

# Collection on Property System

## Website Instructions

<http://www.propertytaxcollections.com>

The **C.O.P.S.** web based system is the most innovative, efficient, and cost effective way for Counties and Cities to process delinquent property tax collections. The system operates completely within your internet browser (i.e. Internet Explorer, AOL, etc). By following the steps below, you will be able to begin using the system in just a few minutes.

### STEP 1: Registration

In order to use the **C.O.P.S.** system, you must first create a username and password that will be used to login to the **C.O.P.S.** website. To register, simply click on the **Register link** on the left hand side of the homepage. When the registration screen opens, populate all of the associated fields on the screen. When you are finished, simply click the **Register button** at the bottom of the screen. The system will then log you in and take you to Page 1 of the Collection on Property System.

### STEP 2: Login

Each time you open the **C.O.P.S.** website by going to [www.propertytaxcollections.com](http://www.propertytaxcollections.com) you are required to login to begin processing your delinquent property tax collections. To login, simply click on the Login link on the left hand side of the homepage. When the login screen appears, enter the username and password that you used when you registered with the system and click the Login button. The system will then take you to Page 1 of the **C.O.P.S.** system.

### STEP 3: City/County Defaults

Before you begin using the system to process your delinquent property tax collections, you should enter at least one City/County default by clicking on **City/County Defaults link on the left side of Page 1**. When the screen appears, enter a name for the City/County Default Group and then enter the pertinent information regarding the City/County information you are entering. This information will be used to auto populate all of these fields on the Collection Processing screens for each Parcel ID you are working with.

### STEP 4: Certified Mail Defaults

Before you begin using the system to process your delinquent property tax collections, you should verify the **Certified Mail Defaults** by clicking on the **Certified Mail Defaults link on the left side of Page 1**. When the **Certified Mail Defaults** screen opens, verify the Sender Information and postage options that are selected. To modify the data, simply make the appropriate changes and click the Update button on the bottom of the screen to save them.

**Please Note:** In the event that your mailroom applies postage to the mail piece, you can suppress the base postage from printing on the form by entering a value of zero for the Weight.

### STEP 5: Begin using the System

You are now ready to begin using the Collection on Property System. **Enter the Parcel ID for the property that you wish to collect delinquent taxes on in the File Number field at the top of Page 1 and hit Enter on your keyboard or click on the Search button.** The system will search for the Parcel you entered. If the file is located, the information will be loaded on the screen for review/modification. Otherwise, the **C.O.P.S.** system will display a message asking whether you want to continue and add this Parcel ID as a new record. If you select OK, the new Parcel will be entered into the system. **You can then quickly populate all of the default fields in the system by selecting the appropriate Default City/County Group to use.** Then, based on your research, you will populate the information in the remaining fields on Page 1 through Page 5. Once the information has been entered, you can print your **Collection Letters** and **Certified Mail Forms** by clicking on the **Print Legal Notice** or **Print Certified Mail** form buttons located next to each entity on Page 1 through Page 5 that have a vested interest in the property. The **Certified Mail Form** is then affixed to the mail piece containing the **Collection Letter**. **It's that simple.**

**ORDER CERTIFIED MAIL FORMS: 770-425-4080 or [www.propertytaxcollections.com](http://www.propertytaxcollections.com)**