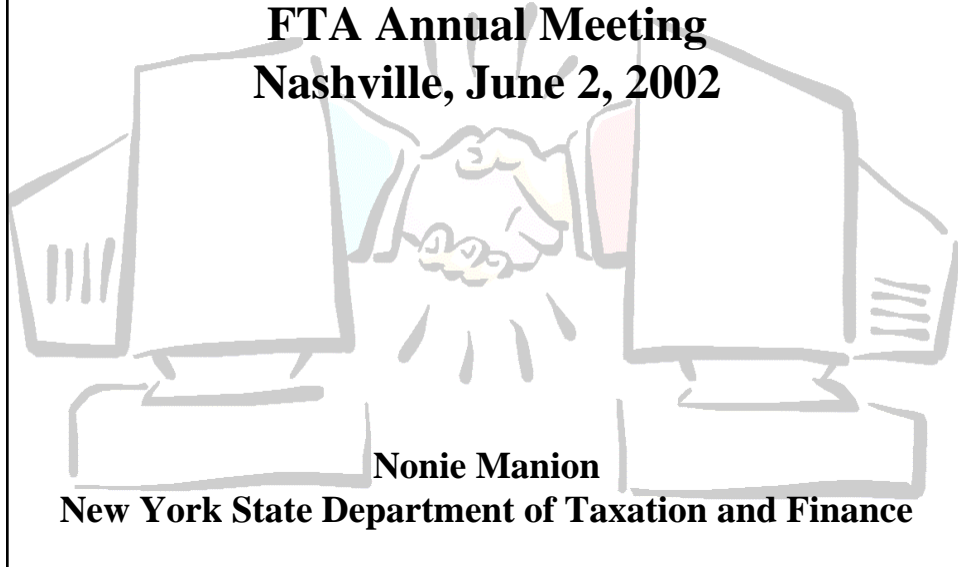


Trusted Customer

**FTA Annual Meeting
Nashville, June 2, 2002**



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New York State Department of Taxation and Finance**

New York State Department of Taxation and Finance



What is “Trusted Customer”

- “Trusted Customer” is how the department “authenticates” users of our services
- The degree of authentication varies depending on the service provided
- Authentication schemes range from the acceptance of a simple e-mail address to the requirement of shared secrets, passwords and/or PINS



DTF Services utilizing “Trusted Customer”

- Subscription Service
- Income Tax Refund Status Inquiry
- Statement of Estimated Income Tax Account / Personal Authentication
- Secure Communications
- e-Tax Business Service Center



Subscription Service

- This service provides electronic notification when new items are posted to the department’s Web site
- Intended for both internal and external customers
- An e-mail is sent to registered taxpayers which contains a link to the newly posted document
- To date the largest list contains over 1,800 subscribers

Trusted Customer

- Taxpayer simply provides a valid e-mail address
- Taxpayers may subscribe for additional lists or unsubscribe at any time based solely on their e-mail address
- No further authentication is necessary



Subscription Service - continued

The NYS Department of Taxation and Finance Subscription Service provides e-mail notification containing direct links to newly posted content on our Internet site. You may choose to receive content either on an "As Issued" or on a weekly ("Weekly Digest") basis. Notifications are categorized by the type of information and provided based on the lists which you choose to subscribe to below. If you need specific subscription information, please refer to our [Frequently Asked Questions](#).

Tax Type Information

Each tax type subscription provides information for newly posted Popular Publications, Memoranda (TSE-M), Advisory Opinions (TSB-A), and Important Notices. The service also provides links to the New York State Division of Tax Appeals and Tax Appeals Tribunal Web site whenever new Tribunal decisions and decision numbers are posted.

As Issued Weekly Digest Unsubscribe

Career Opportunities provides information about job openings at the Department of Taxation and Finance as they become available.

Empire State Tax News is the Department's newsletter for practitioners that describes significant and noteworthy tax developments in the Empire State.

Press Releases provides Department of Taxation and Finance Press Releases as they become available.

Enter your e-mail address:



Income Tax Refund Status Inquiry

- This online service allows taxpayers to check the status of their income tax refund for the current filing tax year
- In 2001 approximately 205,000 requests were made and to date in 2002 nearly 225,000 requests have been made

Trusted Customer

- Taxpayers are required to provide their social security number, form type and, based on their form type, possibly their requested refund amount, filing status and/or the number of federal exemptions claimed



Income Tax Refund Status Inquiry - continued

Department of Taxation and Finance
Electronic Services

New York State

TAX HOME | Privacy | Security | Disclaimers | How to Reach Us

Income Tax Refund Status for Tax Year 2001

Enter your Social Security Number and select the form you filed. Based on your form selection, additional information may be required.

To inquire on a refund status for a previous tax year, see [How to Reach Us](#).

Social Security Number:

Which form did you file?

Requested Refund Amount: (see note to the instructions below)



Statement of Estimated Income Tax Account

- This electronic service provides taxpayers with secure access to verify their account balance for the current and previous tax year and the ability to electronically submit a reconciliation request to the department
- To obtain access to this service, taxpayers must register for secure Internet access and, once registered, they must authenticate into the service
- After authenticating, taxpayers may utilize the service **and** primary users may also perform “trusted customer” authorized user maintenance
- To date, 5,600 taxpayers have registered for this service



Statement of Estimated Income Tax Account - continued

Trusted Customer - Registering

- Taxpayers are required to provide their taxpayer id and last name
- An initial password will then be mailed to the taxpayer's last known personal income tax address

[Online Services](#)



Statement of Estimated Income Tax Account - continued

Trusted Customer – Authenticating into System

- Taxpayers are required to provide their taxpayer id and the initial password they received in the mail
- After logging in users have the ability to view their account information, to electronically submit a reconciliation to the department and primary users also may perform “trusted customer” authorized user maintenance (next slide)



Statement of Estimated Income Tax Account - continued

Trusted Customer – Performing “TC” Maintenance

- Once authenticated, primary users have the ability to:
 - Add a secondary user
 - Delete a secondary user
 - Lock out a secondary user
- Secondary users to the account would then have “view” privileges to the primary user’s account information and the ability to submit a reconciliation request

The screenshot shows a web interface with a navigation bar at the top containing 'Log In/Log Out', 'Taxpayer Maintenance', 'Authorized User Maintenance', and 'Authorization FAQs'. Below the navigation bar is a section titled 'Current Authorized Users'. It contains a table with the following data:

?	Authorized User Description	Date Last Updated	?
Change	MOM	18/09/2000 13:28	Delete
Change	SISTER	18/09/2000 13:28	Delete
Change	MY ACCOUNTANT	18/09/2000 13:28	Delete

Below the table is a button labeled 'Create New User'.



Secure Communications

- This service ensures that sensitive taxpayer information can be sent from taxpayers to department personnel and vice versa via a secure channel through the use of secure mailboxes
- To date, over 900 secure mailboxes are in use

Trusted Customer

- Taxpayers are invited to use this service and authentication is made either over the phone or in person
- Once authenticated, the department registers the taxpayer (creates a secure mailbox) internally
- Department then provides the URL, user name and password to the taxpayer
- Taxpayers then have instant access to their mailboxes



Secure Communications - continued

The screenshot shows the login interface for the Secure Communication System. At the top left is the VeriSign logo with the text 'Location and Finance Home Page'. At the top center is the New York State logo with navigation links for 'Government', 'e-pay-INT', 'e-claims', and 'Online' 'Data'. Below the logo is the text 'Department of Taxation and Finance'. The main heading is 'Secure Communication System'. The login form includes fields for 'User Name:' and 'Password:'. Below these fields is a statement: 'By pressing the login button, I signify that I have read and accept the most recent [terms and conditions](#) dated 03/01/02.' A purple 'Log On' button is positioned below the statement. At the bottom of the form, it says 'Return Center at 800-455-2424'.



e-Tax Business Service Center

- This service provides Internet access for authenticated business taxpayers to any business service offerings the department provides
- At this time, authorized taxpayers may utilize the Corporation and PromptTax Withholding Tax account payment summary system and soon they will be able to utilize the IFTA e-file system
- To obtain access to these services, taxpayers must register for secure Internet access and, once registered, they must authenticate into the service
- To date, nearly 500 taxpayers have registered for the payment summary service



e-Tax Business Service Center - continued

Trusted Customer

- Taxpayers self-register for the service by providing their taxpayer id, contact name, tax type, phone number and password
- A one-time use activation code is mailed to the address of record
- Taxpayers are required to provide their taxpayer id and the initial password they received in the mail when authenticating
- After activation, the contact person can immediately access the services that he/she is authorized to use



e-Tax Business Service Center - continued

The Department of Taxation and Finance provides a secure e-Tax Service Center and lists the services available: Corporate Tax Payment, Quarterly and From a Tax Withholding Tax Payment, and Services. In the future more e-tax services will be offered for your convenience.

The e-Tax Service Center requires a secure browser with 128-bit encryption, such as Microsoft's Internet Explorer, in order to connect with our servers. The most recent version of the Microsoft and Firefox browsers is needed and a 64-bit level of encryption is required. However, if a browser with 256-bit encryption is used for 128-bit encryption, updates can be downloaded free of charge from the [Microsoft](#) or [Firefox](#) websites.