

# Fixed Charge Processing

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Fiscal Year 2011-2012

**\*\*\*ATTENTION – The Auditor-Controller's fees are pending board. \*\*\***



COUNTY OF RIVERSIDE  
AUDITOR-CONTROLLER

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g.1a) If the agency resubmits corrections with only 5 assessments and the FTP submittal is only 5 assessments for correction, the agency will be charged on the following:

a) 5 assessments x \$0.13 = \$0.65

g.1b) If the agency resubmits corrections with only 5 assessments, but the FTP submittal includes the entire file of 100 assessments again, the agency will be charged on the following:

a) 100 assessments x \$0.13 = \$13.00

h) Any **corrections** requested on or after the third Monday in September will require a new tax bill. Current year **correction** requests will be accommodated through October 31 only. Any other requests for current year special assessment corrections received after October 31 shall be subject to approval by the Office of the Treasurer-Tax Collector. If approved, the district will be required to send a letter to the taxpayer notifying them of the correction. The charges for the corrected tax bills are:

\$ 44.94 per manual corrections, per fund, per assessment and per tax year and \$134.82 per batch plus \$0.13 per assessment for computer generated corrections on a CD or diskette with a minimum of 20 parcels.

**In addition to this fee, the Tax Collector's Office will also charge \$ 8.64 per assessment for any changes that result in a new bill being produced.**

Charges will be deducted from the current secured apportionment. Therefore, it is not recommended that the agency collect directly from any property owner after the assessment has been applied to the tax roll. If an error occurred, there are three alternatives:

- (1) Request an amended tax bill signed by the authorized person(s).
- (2) Have the property owner pay the tax bill, show proof of payment then reimburse directly to the taxpayer.
- (3) Provide the taxpayer with a check for the incorrect assessment amount payable to the County Tax Collector so the property owner may include that payment with his own payment toward the tax bill.

i) Throughout the year, many agencies adopt resolutions declaring the cost of abatement of public nuisances are to be collected on the tax rolls. Those resolutions to be recorded as liens should be sent to the Assessor-County Clerk-Recorder's Office immediately. However, it is recommended that you retain the Auditor-Controller's Office copy for submission in August. Then, only submit those that remain unpaid at that time. If the Auditor-Controller's Office received an abatement cost resolution outside of the processing period, and it is not accompanied by a request for an amended tax bill, it will be held pending the next year's tax roll. Notification of any subsequent payment or recorded release of lien may not occur, and the charge might be placed on the tax roll erroneously.

## 2) SUBMITTING ASSESSMENT LISTING

**a) *The Auditor-Controller's Office no longer accepts e-mails, CDs or diskettes for fixed charge submittals.***

FTP files are the **only** method of data transfer that we will be accepting. Data should be transmitted electronically as instructed on page 20 of this package. If you are also recording these assessments as liens against the property, there must be a separate mailing to the Assessor-County Clerk-Recorder's Office at P.O. Box 751, Riverside, CA 92502-0751. The Assessor-County Clerk Recorder's Office does not analyze any documents sent to them to determine whether they shall be forwarded to the Auditor-Controller's Office, nor does the Auditor-Controller's forward any listing to the Assessor-County Clerk-Recorder's Office.

**b) A copy of a resolution or ordinance of your governing body must accompany your electronic data. A resolution must state the following:**

- (1) The county assigned fund/district number in the upper right hand corner for identification.
- (2) The charge is in compliance with all laws pertaining to the levy of the particular assessment.
- (3) The specific code section must be cited.
- (4) The charge is levied without regard to property valuation.
- (5) The purpose of the special assessment.

**c) Include a total parcel count and a total dollar amount by fund. This will assist us in verifying the accuracy of the initial input. Format should be as follow:**

<u>Fund Number</u>	<u>Total Assessments</u>	<u>Total Charge</u>
68-0000	0,000	\$0,000.00

**Any package sent without this summary will not be processed.**

- d) A cover letter should be included with a telephone number, e-mail address and a contact person. This contact person will be provided to taxpayer's with assessment inquiries and posted on our website. If you have separate contact information for our office, you may send us two contacts in formations: One for the public, and one for our office.**
- e) If you will be making any corrections, a sample signature from the person authorized to request corrections and adjustments to these charges during the year (form enclosed on page14).**
- f) Attachments to this procedure express the format your data must be in for processing assessments on the tax roll.**
- g) The only three items that should be on your FTP files are:**
- (1) The assessment number (including check-digit number).**
  - (2) Your fund/district number.**
  - (3) The amount of charge for that assessment.**
- h) FTP file name format must be 68XXXX.**

- i) FTP file data must have ASCII format: Numeric Only (no dash/hyphen in the filename) and single spacing.
  - (1) 3 columns
    - Column 1 format: 6 blanks spaces, 10 characters
    - Column 2 format: 1 blank space, 6 characters -
    - Column 3 format: 2 blanks spaces, 9 characters
- j) Charges to be entered for property on the State Board of Equalization (utility) roll should be submitted on a separate listing. These charges are applied to the tax rolls by an alternative manual procedure (form enclosed on page 22).

### 3) SCHEDULE FOR 2011-2012

Submit your original electronic data any time after July 1, but no later than August 10. Corrections must be turned in by August 18. Every effort will be made by the ACO to send an electronic “error report” to provided e-mail address. Please be advised that you will be charged again, if you are resubmitting rejected assessments. The fee for each assessment is \$0.13 each.

**Rejects must be returned to the Auditor-Controllers Office by August 18 in order to be placed on the tax roll. Corrections needed after that date must go through our Roll Change Section. Any other requests for current year special assessment corrections received after October 31 shall be subject to approval by the Office of the Treasurer-Tax Collector.**

The County tax rolls are usually extended during the second week in September. Any individual problems must be resolved before August 25. Written notification of these changes should be received by the Auditor-Controller’s Office before that date. If your written notification will not reach us by August 25, a phone call in addition to the letter will suffice. Please call or email us if there are any other problems or any questions about last minute items. You may contact Fendy Kao by phone (951) 955-0322 or by email at [fkao@co.riverside.ca.us](mailto:fkao@co.riverside.ca.us).

### 4) REPORTING TO AGENCIES

After we have processed your data for entry to the tax rolls, we will forward an e-mail listing the accepted assessments. This report lists assessments and amounts of those assessments that were successfully applied. If you submit two amounts for the same assessment number, this report will list the assessment only once with the last amount submitted. **It is highly recommended that charges applied to the tax rolls be reconciled to your own assessment lists.**

We will e-mail a computer printout listing the rejected assessments. This listing should be reviewed **immediately**. The Assessor-County Clerk-Recorder’s Office can provide the correct assessment number. These corrections need to be **resubmitted** to the Auditor-Controller’s Office as soon as possible. The fee for re-submittal of rejected assessments is \$0.13 per assessment. If it is **not possible to resubmit** the corrections before extension of the property tax roll, **the corrections can be added to the roll by the Roll Change Section through October 31 with an additional charge of \$44.94 manual/\$134.82 per batch plus \$0.13 for each assessment and \$8.64 per assessment fee to reflect the Tax Collector’s costs.**

*Note: The Roll Change Section process will generate 1) a corrected tax bill to be mailed by the Tax Collector’s Office or 2) a refund if taxes are fully PAID.*

After the end of each secured tax collection period, we will forward an electronic copy of a listing of paid and unpaid assessments on the roll to each agency. If you do not get this report, please let us know and we will e-mail you a copy. Please provide us with your current e-mail address since this will be the only method that we will be sending your paid and unpaid reports.

### ROLL CHANGE SECTION

**Important:** The deadline for current year roll changes is **October 31, 2011**. Any other requests for current year special assessment *corrections* received after **October 31** shall be subject to approval by both the Office of the Auditor-Controller and the Office of the Treasurer-Tax Collector.

**NOTE:** The Auditor-Controller's office will not issue refunds for Current Year or Prior Year Fixed Charge requests. It is the District's responsibility to process the refund.

Current Year request:

If the **first installment** is paid and the **second** is not paid – The Auditor-Controller's Office can remove the **second installment** and the district is to refund the paid **first installment**.

If fully paid – District is to refund

Prior Year request:

If fully paid – District is to refund.

Note: Any fixed charge request that rejects with an "IPP" (Installment Payment Plans) status will not be processed.

### Instructions for fixed charge corrections AFTER the August 18 deadline:

As of July 1, 2010 only information received in the following approved format will be accepted for processing of fixed charge corrections to the Property Tax Roll. Requests that do not conform to this format will be returned to the City or District. Please see sample letters attached. Requests must be made on your **City or District letterhead** and signed by an authorized person from that City or District. An authorized signature form is enclosed (page 14) and when received, it will be kept on file for future verification. Faxed copies or photocopies of requests will not be accepted. Requests must include:

- 1) A brief description of the reason for the change. EXAMPLE: City or District error; paid direct to City or District; or removing charges due to foreclosure procedures. See Revenue & Taxation Codes:

4832.00      **District error** - Allow the taxpayer 30 days to pay with no penalty.

4832.50      **Paid direct to the district or city** - Does not allow 30 days to pay.

4832.99      **District Foreclosure** - Does not allow 30 days to pay. If the assessment is PAID or REDEEMED the charge cannot be removed.

- 2) Assessment Number: Must be a complete 10-digit number. (xxx-xxx-xxx-x) (Nine-digit assessment number and check-digit).
- 3) Tax Year: Indicate fiscal tax year of the change.
- 4) Fund Number: Must be a six-digit number. (68-xxxx).
- 5) Current and new charge amounts: Use the total amount currently on the tax roll; do not break down by installment amount, and do not include penalty, interest or other charges.
- 6) For each correction made, a charge per assessment, per tax year, per fund will be deducted from the current secured apportionment. Charges for the 2011-2012 fiscal year:

\$44.94 for manual corrections per year, per fund and per assessment.

\$134.82 for computer generated corrections of 20 parcels or more on CD or Diskette plus \$0.13 for each parcel.

\$8.64 per assessment for Tax Collector's fee

SAMPLE OF REQUEST FOR FIXED CHARGE CHANGE				
<u>Assessment No.</u>	<u>Tax Year</u>	<u>Fund</u>	<u>Current Amount</u>	<u>New Amount</u>
123-456-789-0	2011-2012	68-XXXX	250.00	0.00
345-456-678-9	2011-2012	68-XXXX	1,345.78	789.56

If you have any questions please contact Laura DeGuire at (951) 955-0328



**Sample Letter for Fixed Charge Corrections after August 18th Deadline**

**CITY OR DISTRICT LETTER HEAD**

**Date:**

**To:** County of Riverside  
Office of the Auditor-Controller  
Roll Change Section  
4080 Lemon St. 11<sup>th</sup> Fl  
P O Box 1326  
Riverside, CA 92502-1326

**Attention:** Laura DeGuire

**Subject: Request for Changes to (Fiscal Year) Fixed Charges  
Fund 68-XXXX Request Total (Number of changes)**

Due to (your reason), please (remove, reduce or add) the following fixed charges from the (fiscal year) tax roll:

<u>Assessment No.</u>	<u>Tax Year</u>	<u>Fund</u>	<u>Current Amount</u>	<u>New Amount</u>
000000000-0	0000-0000	68-XXXX	\$0000.00	\$0000.00

If you have any questions or require additional information please contact (District contact name) at (Contact phone number).

Sincerely,

AN AUTHORIZED SIGNATURE

Note: USE THIS FORMAT FOR LESS THAN 20 PARCELS

## REQUIREMENTS FOR REQUESTS OF 20 OR MORE CHANGES

Instructions for fixed charge corrections AFTER the August 18th deadline

- 1) Current or prior year corrections are to be submitted on a diskette in **ASCII** format as shown below. **Do not** mix current and prior year corrections on the same diskette. If working with one fund number, you must list lowest assessment number first. If working with multiple fund numbers, you must list the lowest fund number followed by the lowest assessment in that fund. This is for **unpaid or half paid** assessments only. **Paid** assessments will reject.
- 2) A letter with an authorized signature and all the information currently required for roll change must accompany the diskette.
- 3) A print out of the corrections as they appear on the diskette must also accompany the letter and diskette.
- 4) See the sample letter and print out of corrections as they should appear on the diskette.

Roll changes of less than 20 assessments must be submitted following the instructions on page 6.

Please contact Laura DeGuire with any questions.

(951) 955-0328

ACO Property Tax Division

Roll Change Section.

Record Format Requirements:

### CURRENT OR PRIOR YEAR ASCII CHARACTER SET RECORD LENGTHS 53

	<u>DATA</u>	<u>ALLOCATED SPACE</u>
<b>RECORD FORMAT:</b>	Assessment Number	9(9)
	Check Digit	9(1)
	Filler	x(1)
	Year 1	9999
	Year 2	9999
	Fund Number	9(6)
	Filler	x(4)
	Old Charge	9(10)v99
	New Charge	9(10)v99

**SAMPLE LETTER FOR FIXED CHARGE CORRECTIONS AFTER AUGUST DEADLINE**

**CITY OR DISTRICT LETTER HEAD**

**Date:**

**To:** County of Riverside  
Office of the Auditor-Controller  
Roll Change Section  
4080 Lemon St. 11<sup>th</sup> Fl  
PO Box 1326  
Riverside, CA 92502-1326

**Attention:** Laura DeGuire

**Subject: Request for Changes to (Fiscal Year) Fixed Charges  
Fund 68-XXXX Request Total (Number of changes)**

Due to (your reason), please (remove, reduce or add) the following fixed charges from the (fiscal year) tax roll:

<u>District</u> (Description)	<u>Tax Year</u>	<u>Fund</u>	<u>Current Amount</u>	<u>New Amount</u>
	0000-0000	68-XXXX	\$0000.00	\$0000.00

Enclosed is a floppy diskette (or CD) in ASCII format of the corrections needed along with a print out of the corrections as they appear on the diskette (or CD).

If you have any questions or require additional information please contact (district contact name) at (contact phone number).

Sincerely,

AN AUTHORIZED SIGNATURE

Note: USE THIS FORMAT FOR 20 OR MORE PARCELS

**Sample Print Out Of Corrections As They Should Appear On The Diskette (or CD)**

3080200463	20052006680000	000000287700000000309400
3080200540	20052006680000	000000654500000000119000
3080200551	20052006680000	000000702100000000142800
3161100019	20052006680000	000000000000000000392700
3161100097	20052006680000	000000238000000000127800
4771400052	20052006680000	000000461200000000000000
4771400117	20052006680000	0000000000000000000761600
4771400128	20052006680000	0000000000000000000440300
4772200060	20052006680000	0000004879000000000464100
4772200071	20052006680000	0000004998000000000487900
4772200136	20052006680000	0000003808000000000261800
4772200147	20052006680000	000000119000000000071400
4772200169	20052006680000	0000002618000000000142800
4780200036	20052006680000	000000035700000000119000
4780200047	20052006680000	000000035700000000119000
4780200058	20052006680000	000000035700000000119000
4780200069	20052006680000	000000047600000000130900
4780200070	20052006680000	000000166000000000452200
4780300059	20052006680000	000000333200000000238000

**STATE BOARD OF EQUALIZATION FIXED CHARGES**  
**\*\*\*Important Changes, Please Read carefully\*\*\***  
**Deadline for SBE Fixed Charge submittal is August 18, 2011.**

The State Board of Equalization (SBE) is responsible for assessing properties associated with statewide companies such as railroads, telephones or telegraphs, electric or gas and other utilities. SBE assigns independent numbers to identify these utilities. These numbers are not in our computer system. Questions regarding the State-assessed assessment information should be referred to the State Board of Equalization Valuation Division at (916) 324-2794.

Per legislation contained in AB454, unitary property is appraised using the unit value principle and is the primary operative property of the utility. Because of this legislative change, about 90 percent of SBE parcels are reported to us under this "unitary" classification and all Unitary SBE parcels are now identified to our office by SBE using a designated, yet nonexistent County-Wide TRA number 000-001, regardless of the parcels actual location.

On September 29, 2006, Assembly Bill 2670 was enacted to provide for the establishment of a single County-Wide Tax Rate Area 000-002 for **qualifying regulated railway property**. Beginning with the 2007-2008 Board Roll of State-Assessed Property, the value of railroad unitary property will be allocated based on the total number of track miles in a county and placed in a general County-Wide Tax Rate Area 000-002.

On September 30, 2006, Senate Bill 1317 was enacted to add Revenue and Taxation Code 100.95 that changed the allocation of property tax revenues derived from state assessed qualified electric generation facilities, substation facilities, and transmission lines newly constructed by a public utility after January 1, 2007. Beginning with the 2008-2009 Board Roll of State-Assessed Property, the value of qualifying properties in Riverside County will be in a County-Wide Tax Rate Area 000-095.

Due to these amendments, the TRA numbers for the parcel number on which you place charges may have changed. To ensure your fixed charge will go to the correct TRA and to help facilitate your corrections, we encourage you to purchase a copy of SBE ROLL for a cost of \$20. The SBE roll we receive is a listing of State Assessed properties by TRA and it is important to note that it is not a map. We receive the roll in late July and copies can be acquired shortly after that time by calling the Auditor-Controller's Office SBE unit at (951) 955-0943.

Adding fixed charges to a SBE parcel is done electronically by sending an e-mail request to Paul Robles at [parobles@co.riverside.ca.us](mailto:parobles@co.riverside.ca.us). This form is in an Excel format as shown on page 22 and it must be completed correctly in order to ensure the proper utility is charged. To complete the form correctly, **do not** zero fill columns. Our system can process only one charge per fund per parcel. For several charges, combine them into one. As with the regular fixed charges, the charge will be rounded to accommodate billing in two equal installments.

The most common error with SBE fixed charges is the TRA selected. Please be sure you have selected the correct TRA and parcel. Maps identifying unitary TRA's are only available at the State level. Incorrect parcel and TRA information will not be levied. Requests for placements of charges on the SBE roll that do not match the assessment and TRA data on our system can not be levied. **All incorrect data submitted to this office will be rejected and returned to your agency because we do not have the information available to make the determinations of assessment information.**

**CITY OR DISTRICT LETTERHEAD**

TO: County of Riverside Date: \_\_\_\_\_

**DISTRICT NAME:** \_\_\_\_\_

**SUBJECT:** Signature Sample of Personnel Authorized to Request Corrections to Fixed Charges on the Tax Roll

For fiscal year 2011-2012 and thereafter, the following personnel are authorized to request corrections to fixed charged on the tax roll. It is understood that the county of riverside will not make a correction if requested by any other personnel.

**NAME AND TITLE**

**SIGNATURE**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**We understand that there will be a \$44.94 manual /\$134.82 batch plus \$0.13 each assessment and \$8.64 per assessment. Charges will be deducted from the current secured apportionment. Pre-payment will not be accepted.**

**APPROVED BY:** \_\_\_\_\_

**CITY OR DISTRICT MANAGER**

**CITY OR DISTRICT LETTERHEAD**

TO: Paul Angulo, CPA, MA  
Riverside County Auditor-Controller

FROM: \_\_\_\_\_

SUBJECT: Compliance with Proposition 218

DATE: \_\_\_\_\_

The City[District] of \_\_\_\_\_ represents that the charges associated with property tax district number 68-\_\_\_\_\_ identified on the county Tax Roll as \_\_\_\_\_ is in compliance with the articles of Proposition 218 cited below.

The County Auditor-Controller/County of Riverside agrees to enter all assessments, fees, charges, or taxes for the City [District] \_\_\_\_\_ upon receipt of such roll on or about August 10, 2011 based upon such certification.

The City[District] \_\_\_\_\_ shall be solely liable and responsible, and will defend, indemnify and hold the County and this office harmless from any liability as a result of claims or claims for refunds and related interest due filed by taxpayers against any assessments, fees, charges or taxes placed on the roll for the City[District] \_\_\_\_\_ by the County.

*Article XIII C. Sec.2 (c) "Any general tax imposed, extended, or increased, without voter approval, by any local government on or after January 1, 1995, and prior to the effective date of this article, shall continue to be imposed only if approved by a majority vote of the voters voting in an election on the issue of the imposition, which election shall be held within two years of the effective date of this article and in compliance with subdivision (b)."*

*Article XIII D. Sec. 5 "...this article shall become effective the day after the election unless otherwise provided. Beginning July 1, 1997, all existing, new, or increased assessments shall comply with this article."*

*Article XIII C. Sec.6 (d) "Beginning July 1, 1997, all fees or charges shall comply with this section."*

\_\_\_\_\_  
City [District] \_\_\_\_\_ Date \_\_\_\_\_  
Attested By:  
District Secretary  
City Clerk

**SPECIAL DISTRICT  
FIXED CHARGE REQUEST FORM**

To: Riverside County Assessor-Clerk-Recorder P.O.Box 12004 Riverside, CA 92502-2204 Fax: (951)955-6261	Assessor's use only <u>14112001PVDC</u> 9104F
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Attn: Mario Paz      (951)955-6242      Date: \_\_\_\_\_

From Agency Name: \_\_\_\_\_ Fund#: \_\_\_\_\_

Address: \_\_\_\_\_

City-State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Coordinator: \_\_\_\_\_ Phone: \_\_\_\_\_

Estimated Number of Parcels: \_\_\_\_\_ Date Required: \_\_\_\_\_

**PLEASE INDICATE REQUIRED PRODUCTS- ORDER FROM THIS GROUP ANY TIME OF YEAR**

<u>ITEM:</u>	<u>CATALOG:</u>
<input type="checkbox"/> 1. Final Certified Assessment Roll (160 <u>RecL</u> ) -Yearly	ASX100C
<input type="checkbox"/> 14. Updated Monthly - 622 Record Length	KEYINFOX
<input type="checkbox"/> 15. Assessment Roll - 800 Record length	WORK100
<input type="checkbox"/> 16. Special Request Value Roll - 80 Record Length Computer Printout: # of copies ____	RQSTVALU
<input type="checkbox"/> <u>CD-ROM</u> \$0.58c each <input type="checkbox"/> DVD    \$0.98c each    plus 8.75% media sales tax	

Note: File layouts, Use Codes and sample data files are available upon request.



FIXED CHARGE REQUEST FORM

\*\*\* Only Scheduled after the Assessor's Roll Closes -- First part of JULY \*\*\*

DISTRICT FIXED (ASDFXD):

ASDFXDEV: ELSINORE VALLEY WATER DISTRICT

ASDFXDRC: RANCHO CALIFORNIA WATER DISTRICT

DISTRICT COPY (ASDCPY):

ASCVCWD: Coachella Valley Water District

ASEMWDF: Eastern Municipal Water District Fixed Charges

ASDFH1 - Microfiche for EMWD on CD-ROM FICHE

DISTRICT LISTING (ASDLST2)

Computer Printout: Number of Copies:

To all customers of the Riverside County Assessor - Property Data Center:

On Tuesday, October 27<sup>th</sup>, 2009, the Riverside County Board of Supervisors approved the Property Data Center billing rate of \$117 per hour for all data products. This new rate will be effective on Thursday, October 29<sup>th</sup>, 2009. From this day forward, this new rate will be applied to all Data Center products.

If you have any questions, please contact Mario Paz at (951) 955-6242 or email to: [mpaz@asrclkrec.com](mailto:mpaz@asrclkrec.com)

**The following instructions should be followed for sending fixed charges via File Transfer Protocol (FTP):**

- a) The only three items that should be on your FTP files are:
  - (1) The assessment number (including check-digit number).
  - (2) Your fund/district number.
  - (3) The amount of charge for that assessment.
- b) FTP file name format must be 68XXXX.
- c) FTP file data must have ASCII format: Numeric Only (no dash/hyphen in the filename) and single spacing.

- (1) **3 columns**
  - **Column 1 format: 6 blanks spaces, 10 characters**
  - **Column 2 format: 1 blank space, 6 characters -**
  - **Column 3 format: 2 blanks spaces, 9 characters**

<u>Record Format:</u>	<u>Data</u>	<u>Position</u>
	Blank	1 - 6
	Assessment Number	7 - 15
	Check Digit	16
	Blank	17
	Fund Number	18 - 23
	Blank	24 - 25
	Amount	26 - 34 (999999999)
	(9 characters. including 2 decimals)	

- d) The naming convention for the file is your six digit fund number/district number.  
For example: 68XXXX.txt

To send your information FTP, use the instructions on the following page.

For questions regarding the fixed charge process, please contact the Auditor-Controller's Office:

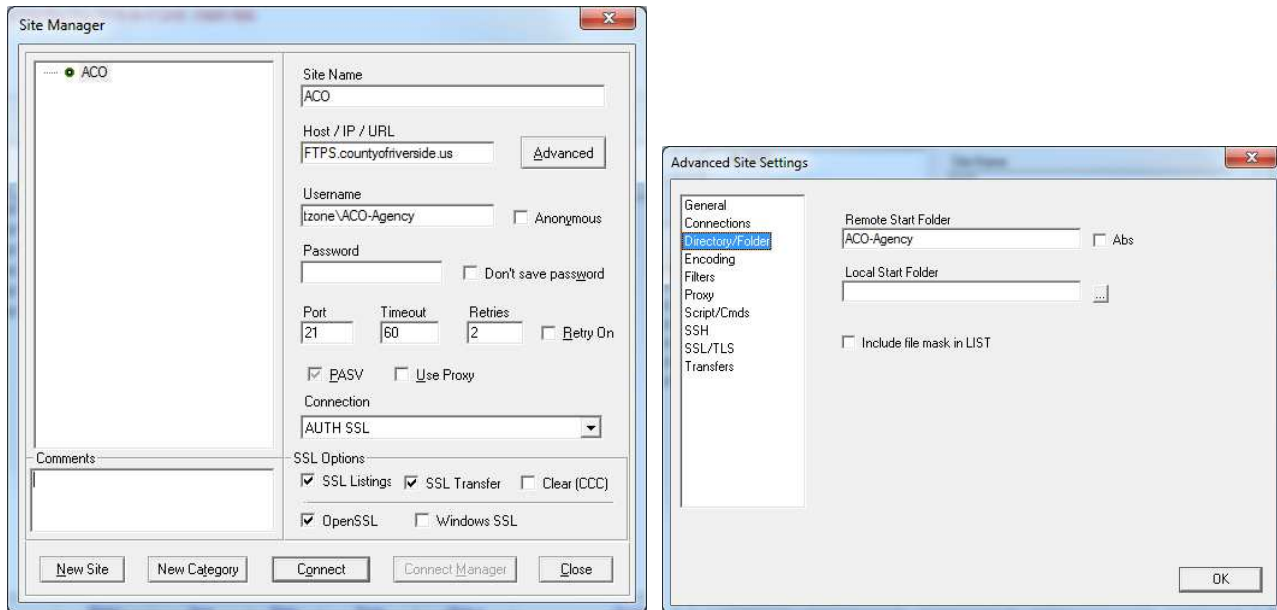
Fendy Kao: (951) 955-0322  
[fkao@co.riverside.ca.us](mailto:fkao@co.riverside.ca.us)

Justina Loeun: (951) 955-0319  
[juloeun@co.riverside.ca.us](mailto:juloeun@co.riverside.ca.us)

## ACO SECURED FTP INSTRUCTIONS

You will first need an FTP client which can negotiate FTP over SSL (FTPS/FTPES). SFTP is not the same and will not work. We do not require/recommend any specific client; however, I have included the screen shots of the CoreFTP client setup. It can be downloaded for free by clicking on the link [www.coreftp.com](http://www.coreftp.com).

From the menu choose Sites / Site Manger. Click on New Site and fill in the fields with the information below. The second screen is from clicking the Advanced Button.



- 1) Hostname: ftps.countyofriverside.us
- 2) Username: tzone\ACO-Agency
- 3) Password which is the only thing CaSe SenSitive: PropTax11
- 4) Connection type: AUTH SSL
- 5) Remote start folder name: ACO-Agency. This is found by clicking on the Advanced button - Directory/Folder.
- 6) Local Start Folder (optional): this is the directory on your desktop where you keep your files.

Use the defaults for the other settings. You will be asked if you will accept a certificate from this server. Say OK. In the LEFT pane you should see your files if you filled out the Local Start Folder field. If you did not, then you should be able to browse and find them. In the RIGHT pane you should see no files. Since /ACO-Agency folder is Write only, you will not be able to list or read files, even those you write or send via FTP.

For security reasons, we have implemented a policy for locking out account logins after five (5) failed login attempts. If you are unable to login, it is possible that the account has been locked because of failed attempts by you or others.

Sometimes customers get hostname errors. You may need to use one of these IPs instead: 63.237.190.71 or 172.30.12.71.

If you need assistance at any time (24/7) call the RCIT helpdesk at 951-955-9900.



**REQUEST TO ESTABLISH A NEW FIXED CHARGE FUND NUMBER (68)**

1. **New Fund Name:** \_\_\_\_\_  
(32 characters only)
2. **Contact for Taxpayers:** (This will be available on tax bills and via our web-site)  
Agency Name: \_\_\_\_\_  
Agency contact person: \_\_\_\_\_  
Agency Address: \_\_\_\_\_  
Agency Phone Number: \_\_\_\_\_  
Agency E-mail address: \_\_\_\_\_
3. **Fixed Charge Paid and Unpaid Reports** (available in electronic format only)  
E-mail address where to send reports: \_\_\_\_\_
4. **Tax Warrants to be mailed to** (if receiving warrants):  
Agency name: \_\_\_\_\_  
Agency contact person: \_\_\_\_\_  
Agency Address: \_\_\_\_\_  
Agency Phone number: \_\_\_\_\_
5. **For General Accounting Department (GAD): This is required if #4 is completed, otherwise ignore.**  
Do you want a separate warrant for this new fund?  
YES \_\_\_\_ (You will get a new fund/vendor number)  
NO \_\_\_\_ (You will share the same vendor number)  
What is your current vendor number? \_\_\_\_\_ (If you don't know, please call our office)
6. **Do you want to set up Electronic Fund Transfer (EFT/ACH)?**  
YES \_\_\_\_ (Please call our office for forms)  
NO \_\_\_\_ (You will continue to received warrants in the mail)
7. **If your funds are being transfer via journal entries, please complete this, otherwise ignore.**  
Fund Number: \_\_\_\_\_  
Department ID (Dept ID): \_\_\_\_\_
8. **Check if applicable for new fund:** (This is for our information so we know if you are a teeter district or not)  
a) Teeter \_\_\_\_ b) Community Facility District \_\_\_\_ c) Assessment District \_\_\_\_  
d) Nuisance Abatement District \_\_\_\_ e) Building Abatement District \_\_\_\_

\_\_\_\_\_  
Requested by (print your name)

\_\_\_\_\_  
Requested by (signature)

\_\_\_\_\_  
Date of request

\_\_\_\_\_  
Name of District requesting

\_\_\_\_\_  
Phone # of person requesting

\_\_\_\_\_  
E-mail address of person requesting

*Note: This request can only be signed by a District Representative.*

*Updated 3/29/11*

