



STATE BOARD OF EQUALIZATION
TAXPAYERS' RIGHTS ADVOCATE OFFICE MIC: 70
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Executive Director

September 8, 2014

Mr. Mark Grossan

Dear Mr. Grossan:

Thank you for your participation in the June 24, 2014, Taxpayers' Bill of Rights Hearings held in Culver City. I appreciate your taking the time to explain the problems you have experienced using the Board of Equalization's (BOE's) online systems (i.e., eFile and ePay), specifically, the non-compatibility of BOE's online systems with Apple products. You also explained that the reassignment of your account to a new collector caused a delay in the BOE's handling of your case and resulted in you being assessed a Collection Cost Recovery Fee (CRF).

With respect to the non-compatibility issue, I am pleased to inform you that BOE's online systems *are* designed to support Apple's Safari browser, in addition to many other browsers. Because of your valuable input, the BOE has added the following language to its online services web pages:

The BOE website supports Chrome, Firefox, Internet Explorer, and Safari browsers. We suggest you update your browser to the latest version available for your operating system. If you experience problems with printing or viewing PDF files, we suggest you update your Adobe Reader software. You can update Adobe Reader by clicking on the Get Adobe Reader icon located at the bottom of this page.

In addition, the following statement now appears in BOE staff's outgoing emails and on some of the BOE web pages that contain pdf files such as forms and publications to help users overcome Acrobat accessibility limitations when using Mac OS.

Mac OS users, if your file is appearing distorted, please download the file first and then open it in Acrobat reader.

In an effort to ensure you no longer experienced problems using the BOE's online system, one of my staff members contacted you on July 10, 2014 to assist you in logging into your online account. It appears that you experienced problems logging into your online account because you were using an incorrect Express Login Code. After providing you with your correct Express Login Code, my staff assured me you were successfully able to log in.

Regarding the assessment of the CRF issue, BOE policy states that collectors must ensure all their assignments are given appropriate attention in a timely manner. A review of the BOE's

records of the handling of your case reveals that your account was handled appropriately and the assessment of a CRF fee to you was not caused by a delay on the part of BOE staff. Nevertheless, I note that on August 13, 2014, the Return Analysis Unit notified you that your request for relief of penalty related to Third Quarter 2013 and Fourth Quarter 2013 was granted, "in light of your recent circumstance and/or prompt payment history," but declined to relieve interest.

My office works continually with all areas of the BOE to identify areas where improvements to customer service can be made, and we will keep your comments in mind as we explore new and innovative means for providing appropriate and timely guidance to assist taxpayers.

Thank you again for sharing these issues as part of the annual hearing process. If you have any further questions regarding this matter, please do not hesitate to contact me at 1-916-324-2798. You may also contact Ms. Laureen Simpson of my staff at 1-916-445-0218. If you would like detailed information about the handling of your case, please let me or Ms. Simpson know, and we will ensure that it is provided to you.

Sincerely,

Todd C. Gilman
Chief, Taxpayers' Rights and
Equal Employment Opportunity Division

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cc: Honorable Jerome E. Horton, Chairman
Honorable Michelle Steel, Vice Chair
Honorable Betty T. Yee, First District
Senator George Runner (Ret.), Second District
Honorable John Chiang, State Controller
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Mr. Wayne Mashihara, Chief, Field Operations, MIC 46
Ms. Susanne Buehler, Chief, Tax Policy Division, MIC 92
Mr. Dan Leddy, Manager, Taxpayers' Rights Advocate Office, MIC 70
Ms. Lauren Simpson, Taxpayers' Rights Advocate Office, MIC 70