



How states are using technology in tax enforcement and administration – and how it impacts your business

# Disclaimer

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While we hope you'll find this discussion helpful, this session is for informational purposes only and is not legal or tax advice.



# Continuing Professional Education (CPE)



**1 CPE credit**



**Respond to  
3 of 4 poll  
questions**



**Attend at least  
50 minutes**



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certificate**



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*For complaint resolution, please contact [corporateevents@avalara.com](mailto:corporateevents@avalara.com).*



# How states are using technology in tax enforcement and administration – and how it impacts your business

**Scott Peterson** – Vice President of Government Relations, Avalara

**Ryan Minnick** – Chief Operating Officer, Federation of Tax Administrators

**Jay Waldo** – Chief Information Officer, Texas Comptroller of Public Accounts

**Diane Yetter** – President and Founder, YETTER Tax and Sales Tax Institute



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# Meet the professionals



**Scott Peterson**

Vice President of  
Government Relations

Avalara



**Ryan Minnick**

Chief Operating Officer

Federation of Tax  
Administrators\*



**Jay Waldo**

Chief Information Officer

Texas Comptroller of  
Public Accounts



**Diane Yetter**

President and Founder

YETTER Tax and Sales  
Tax Institute



# Agenda

- 1 Importance of good state resources
- 2 Using technology for resources and transparency in tax administration
- 3 Challenges states face
- 4 How tax administration is changing



# Importance of good state resources



# Arkansas Taxpayer Access Point



Welcome, [REDACTED]

You last logged in on Monday, Oct 14, 2024 11:25:23 AM

[Manage My Profile](#)

[Summary](#) [Action Center](#) [Settings](#) [More...](#)

What are you looking for?

## Submissions

Search for previous submissions.

- [Search Submissions](#)
- [View Third Party Requests](#)

## Messages

View messages I've received from DFA.

- [Send a Message to DFA](#)
- [View Letters](#)
- [View Messages](#)

## Account Management

Apply to open or close an account.

- [Register a New Account](#)
- [Close Tax Accounts](#)

## Payments and Returns

Manage payments and returns for accounts of this customer.

- [Manage Payments and Returns](#)
- [Tax Credit Incentive](#)
- [XML Bulk Return Upload](#)
- [Bulk Zero Dollar Payment Upload](#)
- [TXT Bulk Withholding Return Upload](#)
- [Bulk 1099 File Upload](#)
- [Add 1099 Records](#)

## Names and Addresses

View or update names and addresses associated to this customer.

- [Manage Names and Addresses](#)

## Access Management

Manage access of accounts I have access to.

- [View Access](#)
- [Manage Access](#)
- [Add Account Access](#)



State of Florida  
Department of Revenue

[DOR Home](#) [e-Services Home](#) [Print Page](#) [Contacts](#) [Logout](#)

Sales Tax - [Click for Help](#) - [MOORE 2](#)

User [REDACTED]

## Choose Activity

### File and Pay

[DR-15 \(Sales and Use Return\)](#)

[Amended DR-15 \(Sales and Use Return\)](#)

### Payment Only

(Choice does NOT include a tax return)

[Other Sales and Use Tax Payments](#)

### Other Options

[Print Resale Certificate\(s\)](#)

[Reprint Confirmation Page\(s\)](#)

[Cancel Submission\(s\)](#)

[View Cancelled Submission\(s\)](#)

[Update e-Services Profile](#)

[Check for Bills](#)

[Change Business Address and/or Account Status](#)

[Hope Scholarship Collection Report](#)

Cancellations must be done before 5:00 p.m. ET on the submission date. If the submission is completed after 5:00 p.m. ET on the submission date, weekend, or holiday the cancellation must be done before 5:00 p.m. ET the next business day. All cancellations are permanently deleted from our database.

[Back to Menu](#)

[\[ FAQs \]](#)

[\[ Privacy \]](#)

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eSystemsJun 26, 2020 2:26PM | 172.17.248.86FAQsHelpJohn D ▾

### My Taxpayer Accounts

+ Assign Taxes/Fees

Taxpayer/Vendor #: 32055Assigned Account Name: JANE DOE TAXPAYERSales and Use Tax

The sharing of your account, user identification or password is prohibited. Each user must have their own account. <https://comptroller.texas.gov/taxes/sales/>

Effective Oct. 1, 2019, taxpayers must file mixed beverage sales tax returns monthly. Add a mobile number to your eSystems account profile and you can easily control how you reset your forgotten password.

Password recovery via text on your mobile device is now available. Quarterly reports for the period ending Sept. 30, 2019 are due Oct. 21, 2019.

### Popular Services

Access Eminent Domain Report

Access Alcohol Distributor/Supplier Report

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eSystemsJun 26, 2020 1:21PM | 172.17.248.86FAQsHelpJohn D ▾

### I want to...

File and Pay Taxes

Register for Texas Sales and Use Tax

Search State Payments Issued

See More ▾

The sharing of your account, user identification or password is prohibited. Each user must have their own account. <https://comptroller.texas.gov/taxes/sales/>

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### Popular Services

Access Eminent Domain Report

Access Alcohol Distributor/Supplier Report

Manage CMBL and HUB Accounts

Request a Duplicate Sales Tax Permit

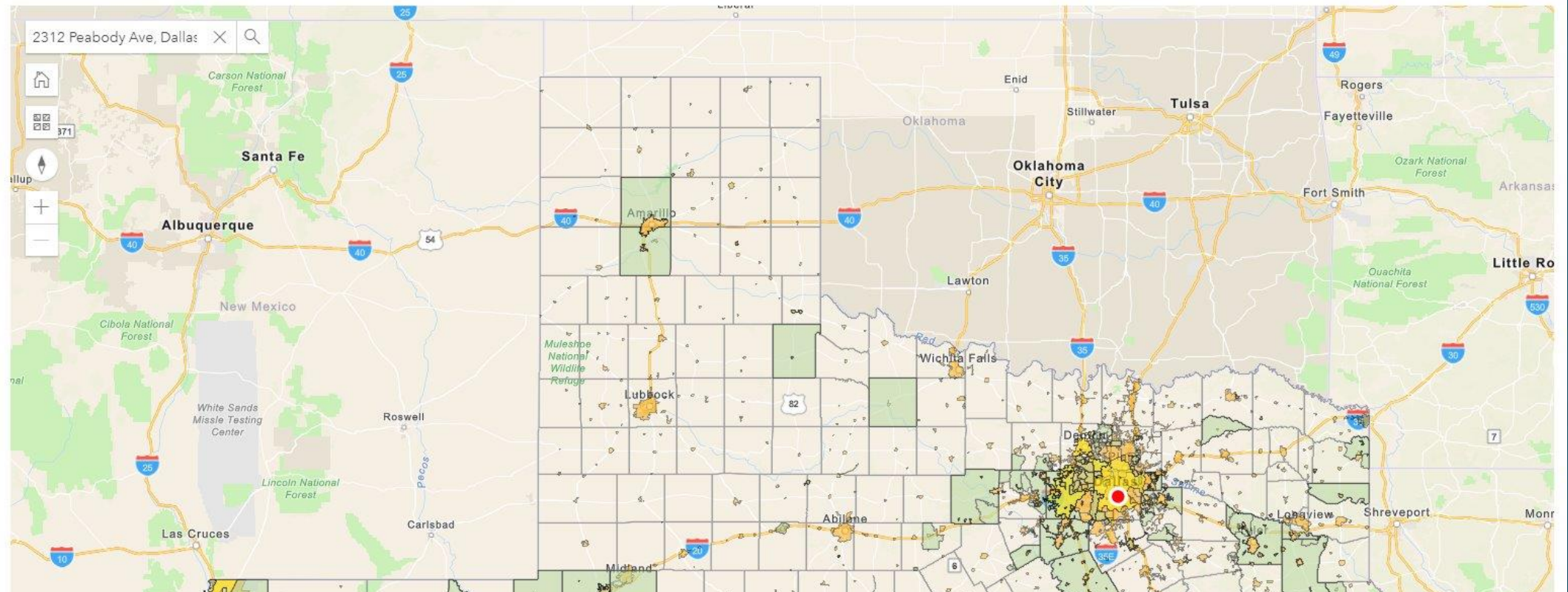
# Find sales tax rates

## Sales Tax Rate Locator

[Help](#)

Welcome to the new **Sales Tax Rate Locator**. In the tabs below, discover new map and latitude/longitude search options alongside the familiar single address search, multi-address search and downloadable files tools you rely on for local sales and use tax reporting. Each search result is now documented with a timestamp and applicable quarter.

Single Address Search   **Map Search**   Latitude/Longitude Search   Multi Search   Downloadable Files





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Taxable Entity

5 matches found for the search string

If you have questions about the search

Results

View Details	Name
<a href="#">Details</a>	MATT'S EL RANCHO N
<a href="#">Details</a>	MATT'S EL RANCHO P
<a href="#">Details</a>	MATT'S EL RANCHO, I
<a href="#">Details</a>	MATT'S ELECTRICAL V
<a href="#">Details</a>	MATT'S ELEGANTE JA

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- Home
- Contact Us

Franchise Tax Details

Franchise Search ResultsPublic Information Report

As of : 10/23/2024 14:22:51


This summary page is designed to satisfy standard business needs. If you need to reinstate or terminate a business with the Texas Secretary of State, you must obtain a certificate specific to that purpose.

MATT'S EL RANCHO, INC.	
Texas Taxpayer Number	17418730721
Mailing Address	PO BOX 3218 AUSTIN, TX 78764-3218
<div>Right to Transact Business in Texas</div>	ACTIVE
State of Formation	TX
SOS Registration Status <small>(SOS status updated each business day)</small>	ACTIVE
Effective SOS Registration Date	06/15/1976
Texas SOS File Number	0038294000
Registered Agent Name	GLORIA M REYNA
Registered Office Street Address	2613 SOUTH LAMAR AUSTIN, TX 78704

Close

# State Tax Automated Research (STAR) system

easy online access to an extensive collection of documents all about...



Any unresolved tax questions after searching STAR may be submitted [here](#)

Texas Comptroller of Public Accounts

## STAR

State Tax Automated Research System

Home Comptroller.Texas.Gov Texas Taxes Help Contact Us

Search Forms

Simple Query Advanced Query Subject Matter Search New Documents

### State Tax Automated Research System

Welcome to the State Tax Automated Research (STAR) System, your online policy resource center.

The Comptroller of Public Accounts maintains the STAR system as a public service. STAR provides access to a variety of document types that may be useful in researching Texas tax law and tax policy. Documents that provide the Comptroller's interpretation of the tax laws are accurate for the time periods and facts presented in the documents.

#### Recent Updates

We recently made changes to the categories of searchable documents on STAR. The following is a list of the different categories now available along with their related suffix:

AG Opinion (A)	Publications (P)
Court Case (C)	Rule (R)
Emergency Rule (E)	Statute (S)
Hearing/Comptroller's Decision (H)	TPN Articles (N)
Letters (L)	Taxability Response (T)
Memos (M)	Web Content (W)


You can find a description of each of these document types [here](#). Some changes to note are that memos, publications and web pages were previously categorized as Letters. Now they have their own categories. Because they have been recategorized, the previous STAR numbers will appear at the bottom of the documents. For example, a user might be looking for 202302004L. The search engine will return the document as 202302004M (because it was recategorized as a Memo) but the previous accession number (202302004L) will appear at the bottom of the document.

The Advanced Search feature has also changed. Previously, the Search defaulted to select all document types. Now a user must select one or more of the document types to be located. The STAR User Guide is currently being updated to provide more information on these changes and how to use the system. We will also be adding FAQs to provide help in navigating the new version of STAR.

**DISCLAIMER:**  
Documents on STAR that no longer represent current policy may be completely or partially superseded, but there is no assurance that a document on STAR represents current policy even if it has not been marked.

Tax laws are complex and subject to change. Interpretations of the laws may be affected by administrative hearings, court opinions, attorney general opinions and similar authorities. STAR is a research tool, not a substitute for legal advice. If there is a conflict between the law and the information found on STAR, decisions by the Comptroller's office will be based on the law.

SIMPLE QUERY

 Search

The New STAR User Guide is [here](#)!

Search tips:

- If you receive a **"no search results"** error when using the advanced query page, check to see if you selected a document type to search. If you want all document types, there is a box labeled "select/deselect all"
- If you are searching for documents that contain a specific statutory reference with a decimal point e.g., 151.006, surround the term with quotation marks- "151.006"
- Make sure to enter the comma when searching for a Hearing--enter Hearing No. 33,089 instead of 33089.
- To search for a phrase, surround it with "quotation marks"--"credit card processing fees"

# State Tax Automated Research (STAR) system

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alex L

Battery Sales Fee

Payment For Period Ending 07/31/2024 (2407)

Taxpayer

TEST TAXPAYER ONLY

Account: 32206181524

Address

111 E 17TH ST


AUSTIN, TX 78701

Payment Amount:


\$500.00

Select a Payment Type \*

☐

 Credit Card

☐

 Electronic Check

General Disclaimer

In the event a refund of all or part of the tax or permit fee amount paid is appropriate, the Comptroller may issue a warrant, through the State's normal warrant process, to the master name and mailing address on file at the time for the designated taxpayer number. In making payment by electronic fund transfer or credit card, the taxpayer agrees to the Comptroller refund policies and procedures.

Cancel

Agree and Continue

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Texas Comptroller of Public Accounts

Payment Portal

alex L

Battery Sales Fee

Payment For Period Ending 07/31/2024 (2407)

Taxpayer

TEST TAXPAYER ONLY

Account: 32206181524

Address

111 E 17TH ST


AUSTIN, TX 78701

Payment Amount:


\$500.00

Select a Payment Type \*

☐

 Credit Card

☐

 Electronic Check

General Disclaimer

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Cancel

Agree and Continue



# POLL

What do you think is the most important feature on a good state website/portal?

- User-friendly interface and navigation
- Secure communication and data protection
- Payment flexibility and integration
- Efficient filing and amending processes
- Comprehensive reporting and data access
- Other



# Using technology for resources and transparency in tax administration





St. Louis, MO  
Latitude: 38.6270025  
Longitude: -90.19940419999999  
Jurisdiction Code: 65000-510-000

Sales Tax  
See details or change tax type or item tax

Tax Rate  
9.6790%

Current

Overview

Question

Export

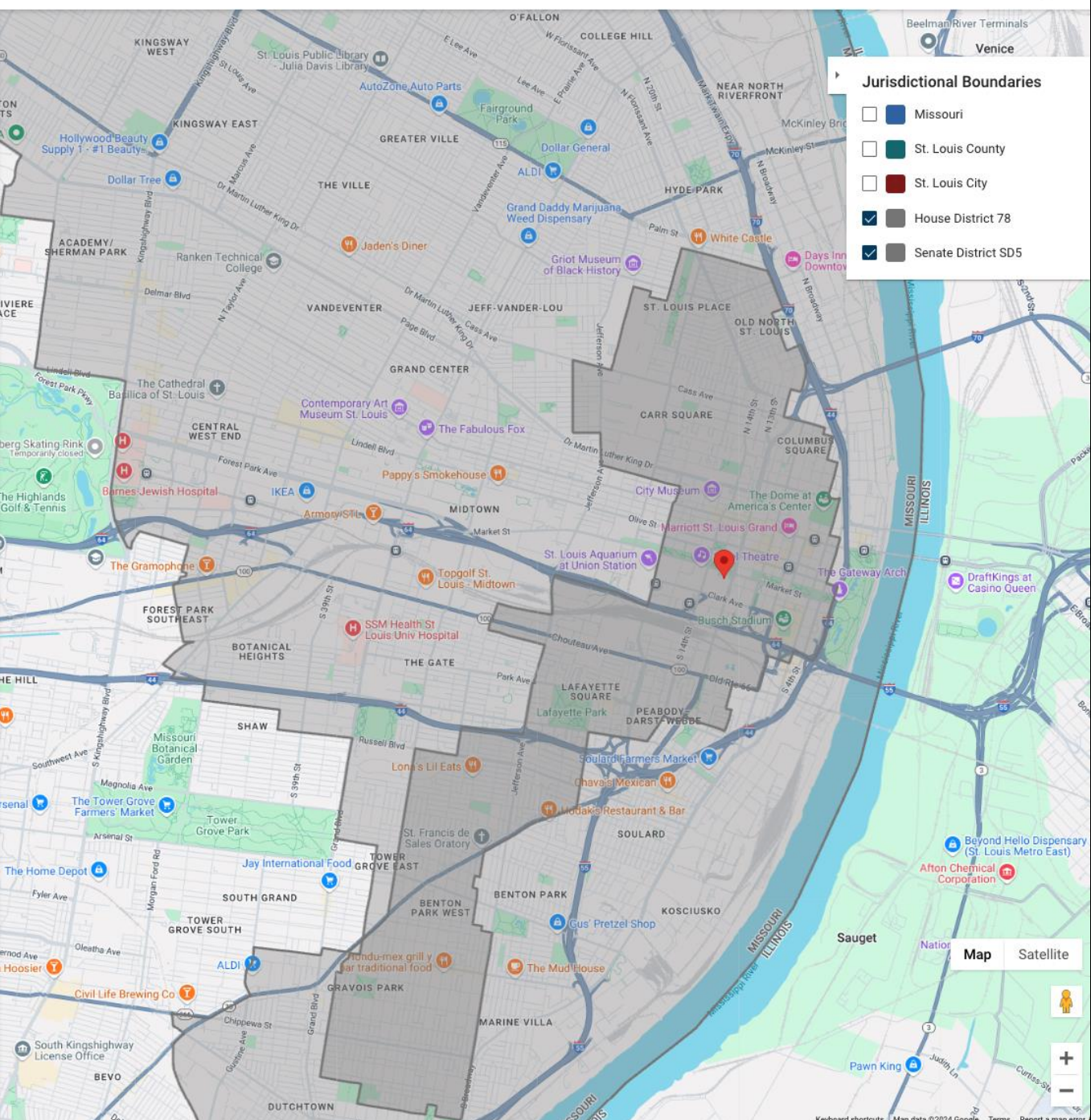
Tax Rate Details

Missouri	
Sales Tax	4.2250%
St. Louis County	
Sales Tax	No Tax
St. Louis City	
Sales Tax	5.4540%
Total Tax Rate:	9.6790%

Tax Type or Item Tax

Select an item from the matrix below to get a breakdown of the rate.

TAX TYPE/ITEM TAX	TAX RATE
Sales Tax	9.6790%
Use Tax (Vendor's and Consumer's)	9.0130%
Food	6.3910%
Motor Vehicle Titling Tax - Missouri Dealer	9.6790%
Motor Vehicle Titling Tax - Non-Missouri Dealer	9.6790%
Motor Vehicle Titling Tax - Manufactured Home Use Tax	9.0130%
Adult Use Marijuana	12.6790%
Battery Manufacturing	5.4540%
Domestic Utilities	No Tax
Textbook	5.4540%



# Challenges states face



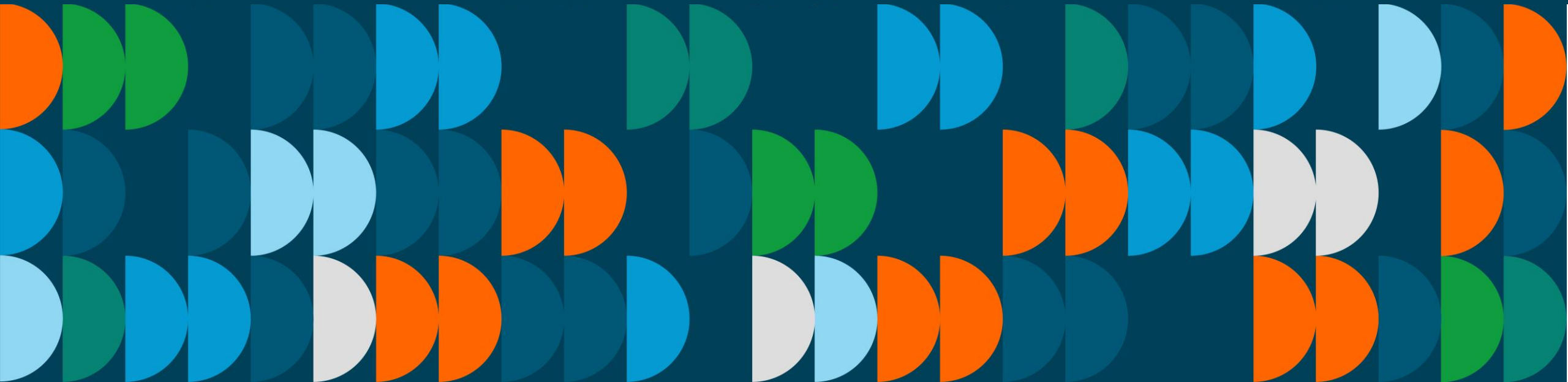
# POLL

## What types of resources are most helpful to you in your role?

- ☐ Access to current tax rates and regulations
- ☐ Educational resources and training
- ☐ Tax compliance software
- ☐ Access to legal and tax advisors
- ☐ Reporting and record-keeping tools



# How tax administration is changing







#### NEED HELP? THE KERNEL

### Need help? Ask The Kernel or click a topic below to get started.

The Kernel is the virtual assistant on GovConnectIowa, available to help make your experience even better. He can help you navigate GovConnectIowa and answer general tax and licensing questions.

**Ask The Kernel** 

#### Refunds & Returns

- > Where's My Refund?
- > Submit an IA 843 Refund Return
- > Request Refund Check Replacement (Warrant)

#### Additional Services

- > Search Drafts & Submissions
- > Respond to a Letter
- > View Qualifying Debt for Setoffs

#### Resources

- > GovConnectIowa Help
- > Common Iowa Tax Questions
- > Tax Law & Policy Information

Password

Log in

Forgot username or password?

New to GovConnectIowa?

Create a Logon

Can you tell me a corny joke?

**How does a pirate report treasure on his taxes? On a Schedule Sea!**

Chatbot Satisfaction Survey

*The Kernel's answer doesn't make sense.*

Type your message...



Can I help?

# POLL

Do you think states should  
use technology more or less?

- ☐ More
- ☐ Less
- ☐ Not at all
- ☐ As much as possible





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