

# Traditional / E-Filing Alignment

Federation of Tax Administrators

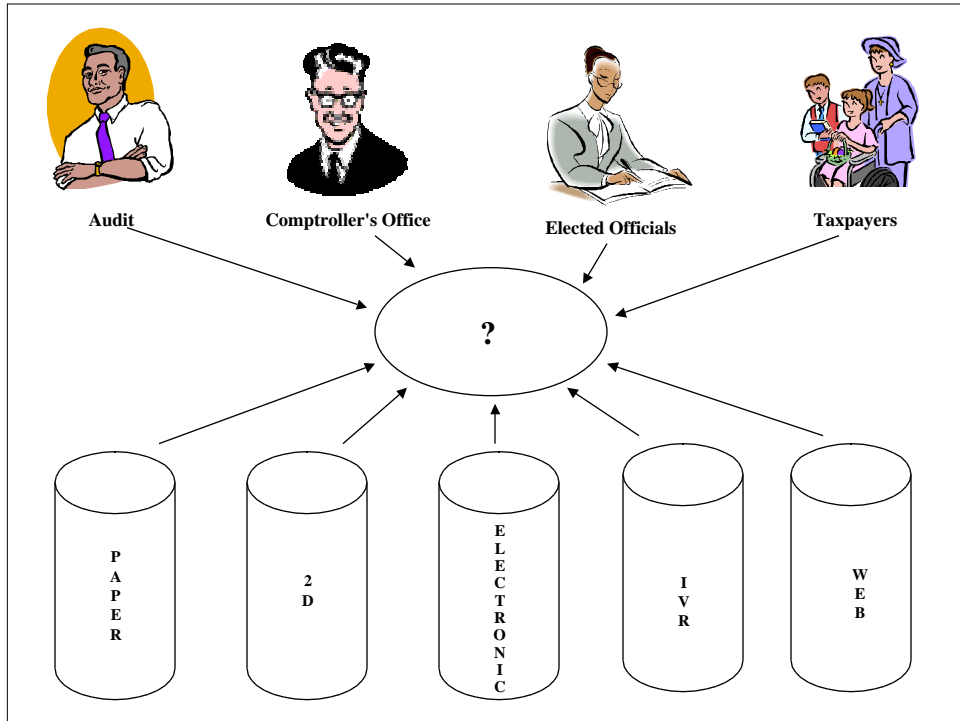
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Fleet Libris Information Solutions

## Agenda

- How can an agency manage paper, Web, and electronic submissions most effectively?
- What user-friendly options need to be included in a solution?
- Which taxpayer filing options make sense?
- What makes a system secure?



## Determine Community Served

- Taxpayer
- Paid Preparer
- Vendor
- Elected Officials
- Internal Agency Needs

## Determine Input Options

- Paper
- 2D from Paper
- Electronic
- PIT ELF
- IVR
- Web
- Other

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## Determine Payment Processing

- Check
- ACH
- Wire
- Credit Card Clearing
  - Real Time vs. Batch
  - Third Party Vendor
  - Balancing
- Other
- Reporting

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## Paper Input

- Image vs. Manual Capture
- Form Recognition
- ICR
- Image Capture
- Field Edits
- Integration into Core Processing System

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## 2D Input

- Data to Include in Bar Code
- Wand or Image Scan
- Field Edits
- Integration into Core Processing System

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## Electronic Input

- Tape
- Other Media
- Web via FTP
- Integration into Core Processing System

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## ELF Input

- Direct or Joint Federal / State
- Translation to Standard Processing Format
- Integration into Core Processing System

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## IVR Input

- Decreasing Emphasis
- Usability
- Verification of Completeness Rules while Taxpayer On Line

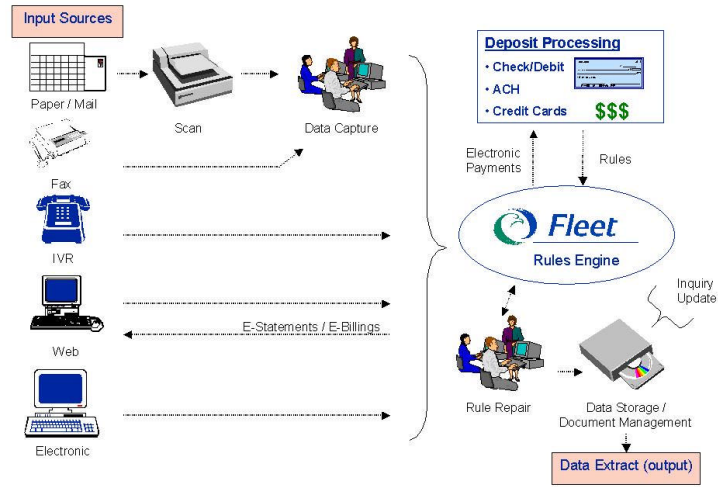
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## Web Input

- Registration
- Web Forms
- Calculations
- Tax Preparer Features
- Common Edit Rules
- Verification of Completeness Rules while Taxpayer On Line
- Integration into Core Processing System

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# Input Sources



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## Rule Verification

- Completeness
- Tax Compliance
- Run Rules from any Module

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## Rule Repair

- Presentment of Returns to Repair Clerks
- Image or HTML for Non-Image
- Detailed Error Messages with likely Error Flagged
- Notification
  - Automated Notification of Completion Errors
  - Positive or Negative

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## Data and Image Repository

- Images and Electronic Submission in Same Repository
- Data in Historical Reporting Format

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## Common Security

- Operator Activity
  - Login
  - Transaction History
- Harden Operating Systems
- Intrusion Detection with Active Monitoring
- Patching
- Special to Web
  - Three Tiered
  - External Security Review
  - Logging of All Activity

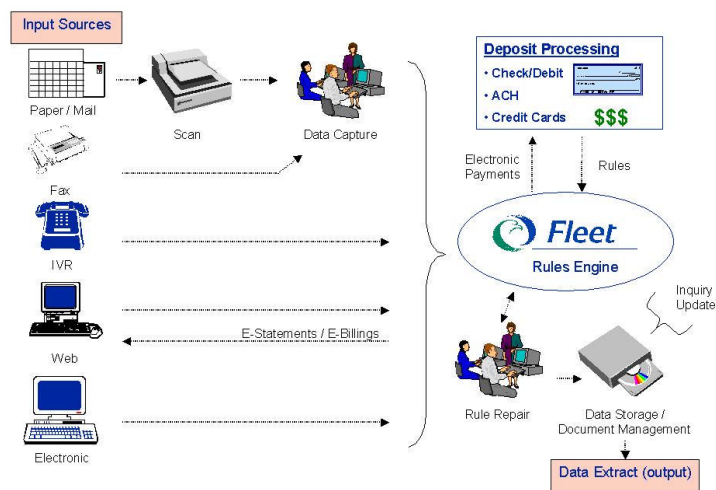
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# Always Open

- Customer Self Service
- Refund Status
- Submission History
- Billing Information

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## *Document and Remittance Processing Business Model*



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## Advantages of This Approach

- Faster Delivery of New Technology
- Faster Annual Changes
- Less Development Effort
- Less Testing with More Common Routines

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## Questions?

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## For Additional Information, Contact

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