**Purpose and Goals for Business Process Pages**

**Account Management**

Purpose

Account Management ensures the registration and maintenance of taxpayer and employer accounts. The two sub-processes are: Account Creation and Account Updates.

Goal

Increase the percentage of taxpayer or employer accounts timely and accurately created and updated.

**Compliance Determination**

Purpose

Compliance Determination identifies areas of non-compliance in tax reporting and payment, establishes corrective actions, and promotes voluntary compliance by all taxpayers. The four sub-processes are: Audit, Campaigns, Criminal Investigation and Lead Development

Goals

Increase the ratio of closed audits to direct hours.

Maintain the percent of criminal case/prosecution referrals resulting in a favorable resolution.

Increase the quality and efficiency of Compliance Campaigns and Lead Development activities.

**Receivables Management**

Purpose

Receivables Management minimizes lost revenue to the State by thoroughly identifying and pursuing past due liabilities, administering appropriate collection efforts and enforcement tools necessary to increase compliance, changing taxpayer behavior, and ensuring consistent collection and enforcement.

Goal

Reduce the percentage of accounts receivables to total revenue collected.

**Refunds and Distribution**

Purpose

Refunds and Distribution distributes and reconciles funds and processes refunds or credits of overpayments. The two sub-processes are: Fund Distribution/Reconciliation and Refund Determination.

Goals

Increase the percent of monthly reconciliations completed by the 20th for the preceding month.

Increase the percent of distributions made within 25 days of the first day immediately following the period in which a receipt is validated.

Increase the number of cases accurately resolved in less than 90 days.

**Return and Revenue Processing**

Purpose

Return and Revenue Processing deposits and accounts for revenues in a timely and accurate manner, receives electronic representations of tax-related documents, converts paper documents to electronic media, verifies the accuracy and intent of taxpayer filed return data, and ensures an accurate local government deposit. The four sub-processes are: Data Capture, Document Processing, Revenue Processing, and Return Reconciliation.

Goal

Increase the percent of returns and remittances processed timely and accurately.

**Taxpayer Aid**

Purpose

Taxpayer Aid assists taxpayers by providing information to increase the understanding of their tax law obligations.

Goal

Increase taxpayer compliance by providing taxpayer assistance.

**Business Technology**

Purpose

The Business Technology Office provides support for the various GTA processes. The three support service areas are: Data Support Services (DSS), GTA System Support (GSS), and Solution Support Services (SSS). These service areas support all GTA technology, integrated tax system, local hardware, and software needs.

Goal

Provide support services for the GTA process areas including management of technology projects, systems analysis and design for system enhancements and coordination of user acceptance testing, support of user technology issues, and technology inventory tracking.

**Resource Management**

Purpose

Resource Management provides analytical, developmental, budgetary, and communication support services for GTA. Additional services include providing audit case processing, internal training, and taxpayer education. The five sub-processes are: Compliance Standards, Financial Management, Planning and Performance Measures, Program Development and Support, and Taxpayer Education and Communication.

Goal

Provide timely and effective support to all processes within the Program.