

Corporate Job Duties

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Subject: Corporate Job Duties
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Mike,

Below are the job duties that are handled by the corporate unit along with some information about different items.

Job Duties -

Short year reports

Bankruptcies

Nexus Questionnaire Review

Audit refundable and nonrefundable credits claimed on reports

VDA Reports

Notice of Corrected Assessments (issue refunds)

Refund/Credit Discrepancy Notices

EFT List

Variance List

Pos Can Error List

No Charter Cancellation List

Daily Refund List

Non-Perfect Batches

Questionable Combinations

1120 Amended Reports

Refund Claims

RAR's

Phone Calls

KANA

Processing Documents

Final Determination (issue refunds)

Correspondence

Pollution Control Certificates

Proof NYP instructions and forms

Update Web site/FAQ's & Contact Information (Lynn)

Conduct NYP Testing/Prepare test scripts & test documents

Update phone list for division (Lynn)

STARS Sme (Lynn)

STARS Review Instructions Design (Lynn & Laura)

STARS - Sarah Hibbard/User Acceptance Testing and Randy Bell/Training

Administer Muni Tax - approve bills, post reports for distribution, certify refunds, etc.

Presentations - I have given several presentation over the past couple of years regarding "What's New With Corporate Franchise Tax".

ISD Report Unique Review Items Report - this is received daily and includes information for all ITAS taxes. You will be looking for account type CFT and review criteria code 124 and 196. Code 124 is for corporate refunds that were put to Pending by ITAS and Code 196 is for corporate overpayment carryforward amounts that were put to Pending by ITAS. I scan the report and send it to Toneita in an e-mail explaining that attached is a Unique Review Items Report to be assigned to an agent for review. The agent (Rich Hall) we ensure that the refund/credit carryforward are approved in ITAS. The pages of the report that do not belong to CFT are thrown away in classified trash. I check from time to time to make sure the refund is released and the carryforward amount was moved forward.

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Corporate 600 Review - Don Shannon's area conducts data purification for corporate. The account type 600s are unclaimed overpayments. The taxpayers are overpaid and they did not request a refund or a carryforward to the next year when they filed the original report. For those accounts that are overpaid and the overpayment would be out of statute for refund purposes, Don (or his agents) force the overpaid amount as Penalty. This puts the account in balance. Sometimes we find that the overpaid amount was intended for the next year and the taxpayer claimed the payment on the next year's annual report (you can see this on page one of the report). We will move the payment to the intended year and that usually results in getting the account in balance (this could effect several years and even allow for a refund that was requested on an annual report on a later year). Don's area does not do the research to put the overpayment in the year the taxpayer intended it to go. These situations are found by the corporate area (Lynn/Toneita) by phone calls from taxpayers, research on variance bills, research from assessments, etc. The corporate agents will unforce the payment that Don's area reflected as Penalty and then clean up the account, recommend that the assessment be cleared if needed and issue any refund that should have been issued. Don provides me with the list of the 600 review items where the taxpayer has an outstanding assessment. He highlights the accounts in yellow and provides the ITAS and assessment details. I review these to see if the overpaid amount can be applied against the assessment. If the overpaid amount is out of statute we do not apply it against another year's assessment. (If you assign this research to Toneita make sure she understands that we do not apply out of statute payments against an assessment.) I have never found any payments that I could be applied against an assessment. I return the documentation to Don and he then forces the overpayments as Penalty.

Corporate Refunds - Jenn Jenkins provides me with weekly information regarding the number of corporate refunds approved by our area, the dollar amount and voucher number (see below). These figures include refunds off of original reports and refunds from FT REFs (application for refund). I forward the information to Mike O'Leary and copy Mike Maurer and Tom Duncan on the e-mail.

Outstanding Corporate Refund Claims - Within the corporate refund database you can obtain information regarding outstanding refund claims. In addition to this information we have each agent submit monthly a spreadsheet that lists all outstanding refund claims they have and the status of the claims. Lynn and Toneita are required to provide me with the agents' outstanding refund claims reports by the 10th of each month. Currently the number of outstanding refund claims assigned to each agent are at an acceptable amount except for the number Chris Morris and Sarah Hibbard have. Each of these agents are on a Annual Performance Review Action Plan regarding their outstanding claims.

Outstanding Corporate Refunds Requested on the Original Report - For years we were not aware that ITAS would set some corporate refunds (and CRC's) to Pending. We had a list run of all the pending corporate refunds (see list in bottom drawer of the 5-drawer lateral file). Rick Anthony advised us that we should issue all the ones dated 7/1/09 and forward. For any dated earlier then that date we did not release the refund unless a taxpayer called inquiring about their refund. Since these refunds were requested on the original franchise tax report they will never be out of statute for refund purposes. No interest was given on these refunds. If the taxpayer calls then a separate refund check will be issued for the interest.

Large Corporate Refunds - All corporate refunds requested on an original report for \$100,000 or greater are not released until the report is reviewed by an agent for accuracy. Jenn Jenkins notifies Toneita of these taxpayers and Toneita assigns this job duty to Sarah Hibbard. If any of these large refunds were for a financial institution they were turned over to Jeff Cook. Jeff supervises a group of auditors who audit FI's.

Corporate Refunds - Currently Mike O'Leary is holding corporate refunds until they have the funds to release them. He notifies us by e-mail when they will be released and I forward the e-mail on to Lynn and Toneita. Because of this the interest on the refund checks is not correct. If a taxpayer calls in because their interest is underpaid we will issue them an additional refund for the amount. To date I am not aware of any taxpayers calling in about this.

Corporate Refunds - We screen the 2011 tax forms along with the accompanying checks for any forms filed for phase-out taxpayers. Once we have determined a tax form should not have been filed we send it back to the taxpayer with a letter explaining about the phase-out of CFT. The letter goes on to explain that if the taxpayer is a non phase-out taxpayer they should return their tax form, check and our letter to us. We will process the tax form using the original post mark date.

Corporate Refunds for Erroneous 2010 and Forward Payments - Taxpayers can file the 2010 and forward

FT 1120 and check the last box on the top right side of page one in order to get a refund of an erroneous payment they made because they are no longer subject to CFT. They complete the header information, reflect the payment on the payment line and the refund line and sign the declaration on page 6 of the form. Taxpayers can also request a refund of an erroneous payment by filing an FT REF or letter of explanation. We first determine if they are correct in stating they are no longer subject to CFT. We also verify that they are registered for CAT. We do not want to issue a corporate refund if the taxpayer is delinquent in paying CAT. If they are not registered for CAT the agents send them a letter requesting an explanation of why they haven't registered. The agents work with Jason Mumma of CAT for guidance. A refund that we approve goes out without interest. If a taxpayer contacts us and questions why we did not give them interest we will issue a refund for the interest. Note: I am not aware of any taxpayers calling in regarding the interest. Any refund request for \$50 is issued without verifying that the taxpayer is registered for CAT.

EFT and Variance Lists - The corporate unit reviews the corporate bills when the taxpayers pay their tax by EFT and when the bills are for \$20,000 or greater. I have Don Shannon run these two reports for me. The agents review each bill and clear up all the bills they can so that we are only sending out good bills. The agents must look at all years and determine if payments are applied to the wrong year, they pull the reports, move payments, approve CRC's that didn't go forward, etc. Once they have done this they must manually approve the good bills. Production is reflected for the bills we approve. If a bill is not cleared or approved it will show up on the next list. I spot check the list to see if the agents are doing the proper clean up rather than just approving the bills. This will also tell you if amended reports are being processed correctly because before the amended report is sent to Processing the agent is to do a bulk credit to reflect payments that are on Legacy. We also must do a bulk credit if we don't have record of a payment but it would now be out of statute to bill for the underpayment. These older amended reports are being processed as a result of RAR's. When taxpayers first started making corporate payments using EFT many of the payments were not posted to the correct taxpayer so no bills for EFT filers were sent automatically. These bills were originally released by Compliance. After several years of this, Compliance asked us to do a study of how many of the EFT bills were good bills. We studied this for three months and found that 85% of the bills were good bills. We advised Compliance that ITAS could bill these the same way it does for the other filers. They then found out that ITAS could not automatically send out the EFT bills so our unit took over the responsibility of approving these bills. We do the same research on these as we do for the variance list. I use to have the list run monthly during January - June and then not again until October but now the lists are much smaller and you can have them run every other month. You don't want to run a new list until you have given the agents time to finish the old list since the same bills will show up on the new list and then may get assigned to a different agent. I use to give Lynn the EFT list and Toneita the variance list. Since the lists are much smaller now and Toneita's agents are the core corporate group you should give both lists to her. (Please note that Toneita does not check the approved bills for accuracy and as an agent she approved the bills without cleaning up the accounts as required. She also trained her new agents that payments were out of statute when they weren't. Taxpayers make the payment too early and the payments get applied to the wrong year. If the taxpayer clearly intended the payment to be posted to the next year then we move the payment forward. This is verified by looking at page 1 of the franchise tax report. Page 1 provides the payments the taxpayer is claiming. Tom reviewed this with Toneita, Mike and myself and supported the fact that the payment is not out of statute in this situation.)

CFT On-Line Training - Tom, Mike and I reviewed the corporate on-line training material. We made updates and the information was given to Toneita to update. Sarah Hibbard is the corporate agent that works on the training.

Pollution Control Certificates - An e-mail is sent from John Werkman regarding the pollution control certificates. The e-mail is forwarded to Toneita who assign the research to an agent. The e-mail from John is also sent to Bo Moore.

Weekly Corporate Stats - On a weekly basis Toneita distributes the corporate work to the agents. She supplies me with a weekly report with the statistics of the volume of work that was distributed through the week.

VDA's - Corporate VDA's are logged in on the VDA database and given to Lynn. He assigns them to Laura, Randy and Allison. The agents register the taxpayer in ITAS, take production and send the reports to Processing. They monitor ITAS for when the reports post to make sure ITAS does not impose penalty.

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If the taxpayer sends in a 2010 or forward report and they are a phase-out taxpayer, they return the report and payment to the taxpayer.

Cross Tax Transfers - Each month a report is sent to Tammy Dupler providing her with the payments that were transferred from one ITAS tax type to another. Tammy will send out an e-mail on the 23rd of each month requesting the information. Most of the transfers come from Don Shannon or Don Ross. If there are no transfers during the month I respond to Tammy's e-mail advising her of this.

Muni Tax - When a distribution is made of the muni tax I receive a box of the distribution information. This box is given to Laura Hannah.

Ohio Training Tax Credit Clawback (OTTC) - Department of Development audits the OTTC and if they do a clawback they get the check and forward it to us to process. If they don't get the check we bill the taxpayer using the figures supplied by DOD. We take production for that. Note: The two employees that handled this are no longer with DOD so we have not received any clawbacks since they left.

Jobs Creation Tax Credit Clawback - Same as OTTC.

HANNAH Report - forward to Lynn and Toneita

[REDACTED]

Muni Tax - We discovered that the muni electronic tax form had a programming error and was computing the apportionment ratio incorrectly. If a taxpayer had everywhere property or payroll and none in Ohio, the calculation would eliminate the factor making the apportionment ratio higher than it should have been. All CLEC's are being contacted and asked to refile using the corrected tax forms. We have identified the other taxpayers that were affected by this error and I have requested that Lynn supply me with the taxpayers, years and dollar amount involved. Mike M. will then determine how we will handle these. Corporate Payments intended for CAT - Laura Hannah handles getting these payments transferred to CAT.

Jackie

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