State Board of Equalization

OPERATIONS MEMO

For Public Release

No: 1154
Date: April 10, 2008

SUBJECT: **IRIS Lead Source**

I. Purpose

This Operations Memo provides information and instructions regarding the Lead Source Subsystem in the Board's Integrated Revenue Information System (IRIS). The Lead Source Subsystem was developed to track the results of various special programs and pilot projects undertaken by the Board. The Lead Source Subsystem is comprised of Lead Source and Lead Source Sub-types that enable the Board to capture and identify revenue and payments resulting from a specific program or project. This is accomplished by attaching a Lead Source and Lead Source Sub-type to an account or a Financial Obligation (FO) in IRIS. By doing so, reports reflecting revenue and payment information related to a specific program or project can be generated.

II. When to Use Lead Source and Lead Source Sub-type

The Lead Source and Lead Source Sub-type should be assigned to accounts or liabilities established from the results of efforts of a special program or project team ("responsible team"), for example, Statewide Compliance and Outreach Program (SCOP), Off Site Specialist, U.S. Customs group or Special Taxes project teams.

A. Lead Source and Lead Source Sub-type **should** be assigned:

1. To an account, when a new permit is issued that will result in previously unreported revenue being reported to the Board.

2. To an audit, field billing order, or other FO, generated as a result of the development of the lead by a responsible team and used to determine a liability or offset a payment.

B. Lead Source and Lead Source Sub-type **should not** be assigned:

1. To a new permit issued to correct an ownership or other situation for a business, in which revenue was routinely being reported.

2. To an FO selected and assigned for audit through the annual audit selection process. However, lead information relating to an account selected and assigned for audit should be forwarded to the auditor conducting the audit.

C. Lead Source and Lead Source Sub-type for Audits

1. If a lead exists for an account that has been selected for audit, but still unassigned, the responsible team should contact the district or controlling unit of the account to determine whether the account will be assigned. If the audit is not assigned, the lead should be referred to the District Administrator requesting a review of the lead information. If the account is assigned as a result of the responsible team lead information, then the lead source information should be assigned to the audit FO. However, if an account was already assigned, the lead information should be forwarded to the auditor <u>**without**</u> a request to assign the lead source information to the audit FO.

2. If a lead exists for an account that has not been selected for audit, the responsible team should refer the lead to the District Administrator with a request that if the account is assigned for an audit as a result of the lead information, then the responsible team lead source information should be assigned to the audit FO.

III. How to Assign a Lead Source and Lead Source Sub-type

A. Lead Source and Lead Source Sub-type can be assigned to an account or FO by accessing the *Maintain/Inquire Lead Source Information* screen (LSR ML) in IRIS. When assigning Lead Source and Lead Source Sub-type information for a <u>new</u> account, it is important to use an accurate Report Start Date and Report End Date. **See Exhibit A** for IRIS instruction on viewing, adding/deleting, and generating reports for Lead Source and Lead Source Sub-type information.

B. Report Start Date and End Date

The Report Start Date is the date that revenue and payment information, *posted to a new account*, becomes eligible for inclusion in revenue and payment reports. Unless instructed otherwise, it should be the <u>same</u> date as the account creation date. Using a Report Start Date that is after the account creation date will result in delinquent return information and payments being excluded from the revenue and payment reports (**See Exhibit A**).

The Report End Date is the date for which revenue posted to the new account is no longer eligible for inclusion in the revenue and payment reports. Since special programs and pilot projects typically have a two year evaluation cycle, the Report End Date should always be two years after the Report Start Date, unless instructed otherwise **(See Exhibit A).**

The Report Start Date for a **closed out and reinstated** account is the date the account was reinstated (re-opened).

Note: Report Start and Report End dates are not needed when assigning Lead Source and Lead Source Sub-type information to a specific FO, since the FO will always be included as revenue.

IV. Special Program and Project Team Responsibilities

All Lead Source referrals to the district or Headquarters (HQ) program area should clearly state which Lead Source and Lead Source Sub-type should be assigned.

V. District and Headquarters (HQ) Program Area Responsibility

It is the responsibility of the district or HQ program area that receives the application or referral for audit from the responsible team, to timely process the application or referral, and assign the Lead Source and Lead Source Sub-type. If the application or referral cannot be processed, it is the responsibility of the district or HQ program area to contact the responsible team and explain why the work cannot be completed and return the work if necessary.

VI. Reports (See Exhibit B)

A. Revenue and Payment Report

The Revenue and Payment Report was designed to report on a specific Lead Source and Lead Source Sub-type or for an entire Lead Source group. The report is generated from IRIS through the reports sub-menu in the LSR library. When a request is made, the requestor must choose an "R" (Report), "D" (Download), or "B" for (Both). The person requesting the "D" (Download) must have access to File Transfer Protocol (FTP), which is designed to quickly upload and/or download files from the IBM MVS system at Teale to the user's desktop computer and/or LAN. Once requested, the report will print at a local printer. A detailed report ("R") that will provide the details of the summary report can be requested, and you will receive an e-mail once the download is completed. If the requested output is both ("B"), the report will print at your local printer, and you will also receive an e-mail once the download of the detailed report is completed. It can be requested for a specific TAT (e.g. SR) or a group of TATs (e.g., all SUTD TATs). The report may also be sorted by TAT and/or between existing and new accounts.

The report may be requested for a specific period of time and will automatically generate an accompanying fiscal yearly report, whenever a report is requested. The report is separated into self assessed and Board assessed categories, and will provide tax, interest, penalty, and payments, identified to a Lead Source and Lead Source Sub-type.

B. Activity Report

The Activity Report was designed to provide a history of user activity pertaining to Lead Source and Lead Source Sub-type changes made to an account or FO.

The report is generated through the *Lead Source Activity Report* screen (LSR RA). The report can be requested for a specific user or for a specific office and can be requested for a specific TAT or TAT group.

The report will display the before and after description codes, user executing the change or deletion, date, and reason the Lead Source or Lead Source Sub-type was changed or deleted.

VII. OBSOLESCENCE

This Operations Memo will become obsolete when the information contained herein is incorporated into the appropriate manuals.

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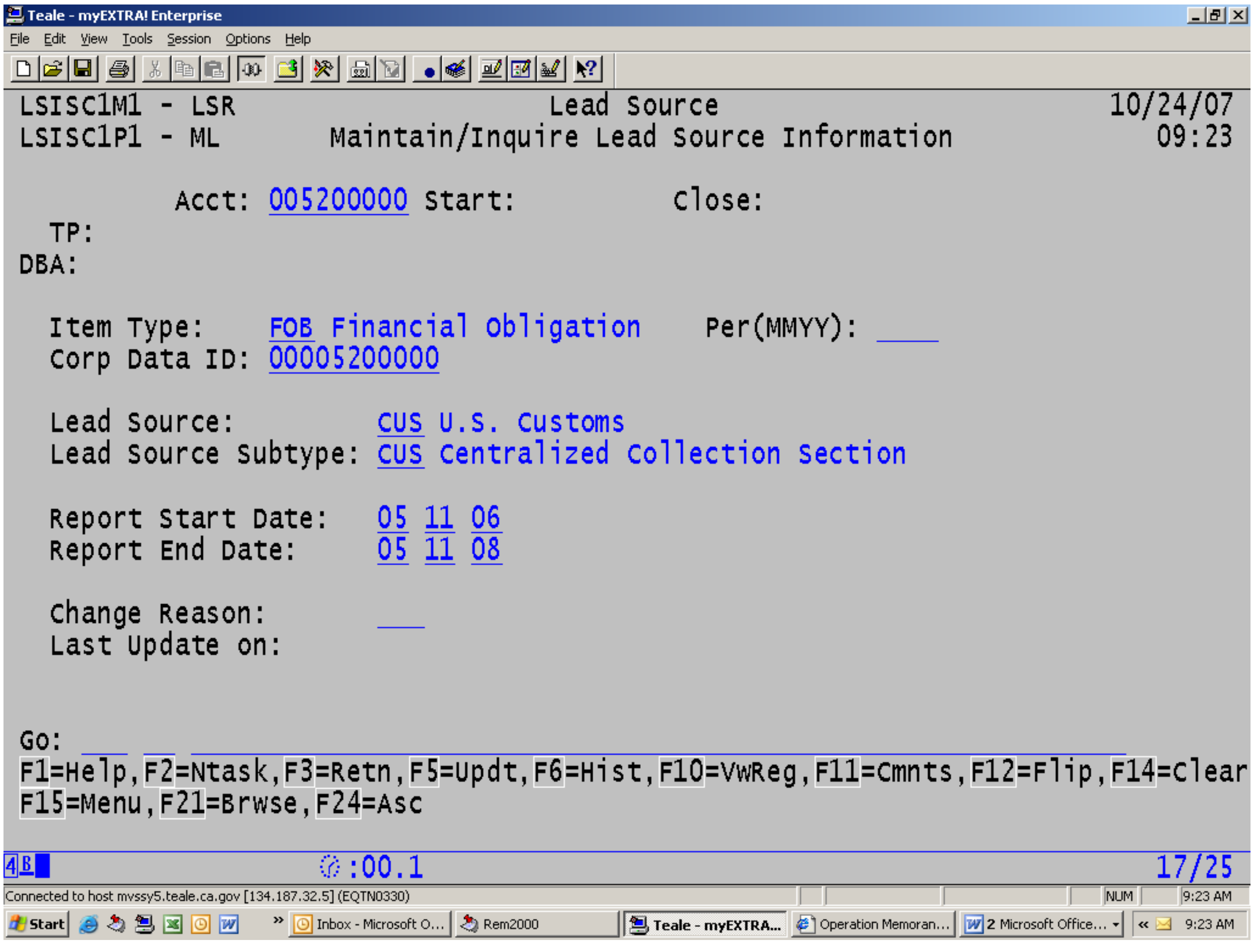
Distribution: 1-D

EXHIBIT A

ADD-MAINTAIN-INQUIRE LEAD SOURCE USER GUIDE



Lead Source Screen

1. From the Go line, type "**<u>LSR ML</u>**".
2. Press [**Enter**].
3. Type the account number in the Acct field.
4. Press [**Enter**].

Note: To minimize the potential for problems when maintaining Lead Source Information, use the [F14] clear key before moving from one account to another, or to start over again.

To Add or Change a Lead Source and/or Lead Source Sub-type at the Account Level

1. Verify TAR is displayed in the Item Type field.
2. Type the Lead Source code in the Lead Source field (active help is available).
3. Type the Lead Source Sub-type in the Lead Source Sub-type field (active help is available).
4. Type the report start date in the Report Start Date field (required when adding, optional when changing).
5. Type the report end date in the Report End Date field (required when adding, optional when changing).
6. Type the change reason in the Change Reason field (active help is available).
7. Press [**F9**] if adding or [**F5**] if updating.

Note: Whenever a Lead Source is associated to the account or FO, account characteristic code 25 will automatically be added in TAR AI.

To Add or Change a Lead Source for a Specific FO

1. Type FOB in the Item Type field.
2. <u>Delete</u> the Corp Data ID.
3. Press [**Enter**].

Note: The FO Smart Search screen will appear.

4. Place the cursor on the selected FO.
5. Press [**Enter**].
6. Type the Lead Source code in the Lead Source field (active help is available).
7. Type the Lead Source Sub-type in the Lead Source Sub-type field (active help is available).
8. Type the change reason in the Change Reason field (active help is available).
9. Press [**Enter**].
10. Press [**F9**] if adding or [**F5**] if updating.

To Delete a Lead Source and Lead Source Sub-type at the Account Level (Item Type TAR and only for SR TATs)

1. Verify TAR is displayed in the Item Type field.

Note: Create a comment explaining the reason for the deletion.

2. Press [**F22**].
3. Press [**F5**].

To Delete a Lead Source and Lead Source Sub-type at the FO Level (Item Type FOB excluding UTP FOs on SD TATs)

1. Type FOB in the Item Type field.
2. <u>Delete</u> the Corp Data ID.
3. Press [**Enter**].

Note: The FO Smart Search screen will appear.

4. Place the cursor on the selected FO.
5. Press [**Enter**].

Note: Create a comment explaining the reason for the deletion.

6. Press [**F22**].
7. Press [**F5**].

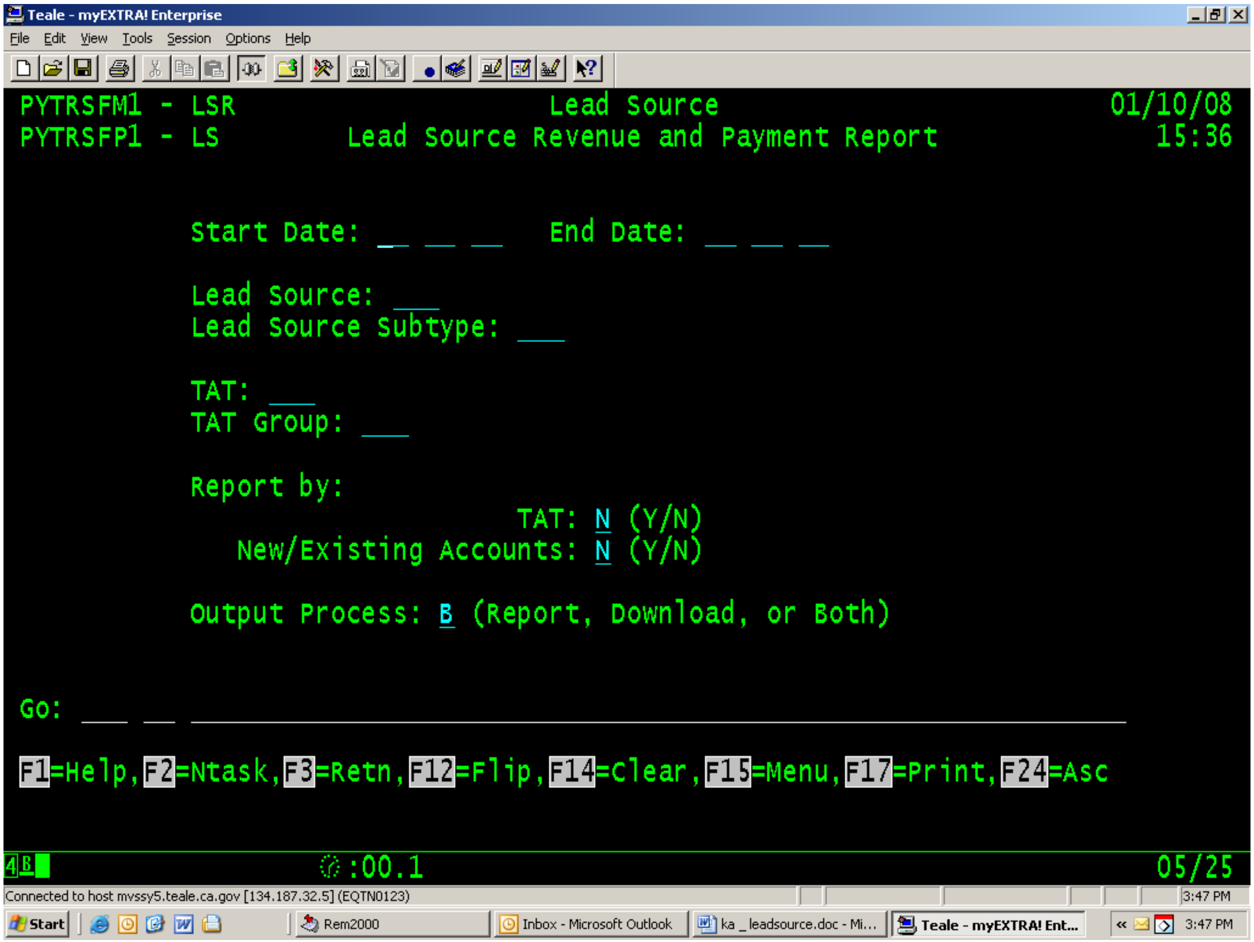
To Add or Change the Revenue Report Dates

Note: To add revenue report dates, there must be a Lead Source and Lead Source Sub-type.

1. Type the report start date in the Report Start Date Field.
2. Type the report end date in the Report End Date Field.
3. Press [**F9**] if adding or [**F5**] if changing.

EXHIBIT B

LEAD SOURCE ACTIVITY REPORT



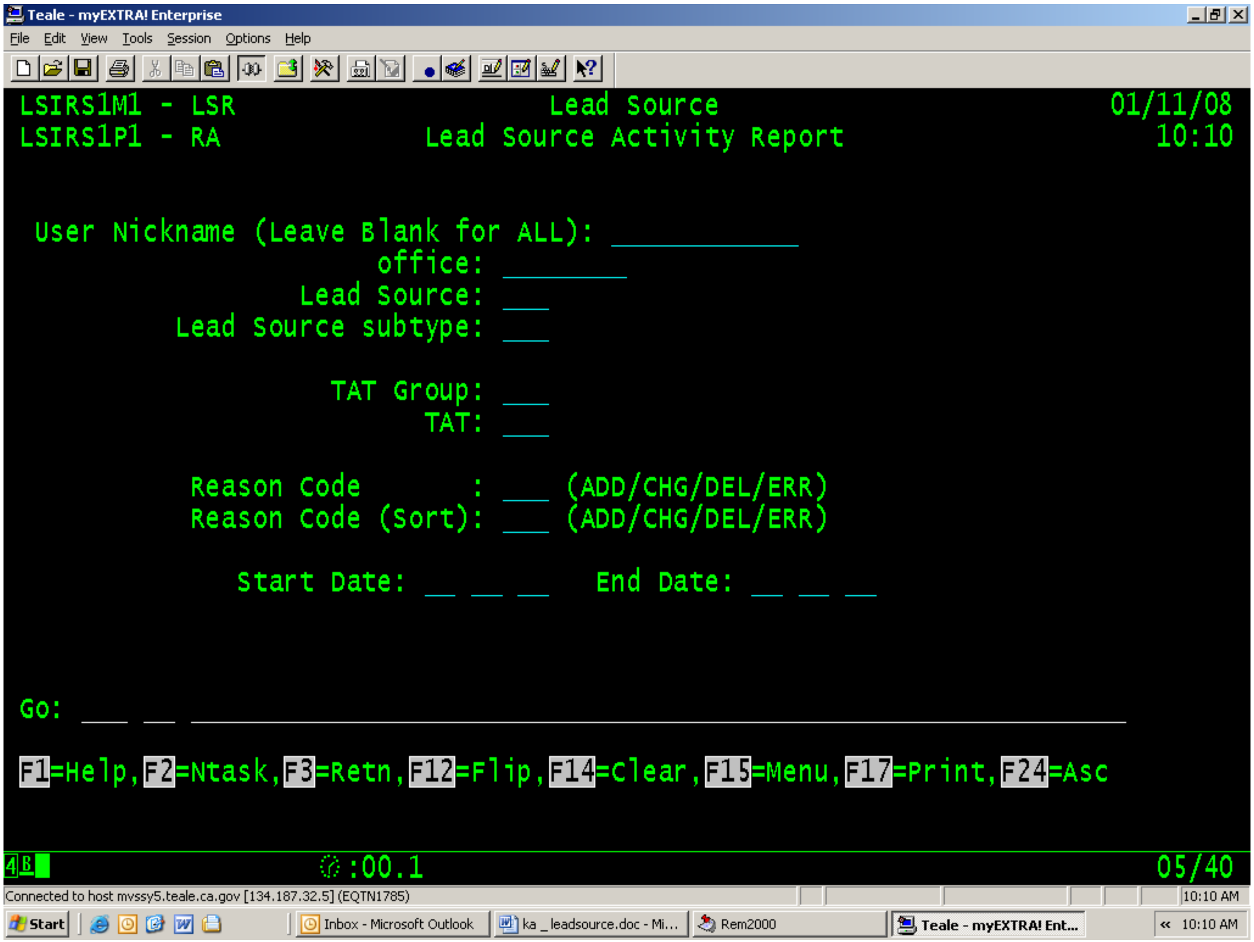
Lead Source Revenue and Payment Report Screen

1. From the Go line, type **"<u>LSR LS</u>".**
2. Press [**Enter**].

To Order a Report by Lead Source and TAT

1. Type the report start date in the Start Date field.
2. Type the report end date in the End Date field.
3. Type the lead source code in the Lead Source field (active help is available).
4. (Optional) Type the Lead Source Sub-type in the Lead Source Sub-type field (active help is available).
5. Type the TAT in the TAT field (active help is available).
6. Type "**Y**" in the Report by TAT field.

7. (Optional) Type "**Y**" in the Report by New/Existing Accounts field to sort the report by account level leads and FO leads.
8. Type "R", "D", or "B" (Report, Download, or Both) in the output process field to indicate the desired output.
9. Press [**F17**].



Lead Source Activity Report Screen

1. From the Go line, type "**LSR RA**".
2. Press [**Enter**].

To Order a Report for a Specific User and TAT Group

1. Type the user nickname in the User Nickname field (active help is available).
2. Type the TAT Group in the TAT Group field (active help is available).
3. Type the report start date in the Start Date field.
4. Type the report end date in the End Date filed.
5. Press [**F17**].

To Order a Report for a Specific User and TAT

1. Type the user nickname in the User Nickname field (active help is available).
2. Type the TAT in the TAT field (active help is available).
3. Type the report start date in the Start Date field.
4. Type the report end date in the End Date field.
5. Press [**F17**].

To Order a Report for an Office and TAT Group

1. Type the office location in the Office field (active help is available).
2. Type the TAT Group in the TAT Group field (active help is available).
3. Type the report start date in the Start Date field.
4. Type the report end date in the End Date field.
5. Press [**F17**].

To Order a Report for an Office and TAT

1. Type the office location in the Office field (active help is available).
2. Type the TAT in the TAT field (active help is available).
3. Type the report start date in the Start Date field.
4. Type the report end date in the End Date field.
5. Press [**F17**].

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