**Return and Revenue Processing Main and** *Sub Page* **Info**

**- Return and Revenue Processing**

Return and Revenue Processing is comprised of the following teams: Process Office, Revenue Processing, Information Processing, and Data Capture. The Process responsibilities center around Payment Processing and Document Processing.

Strategies

Return and Revenue Processing plans to expand existing technology and integrate emerging technologies to broaden access and filing capabilities for desk top and mobile devices and to modernize and streamline our equipment, systems, applications and processes.

Business Process Purpose

The purpose of this business process is to timely and accurately deposit and account for revenues, to receive electronic representations of tax related documents and to convert paper documents to electronic media.

Business Process Goals

The goal for this business process is to increase the percent of returns and remittances processed timely and accurately.

What We Do

Return and Revenue Processing facilitates the processing of payments and documents.

**--- Payment Processing**

Revenue is received through two processes: 1) Electronic Payment Processing and 2) Check Processing.

1. Electronic Payment Processing

Purpose

The purpose of electronic payment processing is to electronically deposit revenue and reduce the time to deposit using an automated process. This ensures funds are available sooner and allows the Department to reconcile payments quickly and efficiently. External customers are the State Treasury that benefits from increased investment of funds, and state and local governments that gain access to monies to fund governmental operations.

Activities

EFT Processing begins when electronically enrolled taxpayers initiate their tax payment or outstanding tax liability by electronic means (EFT, web). Taxpayers who choose the ACH-Debit method, send the Department authorization to electronically withdraw an authorized amount of tax (funds) directly from the taxpayer's account. Taxpayers who choose the ACH-Credit method, electronically transfer funds from their bank account directly to the State's EFT bank account. The process ends when remittances are deposited and recorded.

1. Check Processing
2. Check Processing – Revenue Processing

Purpose

The purpose of Check Processing is to deposit physical payments into the Treasury to fund governmental operations. This process is mandated by state law to fund governmental operations. Primary, external customers are the Treasury, other state agencies and local governments.

Activities

Check Processing begins with the receipt of checks and associated payment coupons/tax documents. Incoming checks and tax documents are sorted by tax and document type then forwarded to Screening. Screening interrogates the remittances to ensure that payment coupons have the appropriate information to allow for posting to the correct taxpayer, tax, and applied period. Screeners then batch like-remittances and print web header sheets for each batch. Validations run the remittance coupons and checks through high-speed equipment that images the front and the back of the documents. Using image recognition software and/or manual data entry, the information associated with each payment is perfected. A payment file is then generated and sent to the SAP system for posting to the taxpayer account. When this file has been successfully uploaded, a confirmation is received from SAP that automatically starts a process to prepare a file containing the associated deposit data and images of the checks for transmission to the bank. This file is electronically transmitted to the bank for deposit. The checks are stored for a 30-day period after the electronic file has been transmitted to the bank for deposit. After the 30-day period, the stored checks are destroyed.

1. Check Processing - Data Capture

Purpose

To create a taxpayer/employer account when a paper check is received from an unregistered entity to allow for the processing of the payment and the return in SAP.

Activities

Check processing in Data Management begins with the receipt of an image of a paper check for a business that is not currently registered with the Department. To process a payment in SAP an account must exist. Using the information on the check, an account is created by capturing the following data items: business entity name, address, and telephone number. When possible the entity type (corporation, partnership, etc.) is also determined and assigned to the account along with the determined tax obligations/liabilities. The process ends when all required data has been accurately entered, an account is properly created and/or obligated for tax, and account information is viewable and/or electronically retrievable.

**--- Document Processing**

Tax returns and reports are processed through: 1) Electronic Return Processing and 2) Paper Document Processing

1. Electronic Return Processing

Purpose

The purpose of Electronic Return Processing is to eliminate the need to handle paper, and reduce the time to load report and return data using an automated process. This allows the Department to reconcile/settle a return/report to a corresponding payment quickly and efficiently.

Activities

Electronic Return Processing begins when enrolled or un-enrolled, obligated or voluntary, customers file returns or reports by electronic means (vendor supported web applications, DOR web applications, import functionality, EDI, XML, or MeF). Taxpayers who file by approved vendor web applications or DOR web applications, provide information by entering their tax information into the applicable fields. Import functionality is available in several of our web applications as an alternative method. File specifications are posted on the DOR website. This method is a good choice for individuals who have numerous tax schedules or large amounts of data to transmit. EDI is available for fuel tax (terminal supplier and terminal operator) customers. XML is available for all taxes. MeF can be used to electronically transmit a corporate tax return (F-1120) to the Department.

1. Paper Document Processing
2. Screening, Imaging and Validation Units

Purpose

Document Processing prepares physical paper documents for conversion to TIF Flies to capture data from paper-filed tax returns and other documents, to make documents available to users, and to archive documents for future reference. GTA processes are the primary internal customers.

Activities

Document Processing begins with the receipt of paper tax returns/payment coupons, and associated check payments. Documents received without an accompanying check are batched and sent directly to the Imaging Center for imaging/data capture. Incoming payment coupons (associated with checks) are sorted by tax type and document type, and forwarded to Screening. The screeners batch like coupons (with checks) and print batch header sheets for each batch. All payment coupons and checks are sent to the Validations Section for processing. All documents received for imaging are inspected and prepared for imaging. Staples and paperclips are removed, tears are repaired, and non-standard size documents are taped to standard size pages. Documents are then fed through the high-speed scanners, where the front and back of each page are imaged. Images are systematically sent to work queues and/or archived, using information on the batch header sheet and bar codes on documents. Documents are physically retained until the recording of payments is completed in the Return Reconciliation Process. Following the completion of the reconciling process, physical coupons and documents are destroyed, and the images of these items constitute the document of record.

1. Document Processing - Data Capture Units

Purpose

The purpose of Data Capture is to create an electronic record of tax return information and upload it into SAP to support the related tax payment and to determine compliance. The customers are GTA's Core Business Processes and State agencies, which rely on accurate and timely tax return data to perform each of their activities.

Activities

This process begins with the submission of tax return data sent electronically by the taxpayer, or with the availability of the images of paper tax returns received from taxpayers. Paper tax returns are processed through the Document Processing process that makes images of returns available for further processing. Certain documents are also processed using optical character recognition (OCR) software that recognizes numerical characters and creates an electronic record of that data. When the software fails to recognize a number, the image of the document is automatically cued to an operator for review and input of the correct value. The other documents that are not compatible with recognition software are cued to be keyed from images by data entry operators. After the required data, has been captured the electronic file of data is uploaded to SAP. After the file, has been successfully uploaded the appropriate data is posted in the taxpayer's record and the images of the physical documents are retrievable. The process ends when all the required database fields have been populated with accurate data.

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