

AGENDA — April 17, 2002 Customer Services Committee Meeting
BOE Internet Services Expansion

<p>Action 1 — Consent Items</p> <ul style="list-style-type: none">• Phase I E-portal, Registration and Account Maintenance• Phase II Filing of Petitions and Claims for Refund• Phase III Direct Deposit of Refunds• Phase IV Account History, Account Balance and E-payment• Phase V Electronic Filing Enhancements (multiple location returns and schedules)	<p>Adopt staff's recommended Internet e-services portal development proposal and timetable.</p> <ul style="list-style-type: none">• All Feasibility Study Reports (FSRs) will be brought back to the Board on a consent calendar seeking approval to proceed with the project and for the development of the related Budget Change Proposal (BCP), where appropriate.
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