**Purpose for Main 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 Social Data Update.

Account Creation performs registration activities needed to create taxpayer or employer accounts for entities subject to tax laws in Florida.

Social Data Update maintains and updates taxpayer or employer accounts.

Goal

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

**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: Revenue Processing, Document Processing, Data Capture, and Return Reconciliation.

Revenue Processing deposits electronic revenue and physical payments into the State Treasury.

Document Processing prepares paper documents for conversion to allow data capture from tax returns and other documents, makes documents available to users and archives documents for future reference.

Data Capture creates and processes an electronic record of tax return information and uploads it to SUNTAX to support the related tax payment and determine compliance.

Return Reconciliation verifies the accuracy and intent of tax return data to ensure accurate distribution and taxpayer filing history.

Goal

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

**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 Refunds Determination.

The Fund Distribution/Reconciliation process is mandated by statute or local ordinance to timely disburse revenue to the appropriate recipients, which fund governmental operations and programs, and timely and accurately review depository data to ensure revenue is posted to the appropriate funds.

Refunds Determination timely and accurately credits or refunds tax overpayments. This function is mandated by statute and delegated to the Department of Revenue by the State's Chief Financial Officer.

Goals

Increase the percent of monthly reconciliations completed by 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.

**Compliance Determination**

Purpose

Compliance Determination consists of three sub-processes: Audit, Criminal Investigation and Lead Development/Campaigns.

Audit verifies the accuracy of tax and information reported on returns and notifies filers of any errors and corrective action required.

Criminal Investigation detects and deters criminal tax violations of Florida's revenue laws. Through professional working relationships with internal and external partners, this sub-process maximizes efficient use of resources and ensures public confidence in tax law enforcement, resulting in successful criminal prosecutions where necessary. The primary customers are the Offices of the State Attorney and Office of Statewide Prosecution.

Lead Development identifies non-compliant events and routes leads to the appropriate section to address the non-compliance. Compliance Campaigns systematically addresses registration, filing, and tax liability issues.

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.

**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 Office**

Purpose

The Business Technology Office provides support for the various GTA processes. The three support services areas are: GTA System Support (GSS), Data Support Services (DSS) 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, to support of user technology issues, and technology inventory tracking.

**Resource Management**

Purpose

Resource Management provides analytical, developmental, budgetary, training and communications support services to GTA. The five sub-processes are: Compliance Standards, Financial Management, Planning and Performance, Program Development and Support and Taxpayer Education and Communication.

Compliance Standards provides comprehensive operational support and training to ensure program-wide consistency and continuity. There are two sub-sub-processes: Case Processing and Review and Program Training. Case Processing and Review conducts case reviews, issues Notices of Proposed Assessments, and administers the Certified Audit and Voluntary Disclosure programs. Program Training conducts needs analyses and develops and delivers training in response to the program’s requirements.

Financial Management provides analytical, evaluation and data services to ensure effective and efficient use of program resources.

Planning and Performance Measures offers support and assistance by providing information needed in strategic planning and performance measurement.

Program Development and Support reviews proposed legislation for GTA impacts and coordinates implementation of law changes and tax forms.

Taxpayer Education and Communication supports education efforts and ensures consistency and clarity in program communications.

Goal

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