



# Simplifying Taxpayer Interactions for Connecticut

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## Enabling Improved Government Operations Through Innovations in Infrastructure, Intelligence and Insight

By leveraging best-in-class core platforms coupled with solutions tailored at optimizing constituents' experience, government agencies are able to improve operational efficiency, serving constituents and revenue attainment.

### We Deliver

- Program subject matter expertise
- Leading edge technology
- Enhanced communications
- Improved notifications
- End-to-end collections
- Payment disbursements

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## Breadth of Expertise

First Data processes payments worth more than 20% of the U.S. Gross Domestic Product (GDP annually) and has overseen \$4 Billion in system development for government agencies.

Solutions	Capabilities
<b>Electronic federal tax payment system (EFTPS):</b>	<ul style="list-style-type: none"> <li>•Serves 10 Million Taxpayers</li> <li>•Processes more than 83 Million federal business and individual tax payments</li> </ul>
<b>State and local Electronic Funds Transfer (EFT)</b>	<ul style="list-style-type: none"> <li>•29 state tax EFT solutions implemented</li> <li>•Processes more than 20 Million State EFT valued at more than \$1 Trillion annually</li> </ul>
<b>Electronic Benefits Transfer (EBT)</b>	<ul style="list-style-type: none"> <li>•Third party EBT processor in all 50 states</li> <li>•Processes approximately 750 Million EBT transactions annually</li> </ul>
<b>Remittance Processing</b>	<ul style="list-style-type: none"> <li>•Processes over 600 Million inbound payment items per year</li> </ul>
<b>Credit Card Account Management</b>	<ul style="list-style-type: none"> <li>•Host and manage over 650 Million credit or debit cards</li> </ul>
<b>STAR® Debit Network</b>	<ul style="list-style-type: none"> <li>•Own and operate the STAR debit network, serving over 154 Million STAR cardholders</li> </ul>
<b>Notify Solutions</b>	<ul style="list-style-type: none"> <li>•Provides access to public record information from more than 7,000 federal, county, and local courthouses</li> </ul>



## Connecticut DRS



Department of Revenue Services

First Data Government Solutions has a long history and partnership with Connecticut Department of Revenue Services

History
Customer Since 1997
1997– Implemented Telefile for Individual Income Taxpayers
2000 - Expanded Telefile to include Webfile for Individual Income Taxpayers
2001 – Implemented <i>FastFile</i> for Business Taxpayers to file Sales and Withholding taxes
2007 – Went Live with Taxpayer Service Center
2009 – Implemented Amnesty Program May 1, 2009 – June 25, 2009



## Simplify, Why?

Taxpayers demand continuously higher levels of service, accessibility, personalization and security

### Key Challenges

- Upgrade and Integrate current filing applications – *FastFile, WebFile, Telefile* with new Integrated Tax System (ITAS)
- Pressure to reduce costs
- Reduce Paper
- Evolving taxpayer demand for convenience, speed and innovation
- Broad spectrum of customers with varying needs
- Public's desire for increased simplicity when filing and paying taxes
- Taxpayers ability to electronically obtain tax information/history
- Enable face-to-face, online and phone based interaction with constituents



## CT Taxpayer Service Center The Cleaner Greener Solution

- Reduce Paper
- Reduce Cost
- Help the Environment



## Simplifying taxpayer interactions



### Challenge

With thousands of tax types to manage, track, and report on individually in combination with increasing budget pressures, it is vital for government agencies to streamline and increase the cost effectiveness of their tax administrative and payment collection processes

### Solution

#### Taxpayer Service Center

- User Friendly
- Secure
- Accurate
- Accessible to Business and Individuals
- Internet/Telephone Capable
- 24 x 7 Access
- Administrative Functions / Multi-User access
- Reporting
- Batch Import/Export Submission
- Business Registration
- Third Party Bulk Filing
- Auditing
- Archived Taxpayer History
- Demo Mode
- Handles multiple tax types / forms
- Validated entry and filing
- Payment Processing
- Unauthenticated features



## Success, How???

"The TSC has significantly enhanced our ability to more effectively and efficiently serve our taxpayers"

Connecticut Department of Revenue Services

"I do around 30 state sales tax returns, of which several are due 1/31. Very busy time, but I wanted to say that the CT website to file Sales/Use tax is excellent. Thanks for making filing so easy. I wish several other states were as good"

Connecticut Taxpayer

### The Key to the TSC:

- Dedicated Project Team – CT DRS, Accenture and FDGS
- Communication
- Continuous project and implementation planning
- Establishing a thorough detail system design, included complex business rules
- Quality testing – *Testing, testing and more testing.....*
- Build a secure, robust premised based environment to host the production application, while also maintaining a mirrored testing environment.
- Latest technology and for quick, accurate processing
- Superior data and fraud tools, while adhering to IRS security guidelines



# Connecticut's TSC

## Services

- Web and IVR access
- Support for 32 different tax forms
- Filing capability for 15 different tax types
- Payment-only capability for 20 additional tax types
- Ability to process 39 separate export files
- Ability to process 17 separate import files
- View and amend capabilities for filing outside the TSC (i.e., paper returns)
- Amnesty File and Pay
  - May 1, 2009 – June 25, 2009



## It's a Success!!

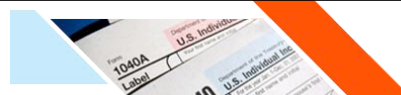
<b>Total payments \$\$</b>	<b>\$7 Billion</b>
<b>Number of payments:</b>	<b>14,989,924</b>
<b>Number of returns:</b>	<b>15,415,905</b>
<b>Amnesty:</b>	<b>\$5.4 Million</b>
<b># of filings:</b>	<b>1,126</b>
<b>Number of Account Period Summary records:</b>	<b>14,470,237</b>
<b>Number of refund status records:</b>	<b>3,195,212</b>
<b>Number of active users:</b>	<b>320,481</b>

November, 2007 – June 1, 2009

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# Individual Taxpayer

- **Secure Logon**
  - SSN
  - External data source, eg. .DMV file
  - PIN (User Established or AGI from prior year)
- **Multiple Filing Options**
  - Annual Income Tax
  - Non-Resident / Part Year Resident
  - Amended Return
  - Extension
- **View Return and Payment History**
  - Data Refreshed daily
  - Full 6 year history, including electronic and paper
  - View payments as processed by CT DRS
  - Account Details shows summary of period details to include interest, penalties, credits, and balances due
- **Payment Options**
  - Estimated Payments
  - Bill Payments
  - Cancel a Payment
  - Update banking information
  - Setup a payment plan
- **Administrative Options**
  - Update profile
  - Update demographic information, name, email address
  - Update passwords and shared secrets
  - Request a penalty waiver
  - Check refund status
- **Save & Exit**
  - Start the return and finish it later
  - Upon re-entry user can finish return or start new
- **Demo**
  - Taxpayer can experience functionality without submitting an actual transaction
  - All screens include verbiage to make taxpayer aware they are in 'Demo' mode



The screenshot shows the 'STATE OF CONNECTICUT DEPARTMENT OF REVENUE SERVICES Taxpayer Service Center' interface. It includes a 'Main Menu' with options like 'Primary Name: OLA A TESTER', 'Primary SSN: \*\*\*-\*\*-7350', and 'Address: 100 MAIN ST, WATERBURY, CT 06703-0553'. There are sections for 'Select a Filing Option' (e.g., CT-1040 Resident Income Tax Return) and 'View Returns & Payment History'. A 'start demo' button is visible in the top right corner.



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# Business Taxpayer

- **Secure Logon**
  - State Taxpayer Identification Number
  - User defined logon ID and password
  - Multi User Access (unique ID and passwords)
- **Multiple Filing Options**
  - Links display only for registered tax types
- **View Return and Payment History**
  - Data Refreshed daily
  - Access to history, including electronic and paper
  - View payments as processed by State
  - Account Details shows summary of period details to include interest, penalties, credits, and balances due
- **Payment Options**
  - Make a Payment (ACH, Credit Card)
  - Cancel a Payment
  - Update banking information
- **Update Profile**
  - Update demographic information, name, email address
  - Update passwords and shared secrets
- **View Registered Tax Types**
  - Taxpayer can view all tax types they are registered for.
  - Admin User will see all registered tax types for the business.
  - Sub Users will only see the tax types they have been given rights to by the Admin User
  - Details display such as: Tax Type, Tax Liability, Start Date, Account Status, Filing Frequency, Withholding Payment Frequency, EFT Status.
- **Save & Exit**
  - Start the return and finish it later
  - Upon re-entry user can finish return or start new
- **Demo**
  - Taxpayer can experience functionality without submitting an actual transaction
  - All screens include verbiage to make taxpayer aware they are in 'Demo' mode



# Third Party Bulk Filing

- **Secure Logon**
  - Third Party registers business and is given Third Party ID
  - User defined logon ID and password
  - Returns/Payments submitted by TPBF are stored with associated TPBF identification number and user in order to determine user who entered a specific transaction
- **Multiple Filing Options**
  - TPBF can select from all tax types available
  - TPBF can submit returns using web screens
  - TPBF can submit multiple returns using data file they have created to their specifications
- **Make a payment for your client**
  - TPBF can submit payments for their clients for all tax types
- **View File Upload status**
  - Displays status of transmitted files, success or failure
  - Download results file, displays all records processed. Includes status (success/failure), reason for failure
- **Update Client Bank Information**
  - TPBD can update taxpayer banking information
- **Update Profile**
  - Update demographic information, name, email address
  - Update passwords and shared secrets
- **Add/Update Users**
  - TPBD can establish multiple users to access system utilizing their TPBF identification number
- **Demo**
  - Taxpayer can experience functionality without submitting an actual transaction
  - All screens include verbiage to make taxpayer aware they are in 'Demo' mode



# State Administration

- **User Administration**
  - User Managers have the ability to modify other users information
  - Add user
  - Disable user
  - Change/reset password
- **View Statistical Reports**
  - Events/Utilization Reports
  - Generate in pdf, word, excel or rich text formats
- **Taxpayer Assistance**
  - View by CTID, SSN, Confirmation Number, TPBF ID, FEIN
  - View Taxpayer contact information
  - View Taxpayer returns and payments
  - Cancel a Taxpayer payment
- **Audit Tracking**
  - Track and log Taxpayer Interactions
  - Track and log State Administration Interactions
  - Generate reports showing tracking information



# Multiple Tax Types/Forms

Profile Information from

Status Bar

Links to Schedules and Forms

Online Help Available

Complex Business Rules to Ensure Accuracy



# Payment Options



- **Payment Capabilities**
  - Schedule payments for future dates
  - Setup recurring payments
  - Cancel payments
  - Store banking/credit card information for future use
- **Payment types**
  - ACH Debit
  - Credit Card
  - ACH Credit - Allow taxpayer to indicate they will be submitting their payment via ACH Credit
  - Check in the mail - Payment voucher generated with scan-line that identifies taxpayer, tax type and period allowing state to streamline transaction

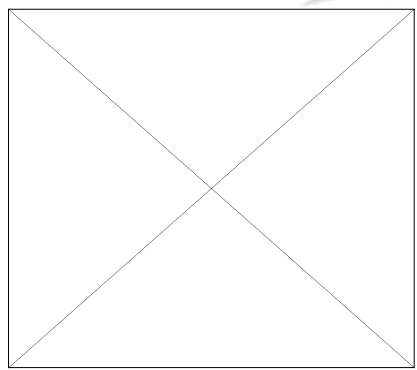


# Tax Amnesty Program

**CONNECTICUT Tax Amnesty**  
**May 1, 2009 to June 25, 2009**



- Tax Amnesty program ran from May 1, 2009 through June 25, 2009.
- Media campaign to advertise the program.
- 5,492 amnesty applications submitted.
- Taxpayers agreed to pay \$30,039,470 for 33 different delinquent tax types through 1991.
- Top three tax types:
  - Income Tax
  - Sales & Use Tax
  - Corporate Tax



# Amnesty

- **Amnesty**
  - Utilizes TSC backend common modules
  - Allows all tax types to apply for Amnesty and file their return, waiving penalties and reducing interest
  - All payment methods available, ACH, Credit, Mail in a Check
  - Change/reset password
- **State Administration**
  - State staff can enter Amnesty application and return on behalf of the taxpayer
  - Entries are tracked by auditing module
  - Print Out displays return/application prepared by State
- **Audit Tracking**
  - Track and log Taxpayer Interactions
  - Track and log State Administration Interactions
  - Generate reports showing tracking information

## Tax Amnesty



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# Taxpayer Feedback

**Connecticut Taxpayer**

"The DRS website is the best state website, both CT and others I have used. Thank you for putting yourself in the taxpayers shoes and building a site that is functional and efficient"

**Connecticut Taxpayer**

"I love the DRS & the TSC websites and the convenience of being able to file my business tax forms online.!"

**Connecticut Taxpayer**

"I just wanted to take a moment to tell you how straight forward and pleasant the experience was to file my CT income taxes on your website. In the past, I would buy state and federal tax software to do my taxes and e-file. But this year, I decided to just buy federal tax software, and chose to do the state software on your website. I must say that it was easy and convenient. I plan to use this every year. Thank you for designing a site that is quick and easy to use"

**Connecticut Taxpayer**

"I am in the military, stationed in Virginia, and just completed my 2008 CT-1040 NR/PY form using the TSC website. What an easy way to complete my taxes. This website was a long time coming. I hope my taxes are processed with as much ease. THANK YOU!"





## Questions