



State of California  
Franchise Tax Board

Enterprise Data to Revenue

**EDR**

# Annual Report to the Franchise Tax Board

December 4, 2013



**Enterprise. Data. Revenue!**

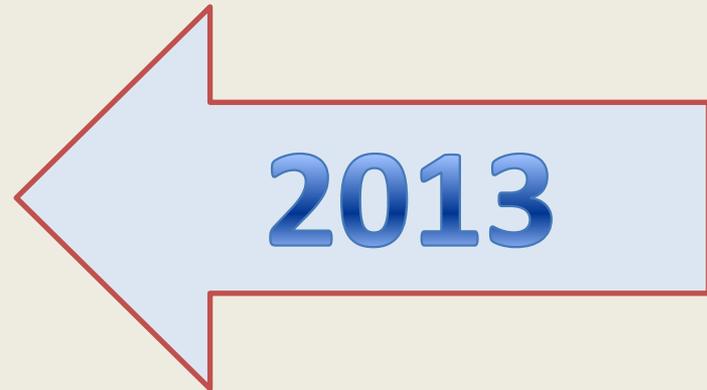
## Today, we'll...

- 1. Look Back to 2013**
- 2. Look Forward to 2014**
- 3. Review Budget, Schedule, and Revenue**



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**Looking Back to**



**2013**

July 2013





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# Correspondence Pilot: Phase 1: June 30, 2013

## Internal Taxpayer Folder Introduced

- **Limited correspondence processing:**
  - Scan, electronically route, and view images of certain Return Information Notice correspondence.
  - Add notes to the Taxpayer Folder.
  - Generate workload management reports.



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# Worklist and *Get Most Urgent* Button

State of California Franchise Tax Board

Case Management Taxpayer Folder Documents Reports Tools Resources

My Worklist

My Worklist



Urgency	Case ID	Assignment Name	Deadline	Entity Name	Status
95	<a href="#">CORR-201310120000192</a>	Review - PIT Other	4 days from now		InProcess
85	<a href="#">CORR-201310040000175</a>	Associate - PIT Other	8 days ago		New
85	<a href="#">CORR-201310040000192</a>	Associate - PIT Other	8 days ago		New
85	<a href="#">CORR-201310040000203</a>	Associate - PIT Other	8 days ago		New
85	<a href="#">CORR-201310040000205</a>	Associate - PIT Other	8 days ago		New
60	<a href="#">CORR-201310110000004</a>	Categorization	1 Day, 3 hours ago		New
60	<a href="#">CORR-201310110000018</a>	Categorization	1 Day, 3 hours ago		New
30	<a href="#">OTHR-201310180000030</a>	Process - Other	7 days from now	LEE, ALICIA	New
10	<a href="#">CORR-201310120000134</a>	Associate - BEOther	1 month, 25 days from n...		InProcess
10	<a href="#">CORR-201310120000202</a>	Process - PIT Other	1 month, 27 days from n...		InProcess

Recently Completed Assignments

Franchise Tax Board

Case Management Taxpayer Folder Documents Reports Tools Resubmits

My Worklist CORR-201310120000202

Case Summary

Case ID: CORR-201310120000202 Urgency: 5  
 Created: 10/12/2013 Goal: 1 month, 16 days ...  
 Created By: System-DocumentIntake Deadline Date: 2 months, 28 day...  
 Attachments: 1 Tax Year/APE:

Process Correspondence [Other Actions](#)

Assignment Name: Process - PIT Other  
 Assignment Details: None

Correspondence Type: \* Contact Reason: \*

Document List

- Form-4021

Document Context Information

Associated Entities Notes Attachments Activity Log Contents

Entity Name	ID	ID Type
No items		

http://edmrpr191.ftb.ca.gov:9601/ECMS ca.gov

Suggested Sites (2) UCRDs - DS2 Use Cases - DS2 Page Descriptions - DS2 Web Slice Gallery



STATE OF CALIFORNIA  
FRANCHISE TAX BOARD

402100210006

Notice Date:

**Intent to Terminate Installment Agreement**

Check this box and indicate new address on reverse.

Account Number:  
Tax Years:  
Balance Due:  
Pay By:  
Return this part with your payment ↑  
Keep this part for your records ↓  
Notice Date:

**Intent to Terminate Installment Agreement**

We intend to terminate your installment agreement 30 days from the date of this notice because you broke the terms of the installment agreement. You did not make a timely monthly payment of the agreed upon amount, incurred an additional tax liability with us, or failed to respond to a request for information (California Revenue and Taxation Code Section 19008 (c)). If any of your payments were dishonored by your financial institution, we will assess a Dishonored Payment Penalty. We may begin collection action 30 days after termination of your installment agreement. To collect from you, we may garnish your wages, record state tax liens against your property, which may damage your credit, contact third parties, seize deposit accounts, and seize and sell real and personal property. **We may also impose a collection fee.**

To avoid collection action, you must pay the full balance due by . The balance due includes all payments and credits posted through . Pay online with Web Pay. Go to [ftb.ca.gov](http://ftb.ca.gov) and search for **payment options**. If you meet the requirements of the Mandatory e-Pay Program, **all payments, regardless of the tax year or amount, must be made electronically.** Go to [ftb.ca.gov](http://ftb.ca.gov) and search for **mandatory e-pay**. If you pay by check or money order, make your payment payable to Franchise Tax Board. Write your account number on your payment, detach the top part of this notice, and mail it with your payment to: FRANCHISE TAX BOARD.

If you paid the balance due before , contact us immediately with proof of payment, such as the number stamped on your cancelled check. If you write to us, provide your daytime telephone number. We may need to call you for additional information. You may request, in writing, an independent administrative review of the termination of the installment agreement. You must send your written request for a review within 30 days of the termination of the installment agreement, otherwise collection actions may resume. Mail your written request and any supporting documents to the Taxpayers' Rights Advocate at:

For assistance call or , except on state holidays, or fax . For persons with hearing impairments, call TTY/TDD .

Release Summary for Account

Done



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# Access Online Help

Franchise Tax Board EDR Training 0153 [Site Map](#) [Global Help](#)

Case Management Taxpayer Folder Documents Reports Tools Resources

My Worklist Search for Entity Smith Technologi - 912...

**Taxpayer Folder** [Other Actions](#)

Organization Name: Smith Technologies LLC Primary Type / ID: FEIN 912345678 FTB Status / Date: Entity Type: Organization Multiple Accounting Member: No  
DBA Name: Date of Incorporation: 3/7/1975 SOS Status / Date: Entity Sub Type: Corporation Bankruptcy: No

Overview	Name List						
Contact	Name	Name Type	Status	Effective Date	Best	FTI	
	<a href="#">Smith Technologies LLC</a>	Name	Active	10/11/2013	Yes		

Correspondence	Address List								
Activity	Address	City	State/Province/Region	ZIP/Postal	Address Type	Status	Effective Date	Best	FTI
Cases	<a href="#">1234 Broadway Ave.</a>	San Jose	CA	95002-1234	Primary Mailing		10/11/2013		No

Phone Number List						
Phone Number	Extension	Phone Type	Status	Effective Date	Best	
<a href="#">(408) 987-6543</a>		Business	Active	10/11/2013	Yes	





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# Online Help

My Worklist Search for Entity Smith Technologi - 912...

### Taxpayer Folder [Other Actions](#)

Organization Name: Smith Technologies LLC Primary Type / ID: FEIN 912345678 FTB Status / Date:  
DBA Name: Date of Incorporation: 3/7/1975 SOS Status / Date:

Overview	Name List		
Contact	Name	Name Type	St
Demographic	Smith Technologies LLC	Name	Ac
Comments			
Correspondence	Address List		
Activity	Address	City	
Cases	1234 Broadway Ave	San Jose	
Phone Number List			
	Phone Number	Extension	Phone T
	(408) 987-6543		Business

Contact Information List - Windows Internet Explorer provided by FTB

http://ednrp191.ftb.ca.gov:9600/help/2.0.0/WebHelp/2\_0/Contact\_Locate/CL\_AA/Contact\_Information\_List.ht

[Show](#)

[Home](#) > [Taxpayer Folder](#) > [Contact](#) > [Contact All About](#) > Contact Information List Page

## Contact Information List Page

The Contact Information List page displays the known names, addresses and phone numbers for an entity.

This page has the following sections:

- [Name List](#)
- [Address List](#)
- [Phone Number List](#)

### How Do I...

The transactions below use this page.

- [View Name Detail](#)
- [View Address Detail](#)
- [View Phone Number Detail](#)

Page Items



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*I love it! It's so efficient. It's easy to view and route the work. And, the feedback from my supervisor on return work is timely and thus great!*



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**Looking Forward to**

**2014**



January 2014





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## **Correspondence Pilot: Phase 2**

- Expanded Case Management functionality.
- Additional data in the Taxpayer Folder.
- Additional case management reports.



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## PIT and BE Collections Modeling

- Deploy enhanced predictive models for PIT and BE.
- Results in better case prioritization enabling collection staff to work the most productive cases.
- Retire current modeling tool - Strata.

January 2014





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## **BE and 541 Return Filing**

- **Processing, image and data capture for BE and 541 returns.**



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## **BE and 541 Return Filing**

- **Efficiencies and Benefits:**

- Scan and image more returns and capture more data: faster and more efficient.
- Validation workers work from return images, not paper.
- Staff easily access images of returns vs. paper returns.
- More data available for other purposes.



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## **Training Staff**

- **Train-the-trainer (T4T) approach.**
- **Training planned November 2013 –  
January 2014.**
- **About 1,100 participants.**

June 2014





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## Internal Taxpayer Folder and Case Management: *Full Implementation*

- Majority of correspondence (about 10,000 pieces a day) is scanned and electronically routed to business areas for EDR case management processing.
- Staff access PIT and BE returns, payments, FTB notices, and correspondence in the Taxpayer Folder.
- Includes about 4,500 staff.

September 2014





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## **MyFTB Account: Testing Release**

- **MyFTB provides taxpayers (and approved representatives) online access to:**
  - Returns, notices, payment status, W-2 information, notices, correspondence, and other account activity.
  - Initiate online chats and secure email messages.



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## **MyFTB Account: Testing Release**

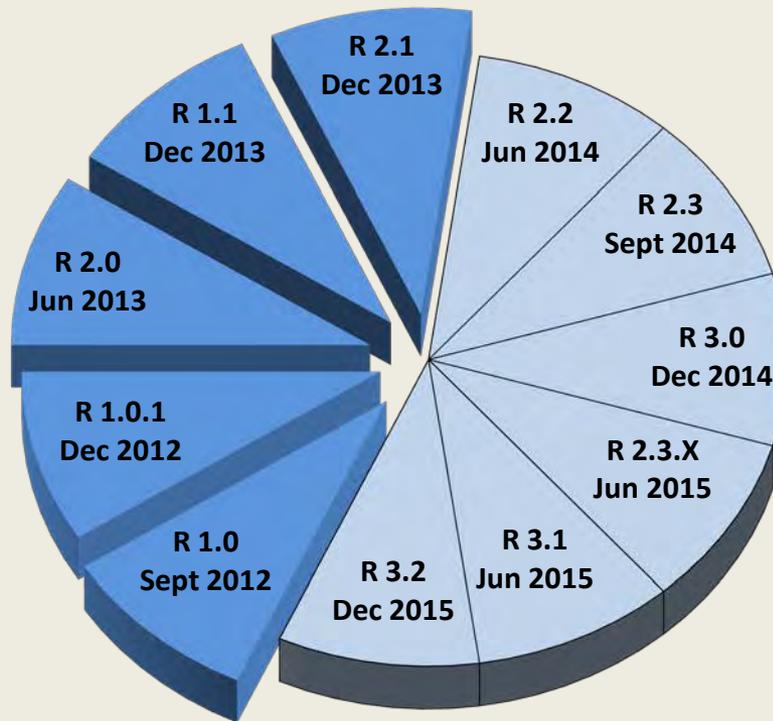
- **Testing release includes:**
  - Security, capacity, and performance testing.
  - Internal and external user pilots.

# Schedule Budget Revenue





# By December 31: 5 Releases Deployed

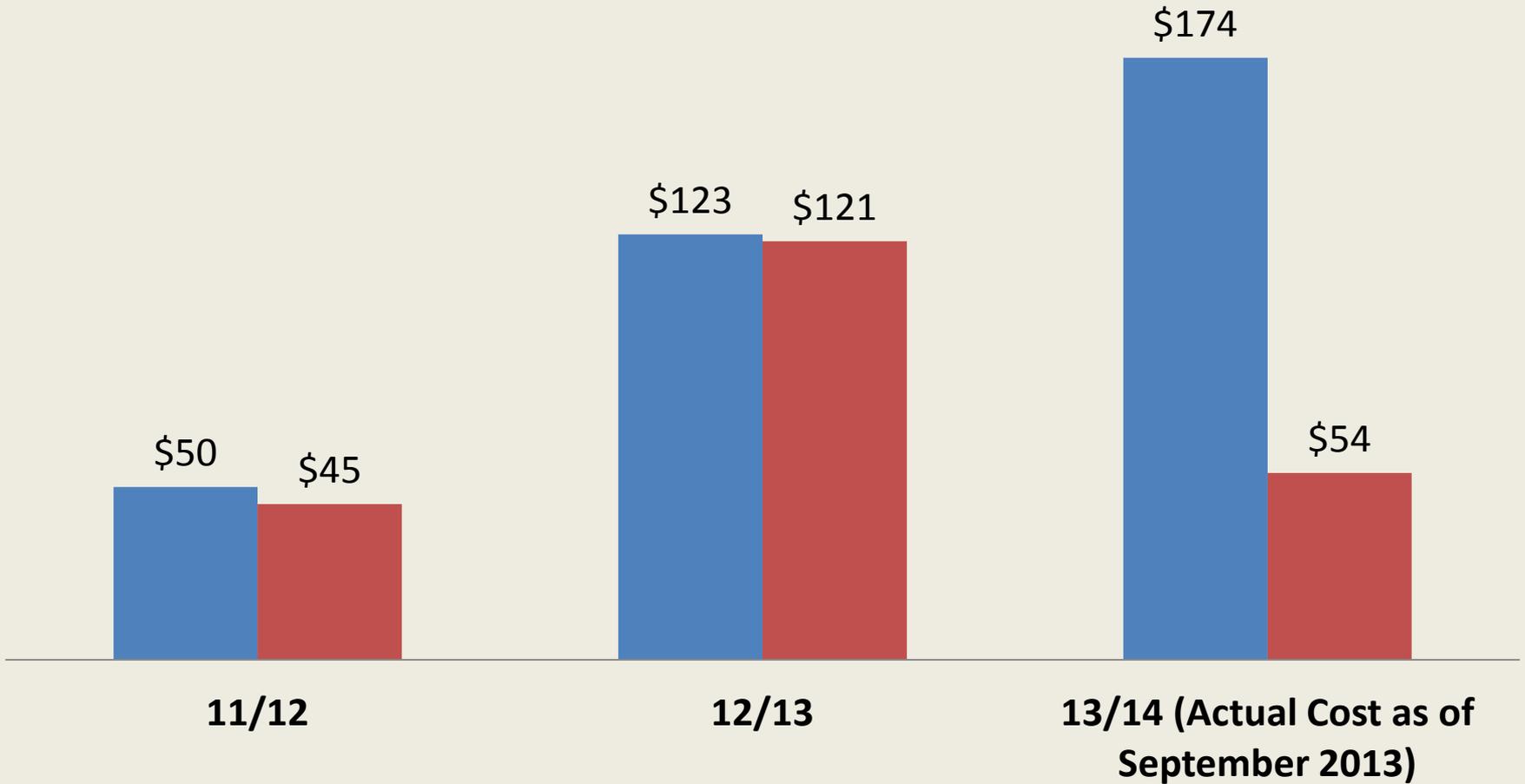




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## Within Budget

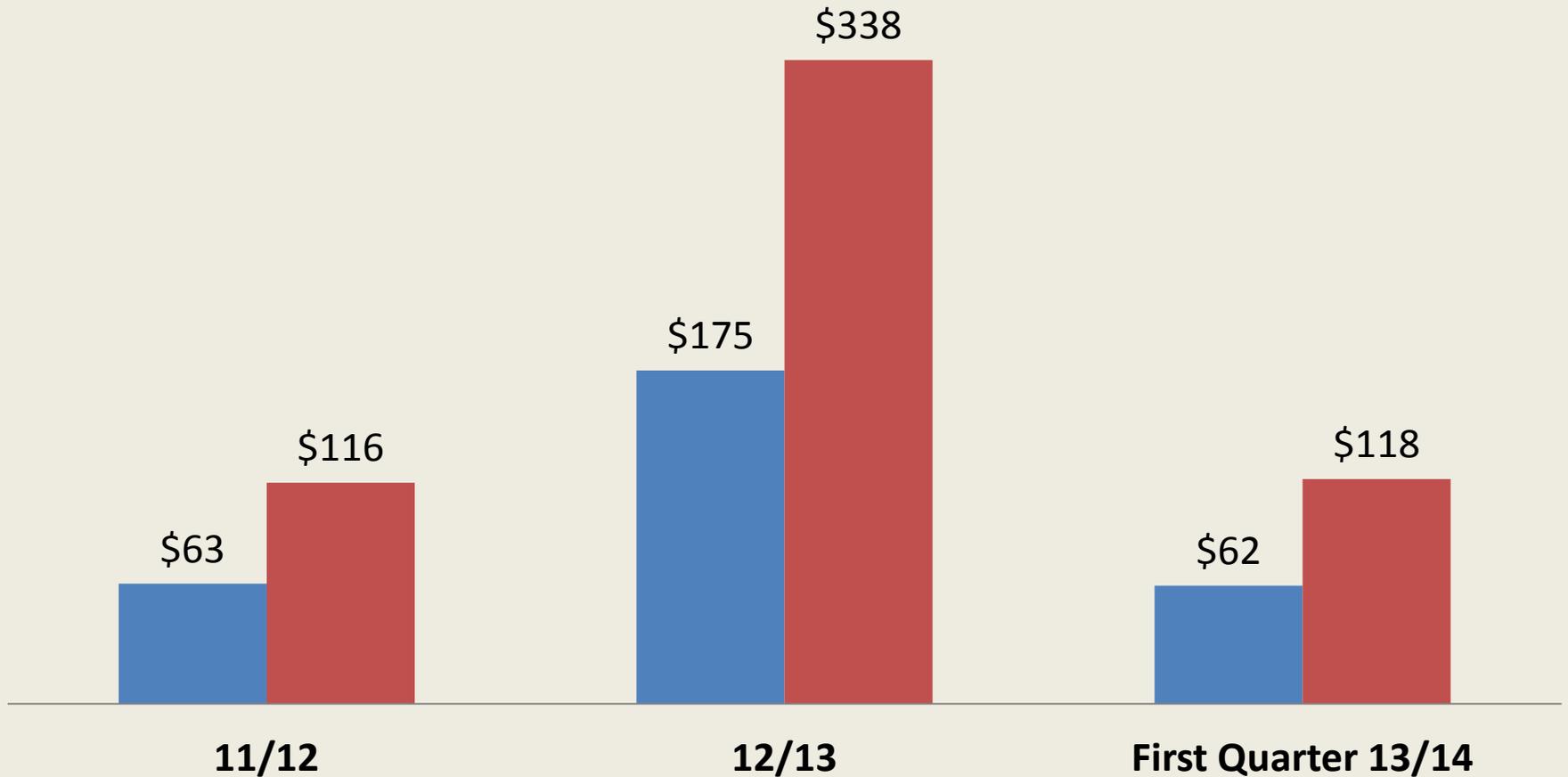
■ Projected ■ Actual Cost





# Exceeding Revenue Targets

■ Target ■ Actual





EDR  
**THANKS**  
a Billion!