

VERSION 1.6
MARCH 12, 2018



KALAMAZOO COUNTY ACCOMMODATION TAX SYSTEM

USER MANUAL

KALAMAZOO COUNTY ACCOMMODATION TAX SYSTEM

OVERVIEW

The Kalamazoo County's Treasurer's Office has commissioned the development of an application to help automate the reporting and payment of the monthly accommodation taxes. This document will help you use and understand that system.

The goals of this system are to:

1. Make it easier for accommodation taxpayers (you) to report and pay taxes.
2. Create a transparent environment for you to see how your taxes are computed and how much you are paying over a given period.
3. Provide quick and easy communications and help via Email and other electronic media.

If you have any concerns, questions, or suggestions for product improvement, please contact:

Julie Harrison
treasurer@kalcounty.com
(269) 384-8124

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STARTING THE SYSTEM

You will access the system from the same place that you printed your previous tax forms, on the Kalamazoo County Treasurer's Website @ <http://www.kalcounty.com/treasurer>.

The screenshot shows the homepage of the Kalamazoo County Treasurer's Department. The header features the Kalamazoo County Government logo and navigation menus. The main content area includes a welcome message, contact information for Mary Balkema, Megan Buwalda, and Peggy Bresnahan, and a prominent button for 'Delinquent Tax Search/Payment Online'. A sidebar on the left contains various navigation links, with the '*New* Accommodation Tax Payment System' link highlighted by a circled '1'.

1. Clicking on the Accommodation Tax Payment System menu item, will bring you to the Login Page of the Kalamazoo County Accommodation Tax System (KCAT).

LOGGING INTO THE SYSTEM

You must have a user account registered through the county before you can use this system. You can request an account by clicking on the area for a new account request. For more information on requesting an account, please refer to the New Account Registration manual.

Kalamazoo County Accommodation Tax System

Log in

Email

Password

Remember me?

[Forgot Password?](#)

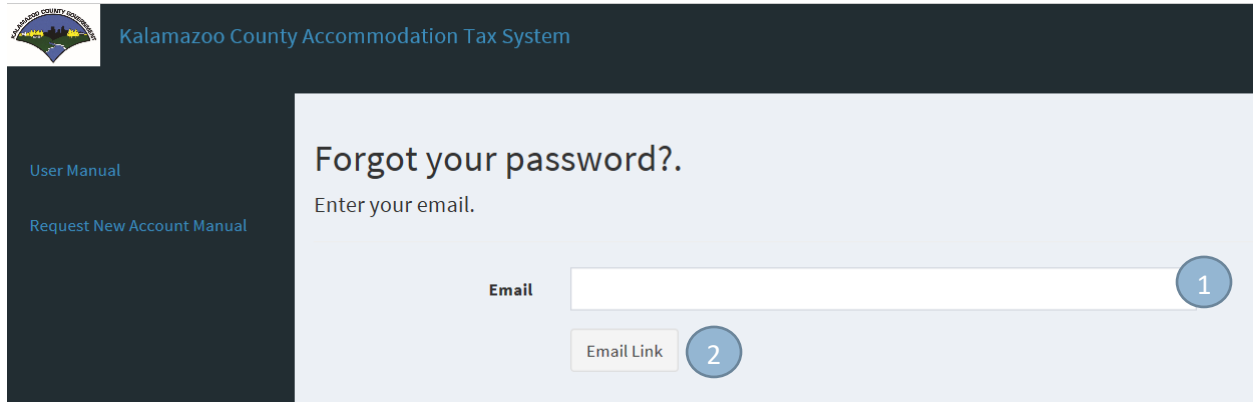
[Don't have an account? Click here to request an account.](#)

KALAMAZOO COUNTY GOVERNMENT

1. Enter the email and password that you registered your account under with the County.
2. Check the Remember Me check box if you want the system to remember you (you don't have to login every time). This setting is computer specific. If you login on one computer and check this box, it will not remember you on another computer.
3. After you have entered your login email and password, press the Log In button to enter the system.
4. If you forget your password at any time, you can click on this link to reset your password. This process will be very similar to the process you went through to create your password initially.
 - a. For more information see the following section on Forgotten Password.
5. You can click on the County logo to go to the Treasurer's website.

FORGOTTEN PASSWORD

If you forgot your password, click on the “[Forgot Password?](#)” link on the Log in page. This will take you to the following screen:



Kalamazoo County Accommodation Tax System

User Manual
Request New Account Manual

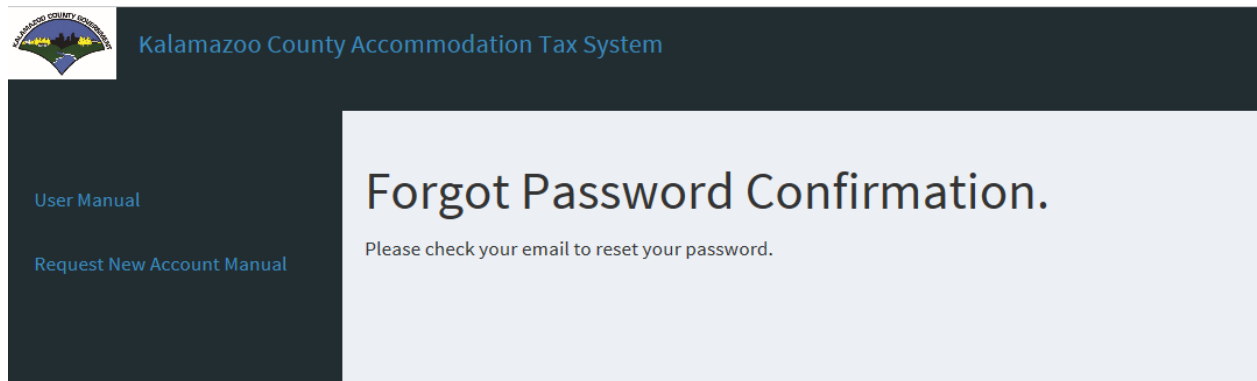
Forgot your password?.

Enter your email.

Email

Email Link

1. Enter the email that you used to register and log into the system previously.
 - a. Using any other email will not work. Your account login is associated to the email you originally registered.
2. Press the Email Link and you will be shown this screen:



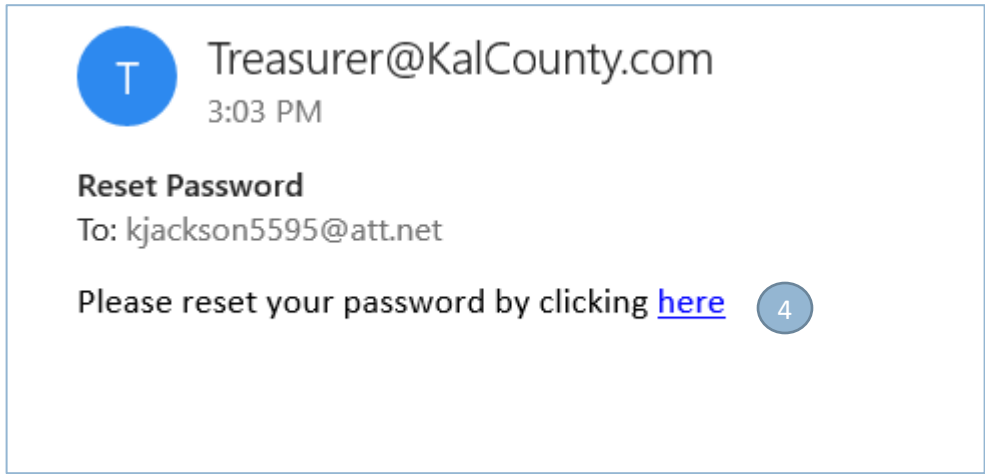
Kalamazoo County Accommodation Tax System

User Manual
Request New Account Manual

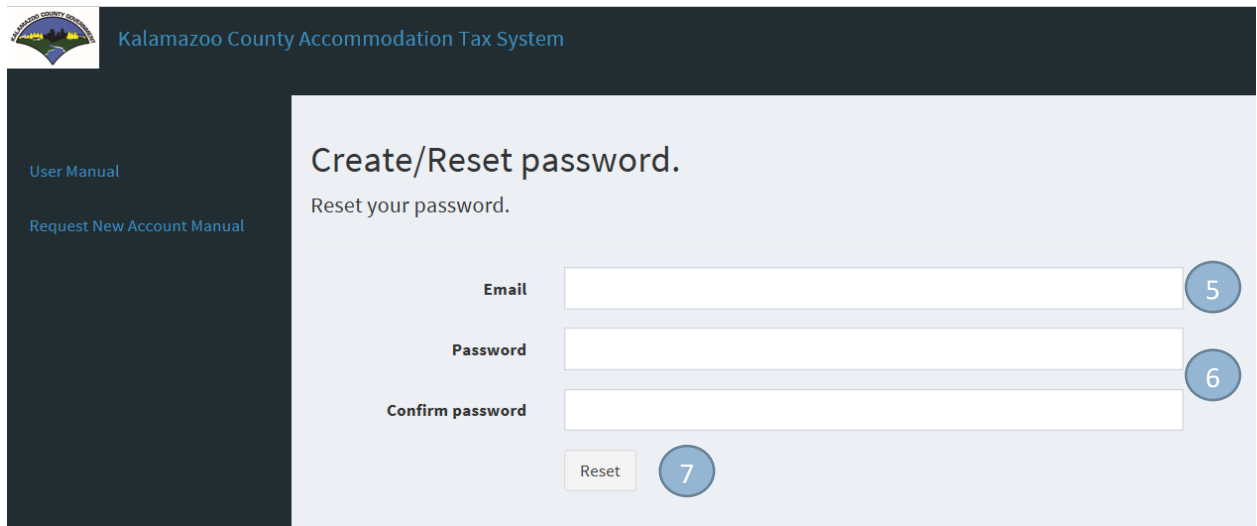
Forgot Password Confirmation.

Please check your email to reset your password.

3. Check your email (this may take a few minutes) and you will receive an email from the Treasurer's Office similar to this:



4. From your received email, press the “[here](#)” link and you will be taken to the Create/Reset Password Page:
 - a. Once you reset your password, this link will no longer be valid. Please do not use this link to access the system after you have reset your password or you will receive an “Invalid Token” message when you try to reset your password.
 - b. The link is only valid for 7 days. After 7 days you must start the process over again or you will receive an “Invalid Token” message when you try to reset your password.



5. Enter the email address you just received the Reset Password email from.
6. Set your new password.
 - a. It is OK to reuse passwords you have used in the past.
7. Press the Reset button and you will see a screen like this:



[User Manual](#)

[Request New Account Manual](#)

Reset password confirmation.

Your password has been reset. Please [click here to log in](#)

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8. Click the “[click here to log in](#)” link and you will be taken back to the Log In page where you can use your new password.

THE MAIN PAGE

Kalamazoo County Accommodation Tax System

Home
Update Contact

Kalamazoo Demo Site

1212 Main St
Portage, MI 49002

Reported Revenue (YTD) \$0.00
Accommodation Tax (YTD) \$0.00

Contact Name Julie Smith
Email Address JSmith@kdemo.com
Phone Number [269245-1234](tel:269245-1234)

Period	Net Revenue	Computed Tax	Fines and Interest	Total Owed	Total Paid
Dec 2016	\$0.00	\$0.00	0.00	\$0.00	\$0.00
Nov 2016	\$0.00	\$0.00	0.00	\$0.00	\$0.00
Oct 2016	\$2,457.00	\$122.85	7.37	\$130.22	\$130.22
Sep 2016	\$2,315.00	\$0.00	0.00	\$115.75	\$115.75
Aug 2016	\$3,838.00	\$0.00	0.00	\$191.90	\$191.90
Jul 2016	\$3,450.00	\$0.00	0.00	\$172.50	\$172.50
Jun 2016	\$1,905.00	\$0.00	0.00	\$95.25	\$95.25
May 2016	\$730.00	\$0.00	0.00	\$36.50	\$36.50
Apr 2016	\$284.00	\$0.00	0.00	\$14.20	\$14.20
Mar 2016	\$1,649.00	\$0.00	0.00	\$82.45	\$82.45
Feb 2016	\$748.00	\$0.00	0.00	\$37.40	\$37.40
Jan 2016	\$1,365.00	\$0.00	0.00	\$68.25	\$68.25

1. Click on the specific month to report revenue for that period and pay taxes.
2. Periods highlighted in Red are past due and subject to fines and interest. Periods highlighted in Orange are due, but not yet delinquent.
3. Contact information for your location can be updated from the Update Contact menu item on the left side of the page

REPORTING REVENUE

Kalamazoo County Accommodation Tax System

Home
Update Contact
Admin Menu

Demo Site

1212 Main St
Kalamazoo, MI 49001

Reported Revenue (YTD) \$0.00
Accommodation Tax (YTD) \$0.00

Contact Name Julie Smith
Email Address jsmith@demo.com
Phone Number [\(269\)345-1212](tel:(269)345-1212)

1) Reporting Period	Feb 2018
2) Total Revenue subject to Accommodation Tax	0.00
3) LESS 'Non-Transient Guest' (See Section 1f)	0.00
4) NET REVENUE (Including no show collected revenue)	0.00
5) 5% of Net Revenue	0.00
6) Fines (5% per month after 15th. Not to exceed 25%)	0.00
7) Interest (1% per month after 15th)	0.00
8) Total Tax Owed	0.00

Calculate Taxes

Pay Print Report No Revenue

NOTE: TAX MUST BE SUBMITTED BY THE 15th DAY OF THE FOLLOWING MONTH.
On the 16th day, fines and interest will begin to accrue.
(If the 15th falls on Saturday, Sunday, or a Holiday, the following work day will be the due date.)

1. Verify that you are reporting revenues for the correct period.
2. Enter the total monthly revenues subject to tax. This should include no show collected revenue.
3. Enter the transient guest amount.
4. Press on the Calculate Taxes button to calculate taxes owed. Any penalty and interest amounts due will be computed at this time as well.
5. Press the Pay button to make an online payment for the taxes owed.
6. Press the Print button to print the standard monthly reporting worksheet with all values populated with what is on the screen.
7. Press the Report No Revenue button to declare no taxable revenue for the month. For detailed instructions on how to report \$0 taxable revenue for the month, please see the section [Reporting No Revenue for the Month](#). Note that pressing this button will clear any values you have entered for the month.

MAKING A PAYMENT

THE MAIN PAYMENT SCREEN


The screenshot shows the 'Verify Payment' interface. At the top left is a logo. Below it is a black header with 'Verify Payment' in white. The main content area is divided into several sections:

- PAYMENT SUMMARY:** Shows '1 Invoice' with a circled '1' next to it, and a total amount of '\$165.36'. Below this is a 'Payment Method' dropdown menu with a circled '2' next to the 'Enter a Payment Method' button. A 'Payment Date' field shows '1/18/2017'. A note at the bottom states: 'Payments confirmed before Wednesday, January 18, 2017 8:00 PM ET will be posted on Thursday, January 19, 2017. Payments confirmed after Wednesday, January 18, 2017 8:00 PM ET will be posted on Friday, January 20, 2017.'
- Terms and Conditions:** A scrollable area with a circled '4' next to the title. It contains text about service terms and a 'Print Terms and Conditions' link.
- BILLING INFORMATION:** A section with a 'Tax Payer Name' field containing 'Kalamazoo Demo Site'.
- Contact Information:** Fields for 'Primary Email Address' (containing 'jSmith@kdemo.com') and 'Primary Telephone Number' (containing '(269)345-1234'). A note below says: 'Your payment confirmation email will be sent to this email address.' A circled '3' is next to the email field.
- Agreement:** A checkbox with the text 'By checking this box you agree to the terms and conditions stated above.' and a circled '4' next to it.
- Buttons:** A green 'Make Payment' button with a circled '5' next to it, and a blue 'Cancel' link below it.
- PAYMENT DETAILS:** A section at the bottom with an 'Export' link on the right.

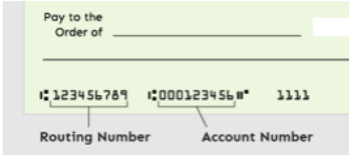
1. Verify that the payment amount is correct.
2. Press this button to enter bank account information pertaining to the account that the payment will be made from. You will be able to save this information and simply select it here after it has been entered. More information can be found under the Enter Payment Information section of this document.
3. Verify that the contact information is correct. Any changes that you make here will update your contact information in the system.
4. You must agree to the Terms and Conditions before making a payment.
5. To make the payment, press on this button. More information can be found in the Finalize Payment section of this document.

ENTER PAYMENT INFORMATION

Add A Payment Method

 **Bank Accounts**
Link to Bank Accounts

ADD BANK ACCOUNT

<p>Account Type 1</p> <table border="1" style="width: 100%;"><tr><td style="padding: 2px 10px;">Personal</td><td style="padding: 2px 10px;">Business</td></tr></table>	Personal	Business	<p>Account #</p> <input style="width: 100%;" type="text"/>	<p>By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.</p> <p><input type="checkbox"/> Agree and Add Account 5</p> <p><input type="checkbox"/> Remember Me 6</p>
Personal	Business			
<p>Banking Type 2</p> <table border="1" style="width: 100%;"><tr><td style="padding: 2px 10px;">Checking Account</td><td style="padding: 2px 10px;">Savings Account</td></tr></table>	Checking Account	Savings Account	<p>Re-enter Account # 4</p> <input style="width: 100%;" type="text"/>	
Checking Account	Savings Account			
<p>Name on the Account</p> <input style="width: 100%;" type="text" value="Kalamazoo Demo Site"/>	 <p><i>Make sure to use your bank account number, not your ATM or Debit card number.</i></p>			
<p>Routing Number 3</p> <input style="width: 100%;" type="text"/>				

[Cancel](#)

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1. Select the type of account you are using to make the payment (Personal or Business).
2. Select the type of account you are using to make the payment (Checking or Savings).
3. Enter the bank routing number where the account resides.
4. Enter and then Re-enter the account number from where you would like the payment to be made from.
5. You must check the Agree and Add Account check box to enter the payment method.
6. If you would like this information to be saved and used in future payments, select the Remember Me check box.
7. Finally, click on the Add button to use this information to make your tax payment. After pressing this button, you will be taken back to the Main Payment Screen.

PAYMENT CONFIRMATION

Once you press the 'Make Payment' button on the Main Payment Screen, you will be presented with this confirmation screen, provided all necessary information has been provided to process the payment.

Confirmation

Thank You! Your payment has been made .

[Print Confirmation Page](#) 1

Payment Date	1/18/2017
Payment Method	PNC BANK, NATIONAL ASSOCIATION *****2345
Total Payment	\$50.00

Kalamazoo Demo Site
2605 Douglas
Kalamazoo, MI 49007

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Wednesday, January 18, 2017 8:00 PM ET will be posted on Thursday, January 19, 2017. Payments confirmed after Wednesday, January 18, 2017 8:00 PM ET will be posted on Friday, January 20, 2017.

If you have any further questions about payments to Kalamazoo County Treasurer's Office, please contact our office at 269-384-8124 .

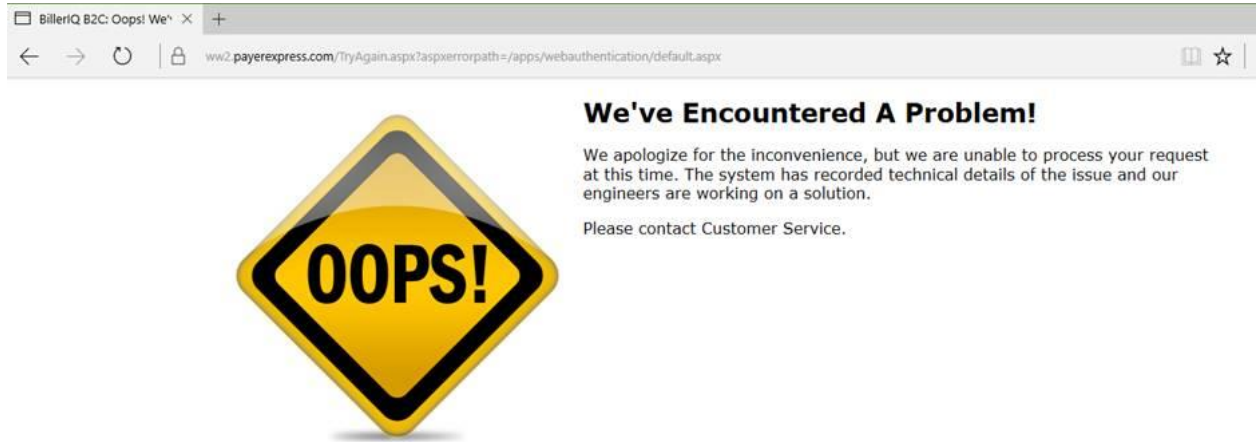
Location ID	Confirmation Number	Payment Amount
43	3103577374	\$50.00

[Finish](#) 2

1. Press this button if you would like a hard copy of this confirmation screen.
2. Pressing the 'Finish' button will take you back to your main screen in the system. Note that the payment is processed as soon as you press the 'Make Payment' button on the Main Payment Screen, not when the Finish button is pressed.

PAYMENT PROCESSOR TIME OUT

For security reasons, your session with the payment screen is limited to 15 minutes. If you start the payment process and then leave the computer without completing your payment, you will receive a page like the following:



If you receive this message, you must log back into the Accommodation Tax System and restart your payment.

REPORTING NO REVENUE FOR THE MONTH

When you press on the Report No Revenue button on the Report Revenue screen, you will see the screen change to allow reporting of no taxable revenue for a month.

Kalamazoo County Accommodation Tax System

Home
Update Contact
Admin Menu

Demo Site
1212 Main St
Kalamazoo, MI 49001

Reported Revenue (YTD) \$0.00
Accommodation Tax (YTD) \$0.00

Contact Name Julie Smith
Email Address jsmith@demo.com
Phone Number [\(269\)345-1212](tel:(269)345-1212)

1) Reporting Period	Feb 2018
2) Total Revenue subject to Accommodation Tax	0.00
→ Reason for reporting no revenue	
3) LESS 'Non-Transient Guest' (See Section 1f)	0.00
4) NET REVENUE (Including no show collected revenue)	0.00
5) 5% of Net Revenue	0.00
6) Fines (5% per month after 15th. Not to exceed 25%)	0.00
7) Interest (1% per month after 15th)	0.00
8) Total Tax Owed	0.00

Save Print Report No Revenue

NOTE: TAX MUST BE SUBMITTED BY THE 15th DAY OF THE FOLLOWING MONTH.

1. A new data entry line will appear asking why you had no taxable revenue for the month.
2. Enter the reason in the textbox on the new line.
3. If you pressed the Report No Revenue button by mistake, press the Cancel button and the screen will revert to the normal Report Revenue screen.
4. Once a reason has been entered, you can click on the Save button to finalize reporting of \$0.00 taxable revenue for the month. You will then be taken back to the Home screen.

CHANGING CONTACT INFORMATION

Kalamazoo County Accommodation Tax System

Kalamazoo Demo Site

1212 Main St
Portage, MI 49002

Reported Revenue (YTD) \$0.00
Accomodation Tax (YTD) \$0.00

Contact Name Julie Smith
Email Address JSmith@kdemo.com
Phone Number (269)345-1234

Contact Name Julie Smith
Email Address JSmith@kdemo.com
Phone Number (269)345-1234
Phone 2

Save

1. Enter and/or update contact information for your location. This information will not affect the login email that you use for the system. If you would like to change your login account email you must contact the Treasurer's Office.
2. Press the Save button to update the information and return to the main screen.