

# Enter Local Uncollectible List Information - IRMS

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## Process

[UNCOLLECTIBLE BILL PROCESS IN THE LOCALITY](#)

## Effective Date

1/1/2022

## Purpose

This task is performed to manually enter Uncollectible Bill information in IRMS and create an Uncollectible List of accounts that will be transferred to Virginia Tax for handling. The Locality Representative in the Treasurer's Office typically performs this task in January following the close of the calendar. The locality may submit only **one** Uncollectible List each year.

## Special Notes

- Chapter 15 of the [IRMS User Guide for Localities](#) provides detailed data related to the entry of **Local Uncollectible Information**.
- The Virginia Tax Learning Management System (LMS) has a lesson, *Create, View, and Submit Local Uncollectible Information*, that provides training for the online method of Uncollectible List submission.
- In IRMS, the Local Uncollectible Entry window displays two tabs: "Customer Information" and "Local Uncollectible Entry".
- Entry boxes on the "Local Uncollectible Entry" tab have a white background. Display boxes have a gray background and will be computed by the system.
- **CAUTION: The submit function may be used only once.** The list must be complete **before** using the submit function in IRMS.

## Procedure

### Responsibility

Treasurer's Office Locality Representative

### Steps

1. Obtain the data for the Uncollectible list from the automated or manual system used in the locality.
2. Access IRMS and create the Local Uncollectible List information for the locality.
  - A. Open the Tax Information window in IRMS.
  - B. Enter the required information.
    - Taxable Year of the Uncollectible bills  
**CAUTION:** Ensure that the correct Tax Year associated with the Uncollectible bills is entered. Entering the incorrect year will delay processing of the list.
    - First and Last Name of the Local Treasurer

- C. Select "Create List" to open the Local Uncollectible Entry window.
3. Search for a customer in IRMS from the Customer Information tab.
  - A. Enter the search information for the customer.
    - TAX Type - Fiduciary or Individual Income
    - External ID
      - Individual Income customer - enter the Primary or Secondary SSN
      - Fiduciary customer - enter the FEIN
  - B. Click FIND to locate a match.
 

**NOTE:** The system prompts if a match cannot be found.

    - 1) If a match is found, go to Step 4.
 

**NOTE:** The system displays the customer's information.
    - 2) If no match is found for an Individual Income Tax customer,
      - a. Re-enter the search information as if for a **Fiduciary** taxpayer.
      - b. Go to Step 4.
    - 3) If no match is found for a Fiduciary Tax customer,
      - a. Re-enter the search information as if for an **Individual** taxpayer.
      - b. Go to Step 4.
4. Review the displayed customer information.
  - A. If the correct customer displays, go to Step 5.
  - B. If no customer information is displayed for the account entered,
    - 1) Note the particulars with the specific Uncollectible bill.
    - 2) Go to Step 3.

NOTE: This local bill information will ultimately be entered on Page 4 of the Transmittal.
  - C. If customer information needs to be corrected in IRMS,
    - 1) Contact the Local Tax Team by faxing the account information that needs to be corrected to 804-367-3014.
 

NOTE: Allow 3 work days for a member of the Local Tax Team to contact the local office.
    - D. If the wrong External ID was entered, click CLEAR and search on the correct External ID.
5. Click the Local Uncollectible tab to display the entry screen for the selected customer.
6. Enter the uncollected Commissioner assessed amounts in the first five entry boxes on the left side of the window.
  - Original Uncollected Tax
  - Outstanding Late Filing Penalty
  - Outstanding Interest
  - Outstanding Addition to Tax - 760C/F
  - Outstanding Extension Penalty
7. Enter the uncollected **Treasurer** assessed amounts in the lower two entry boxes on the left side of the window.
  - Treasurer's Uncollected Late Payment Penalty
  - Treasurer's Uncollected Interest
8. Enter the **January collected** amounts for the customer in the first five entry boxes on the upper right side of the window.
  - January Collected Original Tax
  - January Collected Late File/Late Payment Penalty (Total of Commissioner + Treasurer amount)
  - January Collected Interest (Total of Commissioner + Treasurer amount)

- January Collected Addition to Tax - 760C/F
  - January Collected Extension Penalty
9. Enter locality tracking information in IRMS in the following optional fields:
    - Assessment Sheet Page
    - Assessment Sheet Line
    - Item Number
  10. If the assessment date is after May 1st, enter the assessment date in the "Date of Assessment" box.  
**NOTE:** The date on the screen will default to May 1st. The screen will not allow entry of an assessment date prior to May 1<sup>st</sup>.
  11. Click RECALC to calculate the entries for the gray display boxes.
  12. Compare the data in the gray boxes to the Uncollectible information to validate that the data was entered correctly.
    - If the data is incorrect, identify the error and key the correct data.
    - If the data is correct, click SAVE to save the customer's information.**NOTE:** The entered data may be changed at any time before the list is submitted.
  13. Repeat Steps 3 through 12 until all customers with Uncollectible bills that can be keyed have been keyed.
  14. Click CLOSE to exit the Local Uncollectible Entry window.  
**NOTE: DO NOT click the SUBMIT button until a member of the Local Tax Team contacts the local office.**
  15. Obtain and complete a Local Uncollectible Transmittal Form as outlined in [Task-Complete the Local Uncollectible Transmittal Form](#).  
**NOTE:** Uncollectible bills that were identified in Step 4B which could not be keyed in IRMS should be entered on Page 4 of the Transmittal. Upon receipt of the transmittal, a member of the Local Tax Team will review the accounts on Page 4 of the Transmittal and ensure that the issues with the account(s) are resolved. A member of the Local Tax Team will then contact the local office about submitting the Uncollectible bills.

## Published Date

12/01/2021