

RI TAX COLLECTOR'S ASSOCIATION
Regular Meeting
May 4, 2022

A regular meeting of the Rhode Island Tax Collector's Association (RITCA) was held at Chelo's on the Waterfront, 1 Masthead Drive, Warwick, RI.

Present: Rosemarie Silva (West Warwick) – President
Mary Lynn Caswell (Hopkinton) – Vice President
Caitlyn Choiniere (Lincoln) – Secretary
Marcy Alves (Richmond) – Executive Board
Michelle DiMeo (Bristol) – Executive Board
Jane Steere (Glocester) – Membership Board Chair
Jo Anne Santos (Charlestown) – Education Board Chair
Betty Rynda – DMV Committee Chair

Absent: Thomas Kane (North Providence) – Treasurer

I. Call to Order:

President Rosemarie Silva called the regular meeting of the RITCA to order at 9:19 am.

II. Secretary Report:

The membership voted to approve the minutes from the September 29, ²⁰²¹~~2022~~ meeting. A motion to approve the minutes was made by Charlene Randall and seconded by Michelle DiMeo. The motion carried unanimously.

III. Treasurer's Report:

Former Treasurer, Marcy Alves presented: Current balance of the checking account was \$20,477.59. See attached. A motion to accept the Treasurer's report was made by Caitlyn Choiniere and seconded by Jo Anne Santos. The motion carried unanimously.

IV. Reports from Committees:

LEGISLATIVE COMMITTEE: No Report Available. We need a Chair for the Committee, so please let us know if you are interested.

MEMBERSHIP COMMITTEE: We currently have 61 paid members.

EDUCATION COMMITTEE: Caitlyn Choiniere informed the membership to contact her if they wanted to take the Tax Collector's exam.

DMV COMMITTEE: No Report Available

V. Reading of Communications:

Thomas Kane, Treasurer, has submitted his resignation. Jo Anne Santos was sworn in to replace Thomas. A motion to accept Thomas Kane's resignation and accept Jo Anne's appointment was made by Mary Lynn Caswell and seconded by Marcy Alves. The motion carried unanimously.

VI. Unfinished Business:

- The membership voted to donate \$500.00 to the Rhode Island Food Bank.

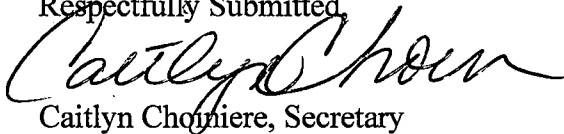
VII. New Business:

- The following members received their RICTC certificate and RITCA pin:
 - Jo Anne Santos, Charlestown
 - Leslie Heaton, Lime Rock Fire District
 - Monique Houle, Town of Coventry
 - Jane Steere, Town of Glocester
 - Patricia Svansson, Chepachet Fire

VIII. Adjournment:

Marcy Alves made a motion to adjourn. Mary Lynn Caswell seconded the motion. The motion carried unanimously. The May 4, 2022 meeting of the RITCA was adjourned at 9:33 am.

Respectfully Submitted,


Caitlyn Chouh, Secretary

RI TAX COLLECTOR'S ASSOCIATION

Regular Meeting

May 4, 2022

A regular meeting of the Rhode Island Tax Collector's Association (RITCA) was held at Chelo's on The Waterfront, 1 Masthead Drive, Warwick, RI 02886.

Members: (Check who is present)

Rosemarie Silva (West Warwick) – President
Mary Lynn Caswell (Hopkinton) – Vice President
Caitlyn Choiniere (Lincoln) – Secretary & Meeting Coordinator
Thomas Kane (North Providence) – Treasurer
Marcy Alves (Richmond) – Executive Board
Michelle DiMeo (Bristol) – Executive Board
Jane Steere (Glocester) – Membership Board Chair
Jo Anne Santos (Charlestown) – Education Board Chair
Betty Rynda – DMV Committee Chair

I. Call to Order:

President Rosemarie Silva called the regular meeting for RITCA to order at

9:19

II. Reading of the minutes from September 29, 2022.

Charlene dispense 1st

III. Treasurer's Report

*1st Caitlyn
2nd Mary Lynn*

IV. Reports from Committees

Michelle 2nd

LEGISLATIVE:

None need a chair let us know if interested

MEMBERSHIP:

all paid members

EDUCATION:

None

DMV:

email nothing changed

V. Reading of Communications

→ *Thomas Kane resignation*

→ *Jo Anne Santos sworn in as Treasurer*

*1st Mary Lynn
2nd Marcy*

VI. Unfinished Business

RI Food Bank →

\$500.00

Motion to
1st Carolyn
2nd Mary Lynn

VII. New Business

Certificates

VIII. Adjournment:

Mary made a motion to adjourn. Victoria seconded it. The motion carried unanimously. The May 4, 2022 meeting of the RITCA was adjourned at 9:33.

Monique Noble Town of Cov
Jane Steere Town of Gloucester
Patricia Svansson Chepachet Fore



MY ACCOUNTS SERVICE CENTER | TRANSFER MONEY | PAY BILLS & PEOPLE | INVOICES | DOCUMENT CENTER

Alerts 6 Contact Us

Welcome, R. I. Tax Collectors Association [edit My Profile](#) [OPEN A NEW ACCOUNT](#)

Last logged in on 09/21/2021 at 10:59 a.m.

Accounts Summary Settings

Future Payments & Transfers

Bills & People

PAY BILLS

You are not enrolled in a payment service at this time.

Enroll now to send, request, and receive

Bank Accounts

Business Green Checking -2651 **\$20,477.59**

[Account Details](#) | [View Statements](#) | [Download Transactions](#)

[VIEW LESS TRANSACTIONS](#) ^

Your Recent Activity

Search Criteria

All Transactions | Timeframe | Last 90 Days | [GC Clear](#)

DATE POSTED	TRANSACTION DESCRIPTION	AMOUNT	BALANCE
POSTED TRANSACTIONS			
04/26/22	Deposit	\$60.00	\$20,477.59
04/22/22	Check # 1232	\$150.00	\$20,417.59

Rhode Island Tax Collector's Association
Quarterly Meeting 5/4/22
Treasurer's Report

Last balance reported on 9/21/21: **\$18,673.15**

INCOME:

Deposits

September 22, 2021 – September 30, 2021	\$84.00
October 2021	\$366.00
November 2021	\$0.00
December 2021	\$1050.00
January 2022	\$510.00
February 2022	\$60.00
March 2022	\$120.00
April 2022	\$60.00

TOTAL INCOME: **\$2250.00**

EXPENSES:

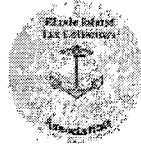
September 22, 2021 – September 30, 2021	\$0.00
October 2021	\$253.37
November 2021	\$0.00
December 2021	\$0.00
January 2022	\$4.20
February 2022	\$18.99
March 2022	\$0.00
April 2022	\$169.00

TOTAL EXPENSES: **\$445.56**

CURRENT BALANCE (5/4/22): **\$20,477.59**

Submitted by:

Marcy Alves
Executive Board Member, Rhode Island Tax Collector's Association



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RHODE ISLAND TAX COLLECTOR'S ASSOCIATION MEETING

May 4, 2022

**CHELO'S ON THE WATERFRONT
1 MASTHEAD DRIVE, WARWICK, RI 02886**

TOPICS:

1. Vision 2.0 Round Table Discussion

8:45 am Registration

9:15 am RITCA Meeting

- I. Call to Order RITCA Meeting**
- II. Reading of the minutes of September 29th, 2021**
- III. Treasurer's Report**
- IV. Report from Committees: Legislative, Membership, Education, DMV**
- V. Reading of Communications:**
 - a. Email of Resignation from Thomas Kane – RITCA Treasurer**
 - b. Email from Jo Anne Santos interested in the RITCA Treasurer position**
 - c. Email from Betty Rynda – DMV Committee Chairperson**
- VI. Unfinished Business**
 - a. Swearing in of RITCA Treasurer for the 2021-2023 Year**
 - b. RITCA donation to the RI Food Bank (Need to vote on amount)**
- VII. Presentation of the RICC Certificates for Tax Collectors**
- VIII. New Business:**
 - a. NRTCTA Conference to be held at the North Conway Grand Hotel in North Conway New Hampshire on August 28th thru August 31st 2022.**
- IX. Adjournment**

10:00 - 10:30 am

Brunch

10:30 am

Program Presentation: Vision 2.0 Round Table Discussion

10:30 - 11:30 am

**Guest Speakers: Andrew Sanchez, Zachary Zoulias,
Stephen Beatrice, Michelle DelVecchio**

VISION PROBLEMS-STILL NOT ADDRESSED

TRANSFERS- IN DOING A RECEIVABLE TRANSFER FROM ONE ACCOUNT TO ANOTHER- THE ACCOUNT TRANSFERRED FROM IN THE ACCOUNTS SCREEN-BRING UP THE ACCOUNT AND IT SHOWS THE PRINCIPLE AND BALANCE DUE ARE THE SAME-GO INTO THE COLLECTION SUMMARY AND THERE IT SHOWS BALANCE IS ZERO FOR 2020 TAX BILL. 2021 IS OKAY ON NEW ACCOUNT.

TRANSFERS ON MV ACCOUNT-I HAD ACCOUNT THAT THE TAXPAYER PAID WITH CREDIT CARD-WE WERE GOING TO ABATE THE 2016 BALANCE BECAUSE OF BANKRUPTCY BUT PAYING WITH CC IT APPLIED TO THE 2016 AND I HAD TO TRANSFER TO THE 2017 AND 2018 TAXES. WHEN DOING A DELINQUENT NOTICE EVEN THOUGH 2018 WAS PAID IN FULL IT SHOWED BALANCE OF 74.12 STILL DUE BECAUSE IT DID NOT DISTRIBUTE TO THE VEHICLES CORRECTLY-TWO VEHICLES HAD CREDITS AND ONE HAD DEBIT. I WAS TOLD I COULD CORRECT THIS BY TRANSFERRING THE CREDIT TO THE OUSTANDING ITEMS. I WAS GOING TO RUN THE NEGATIVE BALANCE WIZARD BUT THEY WERE HAVING AN ISSUED WITH THAT AT THE TIME. THAT WAS APRIL 4, 2022.

COLLECTION AGENCY FILE- YOU HAVE TO MARK THE ACCOUNTS TO BE REMOVED-IT WOULD REALLY WORK BETTER MARKING THE ACCOUNTS TO SEND. IF YOU FORGET A COUPLE OF ACCOUNTS WHEN PROCESSING A FILE-OUT OF LETS SAY 591 YOU WOULD HAVE TO MARK 580 TO SEND 11 ACCOUNTS.

SEARCHING FOR ACCOUNT- UNDER PRIMARY OWNER-EX: PUT IN STEPHEN-THAT IS THE LAST NAME-IT PULLS UP STEPHEN, LAST NAME AND FIRST NAME-YOU HAVE TO SEARCH THROUGH HUNDREDS TO FIND ONE. IN SOME INSTANCES IF YOU PUT IN THE FIRST NAME-IN THIS CASE DANA-IT PULLS UP BOTH ACCOUNTS RE & MV. THIS IS NOT THE CASE ALL THE TIME, ESPECIALLY IF IT IS NOT IN THE SYSTEM IN THE EXACT WAY YOU ARE SEARCHING.

MV'S TRANSFERRED FROM ASSESSOR- FOR 2020 BILL THEY TRANSFERRED YEAR, MAKE, MODEL, AND PLATE NUMBER FOR 2021 BILL THEY TRANSFERRED YEAR, MAKE, MODEL AND VIN#. WHEN LOOKING FOR SOMEONES VEHICLE IN A LEASING ACCOUNT IS TORTURE.

ONLINE TAX ROLLS- HAD TAXPAYER TRYING TO SEARCH-OUR WEB PERSON SAID THE URL'S MUST HAVE BEEN CHANGED. UNDER TAX COLLECTOR IT HAD ERROR MESSAGE AND UNDER TAX ASSESSOR ALL OLD INFO PRIOR TO 2021.

ACH- CANNOT PUT AN ACCOUNT TO INACTIVE-HAVE TO DELETE SCHEDULED PAYMENTS-WITH A NEW TAX ROLL WILL THIS ACCOUNT FLIP IF USE THE ROLLOVER?

- Hot keys by receivable in payment screen – can't differentiate payment options (Q1 vs full) when multiple receivables in the payment screen – must post full or Q1, Q2 etc across all receivables
 - MLC text – drop down menu (refi, sale, notes) appear nowhere after typing it in
 - Motor vehicle accounts w an 'M' at the end – cannot pull into payment screen
 - Interest date change at top of summary screen – when you change interest date, you must then re-expand all categories – payments, tax items, installments, etc.
 - Delinquent notices – memory issues – have to break up report in order to run notices
 - Location search – pulls by mailing address?
-
- Bring up an account and would like to print that summary from that screen instead of going into the collection summary and print it from there.
-
- When posting a payment, the print receipt automatically populates. Usually only need a receipt for a cash payment, so this is another click to "uncheck" it.
-
- Adding a receivable on the payment screen and you need to edit, you cannot go in & edit it, you have to remove & reapply. (We need an Edit Key)
-
- Create Form letters: You cannot go in & edit any of them at all. With Opal, you could type on it and change the date or an amount, or type why you're returning that unsigned check. Each pre typed form letter is not for all taxpayers. I've been told by Vision that I would need to go in and create a new form letter for whatever I needed to say.
-
- Print Form Letter: There is too many things to check when trying to print a form letter. I don't want those paid in full accounts to show at all. If you forget to uncheck it, you have to go back & uncheck it. Even then, at times, it doesn't clear it. Or if you decide you don't want that balance due letter & want to change it to a different one, it remains the same. I find that I have to sometimes get out of that acct # totally & go back in
-
- Blank note: Does not bring up the name & address of the taxpayer which it would be helpful if it did.
-
- Ability to apply credit cards ourselves.
 - Flags-Currently, they don't set correctly.
 - Having a few different tax bill formats to choose from.
 - A Tax Sale report similar to the one we had on OPAL. It gave the state codes and told you if a specific exemption type (like Elderly) was on the account.
 - Delinquent Plat/Lot report recognizing sewer fees.
 - When searching for accounts, it would be more helpful to show the property address rather than the mailing.
-
- 2 different ways to pay such as regular quarterly installments and have a 10 month plan that the taxpayer pays 10% of their annual every month for 10 months. Vision has not split them in 10 which is causing interest.

EMAILS:

What's the general consensus about not being able to print a "tax book" from Vision 2.0? The report they want us to use "all tax roll items" will take a lot of manipulating to get it to look vaguely like anyone is used to. Seeing as by State law we are required to have "tax books" in some format, I think we should require them to develop that report. What are other's opinions?

I was unaware that many of the reports or print outs we routinely use would not look like they previously did. I would definitely like to see Vision implement some better designed reports/print outs in 2.0.

LARGE spreadsheet of issues that we are trying to address regarding 2.0 including interest calculation which prevents us from completing almost all our reports. We also have major issues with UTB billing which has not been fixed but has been addressed causing all water and sewer bills to be mailed out late.

STATEMENTS:

Vision continues to tell us that whatever we had in Opal, we have in V2. However, we have to find it. Way too many clicks & takes way too much of our time.

ALSO, WHAT I DO NOT LIKE TO BE TOLD ALMOST EVERY TIME I SEND A PROBLEM TO THE TAX SUPPORT IS THAT THEY ARE NOT HAVING THAT PROBLEM ON THEIR END.

The reporting is horrible, the summary screen is horrible, expand expand expand.

Choiniere, Caitlyn

From: Rosemarie Silva <rmsilva@westwarwickri.org>
Sent: Tuesday, April 26, 2022 4:17 PM
To: Choiniere, Caitlyn; Jane Steere; Marcy Alves; Marylynn Caswell
Cc: 'Michelle DiMeo'; 'Jo Anne Santos'; 'Betty Rynda'
Subject: FW: RITCA Meeting

CAUTION: This email originated from outside of the Town of Lincoln. Do not click links or open attachments unless you know the content is safe.

Good afternoon,

We need to discuss this tomorrow at our 10 AM board meeting.

Need everyone's thoughts.....

Respectfully,
Rose

Rosemarie Silva
Tax Collector - RICTC
Town of West Warwick
(401) 827-9063 - direct line
(401) 822-9263 - fax
rmsilva@westwarwickri.org

* Build Conf. Screen
Lincoln
Richmond

* Utility Billing

* support - acts like we
are stupid "did you open
the batch"

Communication / Steve / Michelle

From: Scott Mahoney <smahoney@vgsi.com>
Sent: Tuesday, April 26, 2022 2:08 PM
To: Rosemarie Silva <rmsilva@westwarwickri.org>
Cc: Zachary Zoulias <zzoulias@vgsi.com>; Andrew Sanchez <asanchez@vgsi.com>
Subject: RITCA Meeting

Hi Rose,

* reports are too big??

* are they still
helping??

Thanks for your time on the phone yesterday. As we discussed, I am putting in writing our request to more formally participate in the May 4th RITCA meeting. I have cc'd Zach Zoulias and Andrew Sanchez, as they will be in attendance.

Vision is planning to attend the May 4th RITCA meeting, and requests to formally host the round table discussion on the topic of the Vision 2.0 upgrade. We would plan on presenting our progress over the past few months, as well as enhancements municipalities can expect moving forward. We would be happy to come prepared to discuss any topics submitted in advance as well. Our hope is that by formally participating in the meeting we can make this session informative and helpful for those in attendance. Details of our request to host are below:

- Sessions prior to the round table would remain unchanged:
 - 8:45-9:15 Registration
 - 9:15 RITCA Business Meeting
- 10-10:30 Brunch: Vision would pay the \$28 cost of brunch for those in attendance
- 10:30 Tax Collector Round Table: Vision hosts this session, addressing any topics submitted in advance, and presenting our progress to date and enhancements that are upcoming. We would leave time for those in attendance to ask questions or raise topics for us to discuss together

* release notes

Location = Mailing address

- We can leave time for any RITCA topics unrelated to Vision

Thank you for presenting this to the board tomorrow. We're happy to discuss further if helpful.

Thanks,
Scott

Scott Mahoney

Senior Director of Operations

Vision Government Solutions Inc.

phone: 617.620.0174 | smahoney@vgsi.com

www.vgsi.com

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Primary Owner CHOINIERE ROBERT A & CAITLYN P		Secondary Owner		DOB	
Address Line 1					
Address Line 2 1134 GREAT RD					
Address Line 3					
City LINCOLN		State RI		Zip Code 02865	
Zip Ext					
Contact Options					
+					
COLLECTION NOTES 1		COLLECTION NOTES 2			
ASSESSOR NOTES 1		ASSESSOR NOTES 2			

→ Notes in "payment"^{Screen} go in, but notes in the "Accounts" screen do not ~~behave~~ because it says the address is not in line 1 if it is in line 2.

DETAILS

Address Line 1

REVIEW

Required Address Line 2

1134 GREAT RD

MENTS

Address Line 3

City LINCOLN State HI Zip Code 02865 Zip Ext

SEAS

Contact Options

+ [icon]

COLLECTION NOTES 1 COLLECTION NOTES 2

adstaxif

ASSESSOR NOTES 1 ASSESSOR NOTES 2

Choiniere, Caitlyn

From: Marcy Alves <taxcollector2@richmondri.com>
Sent: Tuesday, April 12, 2022 2:13 PM
To: Choiniere, Caitlyn
Subject: FW: Updates on Requested Changes

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I may be Public Enemy #1

From: Marcy Alves
Sent: Tuesday, April 12, 2022 2:13 PM
To: Michelle DelVecchio <MDeVecchio@vgsi.com>; Andrew Sanchez <asanchez@vgsi.com>
Subject: RE: Updates on Requested Changes

All,

In my mind, the last item is the most important. Other Collectors are also very bothered by this. I should not have to perform manual calculations with a program designed specifically to collect taxes, and one that cost my small town a significant amount of money at that. In the old system, you were able to hit buttons on each receivable to indicate which quarters were to be paid. Taxpayers pay motor vehicle taxes in full and only one quarter of real estate ALL.THE.TIME. The program was sold to us as an improvement of the old system – this is an issue where it is actually less functional than the old one. This is totally unacceptable.

The MLC sorting issue has been ongoing for months and months. Not sure why a ticket was just now created. I know I have already brought it up many times myself.

Sorry – this is getting somewhat frustrating. I feel like the answer is always the same when I bring issues forward – “a ticket has been created.” Months go by and none of the tickets are completed. I have to tell you candidly that I am hearing the same feedback from other Collectors as well. The topic of the RITCA meeting on 5/4 is Vision 2.0, and I know all of this will be discussed.

From: Michelle DelVecchio [mailto:MDeVecchio@vgsi.com]
Sent: Tuesday, April 12, 2022 11:05 AM
To: Marcy Alves <taxcollector2@richmondri.com>; Andrew Sanchez <asanchez@vgsi.com>
Subject: RE: Updates on Requested Changes

Marcy ~ I have added Andrew Sanchez to the email. Andrew is the new Tax Product Manager for Vision. I want to be sure he is aware of your concerns.

We just created a ticket for the MLC sorting issue this morning. Can you save the MLC as a pdf attachment in the correspondence? I think this is how you had to do it in Opal as well.

I am not sure where we are with the 1st and last items on your list. Andrew the 1st items should be a high priority and shouldn't be that difficult to resolve. I am not sure of the complexity of the last item on the list

From: Marcy Alves <taxcollector2@richmondri.com>

Sent: Tuesday, April 12, 2022 10:45 AM

To: Michelle DelVecchio <MDeIVecchio@vgsi.com>; Stephen Beatrice <SBeatrice@vgsi.com>

Cc: Tax Support <taxsupport@vgsi.com>

Subject: Updates on Requested Changes

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

All,

I'm looking for updates on the following items/tickets that have existed for quite some time:

- M at the end of some of our MV account numbers – the system does not allow us to enter these into the payment screen – we have to look up manually
- MLC text boxes – info does not save anywhere – drop down menu choices do not save – no accounting of who requested MLC or for what purpose
- MLC report – doesn't pull ownership information from most recent to oldest
- Hot keys in the posting screen – no ability to select different quarters (Pay Q1, pay in full) for multiple receivables (has resulted in multiple posting errors in my office already)

Please advise ASAP. We have a Tax Collector's Association Meeting on May 4. I know that some of my concerns are also shared by fellow Collectors who will be present.

Marcy Alves, RICC
Tax Collector
Town of Richmond
5 Richmond Townhouse Road
Wyoming, RI 02898
(401)539-9000 X4

This institution is an equal opportunity provider.

WARNING: This email originated outside of the Town of Richmond. USE CAUTION when clicking on links or attachments.

Choiniere, Caitlyn

From: Michelle DelVecchio <MDeVecchio@vgsi.com>
Sent: Wednesday, April 6, 2022 8:44 AM
To: Choiniere, Caitlyn
Cc: Stephen Beatrice
Subject: RE: Utility Billing

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Caitlyn,

I will check with Stephen and we will get back to you

From: Choiniere, Caitlyn <cchoiniere@lincolnri.org>
Sent: Wednesday, April 6, 2022 8:36 AM
To: Michelle DelVecchio <MDeVecchio@vgsi.com>
Cc: Stephen Beatrice <SBeatrice@vgsi.com>
Subject: Utility Billing

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Hi,

When will Utility Billing be up and running.

Thanks

Caitlyn Choiniere, RICC
Assistant Finance Director
Town of Lincoln
100 Old River Road
Lincoln, RI 02865
P 401-333-8439
F 401-753-7109