

HANDLING NEGATIVE FEEDBACK

KANSAS DEPARTMENT OF REVENUE (KDOR)

JOHN PETERSON

Manager of Legal Case Management

REVENUE RECOVERY BUREAU

- Customer Account Resolution (CAR) Front End
- Correspondence
- Inbound and Outbound Phone Calls
- Offsets
- 3rd Party vendors – Income debt and Out of State/Closed Business accounts

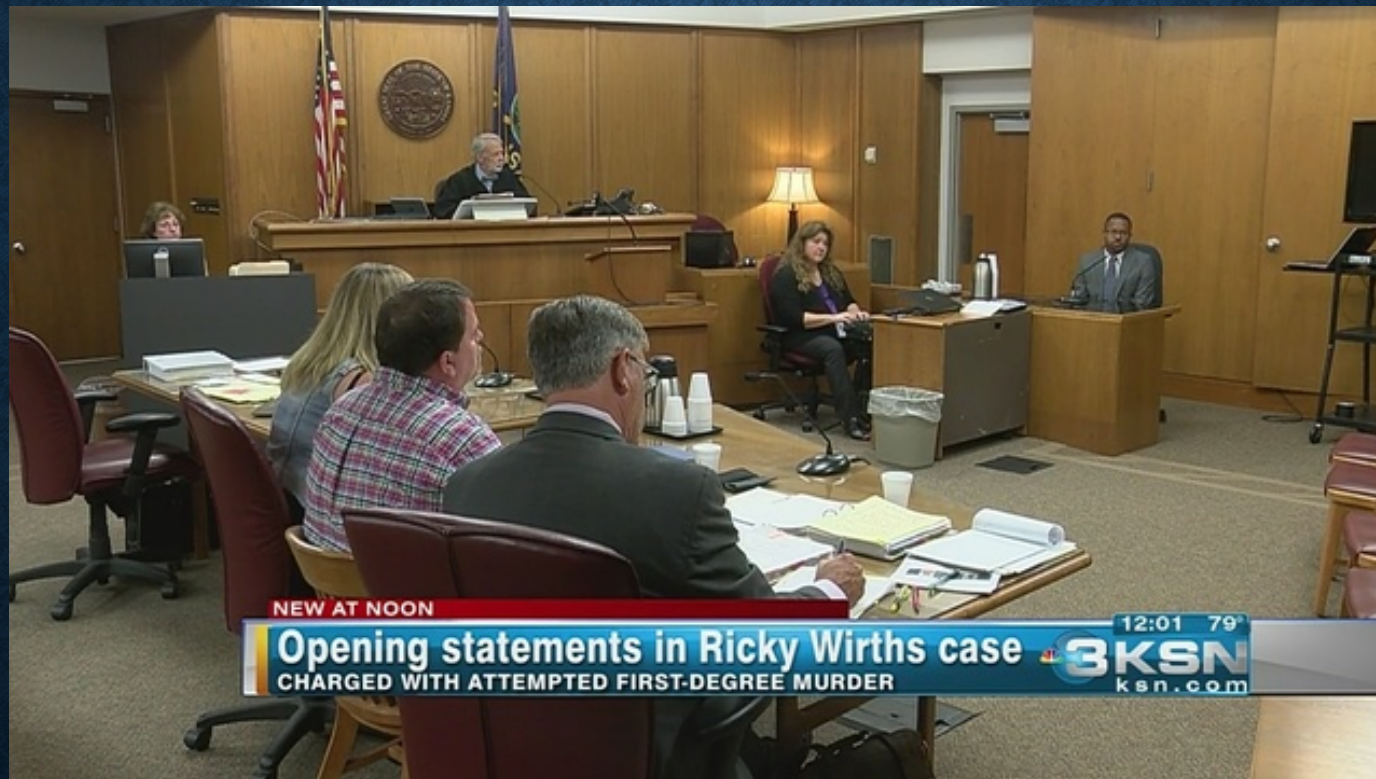
REVENUE RECOVERY BUREAU

- Legal Case Management (LCM) Back End
- Filing Tax Warrants
- Initiating Bank levies
- Wage Garnishments
- Property seizure/business closure

SEPTEMBER 19 2017



JULY 2018



KDOR'S PROCESSES

- Training
- Petition for Abatement (PFA) and/or Settlements
- Problem Resolution Officers
- Tax Payer Advocate
- Tax Specialist
- Community Outreach
- Legislative Liaison

OPEN DISCUSSION

- Questions regarding KDOR process?
- What processes does your state have?