

CoreLogic Collector Portal User Guide

January 2025

CoreLogic



Table of Contents

3 | [Website Address and Features](#)

4 | [Account Activation](#)

6 | [Payment Delivery](#)

7 | [Payment File Retrieval](#)

11 | [Upload Feature](#)

12 | [Document Center](#)

13 | [Payment Overview](#)

16 | [Parcel Payment Details](#)

20 | [Customer Support Ticket Creation](#)

22 | [Linked Collectors](#)

Collector Portal

Website Address and Features

The Collector Portal features a document center, payment tracker, and notification system to help provide insights and transparency regarding CoreLogic's tax payments.

Log in and explore

COLLECTOR PORTAL WEBSITE:

<https://collectorportal.corelogic.com/login>

Note: For the optimal experience, Google Chrome or Microsoft Edge is recommended.



CoreLogic COLLECTOR PORTAL

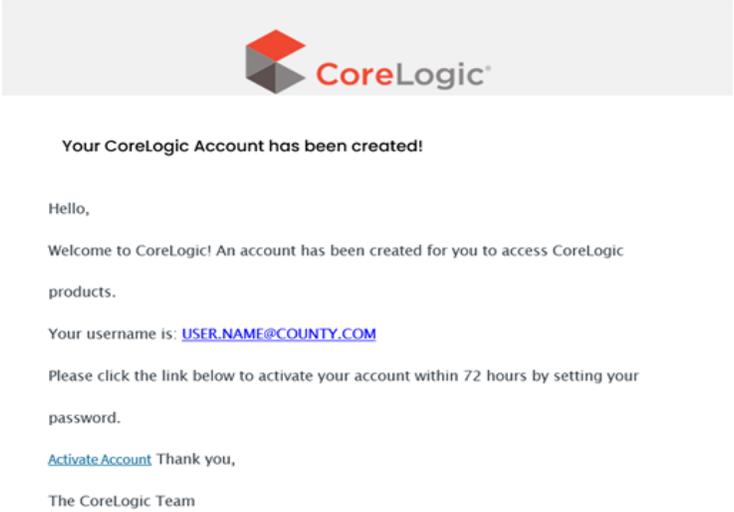
Collector Portal

Email Address

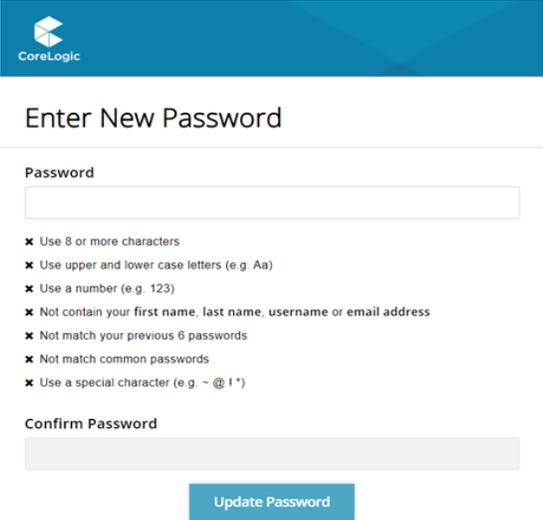
SIGN IN

Collector Portal

Account Activation



When your user account is created, you will receive an email notifying you of the account creation. Follow the link to activate your account on the secure portal website.



Create a new password.



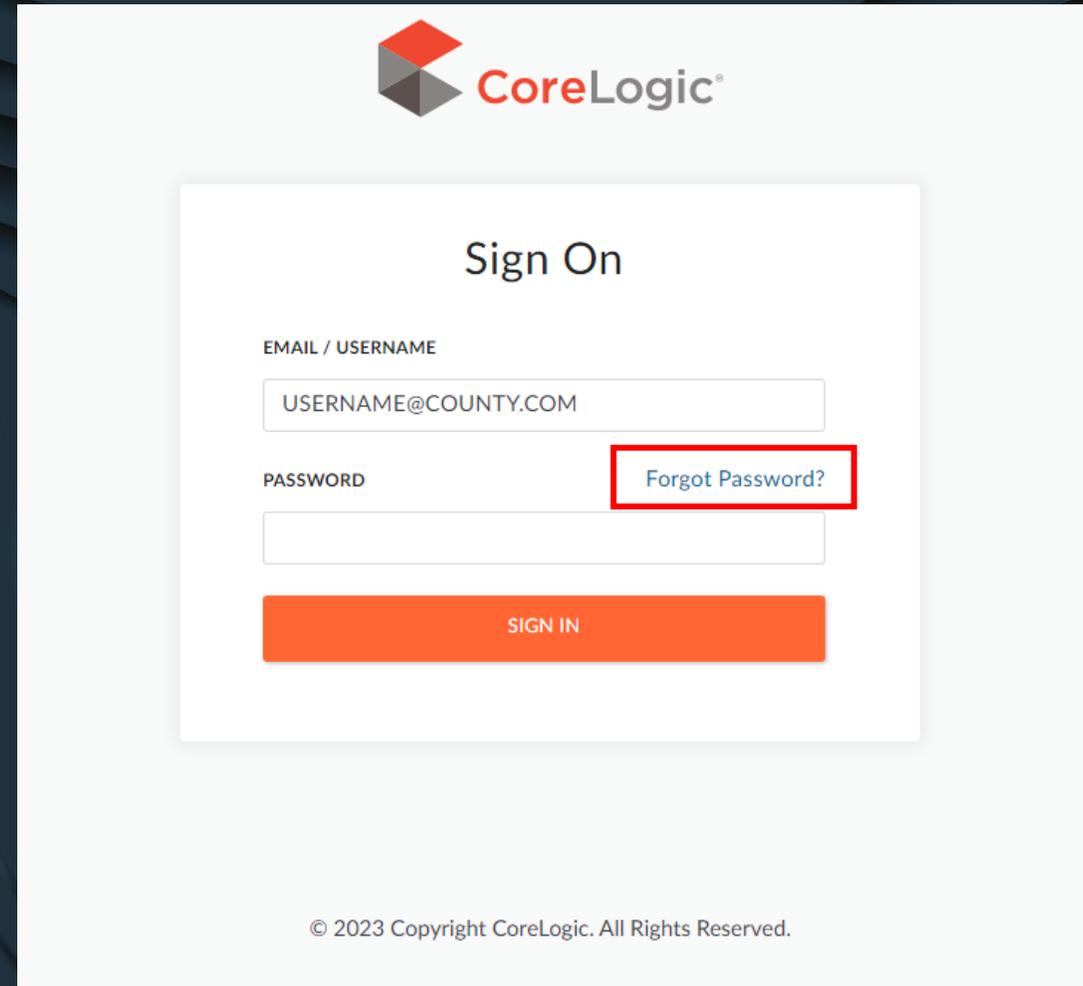
You will receive a confirmation email of your password change.

Collector Portal

Account Activation Continued

If you forgot your password or did not activate your account within 72 hours, select “Forgot Password?” and follow the instructions. A new link will be emailed to update or create a new password.

- The email you receive will come from donotreply@corelogic.com.
- If you do not receive this email within 5-10 minutes, check your junk mail, quarantined, or spam folder.
- If it is not located in any of these folders, please email collectorportal.tax@corelogic.com and let us know you are not receiving your activation emails, and we will contact you.
 - All other inquiry types should be referred to residentialtaxsupport@corelogic.com or use our ticketing system. (see page 20)



CoreLogic®

Sign On

EMAIL / USERNAME
USERNAME@COUNTY.COM

PASSWORD
Forgot Password?

SIGN IN

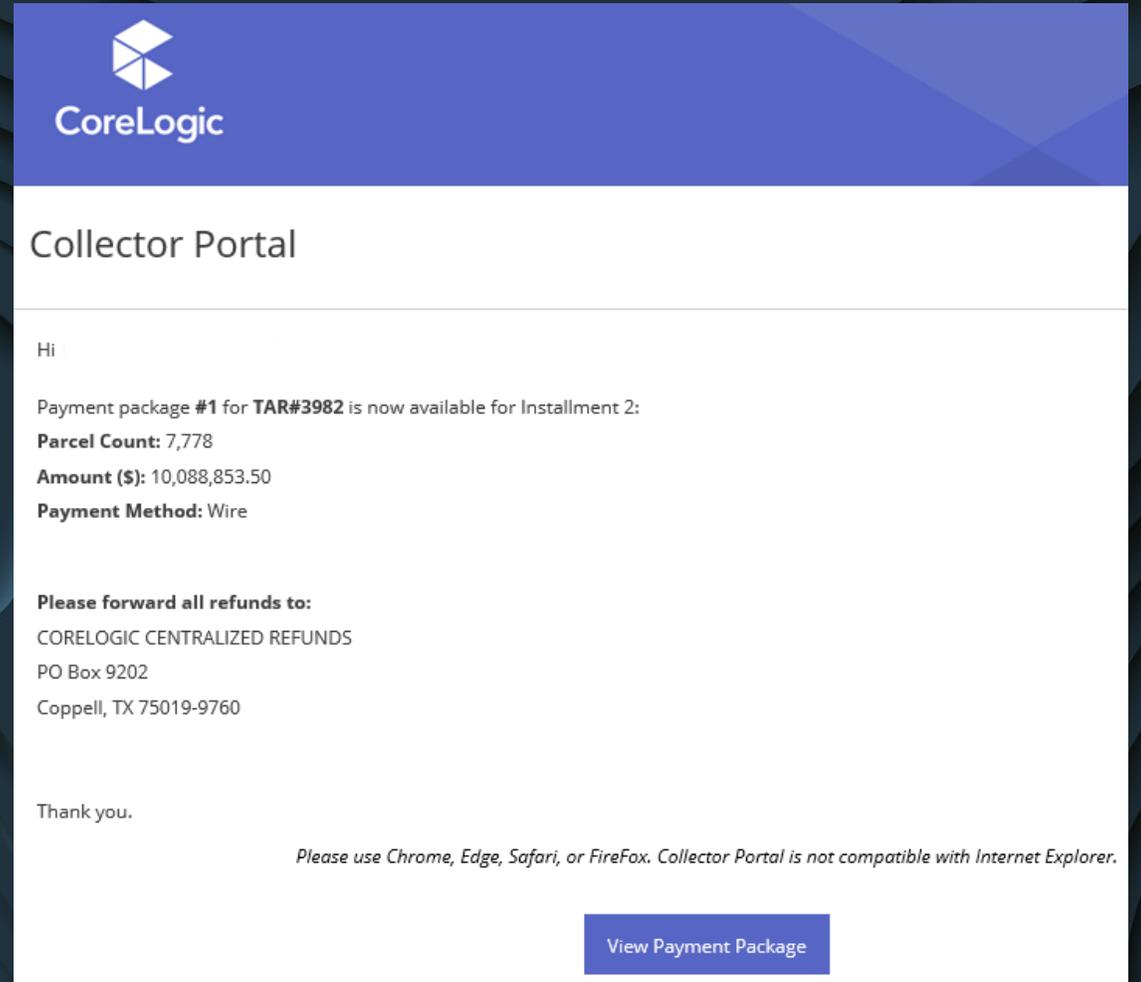
© 2023 Copyright CoreLogic. All Rights Reserved.

Collector Portal

Payment Delivery

Once the CoreLogic payment is ready for delivery to the collector:

- An email will be sent from the CoreLogic Collector Portal when a payment package is ready for viewing and download.
- Click on the “View Payment Package” link in the email to be directed to the Collector Portal, or log in directly if preferred at <https://collectorportal.corelogic.com/login>



The screenshot shows an email notification from CoreLogic. At the top is the CoreLogic logo. Below it, the title "Collector Portal" is displayed. The main body of the email starts with "Hi" and then states: "Payment package #1 for TAR#3982 is now available for Installment 2:". This is followed by three lines of key information: "Parcel Count: 7,778", "Amount (\$): 10,088,853.50", and "Payment Method: Wire". Below this, there is a section titled "Please forward all refunds to:" with the following address: "CORELOGIC CENTRALIZED REFUNDS", "PO Box 9202", and "Coppell, TX 75019-9760". The email concludes with "Thank you." and a footer note: "Please use Chrome, Edge, Safari, or FireFox. Collector Portal is not compatible with Internet Explorer." At the bottom right, there is a blue button labeled "View Payment Package".

Collector Portal

Payment File Retrieval

- Log into the Portal to view payment details and download the associated payment files from the “Bulk Payments – Payment Packages” tab.
- The TAR# field will indicate if this is a residential payment or commercial payment. A 4-digit number in this field is residential, COMMTAX in this field is commercial.
- Use the “View” button to expand the payment window and access files individually.

COLLECTOR PORTAL - Agency Name, State | BULK PAYMENTS | DOCUMENT CENTER | DAVID

TAX YEAR << Tax Year 2024 (Installment 2) Pay w/o Penalty By: February 1, 2025

▼ CURRENT: 2024
Installment 1
Installment 2
> Tax Year: 2023
> Tax Year: 2022

PAYMENT OVERVIEW | PAYMENT PACKAGES | PARCEL PAYMENT DETAILS

CoreLogic Centralized Refunds, PO Box 9202, Coppell, TX 75019-9208
CoreLogic Commercial Centralized Refunds, PO Box 9222, Coppell, TX 75019-9222

#	TAR#	Parcel Count	Amount (\$)	Payment Method	Upload Date	
2	COMMTAX	15	\$250,000.00	Wire	Jan 16 2025, 9:42:27 AM EST	View
1	8300	1,475	\$950,000.00	Wire	Jan 16 2025, 9:41:13 AM EST	View

COLLECTOR PORTAL - Agency Name, State | BULK PAYMENTS | DOCUMENT CENTER | DAVID

TAX YEAR << Tax Year 2024 (Installment 2) Pay w/o Penalty By: February 1, 2025

▼ CURRENT: 2024
Installment 1
Installment 2
> Tax Year: 2023
> Tax Year: 2022

PAYMENT OVERVIEW | PAYMENT PACKAGES | PARCEL PAYMENT DETAILS

CoreLogic Centralized Refunds, PO Box 9202, Coppell, TX 75019-9208
CoreLogic Commercial Centralized Refunds, PO Box 9222, Coppell, TX 75019-9222

#	TAR#	Parcel Count	Amount (\$)	Payment Method	Upload Date	
2	COMMTAX	15	\$250,000.00	Wire	Jan 16 2025, 9:42:27 AM EST	View
1	8300	1,475	\$950,000.00	Wire	Jan 16 2025, 9:41:13 AM EST	Hide

Document Name	Type	Upload	Download
100600004.G134371.D241220.T11265586.TXT	Payment File	Jan 16 2025, 9:41:13 AM EST By: collectorportal.tax@corelogic.com	
PASFA.ZYONT.CHKREG.410280003.D12212024.T080116.TXT	Check Register	Jan 16 2025, 9:41:13 AM EST By: collectorportal.tax@corelogic.com	
ZPAY.LST210440003.D08302024.T073435.TXT	Payment Detail Report	Jan 16 2025, 9:41:13 AM EST By: collectorportal.tax@corelogic.com	

Collector Portal

Payment File Retrieval Continued

Wire Confirmation Number

When the payment method is a wire, the wire confirmation number can be found under the “Payment Method” tab for each payment sent via Wire/ACH to assist you in locating the funds at your financial institute.

The wire confirmation numbers are automatically added to the system daily at approximately 11 am Central . Any wires sent after this time will have the wire confirmation numbers added the following day.

Note: CoreLogic will not change your payment method to wire unless you request a change and submit the appropriate paperwork.

CoreLogic COLLECTOR PORTAL - Agency Name, State BULK PAYMENTS | DOCUMENT CENTER | MANAGE USERS COURTNEY

TAX YEAR Tax Year 2022 (Installment 2) Pay w/o Penalty By: December 20, 2022

PAYMENT OVERVIEW PAYMENT PACKAGES

+ Start New Package

#	TAR#	Parcel Count	Amount (\$)	Payment Method	Upload Date	
> 1	2673	249	\$789,760.00	Wire (Confirmation#: 20221209B6B 1R005962)	Dec 9 2022, 11:02:43 AM CST	Take Action

Collector Portal

Payment File Retrieval Continued

- If the installment you need files for is not the installment it opens to, select the correct tax year/installment on the left of the screen.
- Each file has a “Download” button to allow you to download files individually to your computer.
- Files will be available in the Portal for 3 years.

CoreLogic COLLECTOR PORTAL - Agency Name, State **BULK PAYMENTS** | DOCUMENT CENTER CARRIE v

TAX YEAR << Tax Year 2021 (Installment 1) Pay w/o Penalty By: December 10, 2021

PAYMENT OVERVIEW **PAYMENT PACKAGES**

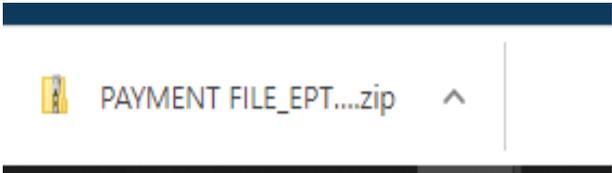
#	TAR#	Parcel Count	Amount (\$)	Payment Method	Upload Date	
1	1234	386,884	\$1,099,694,248.26	Wire	Jun 23 2021, 3:29:11 PM CST	Hide

Document Name	Type	Upload	Download
Payment File.bt	Payment File	Jul 18 2022, 3:31:24 PM CST By: collectorportal.tax@corelogic.com	Jul 18 2022, 3:32:16 PM CST By: 123tax.LA@gmail.com 
Payment Check Register.bt	Check Register	Jun 23 2021, 3:29:14 PM CST By: collectorportal.tax@corelogic.com	Jun 21 2022, 5:01:10 PM CST By: 123tax.LA@gmail.com 
Payment Detail Report.zip	Payment Detail Report	Jun 23 2021, 3:29:14 PM CST By: collectorportal.tax@corelogic.com	Jun 21 2022, 5:01:25 PM CST By: 123tax.LA@gmail.com 

Collector Portal

Payment File Retrieval Continued

- Once you download the file, you should receive a pop-up on your computer screen.
- Click the ^ arrow to open the file
 - Select and save the file wherever you need it saved in order to upload to your system



- If a pop-up with the file does not occur, go to your file folder and find the download folder to access your files



Name	Date modified	Type
▼ Today (2)		
PAYMENT FILE_EPT024_1	4/13/2022 10:03 AM	Comp
allUsersReport (1)	4/13/2022 9:41 AM	Micro
▼ Yesterday (1)		

Collector Portal

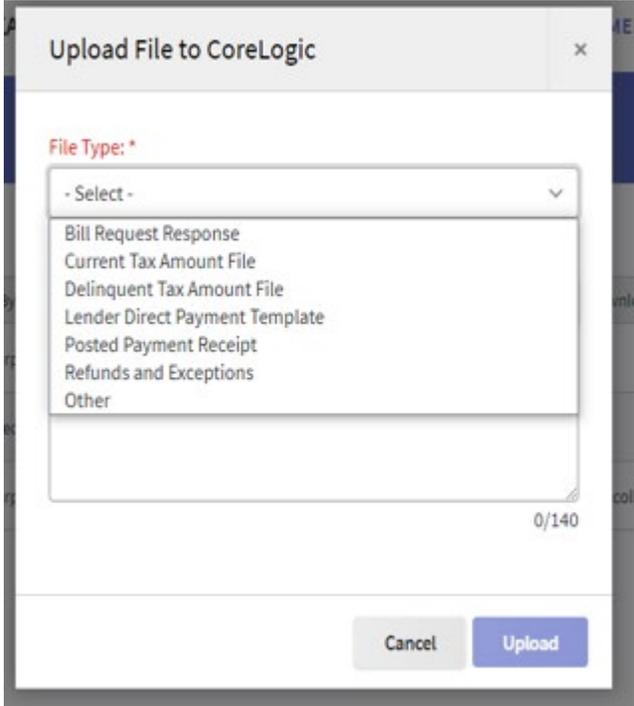
Upload Feature



Upload a report or file to CoreLogic via the Document Center

- The Document Center can be used for large files that cannot be emailed.
- If you do upload a file via the Collector Portal, please select the most appropriate file type from the drop-down menu.

Currently, there are no files available.



Collector Portal

Document Center

Document Center

File Name	Type	Uploaded By	Upload Date	Downloaded By	Download Date
New File Layout for Orbit.xlsx	Other	123tax.LA@gmail.com	Oct 25 2023, 6:45:25 PM CDT	collectorportal.tax@corelogic.com	Oct 26 2023, 11:04:21 AM CDT
5501_5502.TXT  There are 83,123 parcels on the file.		collectorportal.tax@corelogic.com	Aug 22 2023, 12:22:02 PM CDT		Sep 11 2023, 12:04:58 PM CDT

Filters

Upload

Filters

File Type:

- Bill Request
- Bill Request Response
- Current Tax Amount File
- Deferral Reports
- Delinquent Tax Amount File
- Lender Direct Payment
- Lender Direct Payment Template
- NJ-ME2
- NY-953
- Posted Payment Receipt
- Property Data Insights
- Refunds and Exceptions
- Other

Downloaded By:

- Collector
- CoreLogic

Reset Apply

Any files in the Document Center can be sorted by column (ascending/descending), or you can filter by file type.

Also, hover over the “sticky note pad” next to the file name to get important messages regarding the files uploaded

Collector Portal

Payment Overview

The "Payment Overview" tab gives you insights into the CoreLogic payment life cycle.

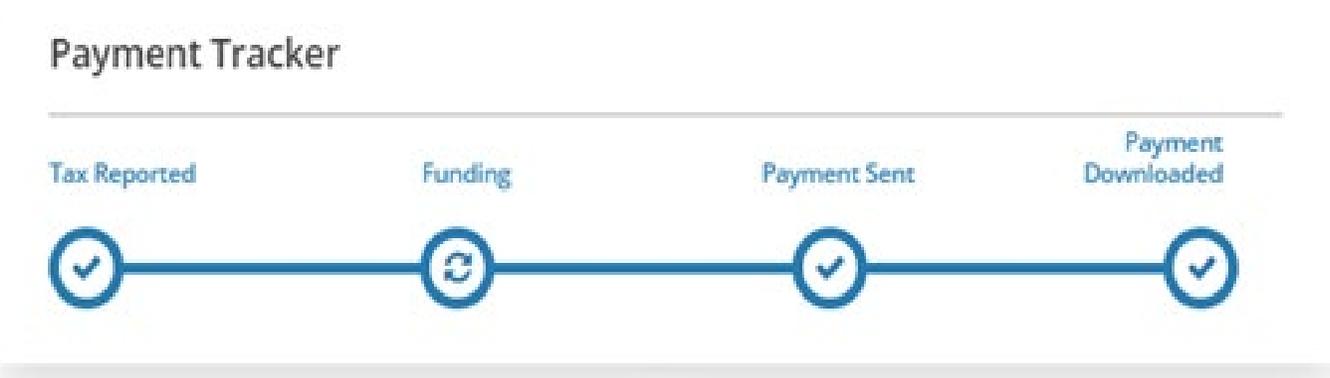
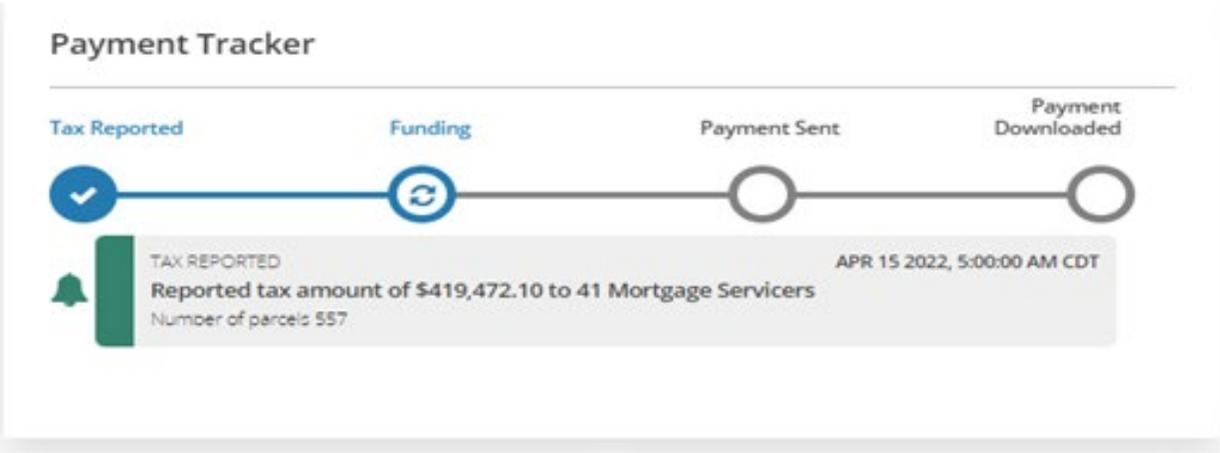
- Review the number of escrow parcels under CoreLogic Service and Installment.
- The Estimated Payment Date(s) will display for payments being returned by our bulk payment process.
 - Note: The payments could be sent prior to the date and/or up to 48 hours after the scheduled date.

The screenshot shows the 'Payment Overview' section of the Collector Portal. The top navigation bar includes 'TAX YEAR' with a left arrow, 'Tax Year 2022 (Installment 1)', and 'Pay w/o Penalty By: September 30, 2022'. Below this, there are two tabs: 'PAYMENT OVERVIEW' (highlighted with a red box) and 'PAYMENT PACKAGES'. A grey information box states: 'Information is currently available for residential properties only. Commercial payment activity and data coming in future releases.' Below the information box, there are two data cards. The first card is titled 'CoreLogic Escrow Parcels' and shows the value '3,067'. The second card is titled 'Estimated Payment Date(s)' (highlighted with a red box) and shows the date 'Sep 22, 2022' in a blue button.

Collector Portal

Payment Overview Continued

Follow CoreLogic payment activities via the Payment Tracker.



Know when CoreLogic has reported your tax amounts to our clients and when funding to CoreLogic begins.

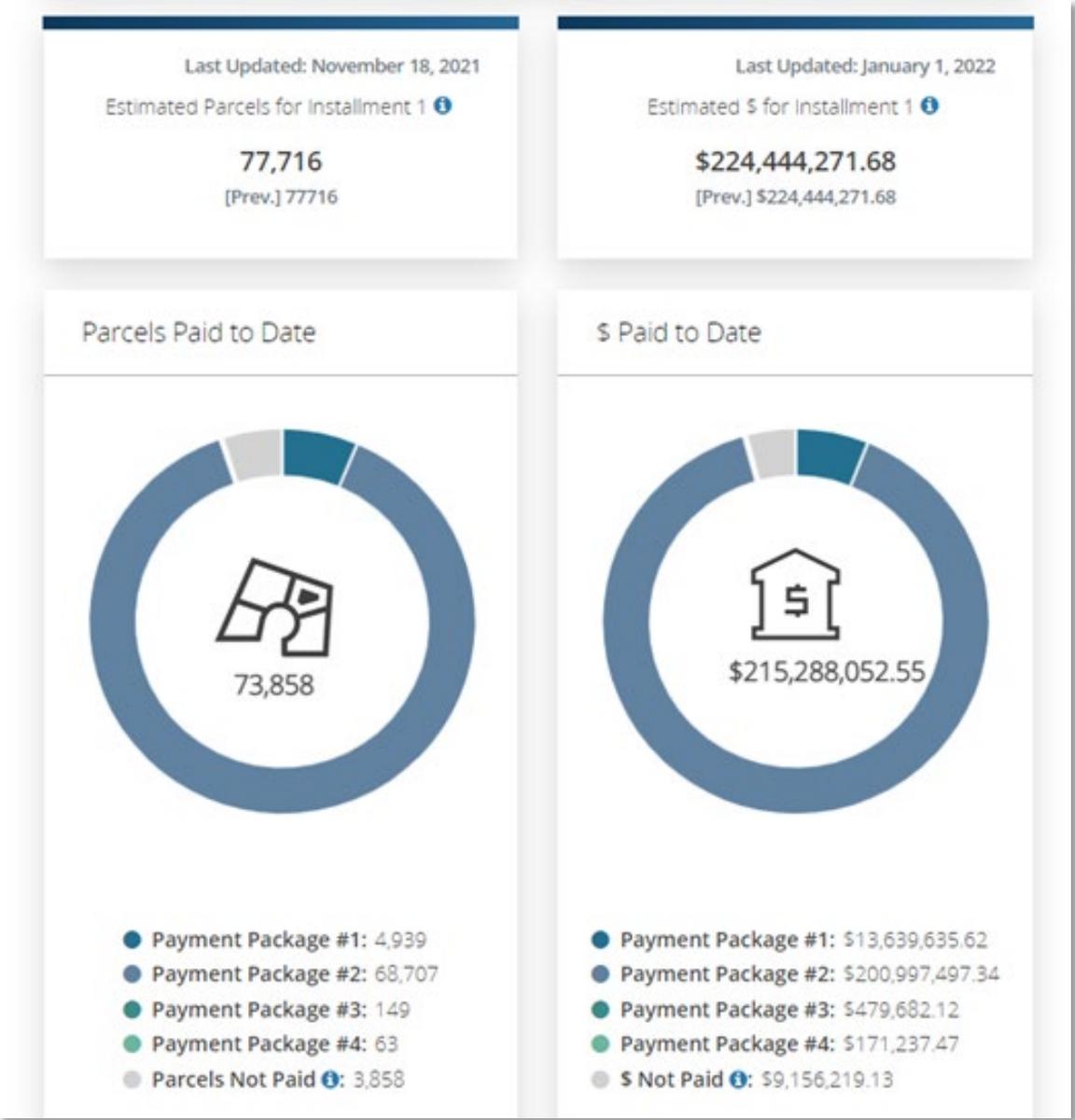
Collector Portal

Payment Overview Continued

The analytics dashboard provides parcel count and amounts paid per payment package.

Parcels not paid reflect escrow parcels that are under CoreLogic service and have not been paid via a bulk payment. In addition:

- An additional bulk payment could occur
- The clients may pay direct
- Mortgage rules may be preventing the payment
- A manual payment could be received instead
- CoreLogic Commercial Parcels are not included on the Portal at this time



Collector Portal

Parcel Payment Details

Beginning November 2023, use the Parcel Payment Details search to find detailed information regarding parcels that were reported to our mortgage servicer clients and included on the bulk payments for the installment selected.

Note: The parcel number must be entered in the format that CoreLogic carries to have results returned. Please refer to the parcel detail report for examples of your parcel format.

The screenshot displays the Collector Portal interface. At the top left is the CoreLogic logo. The main header includes 'COLLECTOR PORTAL - Agency Name, State', navigation links for 'BULK PAYMENTS' and 'DOCUMENT CENTER', and a user profile for 'COURTNEY'. A dark blue sidebar on the left is titled 'TAX YEAR' and contains a dropdown menu with options: 'CURRENT: 2023', 'Installment 1' (highlighted), 'Tax Year: 2022', and 'Tax Year: 2021'. The main content area has a blue header bar with 'Tax Year 2023 (Installment 1)' and 'Pay w/o Penalty By: October 31, 2023'. Below this is a navigation bar with three tabs: 'PAYMENT OVERVIEW', 'PAYMENT PACKAGES', and 'PARCEL PAYMENT DETAILS' (highlighted with a red box). The 'Search for Parcels' section features a search box with a 'PARCEL ID' label above it and a 'Search' button at the bottom right.

Collector Portal

Parcel Payment Details Continued

The search results from the Parcel Payment Details screen will provide information for that installment's payment for the parcel selected. It includes:

- Parcel ID
- Amount paid on the bulk payment for that installment
- Owner name on the account CoreLogic is supporting
- Mortgage Company CoreLogic is supporting
- Tax Year and installment
- Amount reported
- If Tru-Pay refund mitigation was performed results from that process and any remarks

Select "View Details" for additional information

123 Main Street,
Anywhere, TX 76179

Paid in Full

Parcel ID:

14-0019-0005

Paid To Collector:

✓ \$6,751.31

Owner(s):

John Smith

Mortgage Servicer:

Mortgage Company
Name

Payment Details

Tax Year:

2023

Installment:

1

Original Amount:

\$6,751.31

Current Amount:

\$0.00

Payment Adjusted:

\$0.00

Tru-Pay Status:

N/A

Remarks:

N/A

View Details

Collector Portal

Parcel Payment Details Continued

When “View Details” is selected, additional information is available for the parcel selected on the bulk payment for the year/installment that was searched.

Additional fields include:

- Pay without penalty date
- Reported date
- Payment date
- CoreLogic Customer ID
 - Mortgage Company ID with CoreLogic
- CoreLogic Contract Number
 - This is CoreLogic ID number for the specific account
- CoreLogic Contract Date
 - This is the date the mortgage began being serviced with CoreLogic

MORTGAGE SERVICER INFORMATION

i Owner name based on Corelogic records

Owner(s): John Smith **Parcel ID:** 14 -0019-0005

Address: 123 Main Street, Anywhere, TX 76179

Mortgage Servicer: Mortgage Company Name

PAYMENT AND ADJUSTMENT DETAILS

Tax Year: 2023	Installment: 1	Pay w/o Penalty Date: October 31, 2023
Original Amount: \$6,751.31	Reported Date: 2023-10-02	Current Amount: \$0.00
Paid to Collector: \$6,751.31	Payment Date: 2023-10-20	Payment Adjusted: \$0.00
Payment Method:	Payment Package:	Payment Status: Paid in full
Remarks: N/A		Tru-Pay Status: N/A
CoreLogic Customer: 0012345	Contract: 0123456	Contract Date: 2022-07-13

Collector Portal

Parcel Payment Details Continued

CoreLogic offers refund mitigation through our Tru-Pay process.

If you are part of this service, you will also have detailed information per parcel if any action was taken from this service.

- Overages are when the original reported amount is more than the current amount due
- Shortages indicate an increase of taxes owed from when they were reported to the mortgage servicer and additional funds need to be sent
 - Only agencies that accept shortages will have funds sent through the bulk process and additional funds to follow
- Duplicate indicates that the full tax amount reported is now showing paid in full resulting in no payment from CoreLogic
- Note: Any funds that had been disbursed from the escrow account and were no longer due will be returned to the escrow account and not sent to the agency through the bulk pay process

Original Amount: \$2,962.27
Current Amount: \$2,449.77

Payment Adjusted: \$512.50
Tru-Pay Status: **Overage**

Remarks:
Payment Adjusted Amount of \$512.5 refunded to Mortgage Servicer.

Original Amount: \$1,073.62
Current Amount: \$1,509.13

Payment Adjusted: \$0.00
Tru-Pay Status: **Shortage**

Remarks:
Additional \$435.51 to be paid by Mortgage Servicer.

Original Amount: \$692.71
Current Amount: \$0.00

Payment Adjusted: \$692.71
Tru-Pay Status: **Duplicate**

Remarks:
Original Amount of \$692.71 refunded to Mortgage Servicer

Collector Portal

Customer Service Ticket Creation

Creating a Customer Support Ticket

- At the top of your screen next to your username you will see a “ticket”
 - If you hover over the ticket icon, you will see it labeled as “Customer Support Ticket”
- Click on the ticket icon

The screenshot shows the CoreLogic Collector Portal interface. At the top left is the CoreLogic logo. The main header area includes the text 'COLLECTOR PORTAL - Agency Name, State' and navigation links for 'BULK PAYMENTS' and 'DOCUMENT CENTER'. On the right side of the header, there is a user profile icon and the name 'DAVID'. Below the header is a blue navigation bar with 'TAX YEAR' on the left and 'Tax Year 2024 (Installment 1)' in the center. To the right of the navigation bar, there is a 'Customer Support Ticket' icon and another 'DAVID' user profile icon, both of which are highlighted with a red rectangular box. Below the navigation bar, there are three tabs: 'PAYMENT OVERVIEW', 'PAYMENT PACKAGES', and 'PARCEL PAYMENT DETAILS'. Below the tabs, there is an information message: 'Information is currently available for residential properties only. Commercial payment activity and data coming in future releases.' Below the message, there are two data cards. The first card is titled 'CoreLogic Escrow Parcels' and displays the number '480'. The second card is titled 'Estimated Payment Date(s)' and contains a calendar icon and the text 'Dates will display here when tax amounts have been reported to mortgage servicers.' On the far left, there is a sidebar menu with 'TAX YEAR' and options for 'CURRENT: 2024', 'Installment 1', 'Installment 2', 'Tax Year: 2023', and 'Tax Year: 2022'.

Collector Portal

Customer Support Ticket continued

Complete the required fields with an *

- Summary – provide a brief description of the issue
- CPS Issue Category – Select from the dropdown the type of issue
- Number of Issues – How many items has this issue been reported
- Description – Provide a detail description of the issue
- Phone Number – phone number you would want reached, if necessary
- If you have a file or document to attach, click on the “Choose File” button to locate and attached the file you want to send

Note: Once you have submitted the ticket, within 10 minutes, you will receive an email notification with your ticket number from our Residential Tax Support Group.

Create Ticket

Summary *

CPS issue Category *

Number of Issues *

Description *

Phone Number *

Tax Authority ID

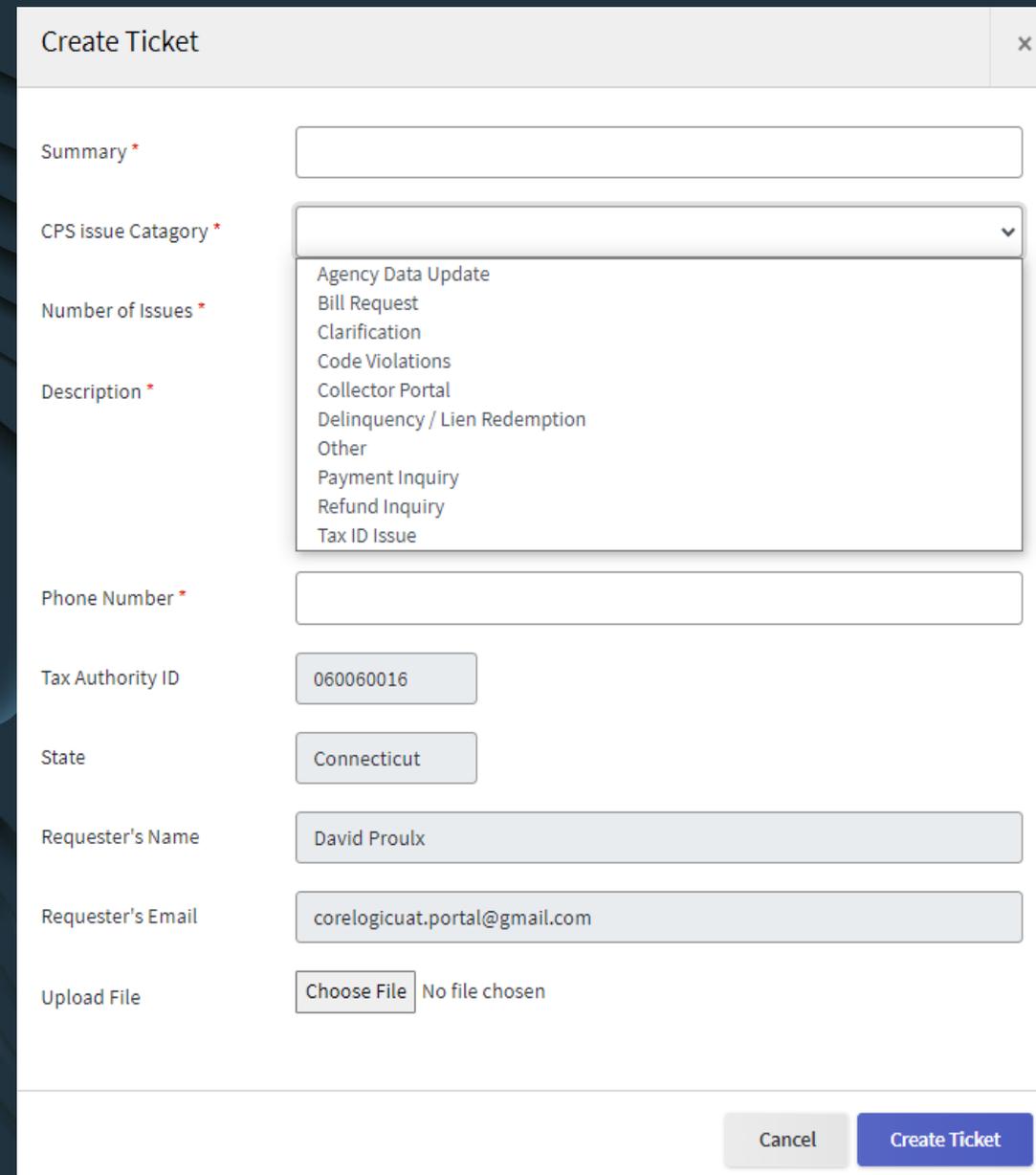
State

Requester's Name

Requester's Email

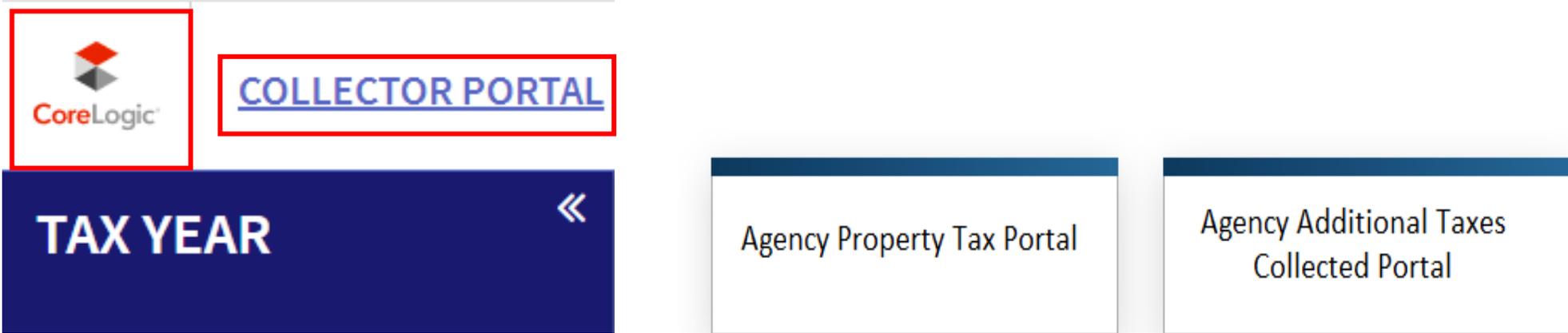
Upload File

Cancel Create Ticket



Collector Portal

Linked Collectors



- Do you collect taxes that aren't included on your property tax roll or for multiple offices? (ex. Mobile Home Tax Rolls, Water/Sewer Liens, City or School Districts)
- The CoreLogic Logo or the "Collector Portal" hyperlink on the top left of the portal screen allows you to toggle between collector portals if they are linked together.



**Thank you for
your continued
partnership!**

CoreLogic