first billing of the 2024 tax year. These four phases represent the core functions of the ERP implementation.

Discussion

I am very pleased to report that with the May tax bill being processed from the Munis ERP software, this is the conclusion of the core functions of this implementation, that started in September 2017. This work has been a major undertaking for the employees of the City of Concord and they have done excellent work through its completion. This software impacts every single department and their daily workflow.

However, there is still more work to be done. We look forward to implementing electronic time and attendance, enterprise wide content management, paperless accounts payable processing and greater utilization of employee interface options. I am also pleased to report that this project has

been completed under budget. The original budget was \$976,650.19. Expenditures and remaining encumbrances are \$859,376.19 resulting in the project being under budget by approximately \$117,274.00.

Once all final check list items are completed and final bills are paid, a project close-out will be completed.

New Tax Bill

Included with this report, is a sample of the new 2024 Preliminary Real Estate Tax Bill that will be sent out in May 2024, for the July 1st and October 1st due dates. The new tax bill layout provides for a similar and updated appearance. One of the key differences between the previous bill layout and the new bill layout is the Prior Year Billing History section. This information does not appear on the new bill layout, and instead is included on the Citizens Self Service section of the City website for tax bills. This section will provide the billing history for five years and an actual pdf copy of the prior four years of final tax bills. This information is being added to the website and is anticipated to be available before the tax bills are mailed. Starting with the May 2024 tax bills and going forward, copies of all bills will also be accessible on the Citizen Self Service section of the City website. This will allow easy comparison from year to year.

The font size for the new bill was maximized for ease of reading and is nearly the same size as the utility bills. Owner's name, address, bill date, parcel information, tax rates and amounts by City/County/School are extremely clear across the top of the page. The Assessment information, Tax Calculation and Delinquent Taxes information is very clearly highlighted in the top section, which provides taxpayers with a very easy to read bill and information. A few notes that are not included on the new bill are: “*½ Veterans' Credit – May billing only Total credit amount is shown on November bill; *½ Last year's final rate, May bill only; **½ Estimated annual tax, May billing only; On stubs: Please note that payments are applied to oldest unpaid taxes first. If this is not your intent, you must come into the office to pay”. Delinquent taxes will now calculate and be due through the date shown on the bill, in this sample as of 06/01/2024.

To visit the citizen self-serve section of the website, go to:

<https://Selfservice.concordnh.gov/css>

1. Go to Citizen Self Service
2. Go to Real Estate
3. Fill in Parcel ID or Owner Name or House Number/Street Name only (do not enter St,Rd,Ave,etc) and click “search”
4. This will bring you to the previous 4 years of bills. (2024 preliminary bill to be added at the end of May) Click “View Bill” for any of the years listed and it will bring you to the summary bill amount by quarter and payment, balance, interest and due.”
5. You can also select the “view bill image” at top right of page and you will be able to see the actual pdf version of the previous 4 years final bills.

With this is change in the Real Estate Tax Bill format, we are confident that it will provide more ongoing information for customers to review and use when filing their annual income taxes or for other needs.