**REVENUE PROCESSING:**

Revenue Processing processes physical checks and paper documents. The unit is responsible for the Department’s mail services, depositing revenues resulting from the receipt of physical checks, and processing and imaging paper returns and documents. The unit has two main functions – (1) Check Processing and (2) Document Processing.

- Work areas responsible for **Check Processing** receives, processes, and deposits high volumes of checks sent to the Department with associated documentation. Remittances are posted to the appropriate taxpayer accounts and tax obligations, and checks are deposited into the Treasury, for distribution later. All remittance documents, including checks, are imaged and made available to downstream customers. Processing of the high-volume paper is labor-intensive; therefore, automation and standardization is utilized whenever practical. Numerous strategies are used to process work as quickly as possible and to maximize interest earnings. While continuing to automate, and streamline the process it must also remain accurate, or the downstream exception processing will be costly.

- Work areas responsible for **Document Processing** receives a high volume of paper documents from taxpayers in the form of tax returns, applications, correspondence, supporting detail, etc. These documents typically need to be imaged for two reasons: (1) Data needs to be extracted and posted to SAP and (2) Documents represent a legal filing obligation and may be needed for future reference. Both needs can be met by converting documents to electronic images. After preparation for scanning, most documents are processed through high-speed imaging equipment. Images are stored in an electronic format, allowing fast, easy retrieval, when needed. Images may be directed to recognition engines or to employees to key certain data, sent to other work units that can "work them from image," or indexed to taxpayer's accounts for future reference. After processing, paper documents are archived. The latest innovation in Document Processing is "transaction processing" known as Remote Capture which allows scanning of physical checks, envelopes, and associated documents together as consecutive images.

*If needed:* **Team Contacts:**

Revenue Administrator 1, Screening - Barbara McClendon – (850) 717-7864 – [Barbara.McClendon@floridarevenue.com](mailto:Barbara.McClendon@floridarevenue.com)

Government Operations Consultant I, Training and Procedures – DeWayne Calloway – (850) 717-7910 – [DeWayne.Calloway@floridarevenue.com](mailto:DeWayne.Calloway@floridarevenue.com)

Revenue Administrator 1, Validations and Imaging – Jo Ann Walton – (850) 717-7855 – [Joann.Walton@floridarevenue.com](mailto:Joann.Walton@floridarevenue.com)

Revenue Manager, Revenue Processing, Leira Lewis-Barnes - (850) 717-7859 – [Leira.Barnes@floridarevenue.com](mailto:Leira.Barnes@floridarevenue.com)

Revenue Manager, Mail Services – Mark Ruth – (850) 717-7877 – [Mark.Ruth@floridarevenue.com](mailto:Mark.Ruth@floridarevenue.com)

Revenue Manger, Screening, Sales Tax – Tasha Thomas – (850) 717-7883 – [Tasha.Thomas@floridarevenue.com](mailto:Tasha.Thomas@floridarevenue.com)

Revenue Manger, Screening, Reemployment Tax - Sloan Fowler - (850) 717-7846 – [Sloan.Fowler@floridarevenue.com](mailto:Sloan.Fowler@floridarevenue.com)

Senior Revenue Administrator, Revenue Processing – Tom McCaffrey – (850) 717-7863 – [Thomas.McCaffrey@floridarevenue.com](mailto:Thomas.McCaffrey@floridarevenue.com)

**DATA CAPTURE:**

Data Capture creates an electronic record of tax return information by capturing the data from filed tax returns. Data may be transmitted and captured in an electronic format, or via optical character recognition (OCR) software and/or via hands-on data entry if a paper return is filed. Data captured includes the following; tax return detail necessary to ascertain the correctness of the tax returns filed, the basic information relating to the type of tax being paid, and the period for which the tax was remitted. The process of capturing data from paper tax documents has a much higher cycle time and error rate than electronically filed documents. Consequently, the data capture process is improved as more taxpayers file their tax documents electronically.

*If needed*: **Team Contacts:**

Operations Analyst II – Ann Thies - (850) 717-6344 – [Ann.Thies@floridarevenue.com](mailto:Ann.Thies@floridarevenue.com)

Revenue Administrator I – Christina Forsman – (850) 717-6382 – [Christina.Forsman@floridarevenue.com](mailto:Christina.Forsman@floridarevenue.com)

Tax Specialist II, Training and Procedures – Colleen Jerkins – (850) 717-7387 – [Colleen.Jerkins@floridarevenue.com](mailto:Colleen.Jerkins@floridarevenue.com)

Revenue Administrator I – Shirley Walker – (850)717-7537 – [Shirley.Walker@floridarevenue.com](mailto:Shirley.Walker@floridarevenue.com)

Revenue Administrator I – William Funaro – (850) 717-7055 – [William.Funaro@floridarevenue.com](mailto:William.Funaro@floridarevenue.com)

Operations & Management Consultant Manger – Vacant

**INFORMATION PROCESSING**

Information Processing consists of the e-Deposit & Reconciliation Team,

the File Management Team, and the Local Government Unit.

-**The e-Deposit & Reconciliation Team** ensures that all electronic payments, returns, and reports received are reconciled and loaded timely and efficiently to SAP to meet the deadlines agreed upon by Department of Financial Services (DFS) and Revenue Accounting. The Team also ensures timely distribution of data files and reports to Other Agencies and creates daily statistical reports. These activities are accomplished by assisting customers in initiating payments, returns, or reports electronically; contacting customers via telephone or letter when payments are incorrect and needed corrections to addenda formats; communicating process changes or problems; processing all payments, returns, or reports timely and efficiently; and reconciling data received with electronic bank deposits.

- **The File Management Team** monitors the Image Management System (IMS) workflow, resolving issues where necessary, to ensure timely and accurate processing of return and payment files through IMS to the tax database (SAP), SUNRISE and Other Agencies.

- **The Local Government Unit** assists local governments and special control fire districts in updating the Department of Revenue’s Address/Jurisdiction Database. The Unit maintains the Address/jurisdiction Database via the PointMatch system. Updated Master Address Lists are published twice a year, in April and October.

The Local Government Unit is also responsible for processing the certification applications of Communications Services Tax providers and vendors as well as objections submitted by insurance companies, Revenue employees and taxpayers.

*If needed:* **Team Contacts:**

Revenue Administrator III – John Whittle – (850) 717-7578 – [John.Whittle@floridarevenue.com](mailto:John.Whittle@floridarevenue.com)

Government Operations Consultant II – Kat Horkan – (850) 717-6860 – [Kat.Horkan@floridarevenue.com](mailto:Kat.Horkan@floridarevenue.com)