



Municipal Tax Project - Forum 5
September 21, 2004

Municipal Tax Project Forum 5

Support and Help Processes, File
Formats, Funds Transfer, and Outreach



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Agenda

- **Welcome and Opening Remarks**
- **Support & Help Conceptual Design Review & Update**
- **File Format Discussion**
- **Funds Transfer Discussion**
- **Outreach Discussion**
- **Project Status Updates & Next Steps**
- **Closing Remarks**
- **Final Q/A and Immediate Comments**



Opening Remarks

- Introductions
- Contact List
- Logistics
 - Restrooms
 - Cell Phones
- Today's Presentation Available on Project Web Site
<http://munitax.obg.ohio.gov>



Objectives

- Provide Project Update
- Share and validate viable conceptual design ideas and approach for:
 - Support & Help Processes
 - Outreach
- Follow up discussions on previous forum topics:
 - File Formats
 - Funds Transfer Process Overview
- Define process for feedback
- Outline upcoming steps



Project Components

- Funds Transfer 👉
- Data Transport 👉
- Forms & User Interface 👉
- Support & Help Processes
- Training, Education, & Outreach



General Process

- Conceptual Design Analysis
- OBGSC Endorsement of Recommended Conceptual Designs
- Detailed Requirements Analysis
- Development
- Implementation



Constraints based on H.B. 95 Testimony

- State/Ohio Department of Taxation (ODT) does not centrally collect the tax.
- State/ODT does not administer the tax.
- State/ODT does not audit the tax.
- State/ODT does not charge any fees to cities.
- State/ODT does not hold the funds.



Project Update

- Began Application Design on August 25th – Complete this Friday, September 24th
- 85% Municipal Profile Survey Response (Thank you for your assistance!)
- Began Analysis of Municipal Profile Data
- Completed Initial File Format Designs
- Completed initial draft of *Funds Transfer Process Overview* document



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September 21, 2004

Support & Help

Conceptual Design Ideas



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September 21, 2004

Support & Help

Support Strategy is Key

Effective support will maintain and enhance the perceived value of OBG in the eyes of the Taxpayer and Tax Administrator.



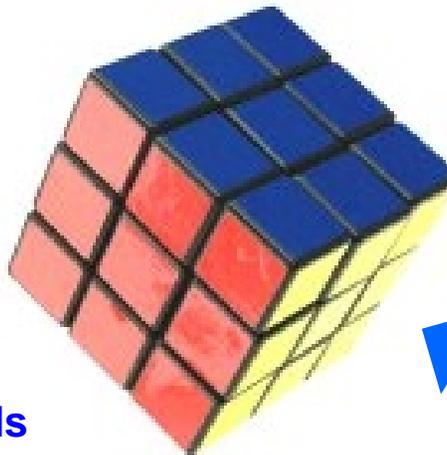
A Multi-Dimensional Challenge

Diverse User Base

- Taxpayers
- Municipal Tax Administrators
- Third Party Administrators

Tier Support Levels

- Tier 1 - Application
- Tier 2 - Tax
- Tier 3 - Business Process



Support Delivery Methods

- Self-Help
- Assisted

Support Transactions

- System
- Non-System



Support & Help Challenges

- Diversity and geographical dispersion of user base is substantial
- Needs of the user base vary significantly
- Experts are neither centrally located nor organizationally aligned
- Complexity, diversity, and magnitude of transactions can be varied



Support & Help

Overall Objectives

- Provide assistance to taxpayers on the use of the OBG Application.
- Promote and facilitate interactions between the taxpayers and municipalities.
- Enable experts with knowledge to address the end-user's needs.
- Unify support delivery through a comprehensive strategy



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September 21, 2004**

Support & Help Overall Objectives

Develop and position support as a valuable component of the OBG product.



Support & Help Filters

Support Needs

Filtered by:

- ***On-Going Costs***
- ***Staffing***
- ***Delivery Efficiency***

Viable Support Strategy





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September 21, 2004

Recall Significance of Support Strategy

Effective support will maintain and enhance the perceived value of OBG in the eyes of the Taxpayer and Tax Administrator.



Support & Help

Sample Municipality Areas

Tax Questions & Related Issues

- General questions about tax laws, rules, filing obligations, and tax return calculations.
- What is Safe Harbor?
- Why does OBG say I owe an estimated payment of \$X?
- Do I owe any interest or penalties?
- Was my extension request accepted?



Support & Help

Sample Municipality Areas

Taxpayer Account Status Questions:

- General questions on past payments or tax returns
- Why was tax bill received after paying on OBG?
- How do payments show up on my bank statement?
- Has my last payment been received?
- What's my current account balance?
- I just filed my form on OBG, did you get it?
- I've overpaid, how do I get a refund?



Support & Help

Sample Municipality Areas

Registration Questions

- How do I register with your municipality?
- What is my taxpayer (local) ID at your municipality?



Support & Help

Sample OBG Areas

General questions about Municipal Tax Application

- Questions about navigation
- Questions about how to use the application
- What is the Municipal Tax Application?
- Why is the OBG involved in municipal taxes?
- I paid a previous quarter's tax through another means; can I pay this quarter through the OBG?



Support & Help

Sample OBG Areas

Questions related to Registration and Profiles

- Muni/TPA requests change of file format
- Muni/TPA requests change of bank account info
- Muni changes rate
- Muni changes contact info
- How do I register to use OBG?
- How do I add a new municipality to my profile?
- Is special hardware or software required to use the Muni Tax application?



Support & Help

Sample OBG Areas

Generic Payment Issues and Questions

- What is ACH and how does it work?
- Can I pay with a credit card?
- I want to file on OBG, but pay by another means. Can I do that?
- Can I pay an amount different than what's due?
- When I make a payment, when does that payment usually post to my bank account?
- What is the confirmation number for?



Support & Help

Sample OBG Areas

Questions related to the verification that files have been sent or received, or are accurate

- I filed on OBG, but the muni says it never received my data.
- My tax data file needs to be regenerated.
- There's an error with the tax data file I received.



Support & Help

Sample OBG Areas

Accessing OBG and/or the Muni Tax application

- Password issues (lost or forgotten, resets)

Web Mailboxes

- How do I use the web mailbox?
- Why can't I access or login to my web mailbox?
- I downloaded my file, but have since lost it. Can I get another one?
- I can't find my file, where is it?



Support & Help

Sample OBG Areas

Errors and Misc. Problems

- The application appears to be performing calculations incorrectly.
- Totals sent to the Muni and the bank are out of balance.
- My PC crashed or I lost my internet connectivity while attempting to file.
- The OBG web site is down.
- I've lost my confirmation number.



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September 21, 2004

Support & Help

Next Steps

- Finalize Internal Processes Required to Implement Plan
- Document and Communicate via an Outreach program



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September 21, 2004

Data File Formats



Data File Formats

Goal:

To provide tax and payment data to Municipalities or their Third Party Administrator (TPA) in a timely and accurate manner.

Factors to Consider:

- Formats and Layout
- Delivery Frequency



Human Readable Data File Formats

- Text Formatted File
- Contents and Format Similar to Existing Paper Forms
- OBG provides robust content using both user profile data and filing data
- Format facilitates manual data input processes and paper-based record keeping
- Not designed for efficient electronic data importing



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Human Readable Format See Handout

9/9/2004

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*****
*****
Municipality - Columbus (00001)
|
Estimated Payments

Tax Payer ID      Tax Payer Name      Address      Phone      Email      Acct No      Date Report Filed      File Period
00001 Widgets Inc 1334 Main St      6145551212  mymail@town.org  001      02/08/2004  Q1

File Begin Date      Eff Pmt Date      Pay Type      Tran ID      Confirm No      Est Net Profit      Amn Over Pmt      Bal Due      Amt Pd
01/01/2004          01/01/2004          ACH          XXXXXX          XXXXXXXX          1200.38          0.00          3.00          1.00

Extension Requests

Tax Payer ID      Tax Payer Name      Address      Phone      Email      Acct No      Date Report Filed      File Period
00001 Widgets Inc 1334 Main St      6145551212  mymail@town.org  001      02/08/2004  Q1

File Begin Date      Eff Pmt Date      Pay Type      Tran ID      Confirm No      Tot Tax Liability      Pmt/Credit Est Tax Year      Bal Due      Amt Pd
01/01/2004          01/01/2004          ACH          XXXXXX          XXXXXXXX          1200.38          0.00          3.00          1.00
*****
*****

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Machine Readable Data File Formats

- “Pipe” is data delimiter
- Flat file layout
- Includes file header for version control
- Facilitates electronic data importing into local tax administration software systems



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Machine Readable Format See Handout

9/9/2004

Examples

V1.01|00002
EP01|00001|Columbus|123456789|Widgets Inc|001|2004/02/08 1359|2004/01 /01|2004/03/31|xxxxx|2004/02/08|ACH|zzzzzz|Q1|1334 Main
St|6145551212|my@mail@town.org|1200.38|0.00|3.00|1.00|||
ER01|0001|Columbus|123456788|More Widgets Inc|002|2004/02/08 1358|2004/01/01|2004/03/31|xxxxx|2004/02/08|ACH|zzzzzz|Q1|2222 Main
[St.6145553344@email@city.org|||5000.00|0.00|5000.00|5000.00](#)



Data Frequency Options

- Survey responses (approximate)
 - Daily 60% (40% for self-admin munis)
 - Weekly 20% (30% for self-admin munis)
 - Monthly 20% (30% for self-admin munis)
- OBG will make all data available daily through the electronic mailboxes. Municipalities may retrieve data based on their business processes.



Data File Details

- Data files with zero records will be created daily and deposited in Mailbox for pick up (eliminates questions about whether or not data exists for given day)
- Data files will be archived for TBD days after files have been delivered to the mailbox.



Funds Transfer Updates

- Survey responses validate 100+ unique banking relationships exist
- OBG is committed to facilitating ACH payments for all municipalities and ODFI-capable banks



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September 21, 2004

Funds Transfer Process Overview

See Handout



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September 21, 2004

Outreach Discussion



Outreach Discussion

- What reference tools do you think Municipalities, TPA or Taxpayer would find helpful?
- What is the best means to rollout the application to the Municipalities and Taxpayers?
- Is there a long-term role for the Municipal Tax Administrator forum representatives (Ambassadors)?



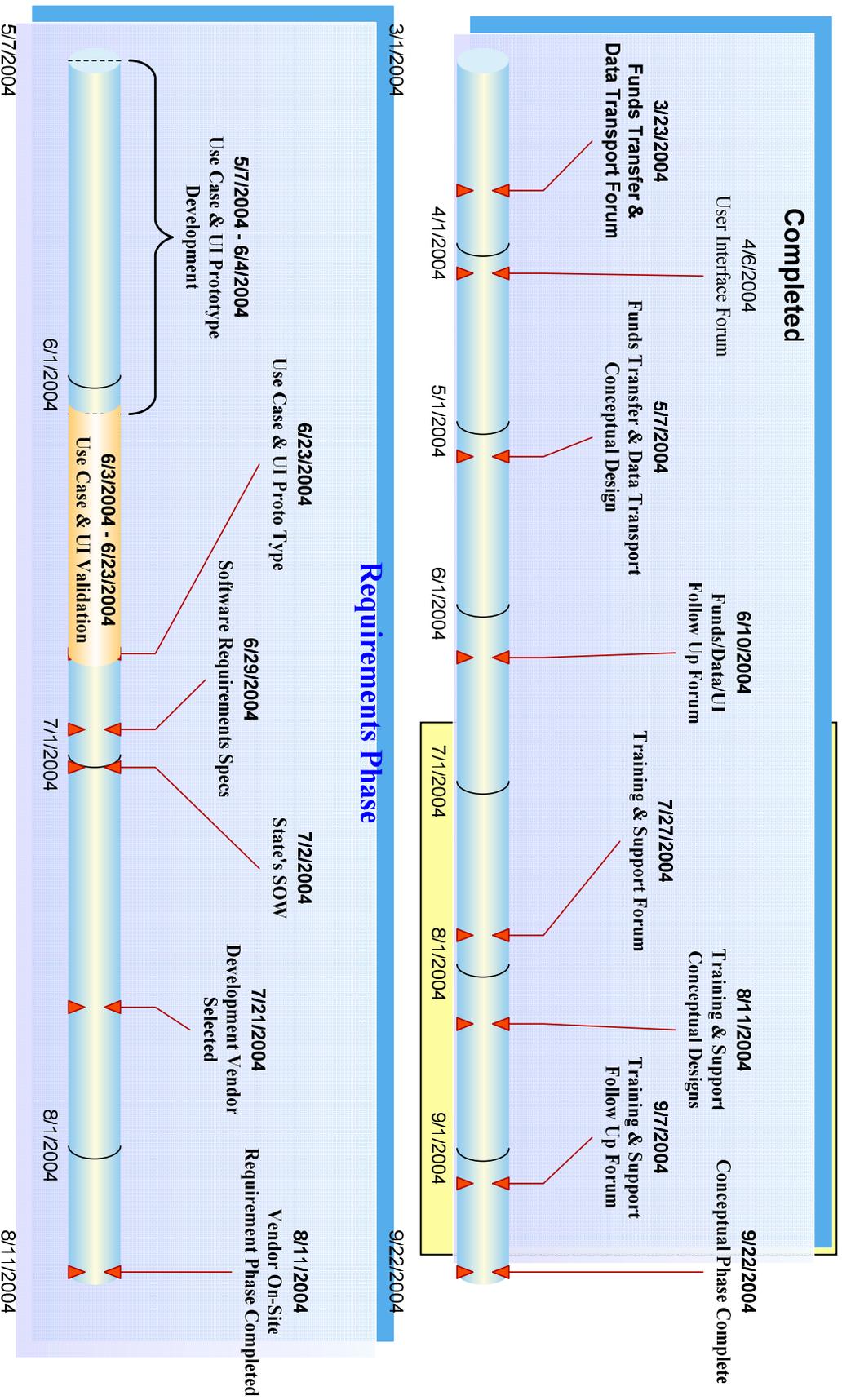
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September 21, 2004

Project Status & Next Steps

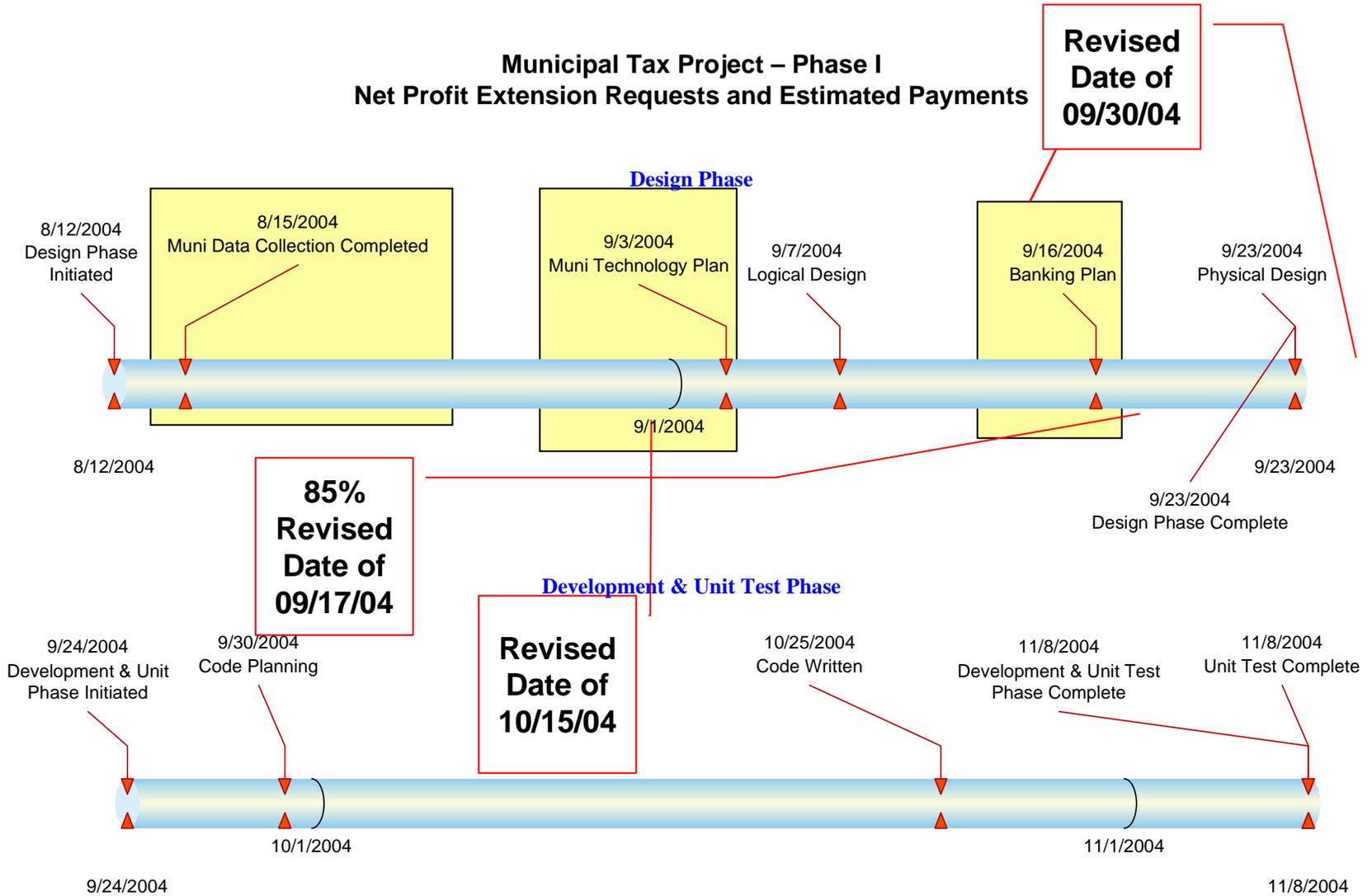
Municipal Tax Project – Phase I

Net Profit Extension Requests and Estimated Payments

Conceptual Phase



Municipal Tax Project – Phase I Net Profit Extension Requests and Estimated Payments





Next Steps in Funds Transfer for OBG

- Verify/collect municipalities' bank profile data
(September 85% Complete)
- Group banks (Now)
 - Those banks that can originate ACH Debits
 - Those banks that cannot originate ACH Debits
- Develop implementation plans
(September/October)



Next Steps in Funds Transfer for Municipalities

- Participate in the bank profile data collection activities (Now)
- Review existing ACH agreements or plan to develop new (Now)



Next Steps in Data Transport for OBG

- Verify/collect the municipalities' profile data (Now)
- Design/communicate output file formats (Now)
- Design/communicate automated transfer process (October)
- Develop criteria for state equipment (October)
- Develop implementation plans for equipment distribution (October)



Next Steps in Data Transport for Municipalities

- Participate in profile data collection activities (Now)
- If automating tax data retrieval, participate in additional discussions (Now)
- Acceptance of equipment (if qualified to receive)
(November/December)



Closing Remarks

- Please provide written comments regarding today's event and the conceptual designs by September 28, 2004
- Forum updates can be viewed on the Municipal Tax Project Website at:

<http://munitax.obg.ohio.gov>



Municipal Tax Project - Forum 5
September 21, 2004

Final Q/A

Immediate Comments



Municipal Tax Project - Forum 5 September 21, 2004

Contact Information

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Municipal Tax Project - Forum 5
September 21, 2004

Thanks for Attending!