Maximizing Efficiency and Effectiveness

Prezi

The BOE Experience
Internal Administration
Data Sharing
Maximizing Efficiency and Effectiveness
The Taxpayer Experience
Registration
Return Processing and Collections
Audits
Appeals
Outreach & Education

Prezi

The Taxpayer Experience

Registration

Completed

- eReg
- NAICS Generator
- SCOP Tablets
- Streamline Security Releases

In Process

- Mobile Apps
- Office of the Future
- Notice of Business Change Request
- Auto Close-Out of QP Accounts

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Return Processing and Collections

Completed

- eFile
- ePay
- Online Relief Requests
- eLiens
- Credit Card Payments for ARs

In Process

- Online IPAs
- Auto Dialer
- GIS Project
- Small Business Fairs
- Scanning Taxpayer Records

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Audits

Completed

- Digital Audits
- Team Auditing
- Secure File Transfer
- Audit Modeling

In Process

- Managed Audits
- Desk Audits
- Auction House Data
- Third-Party Data Requests - Franchisors

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Appeals

Completed

- Local Tax Allocation Petition Process Improvements
- DTSC Appeals Process
- Tax Appeals for CTP Licensing Act Violations
- Electronic Transmission of Refunds to SCO

In Process

- Refund Claim Form Revisions

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The Taxpayer Experience

Outreach & Education

Completed

- HTML Format Publications
- Online access to Law Guides, Annotations, Manuals
- BOE Outreach through other Agency Websites
- SCOP Outreach
- Guidelines for Appraiser Certification and Training/Training Coordinator Manual

In Process

- Professional Development Days
- Electronic Distribution - newsletters, special notices, etc.
- IFTA Workshops
- Use Tax Information Outreach
- Industry Specific Webpages

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The BOE Experience

Internal Administration Data Sharing

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Internal Administration

Completed

- STF Reorganization
- Requisition Process Online
- EARS 628 Online Process
- Transfer Timber Tax Section
- Contract for Encrypted Cigarette Stamp

In Process

- Metrics Dashboard
- Transition to Software Tokens
- Training of County Assessors Staff

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Data Sharing

Completed

- SUTD Metrics/Reports
- Electronic Audits to FTB
- Electronic Request for FTB & IRS Returns
- Border States Caucus - Best Practices

In Process

- Stakeholder Meetings
- Third-Party Data Requests
- IFTA Audits with DMV's IRP
- Joint Audits with IRS on Fuel Accounts

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