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
Opening statements in Ricky Wirh's case
CHARGED WITH ATTEMPTED FIRST-DEGREE MURDER
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?