



Wyoming Fuel Tax News

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SPECIAL POINTS OF INTEREST:

- **FTA Redesign Implemented**
- **FTA Filing Assistance**
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- **Late Electronic Files**
- **We Share Your Passion**

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FTA Redesign Implemented

Welcome to another issue of Wyoming Fuel Tax News! We have a good amount of information to share, and while we are slightly delayed in getting the newsletter out, we are a little more timely than we were with several previous issues. The glass is always half full!

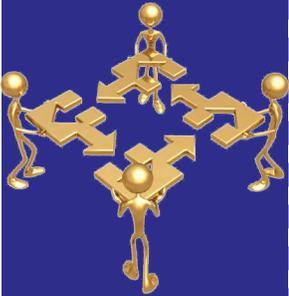
Over the past eighteen months, we have shared our plans to redesign the Fuel Tax Administration Program with the intention of becoming more efficient and effective. While we have implemented several pieces of redesign over the past six months, we are now ready to fully implement the plan on July 15, 2015. The time for planning, discussing, re-planning, and testing has come and gone, and now it is time to put the plan into effect. Without question, there are moments of uncertainty and nervousness associated with the change, but we are committed to making it work for our customers and for the organization. We fully anticipate some bumps along the road, but we believe the long-term impacts will include increased efficiency, increased customer satisfaction, and more consistency to name a few. While we believe we have developed new processes that will improve your experience working with our team, you will notice some changes in our communication and our work processes. We will spend the remainder of this space describing those changes.

Our FTA Team is now comprised of the Leadership Team, the Quality Team, and the Service Delivery Team. The FTA Leadership Team will continue to be responsible for processes including strategic direction, organization and direction of work, the legislative

process and law interpretation, fuel tax distribution, and human capital management. The Quality Team will be responsible for processes including managing electronic filing, auditing returns, amendments, problematic accounts, bonds & delinquencies, internal training, and pieces of distribution. The Service Delivery Team will be responsible for processes including establishing electronic filers, cross-referencing, all communication, end-user refunds, licensing, posting, and new & existing taxpayer education. This design allows us to have our team members use their strengths more often while moving away from a Tax Examiner working the entire life cycle of an account. Essentially, we train team members to be generalists, and once they have completed training and the Strengthfinder 2.0 exercise, they are assigned to a work team where they have the best opportunity to succeed.

This redesign requires a high degree of communication and teamwork within the work teams as well as between work teams because the work will flow between teams as it is processed. An example of this flow may not be terribly meaningful, but we do want you to know that all communication will flow through the Service Delivery Team. All requests and other communication will come from the SD Team, and all customer inquiries will be fielded by an SD Team member.

Leading-up to implementation day, we continue to identify, design and refine our internal processes to ensure that we are planning to be efficient, both with our time and our customer's time. *Continued on Page 2*



FTA Redesign Continued.....

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For example, document requests may be more comprehensive in some cases with the intention of only requesting documents once rather than two or three times. The SD Team plans to use a consistent and concise document request email that should allow for a clear understanding of the issues we're concerned with.

All of our new teams have also been assigned strategic objectives from our Balanced Scorecard strategic plan, and that work will be determined by each team's work flow thus making more efficient use of each team members time rather than creating an

interruption to attend a meeting.

It would require a number of pages to fully explain the redesign (which would be a great read), but we wanted to share some of the changes that you will experience.

No doubt this will be a little challenging for a multitude of reasons. We continue to work through the challenges associated with our new operating system, we have four fairly new team members that are in the training phase, and we are still working to catch-up our work due to some previous challenges. In spite of those obstacles, we believe that we cannot wait for the perfect time to

implement because that will never come, that we have done our due diligence and it is now time to act, and implementation has a high likelihood of allowing us to recover and eventually excel in a more expedient fashion.

Please trust that if something isn't working, we are committed to fixing it immediately. As we've shared in the past, our practice is always to get a plan to about 80%, implement it, tweak it, and change it if necessary. Additionally, we are always open to your feedback, and we'd love to hear about your experiences as we move into redesign.

FTA Assisting Customers With Electronic Filing

Four Fuel Tax Team members will be hitting the road during the week of June 22nd to visit customers in and around the state of Wyoming. The purpose of the visits is to assist customers with setting-up electronic filing for fuel tax returns.

Our proposed rules & regulations update includes a provision that calls for all filers to file tax information electronically, and in the interest of partnering with our customers, we decided

that we could offer our services to those customers that could be reached on a road trip.

While we have spent the last 6-9 months remotely setting-up many of our larger customers (working with their IT staff, etc.), many of our smaller customers do not have an IT staff or the expertise to set-up their system for electronic filing. We are happy that our offer of assistance has been so well received, and we are looking forward to

working with them at their location. Unfortunately, with a trip like this that covers so many miles, there are some locations that we will not be able to get to. In these cases, we will do everything in our power to get them set-up on a separate trip or over the phone.

If you're on our schedule, we look forward to the visit! If not, we hope to make it to your location on our next trip.



Amendments Explained

In September 2013 and March 2014, FTA explained how we address amendments. We wanted to take the opportunity to again revisit that topic while offering some explanation as to what led to the change.

When tax returns are submitted, they may require amendments. In the past, FTA had not had a consistent procedure in place to accept amendments and for several different reasons the amendments were often created by FTA Tax Examiners. Many times, FTA incorporated the amendments into the original tax return destroying any history and/ or paper trail submitted by companies. In an effort to stay more consistent with FTA business practices and in order to create and maintain historical records or paper trails, many of you may have noticed we are requiring amendments to be completed by the companies that do business with FTA.

When amendments are submitted, we consider them "stand-alone" tax returns and enter them in our system accordingly to maintain the integrity of each return.

As a reminder, amended tax returns should only include the amended transactions and the amended gallons on the cover sheet. For example: If gross gallons were reported incorrectly, please include the original transaction on the schedule detail as a negative and the corrected transaction on the same schedule as a positive. Only the difference in gallons should be carried to the cover sheet. *Please remember, we are not able to accept EDI amendments at this time.*

We continue to work with the programmers on the refinement of our new operating system which could result in other changes in requirements. At this point we are unaware of any additional requirements, but we wanted to make our customers aware of the potential.

Should you have any questions or concerns about amendments, please don't hesitate to contact one of our Quality Team members. *(Contact information is listed on page 4).*

Late Electronic Files

We would like to take a few moments to discuss a very serious subject that could be costly to you, our customer. The following refers to past administration of paper copy returns, which includes a cover sheet and schedule detail, and current electronic filing administration which includes receipt of a cover sheet and electronic schedule data:

In the past, Fuel Tax Administration has not required payment of penalty and interest when money is due on a tax report as long as the report was postmarked on the last day of the month and monies were received on the last day of the month, regardless of whether it is remitted by check or by electronic funds or if schedule data was included. As we progress with electronic filing, we are finding that cover sheets with monies are being submitted timely, but electronic files are not.

According to Wyoming Statutes 39-17-107 (c)(i):

Any report, claims, tax return, statement or other document or payments required or authorized by this article to be made or filed to or with the department and which is (W.S. 39-17-107(c)(i)(D)) received through electronic data interchange is deemed to have been received when the electronic data interchange transmission is received by the department. In other words, if Fuel Tax Administration has not received coversheets, remittance and electronic data (schedule detail) by the last day of the following month, your return will be considered late and you will be assessed 10% penalty and 1% interest of the total remittance due. Additionally, per statutes, if a company submits two late returns, we must require that you provide a bond.

Please don't hesitate to contact us with any questions or concerns.

We Share Your **PASSION**



Carol Denny:
Tax Examiner

My passion is a love of cooking - I love to cook everything from hors d'oeuvres to a multi-course gourmet meal. Now bear in mind this love for cooking does not include baking! If you give me a few ingredients that you like, I can fix you something that I am sure you will love. I love to make new recipes for my family and friends and won't even give it a test run before serving it to a large gathering. As my family has dwindled in the last few years to just my husband and me, cooking has become a little less fun, but still challenging to try something new along with tried and true favorites. We have also done catering events for golf tournaments, family barbeques and even a wed-

ding or two. We even owned our own espresso shop for a few years which served breakfast and lunch and I would always try a new lunch special which my regular patrons always looked forward to what new item they might savor. I try to make work like that, a few new ingredients now and then add to the spice and flavor of life as well as a new dish. I am always up for a challenge and love seeing others enjoy the fruits of my labor. I love to learn new things and hope that I can add some new "flavor" to our team. I am so happy

to be a part of the WYDOT family and starting this new adventure.



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