

No Tapes

HOUSE COMMITTEE ON
REVENUE AND SCHOOL FINANCE
SUBCOMMITTEE ON INCOME
TAXATION

FEBRUARY 17, 1993 8:30 AM REVENUE BUILDING TOUR

Members Present: Representative John Schoon, Chair Representative Ron Adams
Representative Tony Federici Representative Delna Jones, Ex Officio
Representative Gail Shibley Representative Greg Walden

Staff: Richard Yates, Legislative Revenue Office
Mary Gottlieb, Committee Assistant

CINDI CHINNOCK, Administrator of the Business Administration Division, escorted the committee members and staff to the Revenue Building. In the atrium, she handed out visitor's badges and introduced us to BOB RODGERS, Manager of the Processing Center, who was our guide through the Processing Center.

On the first floor of the Center, we went through the Mail Opening Unit where the volume ranges from 3,000 to 12,000 pieces of mail daily during the tax season. From there, we went to the Sorting Unit where the mail is divided between the different tax programs. Next came the Scanning Unit where workers scan approximately 450 returns an hour checking to make sure that the taxpayer has filled in their name, social security number, and address. If the taxpayer has not provided the appropriate information, the tax return is returned to the taxpayer. The Scanning Unit sends the return to the Numbering Unit and the return receives a permanent number appropriate for the type of return; for example, a paid return, a refund return, non-resident, etc. The return next goes to the Taxpayer I.D. Unit where the number and the taxpayer's name are entered into the AS400. From this point on, the return is tracked by that number.

The second floor holds the Corporation Files and the Banking Unit which processes the paid returns immediately so that the money can be banked as soon as possible. The checks are numbered and feed through a remittance-processing machine that processes them for the bank. They save 1.5 cents per check by processing them instead of the bank.

These minutes paraphrase and/or summarize statements made during this meeting. Text enclosed in quotation marks reports the speakers' exact word". For complete context of proceedings, please refer to the tape recording.

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The return's next stop is on the third floor in the Data Entry Unit. The operators in this unit enter designated lines from the return onto the AS400--these operators average 10,500 keystrokes an hour. If the taxpayer has made no mistakes and all the information is correct, the return is sent to the files located on the fifth floor.

If something is wrong with the return, it is sent to the Suspense Unit on the fourth floor. Employees in this unit notify the taxpayer that they have made a mistake and that a correction has been made. If the taxpayer disagrees, he/she can appeal. Also located on the fourth floor is the Electronic Filing Machine. Although there were no returns filed

electronically last year, the department is hoping for several thousand this year.

We did not go to the fifth floor; however, the department keeps only three years of long forms and two years of short forms in this location. Previous years are stored in a warehouse off the premises for four more years, unless there is an assessment against the taxpayer.

Tax Help, located on the first floor, was our last stop. MARGARET LOFTIS, Manager of the Tax Help Unit, explained how the Voice Response System works. Their representatives are extremely busy during the tax season; they are already taking 1,500 calls a day. We returned to the Legislative Revenue Office at 10:30 a.m.

Mary Gottlieb, Committee Assistant
Kimberly Taylor, Office Manager

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