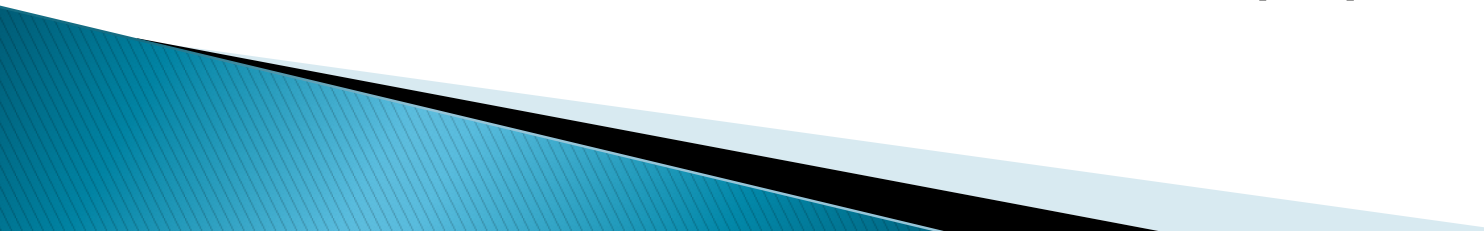



Going Online With Documentation

A Look at the Oklahoma Tax Commission's Newest
Commitment to Taxpayer Communication

Why go online?

- ▶ After initiating a new Fraud and Identity Theft management system a large influx of taxpayer correspondence was received by OTC.
 - ▶ Incoming paper documentation had to be handled by multiple divisions and employees causing a slow turnaround of service to the individual taxpayer waiting for the release of their income tax refund.
 - ▶ We needed to streamline the paper process and provide a faster turn around for the taxpayer.
- 

From Paper to Online: Document Submission

- ▶ OkTAP, our online taxpayer portal, was primarily for business tax account holders and allowed for account holders to have a logged-in account to file, pay and interact with the agency.
 - ▶ Our idea: utilize that interface and use its abilities to allow taxpayers to send us the requested documentation electronically from the start, without a logged-in account.
 - ▶ Now taxpayers can utilize unique letter IDs and a factor of their PII to send the requested documentation instantly and securely through predetermined methods.
- 

Submit Documentation



From the Individual Oklahoma Income
Taxpayer's Perspective

The taxpayer receives a letter...

A taxpayer's newly filed return is selected for ID Verification through the Fraud Management System. A letter is generated for the taxpayer requesting copies of all withholding documents associated with the return.



Oklahoma Tax Commission

www.tax.ok.gov

JOHN DOE
123 MAIN ST
ANYWHERE OK 74444

Date Issued: August 5, 2019
Letter ID: L1043763264
Taxpayer ID: ***-**-4469
DLN: X0446581888

AMI

Dear Taxpayer,

Your 2018 Oklahoma Individual Income Tax Return has been received. The Oklahoma Tax Commission (OTC) has implemented security measures to protect you and other Oklahomans from identity fraud. As a result, additional action is required to process your tax return.

To complete processing of the return, copies of the original form(s) W-2, 1099, 500-A, 500-B and/or K-1 showing Oklahoma withholding for the period listed above are required. If you did not have Oklahoma withholding, then you will need to submit a complete copy of your Federal return including all schedules. If you have claimed estimated taxes on your income tax return, submit copies of the cancelled checks/proof of payment.

Failure to provide the requested information within 30 days of this letter may result in your return not being processed. Information may be submitted either online or mail.

To submit online:

- Visit our Oklahoma Taxpayer Access Point (OkTAP) at: www.tax.ok.gov
- On the OKTAP page select the **Submit Documentation** link under the **I Want To** column

Login

Username

Password

Logon

[Forgot Password?](#)
[Forgot Username?](#)
[Don't have a logon? Register here](#)
[Why create a username?](#)

I Want To	Individuals	Businesses
Make a Payment	Identity Verification Pin and Quiz	Register for a Business
Submit Documentation	Where's My Refund?	Coin-Op Decal/Sealed Machine
FAQ's	Individual Income Tax Form 511	Gross Production Claim Detail
Search	Request a Payment Plan	Import Verification Number
View Public Reports	Apply for Agriculture Exemption	MFET Developer FAQ
Contact Us	Apply for Special Fuel Decal	
	Apply for 100% Disabled Veteran Exemption	

John Doe will navigate to OkTAP to upload his withholding documents

Navigating to www.oktap.tax.ok.gov, the taxpayer will click the **Submit Documentation** link.



Home

Home > Request

OKTAP FAQ & OTC FAQsContact Us

Instructions

To submit an electronic document to the Oklahoma Tax Commission, please fill out the required information. Once all information is complete, select Next to attach documentation to be reviewed. You must have received a letter from the OTC regarding the verification process to use the Submit Documentation procedure.

Letter ID's are printed on the correspondence you received from the OTC. A letter ID is found in the top right hand of the letter and would look like this: L123456789.

The last seven digits of the primary taxpayer's social will be needed for identification purposes.

A valid email address is needed in case we need to c regarding your electronic submission.

Letter Lookup

Letter ID

L0091525184

Lookup Letter ID

Click here to continue request

1. Validate Letter2. Submit Documentation

Validate Letter

Instructions

To submit an electronic document to the Oklahoma Tax Commission, please fill out the required information. Once all information is complete, select Next to attach documentation to be reviewed. You must have received a letter from the OTC regarding the verification process to use the Submit Documentation procedure.

Letter ID's are printed on the correspondence you received from the OTC. A letter ID is found in the top right hand of the letter and would look like this: L123456789.

The last seven digits of the primary taxpayer's social security number will be needed for identification purposes.

A valid email address is needed in case we need to contact you regarding your electronic submission.

Required

Letter ID

L0091525184

Last 7 of SSN

Required

Contact Email

Required

Confirm Email

Required

Required
Format: 9-99-9999

Cancel

< Previous

Next >

A link will be provided to the corresponding upload portal based on the Letter ID

The screenshot shows a web application interface for submitting documentation. At the top, a navigation bar includes a 'Home' link and a breadcrumb trail: 'Home > Request > Request'. Below this, there are links for 'OkTAP FAQ & OTC FAQs' and 'Contact Us'. A progress indicator shows two steps: '1. Validate Letter' and '2. Submit Documentation', with the second step being the active one. The main heading is 'Submit Documentation'. Underneath, there is a section titled 'Attachment Instructions' with a question mark icon. The instructions state: 'A file may contain one or more documents. You must attach at least one file to complete the submission. Multiple files may be uploaded with your submission. Click the 'Add' button below to attach each file. Supported file types are: png, jpg, jpeg, tif, tiff, bmp, gif, and pdf. When you have finished adding all your files, select 'Submit' to finalize the process.' A red error message reads: 'You must attach at least one document'. Below the instructions is an 'Attachments' section with a paperclip icon. It contains a table with columns: 'Type', 'Name', 'Description', and 'Size'. At the bottom of the form are three buttons: 'Cancel', '< Previous', and 'Submit'. A modal window titled 'Select a file to attach' is open over the form. It has a 'Type' dropdown menu set to 'Submit Documentation', a 'Description' text input field, and a 'Browse...' button. A yellow 'Required' label is next to the 'Description' field. At the bottom of the modal are 'Save' and 'Cancel' buttons. A red line connects the 'Add' button in the 'Attachments' table to the modal window.

Home > Request > Request

OkTAP FAQ & OTC FAQs Contact Us

1. Validate Letter 2. Submit Documentation

Submit Documentation

Attachment Instructions

A file may contain one or more documents. You must attach at least one file to complete the submission. Multiple files may be uploaded with your submission.

Click the 'Add' button below to attach each file. Supported file types are: png, jpg, jpeg, tif, tiff, bmp, gif, and pdf.

When you have finished adding all your files, select 'Submit' to finalize the process.

You must attach at least one document

Attachments

Type	Name	Description	Size
------	------	-------------	------

Cancel < Previous Submit

Select a file to attach

Type: Submit Documentation

Description: [Text Input]

Browse...

Required

Save Cancel

Add

Attaching image files of the withholding documents to the table, these files are immediately converted to pdfs to ensure accessibility upon receipt. >>

Once all documents are populated on the table, the taxpayer will click 'Submit' and receive a confirmation number for the request.

Submit Documentation



From the reviewing Auditor's perspective.

The following day, the electronic requests have been processed into cases that are associated with the taxpayer's account and contain the uploaded files for review.

Withholding documentation case ready for review.

Search
DOE, JOHN: *4469
New Manager
Get Next Task

Customer: Individual
Update P&I Structure Collapse

⚠ RETURN VERIFICATION IN PROGRESS

Balance : (42.00) Customer : ***-**-4469
SSN : ***-**-4469 DOE, JOHN
Commence : 06-Apr-2005 123 MAIN ST ANYWHERE OK 74444

Recent Notes Add Hide Related View All Open Tasks View All
Account Maintenance Division Submit Documentation - W2

Registration CRM Task Collection Audit Financial Adjustment Web Security Other
Accounts Customer Profiles Ids Names Permits Addresses Contacts Activity Codes Links Sites

Accounts (42.00) Add Permit Add EXM Add Casual Add Use Add AVD Statement Pay Off Add Accounts Hide Ceased Filter

Account	Profile	Account Type	Filing	Balance	Name	Address
---------	---------	--------------	--------	---------	------	---------

By selecting the 'Get Next Task' hyperlink, Auditors can be assigned accounts that have documentation queued for review, in a first-in-first-out policy. This allows for all cases to be reviewed on a timely basis and traceability of the process throughout the Agency.

Realized Benefits

This process provided instant benefits for the Agency and the citizens of Oklahoma.

Agency

- ▶ Less paper was being remitted in response to the requests, which significantly reduced the lag time between receipt and processing of the documents.
- ▶ We no longer had to image hardcopy documents into the system for future reference and recording.
- ▶ Since information is associated to the account indefinitely, it saves time in the immediate for verification and in the future when information may need to be reviewed.

Taxpayers

- ▶ The acceptance of image files allowed taxpayers to perform the entire submission process from their cell phone or mobile device.
- ▶ The receipt of a confirmation number after the request allows taxpayers to inquire about their submission and subsequent refund status.
- ▶ Faster processing times results in taxpayers receiving their refunds faster.

What does the future hold...

For 2019, the OTC has launched or will be launching the primary use of the Submit Documentation link for:

- Requesting withholding documentation (2/2019)
- Responding to Professional Licensing or State Employment inquiries (7/2019)
- Responding to requests for supporting documentation to complete the processing of corporate and individual income tax returns (9/2019)

The interest from different areas of the Agency to utilize this process is overwhelming. In response a supplemental questionnaire and information sheet has been developed so all areas can request adaptations to this process to fit their specific needs and take advantage for the benefit of the Oklahoma taxpayers.

Early Results...

- ▶ In just six months, out of 31,882 received cases for W2's, 47% were uploaded electronically.
- ▶ 13,422 less pieces of mail in the mailroom
- ▶ 14,984 W2's reviewed within 24 hours of receipt.

