



Wyoming Fuel Tax News

VOLUME 2, ISSUE 3

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SPECIAL POINTS OF INTEREST:

- FTA Business Plan
- Ownership of Fuel
- Shrinkage Credit
- Customer Satisfaction Surveys
- We Share Your Passion

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The FTA Thematic Goal

In March of this year, the FTA Leadership Team put together a one year thematic goal that describes our intentions for the next twelve months. This thematic goal does not replace our strategic plan, but rather drills down into the day-to-day operation of our program and how we can become more effective and efficient. Successfully meeting the thematic goal will actually assist us in continuing towards the achievement of the strategic goals that we set forth in our Balanced Scorecard several years ago.

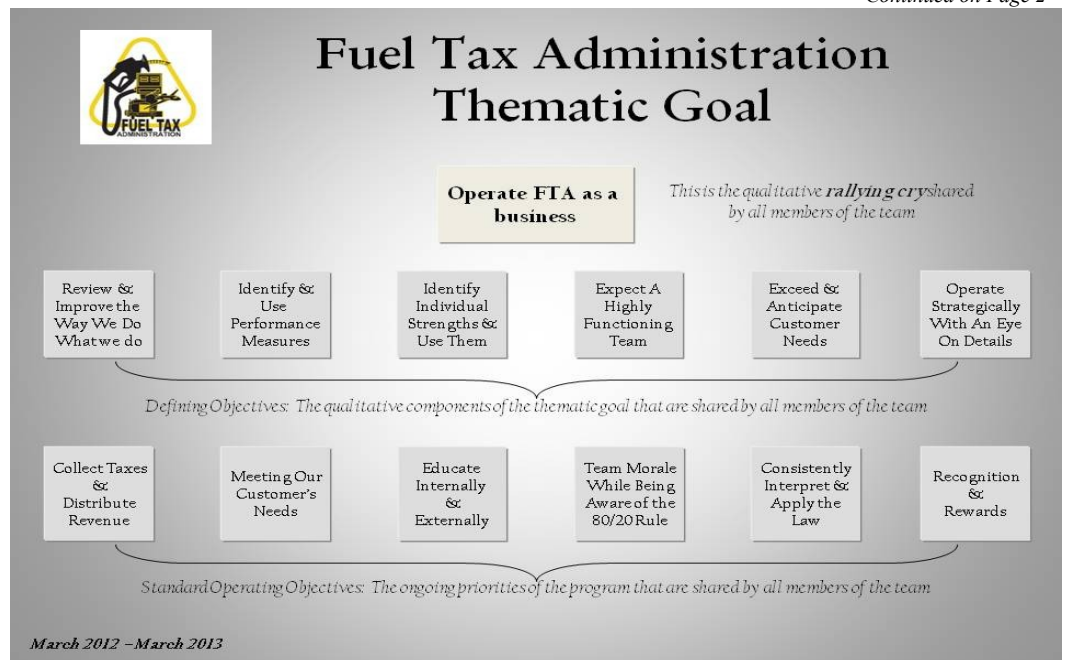
The thematic goal was presented to the entire FTA Team for explanation and discussion, and ultimately the team adopted the goal in mid-March. The overriding goal is to operate FTA more as a business entity which explains our intention to be very focused on measurements, results, efficiencies and customer service. While we fully appreciate that our customers do not have the option to go else-

where should they find our service to be less than optimal, we firmly believe that we should constantly be focused on the level of service we provide and striving to improve it.

A thematic goal consists of both *standard operating objectives* and *defining objectives*. The *standard operating objectives* describe what we must do to achieve the mission of the program, and the *defining objectives* describe what we must do in addition to the *standard operating objectives* to achieve our thematic goal.

Our *standard operating objectives* (what we must do) include: Collect fuel taxes & distribute revenue; meet our customers needs; educate our internal & external customers; consistently interpret & apply the law; provide recognition and rewards; and, build team morale while being aware of the 80%/20% rule.

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Fuel Ownership

Ownership of fuel is often a confusing issue for our suppliers, distributors, and carriers. To determine ownership of fuel, we ask several questions. Who is responsible if the fuel spills? Who pays the freight? Is freight paid on a separate freight invoice, or is it paid on the same invoice with the fuel? After the questions are answered, here's how we apply the answers:

If a purchaser carries his own fuel, the purchaser is considered the owner of the fuel at the terminal or bulk facility.

If a purchaser hires a common carrier and is billed freight on a freight-only invoice by the

common carrier, the purchaser is considered the owner of the fuel at the terminal or bulk facility.

If a purchaser does not hire the carrier but eventually takes possession of the fuel, ownership of the fuel occurs at the destination; the fuel and freight are billed on the same invoice.

Several examples: Company A purchased and carried fuel from a Wyoming terminal for export to another state. Since Company A owned and carried the fuel from the terminal, Company A is the exporter of the fuel.

Company A hired a common carrier to carry fuel from an out-of-state terminal. The common

carrier invoiced freight separately from the fuel; Company A is the owner and importer of the fuel.

Company A purchased fuel from Company B at an out-of-state terminal. Company B carried the fuel to Company A's location. Since Company B owned and carried the fuel to Company A's location, and the freight and fuel are billed on the same invoice, Company A took ownership of the fuel at the delivery point in Wyoming. Company B is the importer of the fuel.

If you have any additional questions, please contact your Tax Examiner at Fuel Tax Administration.

We have been very focused since the inception of the thematic goal on both ensuring that we are meeting the standard operating objectives as well as making every effort to achieve the defining objectives.



The FTA Thematic Goal Continued.....

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Our *defining objectives* (what we need to do to achieve the thematic goal) include: Operate strategically with an eye on the details; review & improve the way we do what we do; identify & use performance measures; anticipate & exceed customer needs; identify individual strengths & use them; and, expect a highly functioning team.

We have been very focused since the inception of the thematic goal on both ensuring that we are meeting the *standard operating objectives* as well as making every effort to achieve

the *defining objectives*.

As far as our *standard operating objectives*, you will read on Page 3 that we will soon be surveying our customers again concerning the service we provide, and we are making great strides to have an internal and external customer education program complete by the 3rd quarter of this year. We have also been working with our attorney from the AG's Office to more consistently interpret and apply several fuel tax statutes.

As far as achieving our *defining objectives*, we are

in the initial stages of process redesign and performance measurement identification. As a portion of process redesign, we are going through a strength and preference identification process that should allow team members to use their strengths more often. Strategically, we are working to build stronger relationships with our business partners including the Department of Audit, the Attorney Generals office, and the WYDOT Budget Office to name a few.

More information to come in future newsletters.

Shrinkage Credit

As some of you know, Wyoming allows distributors to take shrinkage credit on their monthly tax return. However, many companies that do business with our program are not aware of the credit or simply have not been authorized for it. We would like to take the opportunity to discuss the requirements for shrinkage credit and how to receive authorization for the credit.

Wyoming fuel tax statutes state that a distributor or importer who owns a bulk plant in Wyoming may take a shrinkage credit of one percent (1%) on gross gallons of bulk gasoline or bulk diesel purchased directly from a terminal and

delivered in Wyoming for distribution. Also, a distributor or importer who does not own a bulk plant, but owns retail locations and distributes gasoline or diesel to those locations only shall be entitled to the shrinkage credit on gross gallons of bulk gasoline or diesel delivered.

If you would like to receive authorization to take shrinkage credit, we require a written request to do so. A legal description and pictures of your bulk facility must accompany the request. After we determine you are eligible to receive shrinkage credit, you will receive notification from us

authorizing you to begin taking the credit on your monthly tax return.

If you have any questions or are not sure if you are eligible to take the credit, please contact us for further information.



It's Time Again To See How We Are Doing!

The Wyoming Fuel Tax Administration Program is once again asking for your input regarding our service. Customer satisfaction surveys will be going out to our DIE & Supplier customers by mid-July, and the Dealer and Agriculture customer surveys will follow later in 2012.

In the latter part of 2010 and early in 2011, we surveyed our DIE, Supplier, Dealer and Agricultural customers, asking for a rating of our customer service. Action plans were implemented to address areas of concern, and we are now again asking you to evaluate us in an attempt to measure our progress in improving our service.

Providing world class service is one of the goals identified in our Balanced Scorecard strategic plan, and it is very important to us to achieve this goal. We look forward to hearing from you to see how well we have responded to your sugges-

tions, and determine what new opportunities exist for our team.

The survey results from the DIE/ Supplier Customer Satisfaction Survey in September 2010 led to our team identifying the following themes and action items:

Prevalent Themes included timeliness of refunds, electronic filing, cost effectiveness of billings and credits, licensing clarification, and required paper size.

Action Items were prioritized into immediate, near future, and future. The *immediate* action items included adding our website address to our email signatures and letterhead, and placing pictures of our staff members on our website and future newsletter. The *near future* action items included developing an FTA newsletter, holding an EDI

(electronic filing) work team meeting, putting together education/information for taxpayers, holding a Licensing Work Team meeting, adding propane & ethanol to fuel types, creating preprinted license information, evaluating our website content, and evaluating the refund process. The *future* action items included evaluating the cost effectiveness of the billings/credits process, discussing the concept of annual billings/ buffer accounts, and evaluating the concerns about paper size requirements.

We are very appreciative of the great response we received in 2010, and we have worked hard to address the action items that we identified. We would like to thank you in advance for your participation again this year, and please contact our office should you have any questions or concerns.

“Providing world class service is one of the goals identified in our Balanced Scorecard strategic plan.....”

We Share Your **PASSION**



As you will recall, one of our strategic goals is to provide world class service and thus become a world class program. We are very aware that an important ingredient to providing that level of service is to build relationships with our customers. In an effort to share who we are with our customers (both internal and external), we recently asked each FTA team member to write an article about their passion(s) that we would both post in our building as well as share through the newsletter. This is the first of 13 articles we will share with you, our customer, in an effort to let you know who we are and what we are passionate about.

Jon Peterson: Tax Examiner

I have always loved competitive sports, and have participated in baseball, golf, and football. In my younger years, I was able to

play on a consistent basis, and it was all about the competition. My real passion is golf. Through the years, I have had to understand the limitations of getting older and have changed my swing to attain better scores. My outlook now is to play the best I can and realize that if I obtain a disappointing score today, that only makes it easier to surpass tomorrow. The most enjoyable part of the game is valued time spent with friends and “high-fiving” each other on great shots. Often times, this will result in a laugh at my expense. Although I am not a teacher, I have enjoyed introducing the game to many people on the driving range and helping them on the course as we go. I have also been blessed to share my love of the game with my wife and two daughters. They have always given it a fair try, but tend to enjoy driving the golf cart more than driving the ball.

I bring the same passion for golf to work, by doing the best job that I can every day. Just as there are bad days on the golf course, there are occasionally bad days at work. This is an opportunity to know that the next day will be much better. I enjoy the teamwork that is present in our office and I am always willing to help others and accept help from them. Most importantly, I have found that laughter and fun will always soothe the soul, even if it is at my expense.



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