

Taxpayer Access Portals

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FAST
ENTERPRISES



E-Services

- History
- What customers expect
- Demands driving technology
- Key Agency decisions
- Samples
- Agency changes

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Tele-file

- Tele-file became popular
 - Filing fairly simple returns
 - Where's my refund?
- Some states are disbanding
 - Usage doesn't warrant cost
- Some states continue on
 - Afraid of increased paper
 - Fraud lookup

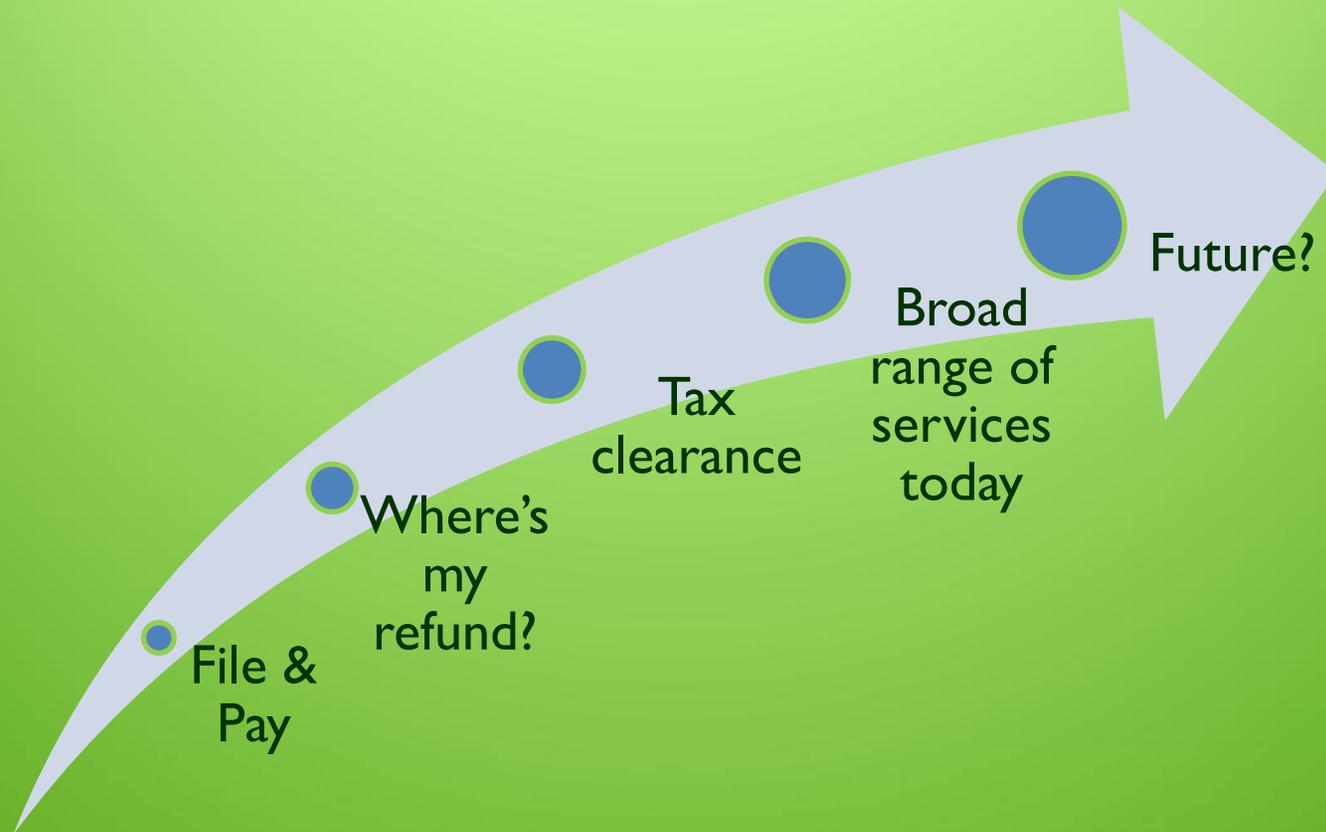


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Historical Progression



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E-Filing

- Washington first in US - 1997
- Fed/State filing of Income Tax returns
- States started some electronic filing of other returns
 - Sales Tax
 - Withholding
- Typically filing only, with little or no integration
 - Can't amend
 - No on-going balance

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Modernized e-File

- Provided the full state and federal returns in a single submission
 - Easier for the vendor community
 - Better data for the states
 - Started as EMS (Electronic Management System)
 - Moved to MeF/XML-based

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Decisions on Filing and Paying

- Which tax types do I want via an access portal?
 - Is the return available via MeF?
 - How much data does the return contain?
 - Withholding Tax
 - Payments act as the returns



Decisions on Authentication

- How do taxpayers identify themselves?
 - Pendulum of security
 - Letters sent with access?
- Which tax types?
 - Are there 'families' of tax types?
- Third Party access
 - Internet Availability
- Two-Factor Authentication on registration



Decisions on Registration

- Advantages of Registration
 - Storing of bank accounts
 - Request history and status
 - Can have multiple people for a single business
 - Can pre-load returns from previously filed returns
 - Taxpayers can view letters and ‘Go Paperless’



Decisions on Registration

- Advantages of an un-registered activity
 - Annual or transactional ‘events’
 - Public records lookup
 - Lack of regular use issues
 - Forgot password
 - Forgot how to use the site
 - Need identification assurance
 - Name/ID comparison
 - Letter ID/dates – Letter types



Un-registered examples

Department of Revenue Washington State *"Working together to fund Washington's future"* ABOUT US |

Home

> File & pay taxes

▼ **Doing business**

Business types

Register my business

My account

Audits

> Find taxes & rates

> Workshops & education

> Get a form or publication

Find a law or rule

Home > DOING BUSINESS > REGISTER MY BUSINESS > LOOKUP BUSINESS INFORMATION

If you have questions or would like to update your account information, please contact us.

Search by

Business or owner name

Begins with

City (optional)

UBI/Tax Registration Number

Reseller permit number

Reset | Help Search

This database provides public information for businesses registered in Washington State. It is a free service provided for informational purposes only.

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Un-registered examples

www.AZTaxes.gov State of Arizona Department of Revenue AZ.GOV Arizona's Official Web Site

Setting the Standard for Tax Services

me
Business Registration
License Verification
Individual

AZTaxes.gov License Verification

Enter the eight digit transaction privilege tax license number that you would like to verify. After entering the number, click Submit.

Transaction Privilege Tax License Number:

Submit

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Un-registered examples

Taxpayer Access Point  Montana Department of Revenue

[Submit](#) [Cancel](#)

 Montana Department of **REVENUE**

**Power of Attorney
Authorization to Disclose Tax Information**

MONTANA
POA
Rev 01 13

PART I

Caution! Each taxpayer must complete a separate power of attorney form. This form will not be honored for any purpose other than representation before the Department of Revenue.

Notice: The department will accept Federal Form 2848 as creating a power of attorney for representation before the Department of Revenue if the form is completed and in Part I, Section 3, Matters, the taxpayer identifies "Montana" and the type of tax, tax form number, and year(s) or period(s) that the representative is authorized to discuss with the Department of Revenue. If completing the federal form, a copy must be provided to the Department of Revenue.

[INSTRUCTIONS](#)

1. **Taxpayer Information.** Taxpayer must sign and date this power of attorney on section 6.

Taxpayer Name	<input type="text"/>	ID Type	Taxpayer Identification Number
Street	<input type="text"/>	<input checked="" type="checkbox"/> Required	
		<input type="checkbox"/> SSN	
City	State <input type="text"/>	ZIP Code	Telephone Number <input type="text"/>

hereby appoints the following representative(s) as attorney(s)-in-fact:

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Registered examples

Bank Levy Payments

Source Name	Account Type	Bank Name	Routing Number	Account Number					
New payment source									
Payment Effective Date (mm/dd/yyyy)	<input type="text"/>	Email Address	<input type="text" value="test@wi.gov"/>	If your phone number or email address has changed, go to View My Profile on your home page and update your information.					
Total Levy Payment	<input type="text" value="0.00"/>	Phone Number	<input type="text" value="(535) 640-5640"/>						
You must enter at least one amount									
DEBTOR LIST									
Primary Debtor	Id	Secondary Debtor	Id	Letter Id	Levy Amount	Levy Proceeds	Issued Date	Due Date	Amended
ROY HOPPY	7098				5,524.71	0.00	14-Feb-2013	16-Mar-2013	
BABYSITERS CLUB	2123				5,000.00	0.00	22-Feb-2013	24-Mar-2013	
MY BUSINESS INC	4568				15,932.76	0.00	22-Feb-2013	24-Mar-2013	
ROY HOPPY	7098				10,591.81	0.00	22-Feb-2013	24-Mar-2013	
GREAT DAY LLC	6666				5,895.84	0.00	28-Feb-2013	28-Mar-2013	
2013 FEBRUARY	6456				10,564,894.00	0.00	07-Mar-2013	06-Apr-2013	
LISA NOLASTNAME	1234				2,507.01	0.00	07-Mar-2013	06-Apr-2013	

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Registered examples

Bank Levy Status Changes

Preparer Information **Levy Status**

For each debtor listed below, check the box that best fits the individual's levy status: Levy Processing User Guide

NF: Account exists, but not enough funds
NA: No account found
DA: Account has minimal funds, but no activity/ dormant
AC: Account closed, (enter closed date)

To submit, you must update the status for at least one debtor

Bank Levy Status ⓘ

Filter

Issued Date	Primary Debtor	Id	Secondary Debtor	Id	Letter Id	Levy Amount	NF	NA	DA	AC	Closed Date
14-Feb-2013	ROY HOPPY	7098				5,524.71	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22-Feb-2013	BABYSITERS CLUB	2123				5,000.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22-Feb-2013	MY BUSINESS INC	4588				15,932.76	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22-Feb-2013	ROY HOPPY	7098				10,591.81	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26-Feb-2013	GREAT DAY LLC	6666				5,895.84	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
07-Mar-2013	2013 FEBRUARY	6456				10,564,894.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
07-Mar-2013	LISA NOLASTNAME	1234				2,507.01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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What are other States doing?

- General Taxpayer Services
 - E-Delivery of notice
 - Validate accounts
 - 3rd Party support
 - Appeals
 - Search for unclaimed property
 - How-to videos

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What are other States doing?

- Fraud Prevention

Wisconsin Department of Revenue

Home > Identity Verification

Identity Verification

Protecting you... with Identity Verification

The Wisconsin Department of Revenue (DOR) recognizes that identity theft and tax refund fraud are two of the top cybercrimes targeting individuals today. At DOR, one of our top priorities is to protect your identity and ensure your information is not used by someone else to claim a tax refund. That is why we are implementing an extra tool called an Identity Verification quiz.

This tool requires some taxpayers to take an identity quiz or to send in documents proving their identity before we can complete processing of their state tax refunds. If you are selected to take this quiz, we encourage you to take it.

Identity theft is just one

Take the Identity Quiz

Common Questions

- Why is the Wisconsin Department of Revenue (DOR) requiring people to take a quiz?
- How do you select people to take the quiz?
- How does the process work?
- Can I take the quiz if I've not received an identity verification letter?
- Can someone other than the taxpayer or claimant take the quiz?
- What if a taxpayer or claimant is unable to take a quiz due to physical or language barriers?
- What information will I need to take the quiz?
- What happens if I fail the quiz?
- What documentation will I need to provide?

Georgia

Menu
Home
Help

Navigation
Home
Request

IDENTITY VERIFICATION QUIZ

GA Determine Your Eligibility

- You have filed your Georgia 500 tax return and are expecting a refund, and
- You have received a letter stating that your refund has been suspended.

GA Gather Your Information

- Your personal information: social security number, date of birth, name, and address.
- The refund suspense letter you have received by mail.

GA Submit Your Request

Click to take identity verification quiz.

Submit Cancel

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What are other States doing?

- File and Pay
 - Using portals to replace FTP servers
 - Pre-pop data from previous filings
 - Sales tax counties
 - Licensing of vehicles
 - Integrating with credit card companies
 - PCI-DSS Compliance (Payment Card Industry Data Security Standard)
 - IDs, payment types and balances



What are other States doing?

- Compliance
 - Payment plan requests
 - Employer managed garnishments
 - Bank managed levies
 - Bankruptcy trustee payments
 - Other agency debt
 - Reporting tax evasion



What are other States doing?

- Mobile applications
 - Where's my refund
 - Sales tax rate lookup
 - Contact information
 - Entire e-Services portal



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What else should we offer?

- Look for
 - Volume requests
 - Manual repeatable processes
 - Paper processes
 - Responses to correspondence generated by the agency
 - Mobile applications



Agency Shifts

- Many clerical positions reduced or eliminated
- Increase in taxpayer calls for help
- Agencies are now recruiting with additional education requirements

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Future?

- Over the last decade
 - Agencies moving to integrated tax systems for internal staff to administer programs
- Going forward
 - E-services are likely to be “integrated tax systems for the public” - single, consolidated view of everything tax related



Impact?

- Transparency – A few examples of what taxpayers will see:
 - Small balance adjustments and write-offs
 - Transfer of credit between periods/accounts
 - Grace periods
 - Daily calculation of interest
- Policies need to be revisited in light of transparency



Impact?

- Third parties
 - Power of attorney, tax preparer, agent, payroll service, etc.
 - Requires careful consideration around delegation, security, maintenance
- Design
 - Typical business and IT staff not skilled in designing public applications
 - Emphasis on simplicity, not business rules
 - Hire an artist?



Impact?

- 24/7 availability
- Support
 - Chat
 - Login trouble
- Contingencies for outage
 - Waive penalty and interest
- Balance need for authentication vs. burden to taxpayer



In Conclusion

- E-Services no longer 'Nice to Have'
 - Public pressure to provide more services
 - Simply File and Pay just scratches the surface of what can be done
 - Taxpayer service delivered on-demand
 - Taxpayer connectivity is anytime and anywhere



Questions?

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History

- It started with Integrated Tax
 - Agencies had multiple technology platforms
 - Change was difficult
 - Development resources diminishing
 - Wanted a single customer view

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Integrated Tax Effect

- Single entity filing multiple account types
 - Cleaner organization of taxpayer information

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