**Purpose for Main Process Pages**

**Account Management**

Purpose

The two main functions of Account Management are: Account Creation and Social Data Update. Account Creation consists of registration activities involving the creation of taxpayer or employer accounts for entities subject to tax laws in Florida. Social Data Update consists of activities for maintaining and updating taxpayer or employer accounts.

Goal

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

**Return and Revenue Processing**

Purpose

The purpose of Return and Revenue Processing is to deposit and account for revenues in a timely and accurate manner, to receive electronic representations of tax-related documents, to convert paper documents to electronic media, to verify the accuracy and intent of taxpayer filed return data, and to ensure an accurate local government deposit. This process consists of four sub-processes: Revenue Processing, Document Processing, Data Capture, and Return Reconciliation.

Goal

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

**Refunds and Distribution**

Purpose

The two functions of the Refunds and Distribution process are Fund Distribution/Reconciliation and Refunds Determination.

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

The purpose of Refunds Determinations is to timely and accurately credit or refund 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

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

The primary purpose of Audit is to verify the accuracy of tax and information reported on returns and to notify filers of any errors and corrective action required.

The purpose of Criminal Investigation is to detect and deter criminal tax violations of Florida's revenue laws. Through professional working relationships with internal and external partners, this process strives to maximize efficient use of resources and ensure public confidence in tax law enforcement, resulting in successful criminal prosecutions where necessary. Our primary customers are the Offices of the State Attorney and Office of Statewide Prosecution.

The purpose of Lead Development is to identify non-compliant events and route to the appropriate section to address the non-compliance. The purpose of Compliance Campaigns is to systematically address 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

The purpose of Receivables Management is to minimize lost revenue to the State. This is achieved by thoroughly identifying and pursuing past due liabilities, administering the 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

The purpose of Taxpayer Aid is to assist 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 purpose of the GTA Business Technology Office is to provide support for the GTA business processes. The Business Technology Office consists of three support services areas: 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**

Grace is drafting this one. Current mission: To provide analytical, developmental, and budgetary support services to the Department's General Tax Administration Program.