

**ONE SPOT Conference Call**  
**Tuesday, December 23, 2014 10:30 am**  
**Next Meeting: January 6, 2015**

## **Summary of Topics Discussed**

### **Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

### **Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

### **CSV Export**

Programming and testing in progress. Currently a download file is provided in only a fixed length TXT file format; with this change, the TXT file format will remain, but also a CSV file will be available, which can be opened in Excel and will contain the column labels. The Excel template provided ADOR to read the TXT file will continue to be available.

### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

### **Profile Update Prompt**

Programming of the pop-up/redirect began in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with their MAT business. This update prompt will go live the evening of December 30<sup>th</sup>.

### **Holiday Effect on File Downloads**

State holidays affect the availability of the return files, and depending on banking holidays, the payment/debit files may also be affected. ADOR will export on the last business day before the Christmas holiday (Wed. evening) and again on the first business evening following the holiday/weekend (Mon. evening). Since no export will be done on Friday (also a State holiday), there will be no return (NSA) file available on Monday.

### **Next Conference Call**

Next meeting will be Tuesday January 6<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, December 16, 2014 10:30 am**  
**Next Meeting: December 23, 2014**

## **Summary of Topics Discussed**

### **Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

### **Query Report Sort Order**

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Programming of the pop-up/redirect began in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business. This update prompt will go live in January 2015.

### **Holiday Effect on File Downloads**

State holidays affect the availability of the return files, and depending on banking holidays, the payment/debit files may also be affected. ADOR will export on the last business day before the Christmas holiday (Wed. evening) and again on the first business evening following the holiday/weekend (Mon. evening). Since no export will be done on Friday (also a State holiday), there will be no return file available on Monday.

### **Next Conference Call**

Next meeting will be Tuesday December 23<sup>rd</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, December 9, 2014 10:30 am**  
**Next Meeting: December 16, 2014**

**Summary of Topics Discussed**

**Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

**Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

**CSV Export**

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**Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

**Profile Update Prompt**

Programming of the pop-up/redirect began in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business. This update prompt will go live in January 2015.

**Next Conference Call**

Next meeting will be Tuesday December 16th at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, December 2, 2014 10:30 am**  
**Next Meeting: December 9, 2014**

**Summary of Topics Discussed**

**Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

**Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

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**Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

**Profile Update Prompt**

Programming of the pop-up/redirect began in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business. This update prompt will go live in January 2015.

**Holiday Effect on File Downloads**

A few localities had questioned the fact that there was no Return file available on Monday, December 1, 2014. State holidays will affect the availability of the return files, and depending on banking holidays, the payment/debit files may also be affected. ADOR exported on the last business day before the holiday (Wed. evening) and again on the first business evening following the holiday/weekend. Since no export was done on Friday (also a State holiday), there was no file available on Monday.

### **Returned Payments**

Soon after ONE SPOT went live the department began hearing from taxpayers who were filing many non-state administered locals through the ONE SPOT system. They were complaining about the number of debits that were hitting their bank account. For the taxpayer's benefit, the system was updated to debit all of the NSA payments in one lump sum payment. However, the payment processor must split that one lump sum payment to disburse it to the individual localities or their administrator. When a payment is returned as a bad payment, the locality/administrator is responsible for collecting the due payment and any applicable fees. A locality had a taxpayer complain about the fee charged for each payment that was returned on a single ONE SPOT filing and the locality was seeking advice on how other localities handle the bad payments when there are multiple payments returned on a single filing. No solutions were provided from other localities during the ONE SPOT Conference Call, however if a locality would like to respond at [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov), the department will forward the information to the locality; or you may bring it up in the next conference call.

### **Next Conference Call**

Next meeting will be Tuesday December 9th at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, November 25, 2014 10:30 am**  
**Next Meeting: December 2, 2014**

**Summary of Topics Discussed**

**Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

**Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

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**Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

**Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

**Next Conference Call**

Next meeting will be Tuesday December 2<sup>nd</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, November 18, 2014 10:30 am**  
**Next Meeting: November 25, 2014**

**Summary of Topics Discussed**

**Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

**Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

**CSV Export**

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**Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

**Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

**Next Conference Call**

Next meeting will be Tuesday November 25<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, November 4, 2014 10:30 am**  
**Next Meeting: November 18, 2014**

## **Summary of Topics Discussed**

### **Multiple Discounts / Single Transaction Debit Cap**

MAT was update on November 1, 2014. Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming was set on a locality-by-locality basis for ONE SPOT purposes. And the debit transaction cap issue was resolved.

### **Interest**

An update to resolve the issue where interest was not being applied at the same time the Failure to Timely Pay penalty was applied on the due date (on submissions between 4:00 p.m. and midnight) was put on hold while the Multiple Discount and Debit Cap programming changes were being worked on. The interest issue is back on the schedule as a high priority item.

### **Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

### **CSV Export**

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### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.



**November 4<sup>th</sup> Daily Files**

The processor informed ADOR that an issue occurred with the automatic loading of the files to the online report site on the evening of the 3<sup>rd</sup>. They manually intervened to load the files but in their haste they failed to update a file name which caused the NSA Return file to not be available until such time as they could get it corrected. Anyone who downloaded their files prior to 9:33 a.m. on the 4<sup>th</sup> should redownload the files to insure that they have the data that they need.

**Next Conference Call**

Next meeting will be Tuesday November 18<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, October 28, 2014 10:30 am**  
**Next Meeting: November 4, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming will be set on a locality-by-locality basis for ONE SPOT purposes. ADOR is awaiting information from the localities that have more than one locality code for the same tax type as to whether their separate locality codes will be treated as a single return and discount and penalties prorated or as multiple returns with multiple discounts and penalties. Testing is being conducted. Projected go live date is November 1, 2014.

#### **Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

#### **CSV Export**

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#### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

#### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

#### **Next Conference Call**

Next meeting will be Tuesday November 4<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, October 21, 2014 10:30 am**  
**Next Meeting: October 28, 2014**

## **Summary of Topics Discussed**

### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming will be set on a locality-by-locality basis for ONE SPOT purposes. ADOR will begin gathering information from the localities that have more than one locality code for the same tax type as to whether their separate locality codes will be treated as a single return and discount and penalties prorated or as multiple returns with multiple discounts and penalties. Once the programming is completed testing will begin. Currently there is not a projected go-live date set.

### **Query Report Sort Order**

The sort order for queries by taxpayer name or account number has been updated in the ONE SPOT report system. There is another update coming on this change, but at this time system will sort such queries by period order, however it sorts those periods with money first then the zero tax due records second. All other type of queries will continue to produce the results in confirmation number order.

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### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

### **Delayed Return Payment**

A taxpayer's payment was held up in processing due to a change in banks for an NSA locality that was included on the return. ONE SPOT payments are debited from the taxpayer's account as a single lump sum payment; the taxpayer authorized ADOR to split the payment so the other localities' payments could be processed without further delay. An email was sent out on Monday to notify the NSAs.

**Next Conference Call**

Next meeting will be Tuesday October 28<sup>st</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, October 14, 2014 10:30 am**  
**Next Meeting: October 21, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming will be set on a locality-by-locality basis for ONE SPOT purposes. ADOR will begin gathering information from the localities that have more than one locality code for the same tax type as to whether their separate locality codes will be treated as a single return and discount and penalties prorated or as multiple returns with multiple discounts and penalties. Once the programming is completed testing will begin. Currently there is not a projected go-live date set.

#### **Query Report Sort Order**

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#### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

#### **Next Conference Call**

Next meeting will be Tuesday October 21<sup>st</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, October 7, 2014 10:30 am**  
**Next Meeting: October 14, 2014**

## **Summary of Topics Discussed**

### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming will be set on a locality-by-locality basis for ONE SPOT purposes. ADOR will begin gathering information from the localities that have more than one locality code for the same tax type as to whether their separate locality codes will be treated as a single return and discount and penalties prorated or as multiple returns with multiple discounts and penalties. Once the programming is completed testing will begin. Currently there is not a projected go-live date set.

### **Query Report Sort Order**

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The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

### **Debit File Missing Transactions**

A locality was out of balance for September due to the original Debit files that they downloaded on a couple of days during the month were missing some transactions. By the time this was reported to ADOR in October, the issue had already been found and corrected by the processor in mid-September. At any time that it is found that the original file you downloaded is missing records compared to a later download, please

report that to ADOR so that the matter can be researched and fixed. Please provide a copy of the trailer record from both the old and new file.

**Next Conference Call**

Next meeting will be Tuesday October 14<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, September 30, 2014 10:30 am**  
**Next Meeting: October 7, 2014**

## **Summary of Topics Discussed**

### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming will be set on a locality-by-locality basis for ONE SPOT purposes. ADOR will begin gathering information from the localities that have more than one locality code for the same tax type as to whether their separate locality codes will be treated as a single return and discount and penalties prorated or as multiple returns with multiple discounts and penalties. Once the programming is completed testing will begin. Currently there is not a projected go-live date set.

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### **Web Service**

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### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

### **Multiple Transfer Notifications & Deposits for 9/24 Payment File**

Some local governments and tax administrators received two ONE SPOT Funds Transfer Notifications and deposits that corresponded to the date in the 9/24/2014 Payment File. The payment processor has a number of checks in place to find possible issues as payments are processing and there were a couple that were caught and taken care of in time for the money to settle in the bank on the correct day, but that did put them into a



separate deposit. If your locality/administrator received two emails for the Transfer Date: 09/23/2014, the two notifications equal the two deposits received and combined will total the amount in your Payment file dated 9/24/14.

### **Deposits from ADOR**

A locality requested the information provided previously regarding the ADOR deposits and the accompanying report:

On occasion, your locality may receive money from ADOR for tax payments that were sent to the Department in error (ACH Credit payments, payment only ACH Debit payments, etc.). In the past, the taxpayer information corresponding to the payments was provided on the end-of-month Current Month's Tax Remittances report.

Effective September 10, 2014, this report is no longer an end-of-month report but is now updated each time a distribution is made. At the time you receive an email or fax notification of a deposit from ADOR (not the normal ONE SPOT deposits), you can login to the online report system and click on the Current Month's Tax Remittances link, then click on that month's period (ex: Sept 2014) to view the taxpayer information that corresponds to the deposit period "through" date referenced in the fax/email notification. This is still a monthly report, but it is a report that will grow throughout the month as distributions are made.

For localities that have multiple locality codes, the report is not available when "All My Localities" is selected in the Locality box. You must choose the Locality referenced in the email/fax notification upon logging in to be able to access the Current Month's Tax Remittance link.

Third party tax administrators do not have access to this report as it is a cumulative report that may include taxes that they do not administer. The Department is looking into an alternate report for their use.

### **Next Conference Call**

Next meeting will be Tuesday October 7<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, September 23, 2014 10:30 am**  
**Next Meeting: September 30, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Per the ONE SPOT Committee's recommendation, the discount and penalty proration programming will be set on a locality-by-locality basis for ONE SPOT purposes. ADOR will begin gathering information from the localities that have more than one locality code for the same tax type as to whether their separate locality codes will be treated as a single return and discount and penalties prorated or as multiple returns with multiple discounts and penalties. Once the programming is completed testing will begin. Currently there is not a projected go-live date set.

#### **Query Report Sort Order**

Programming and testing in progress. The current sort order for all online ONE SPOT report queries is in order by confirmation number, the same as the order in the download files. It was requested that if a search is done by taxpayer name or account number, that the results are provided in tax period order. All other type of queries will continue to produce the results in confirmation number order.

#### **CSV Export**

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#### **Profile Update Prompt**

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#### **Next Conference Call**

Next meeting will be Tuesday September 30<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, September 16, 2014 10:30 am**  
**Next Meeting: September 23, 2014**

## **Summary of Topics Discussed**

### **Current Month's Tax Remittances Report**

The Current Month's Remittances Report changes went live on September 10th. This report provides the taxpayer information that coincides with ADOR distributions, not ONE SPOT distributions. The data that this report is generated from is now exported each time a distribution is done instead of at the end of the month.

### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Testing has been complete and ADOR is awaiting direction from the ONE SPOT Committee regarding the changes. Currently there is not a projected go-live date set. The ONE SPOT Committee will be holding a meeting on September 18<sup>th</sup> to discuss the matter.

### **Query Report Sort Order**

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Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

## **Next Conference Call**

Next meeting will be Tuesday September 23<sup>rd</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, September 9, 2014 10:30 am**  
**Next Meeting: September 16, 2014**

**Summary of Topics Discussed**

**Multiple Discounts / Interest / Single Transaction Debit Cap**

Testing has been complete and ADOR is in discussion with the ONE SPOT Committee regarding the changes. Currently there is not a projected go-live date set. The ONE SPOT Committee will be holding a conference call on September 11<sup>th</sup> at 10:30 to discuss the matter.

**Query Report Sort Order**

Programming and testing in progress. The current sort order for all online ONE SPOT report queries is in order by confirmation number, the same as the order in the download files. It was requested that if a search is done by taxpayer name or account number, that the results are provided in tax period order. All other type of queries will continue to produce the results in confirmation number order.

**CSV Export**

Programming and testing in progress. Currently a download file is provided in only a fixed length TXT file format; with this change, the TXT file format will remain, but also a CSV file will be available, which can be opened in Excel and will contain the column labels. The Excel template provided ADOR to read the TXT file will continue to be available.

**Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

**Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

**Current Month's Tax Remittances Report**

The Current Month's Remittances Report will be updated with the first distribution in September. This report provides the taxpayer information that coincides with ADOR distributions, not ONE SPOT distributions. The data that this report is generated from will be exported each time a distribution is done instead of at the end of the month.

**Next Conference Call**

Next meeting will be Tuesday September 16<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, September 2, 2014 10:30 am**  
**Next Meeting: September 9, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Testing has been complete and ADOR is in discussion with the ONE SPOT Committee regarding the changes. Currently there is not a projected go-live date set. The ONE SPOT Committee will be holding a conference call on September 11<sup>th</sup> at 10:30 to discuss the matter.

#### **Query Report Sort Order**

Programming and testing in progress. The current sort order for all online ONE SPOT report queries is in order by confirmation number, the same as the order in the download files. It was requested that if a search is done by taxpayer name or account number, that the results are provided in tax period order. All other type of queries will continue to produce the results in confirmation number order.

#### **CSV Export**

Programming and testing in progress. Currently a download file is provided in only a fixed length TXT file format; with this change, the TXT file format will remain, but also a CSV file will be available, which can be opened in Excel and will contain the column labels. The Excel template provided ADOR to read the TXT file will continue to be available.

#### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow an NSA or tax administrator to automate the download of their daily files instead of having to manually login to download the files.

#### **Profile Update Prompt**

Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

#### **Delinquent Taxpayers Requesting Waivers**

ADOR employee have been instructed that if they are on the phone with a taxpayer discussing a delinquent filing and the taxpayer has not yet filed the return to suggest to the taxpayer that they first contact the locality before they file in MAT. That way if the locality does waive the penalty, they may feel it would be best to get the delinquent return by paper and not have to deal with credits or refunds.

**Current Month's Tax Remittances Report**

The Current Month's Remittances Report will be updated with the first distribution in September. This report provides the taxpayer information that coincides with ADOR distributions, not ONE SPOT distributions. The data that this report is generated from will be exported each time a distribution is done instead of at the end of the month.

**Next Conference Call**

Next meeting will be Tuesday September 9<sup>th</sup> at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, August 26, 2014 10:30 am**  
**Next Meeting: September 2, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Testing has been complete and ADOR is in discussion with the ONE SPOT Committee regarding the changes. Currently there is not a projected go-live date set.

#### **Query Report Sort Order**

Programming and testing in progress.

#### **CSV Export**

Programming and testing in progress.

#### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up.

#### **Profile Update Prompt**

~~The Current Month's Remittances Report will be updated with the first distribution in September. The data that this report is generated from will be exported each time a distribution is done instead of at the end of the month. This report provides the taxpayer information that coincides with ADOR distributions, not ONE SPOT distributions.~~

Emails were sent to all MAT users on the night of 8/18/14 to prompt them to update their MAT Profile with current contact information. Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

#### **Delinquent Taxpayers Requesting Waivers**

Shelby County stated that they get a number of calls from taxpayers requesting penalty waivers and if they do grant a waiver the only way for the taxpayer to use the credit is to then file on paper until it is used up. They requested that if an ADOR employee is on the phone with a taxpayer discussing a delinquent filing and the taxpayer has not yet filed the return to suggest to the taxpayer that they first contact the locality before they file in MAT. That way if the locality does waive the penalty, then it would be best to get the delinquent return by paper and not have to deal with credits or refunds. This request will be passed on to ADOR employees.

#### **Current Month's Tax Remittances Report**

The Current Month's Remittances Report will be updated with the first distribution in September. This report provides the taxpayer information that coincides with ADOR distributions, not ONE SPOT distributions. The data that this report is generated from will be exported each time a distribution is done instead of at the end of the month.

**Misdirected Payments**

Jefferson County inquired about how ADOR handled tax payments that are sent to them in error. The Local Tax Unit runs a report once or twice a week that identifies payments that do not match to the returns and contacts the taxpayer either by mail, email, fax or phone to get direction on how/where to apply the funds.

**Next Conference Call**

Next meeting will be Tuesday ~~August 26<sup>th</sup>~~ September 2<sup>nd</sup> at 10:30 a.m.



**ONE SPOT Conference Call**  
**Tuesday, August 19, 2014 10:30 am**  
**Next Meeting: August 26, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Testing is almost complete and project that the changes should be in production as soon as next week. An email notice will be sent to taxpayers with local tax accounts prior to that to inform them of the proration of discount and penalties for localities that have multiple locality codes.

#### **Query Report Sort Order**

Programming in progress.

#### **CSV Export**

Programming and testing in progress.

#### **Web Service**

The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up.

#### **Profile Update Prompt**

Emails were sent to all MAT users on the night of 8/18/14 to prompt them to update their MAT Profile with current contact information. Programming of the pop-up/redirect will begin in October, to redirect the user when they initially login to confirm or update their contact information before being allowed to continue with the MAT business.

#### **~~Profile Update Prompt~~ Current Month's Tax Remittances Report**

The Current Month's Remittances Report will be updated with the first distribution in September. The data that this report is generated from will be exported each time a distribution is done instead of at the end of the month. This report provides the taxpayer information that coincides with ADOR distributions, not ONE SPOT distributions.

#### **Next Conference Call**

Next meeting will be Tuesday August 26th at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, August 12, 2014 10:30 am**  
**Next Meeting: August 19, 2014**

### **Summary of Topics Discussed**

**Multiple Discounts / Interest / Single Transaction Debit Cap**  
Continuing to test changes; nearing completion.

**Query Report Sort Order**  
Programming in progress.

**CSV Export**  
Programming and testing in progress.

**Web Service**  
The department is continuing to review the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow a locality/tax administrator that has set up a program to automatically connect to a secure server to pick up the files instead of having a person manually login to download the daily files.

**Profile Update Prompt**  
Testing of the emails that will initially be sent is currently in progress with expectations that the email blasts will go out within the next week. Programming of the pop-up will begin around October.

**Next Conference Call**  
Next meeting will be Tuesday August 19th at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, August 5, 2014 10:30 am**  
**Next Meeting: August 12, 2014**

### **Summary of Topics Discussed**

**Multiple Discounts / Interest / Single Transaction Debit Cap**  
Continuing to test changes.

**Query Report Sort Order**  
Programming in progress.

**CSV Export**  
Programming and testing in progress.

**Web Service**  
The department is reviewing the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow a locality/tax administrator that has set up a program to automatically connect to a secure server to pick up the files instead of having a person manually login to download the daily files.

**Profile Update Prompt**  
Programming of the pop-up will begin around October. In the meantime emails will be sent out asking taxpayers to check and update their profile information the next time they log in. Programming for the emails being done at this time.

**Next Conference Call**  
Next meeting will be Tuesday August 12th at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, July 29, 2014 10:30 am**  
**Next Meeting: August 5, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Continuing to test changes.

#### **Query Report Sort Order**

A set sort order for reports generated by taxpayer name or account number, in order by period, has been requested. All other query results will remain in the current sort order, by confirmation number.

#### **CSV Export**

The CSV export of the query results is almost ready for testing and when programming is finished the department will test these along with the export of the daily return/payment files in CSV format.

#### **Web Service**

The department is reviewing the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow a locality/tax administrator that has set up a program to automatically connect to a secure server to pick up the files instead of having a person manually login to download the daily files.

#### **Profile Update Prompt**

Programming of the pop-up will begin around October. In the meantime emails will be sent out asking taxpayers to check and update their profile information the next time they log in. Programming for the emails being done at this time.

#### **Next Conference Call**

Next meeting will be Tuesday August 5th at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, July 22, 2014 10:30 am**  
**Next Meeting: July 29, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

Continuing to test changes.

#### **Query Report Sort Order**

A set sort order for reports generated by taxpayer name or account number, in order by period, has been requested. All other query results will remain in the current sort order, by confirmation number.

#### **CSV Export**

The CSV export of the query results is almost ready for testing and when programming is finished the department will test these along with the export of the daily return/payment files in CSV format.

#### **Web Service**

The department is reviewing the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow a locality/tax administrator that has set up a program to automatically connect to a secure server to pick up the files instead of having a person manually login to download the daily files.

#### **Profile Update Prompt**

Programming of the pop-up will begin around October. In the meantime emails will be sent out asking taxpayers to check and update their profile information the next time they log in. Programming for the emails being done at this time.

#### **Next Conference Call**

Next meeting will be Tuesday July 29, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, July 15, 2014 10:30 am**  
**Next Meeting: July 22, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

These individual items have been bundled into a mini-project to expedite programming and testing and testing is still underway.

#### **Query Report Sort Order**

A set sort order for reports generated by taxpayer name or account number, in order by period, has been requested. All other query results will remain in the current sort order, by confirmation number.

#### **CSV Export**

The CSV export of the query results is almost ready for testing and when programming is finished the department will test these along with the export of the daily return/payment files in CSV format.

#### **Web Service**

The department is reviewing the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow a locality/tax administrator that has set up a program to automatically connect to a secure server to pick up the files instead of having a person manually login to download the daily files.

#### **Profile Update Prompt**

Programming of the pop-up will begin around October. In the meantime emails will be sent out asking taxpayers to check and update their profile information the next time they log in.

#### **Next Conference Call**

Next meeting will be Tuesday July 22, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, July 8, 2014 10:30 am**  
**Next Meeting: July 15, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

These individual items have been bundled into a mini-project to expedite programming and testing and testing is still underway.

#### **Query Report Sort Order**

A set sort order for reports generated by taxpayer name or account number, in order by period, has been requested. All other query results will remain in the current sort order, by confirmation number.

#### **CSV Export**

The CSV export of the query results is almost ready for testing and when programming is finished the department will test these along with the export of the daily return/payment files in CSV format.

#### **Web Service**

The department is reviewing the items in queue with the processor to reevaluate their priority to see if the request for a web service can be moved up. A web service will allow a locality/tax administrator that has set up a program to automatically connect to a secure server to pick up the files instead of having a person manually login to download the daily files.

#### **Profile Update Prompt**

This has been delayed. The department and programmers are continuing to work on the logistics of this update.

#### **13-Period / 4-Week Filers**

Montgomery County provided an account for the department to review with them and explain the timing of the payments. The account reviewed was timely for the return and payment based on the 4-Week summary schedule that we have on that taxpayer and normal flow of payment processing.

#### **Next Conference Call**

Next meeting will be Tuesday July 15, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, July 1, 2014 10:30 am**  
**Next Meeting: July 8, 2014**

## **Summary of Topics Discussed**

### **Multiple Discounts / Interest / Single Transaction Debit Cap**

These individual items have been bundled into a mini-project to expedite programming and testing. The initial testing of the changes began yesterday.

### **Trailer Record Update**

The export files with the trailer record update went live today (July 1, 2014). An email was sent out to the ONESPOT email group yesterday reminding those that use the Excel Return & Payment File Import Template provided by the department to pick up an updated copy of that file on the ONE SPOT page for local governments. The file is backwards compatible, meaning it will open the new files as well as any old files previously downloaded.

### **Query Report Sort Order**

The department has inquired with the processor about the ability of the user being able to set their individual preferred sort order when running a query report or have a system-set sort order on certain reports to make it more user-friendly. It was determined that a set sort for reports generated by taxpayer name or account number, in order by period, would work best. All other query results would remain in the current sort order, by confirmation number.

Montgomery County submitted the following items for discussion this week:

### **CSV Export**

What is the status on locals being able to download One Spot data into (Excel, CSV, etc.) format type reports rather than just printing off as displayed and/or having to select, copy, paste, etc.? What is latest on options to resort data displayed?

ADOR emailed the processor for a status update on the CSV file request and they are ready to provide this for testing, but the CSV export of the query results is almost ready for testing so the department is waiting to test these all at the same time.

### **Web Service**

Can the locals have the daily return and payment files delivered securely and automatically so that they can be scheduled into Locals workflow process electronically without Locals staff having to manually handle these functions?

The web service was placed (by ADOR and the processor) as a low priority item due to the other items/issues that have higher priority. The department will review the items in queue with the processor to reevaluate their priority to see if this can be moved up.



### **Profile Update Prompt**

Were the MAT Users prompted in June to verify/update their profile contact information? Did they have to confirm even if no changes? Has the lookup file data been updated to reflect changes?

This has been delayed. Because this prompt would be for all MAT users it affects every division of ADOR and has greater implications than originally considered. The department and programmers are continuing to work on the logistics of this update.

The Local Accounts Lookup file is generated each business day, so it is always as current as possible.

### **Deductions**

Has anything been modified to allow locals to be able to differentiate between the types of deductions that taxpayers are claiming on their local returns?

Currently no modifications have been made and further research and discussion of the matter would be needed and may even require legislative measures.

### **13-Period / 4-Week Filers**

Can we discuss 13-Period (4-Week Periodic) Filers as to due date of returns and settlement of payments. Could someone at the ADOR walk through an example?

The timing of the 4-week period filings and the settlement of payments is the same as it is for a regular monthly filer with the exception that the due date is not normally the 20<sup>th</sup>. And, the due date may vary from one 4-week period filer to another. Scenarios can depend on whether they filed early and warehoused their payment or filed on the due date or late. MAT recognizes if it is a timely return/payment based on the 4-Week summary schedule that we have on that taxpayer. The county is going to send ADOR a specific return to look at and research to see if everything is flowing as it should in regards to the timing of the payments.

### **Misdirected Payment by Taxpayer**

Additionally, would like to have additional discussion on why locals continue to have funds sent to them during the current month from the ADOR for current month taxpayer transactions and see if we can get a more detailed explanation as to reason(s) causing this and what needs to be done to resolve this.

In discussion on this matter it was clarified that the actual question was whether ACH Credit payments that are misdirected to ADOR are handled in the same manner as the ACH Debit payments made through the Pay link in MAT. The department does handle the payments the same. The taxpayer is required to direct the department in what to do with the payment and at that time the department does try to educate that taxpayer on how their future payments should be handled so that they are not misdirected late in being received by the correct payee. The misdirected payments are being handled as soon as the department gets the directive from the taxpayer and distributions to the localities are done weekly. When asked if it was the desire of the localities to stop the

redirection of the payments to them, requiring that the taxpayer submit the payment directly to the locality, the answer was no. It was felt that it was better to receive the payment from ADOR and work on educating the taxpayer; with some repeat offenders eventually receiving late payment penalties.

**Gross Sales Report**

A locality inquired whether there is a report with the gross sales amount available for business license purposes. There is no such report for NSA localities; however the gross sales are in the return information export file so the NSA does have the information available to them to create their own report outside of the system.

**Next Conference Call**

Next meeting will be Tuesday July 8, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, June 24, 2014 10:30 am**  
**Next Meeting: July 1, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts / Interest / Single Transaction Debit Cap**

These individual items have been bundled into a mini-project to expedite programming and testing.

#### **Trailer Record Update**

The updated file layout is available on the ONE SPOT web page for local governments and has been provided to development to implement the change in the trailer records by July 1, 2014. Test files will be available soon.

#### **Payment Settlement**

The Department reiterated the information and asked for comments regarding the email sent to the ONE SPOT email group on Monday notifying all localities and administrators of the one day delay in the settlement of one taxpayer's payment that had to be manually split due to the payment exceeding the single transaction debit cap. No comments were received.

#### **Query Report Sort Order**

Shelby Co. inquired about the ability to have the query reports sorted in a different manner than they are currently sorted. When running a query on a single taxpayer, it is not sorted by period and makes it more difficult to work with at times. The sort order for all query reports is currently done on the confirmation number, as this is how the export files are also sorted. The Department will check on the ability of the user being able to set their individual preferred sort order when running a query report.

#### **Next Conference Call**

Next meeting will be Tuesday July 1, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, June 17, 2014 10:30 am**  
**Next Meeting: June 24, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts**

ADOR has submitted a change request to development to proceed with the changes needed to prorate the discount and penalties across multiple locality codes within a single locality. No implementation date is available yet.

#### **Interest**

Testing of the changes began last week. More programming changes and testing are required.

#### **Single Transaction Debit Cap**

The cap was unable to be raised beyond the \$10M cap, therefore ADOR has submitted a request to development to update MAT to split any NSA bundled debit payment into amounts below the cap and provide the filer the debit amounts at the time of their return submission. It is expected that this will only affect a handful of taxpayers and the local governments and tax administrators should see no change on their side.

#### **Trailer Record Update**

The updated file layout is available on the ONE SPOT web page for local governments and has been provided to development to implement the change in the trailer records by July 1, 2014. Test files will be available soon.

#### **Zero Returns**

ADOR had been contacted by two localities regarding zero tax due returns that they're receiving. For a locality to receive a return through MAT, the taxpayer had to add the locality to the return at some point, the system does not automatically add a locality to the return. As a convenience to the filer, the return profile brings forward to the current return the locality information that was filed on the previous return. If they filed the locality on the March return, then the locality would be on the April return profile. If they filed on the March return, but deleted it on the April return, it would not be on the May return profile; they would have to intentionally add it back to the return in May. It has been the Department's opinion that it is better to receive a zero return than to wonder if the taxpayer actually had zero tax due or if they just forgot to file. If a locality asks the filer to remove the locality when they have no tax due to that locality, then having the filer remember to add it back when they do need to report tax and add it back correctly (correct tax type, locality code, local tax account number, etc.) will most likely have the locality dealing with the issues they had when the system first went live.

#### **Next Conference Call**

Next meeting will be Tuesday June 24, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, June 10, 2014 10:30 am**  
**Next Meeting: June 17, 2014**

**Summary of Topics Discussed**

**Multiple Discounts**

ADOR has submitted a change request to development to proceed with the changes needed to prorate the discount and penalties across multiple locality codes within a single locality. No implementation date is available yet.

**Interest**

Testing of the changes will begin today.

**Single Transaction Debit Cap**

ADOR is working with the ACH processor in regards to getting the transaction cap increased to that this does not occur again in the future. At this time, programming is in place to alert the processor of any payments that currently exceed the cap so that manual intervention can be done in time so that no delay in payment processing will occur.

**Trailer Record Update**

No responses were received with any concerns regarding the trailer record layout. ADOR will move forward with implementing that change on July 1<sup>st</sup>.

The ONE SPOT Committee Chairman, Butch Burbage, expressed his thanks to the department for working with the group to help resolve matters that are of concern to localities, such as the discount issue.

**Next Conference Call**

Next meeting will be Tuesday June 17, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, June 3, 2014 10:30 am**  
**Next Meeting: June 10, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts**

The ONE SPOT Committee had a conference call on the previous Thursday to discuss the matter. The Committee Chairman had follow up discussions with various counties and the consensus is that a change needs to be made to the system to not allow multiple discounts within a county.

#### **Interest**

A request has been submitted to have the MAT system updated to apply interest at the time the Failure to Timely Pay penalty is applied (on returns with debit payments filed after 4:00 pm of the due date). No changes will be made to the penalties.

#### **Single Transaction Debit Cap**

A taxpayer's debit payment failed to process timely due to the debit amount being beyond a single transaction cap of \$10M. Single transaction caps are in place to protect account holders as well as the payment processors. The matter was able to be resolved by breaking the debit up into multiple debits. Unfortunately this caused a delay in the payment settlement by one day. ADOR is working with the ACH processor in regards to getting the transaction cap increased to that this does not occur again in the future. At this time, programming is in place to alert the processor of any payments that currently exceed the cap so that manual intervention can be done in time so that no delay in payment processing will occur.

#### **Trailer Record Update**

A ONE SPOT email was sent out on May 22, 2014 informing everyone of a request ADOR had received to add the file name to the trailer record of each of the export files. To date, no response has been received. If no response is received with any concerns by June 5<sup>th</sup>, then ADOR will move forward with implementing that change on July 1<sup>st</sup>.

#### **Next Conference Call**

Next meeting will be Tuesday June 10, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, May 27, 2014 10:30 am**  
**Next Meeting: June 3, 2014**

### **Summary of Topics Discussed**

#### **Multiple Discounts**

The ONE SPOT Committee had a conference call on the previous Thursday to discuss the matter. The Committee will follow up with further discussion.

#### **County Prompt**

During last week's conference call, Madison Co suggested a renaming of their locality code names to help cut down on taxpayer confusion. That change is in the process of being made. If any other counties are having an issue where taxpayers are being prompted for more or less county codes than they should, please let us know by emailing a specific scenario to [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).

#### **Interest**

Montgomery County reported that interest was not being applied to all late payments received through MAT. It was found that the system is not applying interest on tax due when the return with payment is submitted after 4:00 pm on the due date. Any return with payment submitted after midnight of the due date does have interest applied. This appears to be consistent to how the interest was calculated in the prior ADOR online filing system, which was never reported as an issue by the localities using the Department's Electronic Filing Services. A request has been submitted to have the MAT system updated to apply interest at the time the Failure to Timely Pay penalty is applied (on returns with debit payments filed after 4:00 pm of the due date).

#### **Single Transaction Debit Cap**

A taxpayer's debit payment failed to process timely due to the debit amount being beyond a single transaction cap of \$10M. Single transaction caps are in place to protect account holders as well as the payment processors. The matter was able to be resolved by breaking the debit up into multiple debits. Unfortunately this caused a delay in the payment settlement by one day. ADOR is working with the ACH processor in regards to getting the transaction cap increased to that this does not occur again in the future. At this time, programming is in place to alert the processor of any payments that currently exceed the cap so that manual intervention can be done in time so that no delay in payment processing will occur.

#### **Next Conference Call**

Next meeting will be Tuesday June 3, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, May 20, 2014 10:30 am**  
**Next Meeting: May 27, 2014**

## **Summary of Topics Discussed**

### **Multiple Discounts**

The ONE SPOT Committee had a conference call on the previous Thursday to discuss the matter. The Committee is to do further research and discussion of the matter.

### **County Prompt**

Mobile County provided information to help ADOR narrow the county prompt to the specific county code needed in certain situations and those changes for Mobile Co. will be made in this month's changes to the rates database. Madison County emailed regarding issues they are having with taxpayers not filing all of the locality codes they should. This was researched and the locality was notified that the prompts are correct when tested and provided suggestions for resolving the issue by another method. During the conference call, Madison Co suggested a renaming of their locality code names to help cut down on taxpayer confusion. If any other counties are having an issue where taxpayers are being prompted for more or less county codes than they should, please let us know by emailing a specific scenario to [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).

### **Interest**

Montgomery County reported that interest was not being applied to all late payments received through MAT. It was found that the system is not applying interest on tax due when the return with payment is submitted after 4:00 pm on the due date. Any return with payment submitted after midnight of the due date does have interest applied. This appears to be consistent to how the interest was calculated in the prior ADOR online filing system, which was never reported as an issue by the localities using the Department's Electronic Filing Services. A request has been submitted to have the MAT system updated to apply interest at the time the Failure to Timely Pay penalty is applied (on returns with debit payments filed after 4:00 pm of the due date).

### **Lodging Tax**

City of Mobile inquired about lodgings tax being a part of ONE SPOT. At this time, lodgings tax is not a part of ONE SPOT and it will take legislative action to have it added. However, a non-state administered local government can have their lodgings tax included to be filed in MAT at the cost of \$1.21 per return filed. To do so, a locality need only pass a resolution to use the ADOR's Electronic Filing Services. If a locality would like further information regarding adding lodgings tax, they should email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).



**Payment Only Payments**

Mobile County requested that a Note line be added to the payment only payment screen so that a taxpayer could indicate what the payment is for. The payment only screens have previously been updated to warn and warn again that the payment only is for state-administered debts and not to be used for non-state administered tax payments. It is a concern that by adding a Note line it may entice the taxpayer to use the payment only feature for NSA payments, despite the other warnings on the page.

**ADOR Distributions**

Montgomery County inquired why there are more than one “end-of-month” ADOR distribution to the non-state administered localities for monies received by ADOR in error. Per a request by some localities, the distribution process was updated to distribute to the NSAs each time a distribution is done to expedite getting the funds to the localities.

**Credit Field**

Montgomery County inquired on how a taxpayer can use a credit on their county tax liability. The local tax return in MAT will only allow a credit to be claimed on a state-administered local liability. The credit claimed field is a lump sum field and would not be able to direct the credit claim to the appropriate locality if there were more than one NSA on the return.

**Next Conference Call**

Next meeting will be Tuesday May 27, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, May 13, 2014 10:30 am**  
**Next Meeting: May 20, 2014**

**Summary of Topics Discussed**

**Multiple Discounts**

The ONE SPOT Committee is planning a conference call to discuss the matter.

**County Prompt**

Mobile County provided information to help ADOR narrow the county prompt to the specific county code needed in certain situations and those changes for Mobile Co. will be made in this month's changes to the rates database. Another county emailed regarding issues they are having with taxpayers not filing all of the locality codes they should. This was researched and the locality was notified that the prompts are correct when tested and provided suggestions for resolving the issue by another method. ADOR is awaiting further communication from the locality. If any other counties are having an issue where taxpayers are being prompted for more or less county codes than they should, please let us know by emailing a specific scenario to [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).

**Next Conference Call**

Next meeting will be Tuesday May 20, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, May 6, 2014 10:30 am**  
**Next Meeting: May 13, 2014**

**Summary of Topics Discussed**

**Online Reports**

The visual changes to the online query reports went live on May 1, 2014. The change inadvertently affected the export files by placing a negative (-) sign in front of the discount field. This was corrected and emails sent to the ONESPOT email group to notify users that they should redownload their files if the negative symbols would have caused issue with their import process.

**Multiple Discounts**

According to the last discussion, the ONE SPOT Committee may hold a meeting or conference call to discuss the matter.

**County Prompt**

Mobile County provided information to help ADOR narrow the county prompt to the specific county code needed in certain situations and those changes for Mobile Co. will be made in this month's changes to the rates database. If any other counties are having an issue where taxpayers are being prompted for more county codes than they should, please let us know by emailing a specific scenario to [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).

**Next Conference Call**

Next meeting will be Tuesday May 13, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, April 29, 2014 10:30 am**  
**Next Meeting: May 6, 2014**

### **Summary of Topics Discussed**

#### **Online Reports**

The visual changes to the online query reports will go into production on May 1, 2014. Those changes include the addition of the following fields on the query reports:

- Filing Period
- Return Confirmation Number
- EFT Flag
- DBA
- FEIN
- Contact Info

Also, by clicking on the return confirmation number, the detail of that record can be viewed and printed which includes all associated payment transactions for that record. The export of query results in csv format is currently being developed.

#### **Exports on State Holidays**

An email was sent last week regarding the export schedule around the State holiday on 4/28/14. Because there was no export from ADOR on the evening of the 28<sup>th</sup>, there was no return (NSA) file for download on the 29<sup>th</sup>.

#### **Multiple Discounts**

According to the last discussion, the ONE SPOT Committee may hold a meeting or conference call to discuss the matter.

#### **County Prompt**

Samples of the prompts received by the taxpayer when filing certain municipalities in Mobile County was provided to the county for review and possible suggestions for the generic message that suggests a county tax may be due. Also, ADOR is researching to see if they can narrow down the prompt with their current process and information available for the county.

#### **Next Conference Call**

Next meeting will be Tuesday May 6, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, April 22, 2014 10:30 am**  
**Next Meeting: April 29, 2014**

### **Summary of Topics Discussed**

#### **Saved / Stored Returns & Taxpayer Training/Assistance**

The email notification to the local tax filer when saving/storing a return to finish later has been updated in production. Each time a filer saves/stores a local return, an email notification will be sent to the email address as recorded in their MAT profile. The computer based training videos will be created soon for the stored returns and ACH Credit filer.

#### **Online Reports**

Testing has been completed on the visual changes to the online query reports. The export of query results is currently being developed.

#### **Exports on State Holidays**

A locality questioned what to expect regarding export files and payments on the upcoming State holiday (4/28/14). The standard State holidays are not normally included in the list of export dates in the online report system (example: 1/20/14 MLK Jr's Birthday). ADOR will confirm with the processor what to expect on the regular State holidays and will send out a notification via the ONE SPOT email group.

#### **NSA Return File Empty**

There was an unintentional change in the format of the 4/18/14 NSA Return file that was exported from ADOR to the processor which caused the issue that occurred with that day's file. That was corrected and the file resent later that afternoon. This did delay the payments for records in the 4/18/14 Return File that were to be processed to settle on 4/21/14; those payments will settle on 4/22/14. No data in the resent Return File was altered, so those records in the file that had a 4/21/14 settlement date will still show a settlement date of 4/21/14; however, the Payment Files will correctly correspond to the payment deposits for that date. (i.e. The deposit amount in your bank on 4/22 will correspond to the record data in the 4/22 Payment File). Please let ADOR know if you have any questions or if you have any problems balancing so that we can provide assistance.

#### **Multiple Discounts**

ONE SPOT Committee Chairman, Butch Burbage, inquired about the issue that a couple of the counties were experiencing with taxpayer's receiving multiple discounts. The system treats each 4-digit locality code as an individual "return" and the discount is allowed on the payment of each return, so for taxpayers who must file under multiple locality codes for a single locality, they are receiving an additional discount. ADOR has been researching and discussing the matter, but has not yet found a resolution. Tentative plans were made for the OS Committee to hold a conference call to discuss the matter.

**County Prompt**

Mobile County stated that because of the prompt that suggests the taxpayer may owe county taxes due to the fact that they have filed a tax for a municipality in their county, they have some taxpayer's filing both county taxes when only one may be due. The prompt that is provided is based on the municipality that they have included on the return and is only a suggestion that they may need to add the county to the return to make it more complete. ADOR will check to see if there is a change in wording of the message that may help resolve the issue.

**Next Conference Call**

Next meeting will be Tuesday April 29, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, April 15, 2014 10:30 am**  
**Next Meeting: April 22, 2014**

### **Summary of Topics Discussed**

#### **Saved / Stored Returns & Taxpayer Training/Assistance**

The wording on the confirmation received when saving/storing a return to finish later has been updated in production. The accompanying email notification to the local tax filer will be in production within the next day or so. Each time a filer saves/stores a local return, an email notification will be sent to the email address as recorded in their MAT profile.

#### **Online Reports**

Testing has been completed on the visual changes to the online query reports. The export of query results is currently being developed.

#### **Exports on State Holidays**

A locality questioned what to expect regarding export files and payments on the upcoming State holiday (4/28/14). The standard State holidays are not normally included in the list of export dates in the online report system (example: 1/20/14 MLK Jr's Birthday). ADOR will confirm with the processor what to expect on the regular State holidays and will send out a notification via the ONE SPOT email group.

#### **Next Conference Call**

Next meeting will be Tuesday April 22, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, April 8, 2014 10:30 am**  
**Next Meeting: April 15, 2014**

## **Summary of Topics Discussed**

### **Saved / Stored Returns & Taxpayer Training/Assistance**

The Computer Based Training (CBT) video for ACH Credit is in development and the CBT for Stored Returns will be completed once the stored return wording changes are in production.

### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. The changes to fix this issue were put into production on Monday 4/7/14. If a locality sees such an occurrence on a return filed after that date, please report it to ADOR to research the matter.

### **Online Reports**

A locality inquired about additional information that has been requested on the ONE SPOT online reports. Development and testing is in progress at this time and the updates should be online soon.

### **Taxpayer Email Notification**

Per request, an email was sent April 2<sup>nd</sup> to the ONESPOT email group that contained samples of the information the taxpayer receives from ADOR when a payment is returned.

### **Online Forms / Information**

A reminder was provided about the forms and information that are available online for local governments and tax administrators. On the Information for Local Governments webpage: <http://www.revenue.alabama.gov/salestax/localgovt.cfm>, click on the ONE SPOT link. This page includes information and forms available for local governments and their tax administrators.

### **Suspended Returns**

A locality inquired about returns/payments that are delayed due to being suspended by the system. ADOR recently put into place procedures to insure that all suspended returns are researched and worked as soon as possible to reduce the time that they are in suspension.



**Taxpayer Contact Information**

It was noted that when businesses have a change in personnel or tax preparers, they don't always update their MAT profile with the new user so the old contact information is still being exported with the returns. In June 2014 the MAT user will be prompted to verify/update their profile contact information. After that initial prompt they will be reminded biannually (Dec & Jun) to verify/update their contact information.

The information provided in the Local Accounts Lookup file is updated daily, however until the taxpayer provides updated information on their business accounts, that information will remain the same each day.

**Next Conference Call**

Next meeting will be Tuesday April 15, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, April 1, 2014 10:30 am**  
**Next Meeting: April 8, 2014**

### **Summary of Topics Discussed**

#### **Saved / Stored Returns & Taxpayer Training/Assistance**

The Computer Based Training (CBT) video for ACH Credit is in development and the CBT for Stored Returns will be completed once the stored return wording changes are in production.

#### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Preliminary testing of the fix is in process at this time.

#### **Multiple Payments**

One taxpayer's payment had issue during processing and resulted in multiple payments for that taxpayer being included in the 20<sup>th</sup> deposit and those payments were reversed on the 27th. Emails were sent to the ONESPOT email group as information was obtained on the matter.

#### **Online Reports**

A locality inquired about additional information that has been requested on the ONE SPOT online reports. Development and testing is in progress at this time with hopes of having the online report updates online very soon.

#### **Lodgings Tax**

A locality that uses the ADOR Electronic Filing Services for their lodgings tax inquired about the fee charged for those services as they were under the impression legislation was going to remove that fee. The legislation that is currently in the Senate is to align the fees charged by ADOR with the ONE SPOT requirements so that state-administered localities are not charged for a service a non-state administered locality gets for free through ONE SPOT. Commissioner Magee recommended that the inclusion of lodgings tax in ONE SPOT be brought up at the next ONE SPOT Committee meeting.

#### **Taxpayer Email Notification**

A locality inquired about the notification a taxpayer receives from ADOR when their NSA payment is returned. The taxpayer receives an email making them aware that they have a message in MAT, and the MAT message gives the details of the returned payment information. ADOR will provide a sample email and MAT message screens in and email to the ONESPOT email group.

#### **Next Conference Call**

Next meeting will be Tuesday April 8, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, March 25, 2014 10:30 am**  
**Next Meeting: April 1, 2014**

### **Summary of Topics Discussed**

#### **Saved / Stored Returns & Taxpayer Training/Assistance**

The Computer Based Training (CBT) video for ACH Credit is in development and the CBT for Stored Returns will be completed once the stored return wording changes are in production. The currently available files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

#### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is working to resolve the issue.

#### **Multiple Payments**

One taxpayer's payment had issue during processing and resulted in multiple payments for that taxpayer being included in the 20<sup>th</sup> deposit. Emails were sent to the ONESPOT email group as information was obtained on the matter. The payment processor is working to get the overpayments reversed before end of month close-out. An email will be sent as soon as a definite date of that reversal is provided.

#### **Online Reports**

A locality inquired about additional information that has been requested on the ONE SPOT online reports. ADOR will follow up on the status of the report changes that have been requested and not yet put into production.

#### **Next Conference Call**

Next meeting will be Tuesday April 1, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, March 18, 2014 10:30 am**  
**Next Meeting: March 25, 2014**

### **Summary of Topics Discussed**

#### **Saved / Stored Returns & Taxpayer Training/Assistance**

The Computer Based Training (CBT) video for ACH Credit is in development and the CBT for Stored Returns will be completed once the stored return wording changes are in production. The currently available files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

#### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is researching this matter.

#### **Delayed Return/Payment**

A locality questioned why a return and payment were received over a week after the return was filed. In researching the matter it was found that the taxpayer filed their January 2013 monthly return then changed their local tax return filing status from monthly to quarterly, which caused the monthly filed return to suspend. Once the suspension was worked, the return and payment processed. The development team is working to resolve the issue where such a suspension will not delay an NSA record from exporting.

#### **Interest**

A locality stated that they do not apply interest on late payments and therefore requested that we stop the application of interest on late filed returns for their locality. The ONE SPOT Act states that penalties and interest will be applied at the state rate unless the locality applies interest at the rate of 1% per month. Per the Act, any locality that did not notify ADOR of the 1% per month rate of interest was set up to apply interest at the state rate.

#### **Next Conference Call**

Next meeting will be Tuesday March 25, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, March 11, 2014 10:30 am**  
**Next Meeting: March 18, 2014**

### **Summary of Topics Discussed**

#### **Saved / Stored Returns & Taxpayer Training/Assistance**

The Computer Based Training (CBT) video for ACH Credit is in development and the CBT for Stored Returns will be completed once the stored return wording changes are in production. The currently available files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

#### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is researching this matter.

#### **Email Notifications**

There were some Funds Transfer Notification and Return Notification email problems in relation to the debit aggregation change that occurred earlier this month. The payment processor has made adjustments to correct this issue and is sending the local governments and tax administrators emails to correct the confusion this caused.

#### **Next Conference Call**

Next meeting will be Tuesday March 18, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, March 4, 2014 10:30 am**  
**Next Meeting: March 11, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

This is still in development and tied to other changes. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

Computer Based Training (CBT) files are available on MAT to assist MAT users and for localities to use while walking taxpayers through the filing process. The files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

The CBTs for ACH Credit is in development and the CBT for Stored Returns will be completed once the stored return wording changes are in production.

### **Q&A Sessions**

The last Q&A Session was held in Gadsden on February 26<sup>th</sup>. Please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) if you would like to request more Q&A sessions or a one-on-one session at any time.

### **File Layout Changes**

The updated file layout changes are now in production. For those that use the Excel template (Return & Payment File Import Template), an update version is available on the ONE SPOT page for local governments. This updated file is backwards compatible, meaning that you can also use the new template to open return and payment files that you downloaded previous to the change.

### **Debit Payment Aggregation**

The testing of the debit payment aggregation is now in production. As part of this change, NSF representations have been turned off, so if a payment is returned due to NSF it will not be retried and the local government or administrator should pursue that liability.

### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is researching this matter.

**Discount Calculation**

Reviewing possible action to resolve the issue where taxpayers who have to report multiple returns to the same locality (under different locality codes) are receiving the full discount under both locality codes.

**Next Conference Call**

Next meeting will be Tuesday March 11, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, February 25, 2014 10:30 am**  
**Next Meeting: March 4, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

This is still in development and tied to other changes. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

The following Computer Based Training (CBT) files are available on MAT to assist MAT users and for localities to use while walking taxpayers through the filing process:

- Checking MAT Messages
- Adding a Locality to a Return in ONE SPOT
- Importing a Single Taxpayer Return File to ONE SPOT
- Changing a City/County Tax Account # on a Local Return

The files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

The CBTs for ACH Credit is in development and the CBT for Stored Returns will be completed once the wording stored return wording changes are in production.

### **Q&A Sessions**

The next Q&A Session will be held tomorrow in Gadsden. There is still space available for more attendees in this Q&A Session, so please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) if you would like to attend or if you would like to schedule a one-on-one session at any time. More Q&A Sessions can be scheduled if there is an interest in having more.

### **File Layout Changes**

The updated file layout was provided to local governments/administrators on January 13<sup>th</sup> and the test files were made available on February 6<sup>th</sup>. The layout updates will go live on March 3<sup>rd</sup>.

An updated Excel template (Return & Payment File Import Template) is available on the ONE SPOT page for local governments. This updated file is backwards compatible, meaning that you can also use the new template to open return and payment files that you downloaded previous to the change.

### **Debit Payment Aggregation**

The testing of the debit payment aggregation is proceeding and with no unexpected problems, this change will be in production beginning with the March payments. Currently taxpayer's receive a debit for each non-state administered locality on their local tax return. Per taxpayer request, development is in the process of updating the payment



process so that the taxpayer will see a single debit payment from their bank account for all non-state administered local taxes on the return. (This is how the state-administered local taxes are currently debited, as one debit.) The local governments and tax administrators will not see any difference in the information or payments that they receive, the only difference will be on the taxpayer's side in seeing one debit. As part of this change, NSF representations will be turned off, so if a payment is returned due to NSF it will not be retried and the local government or administrator should pursue that liability. ADOR will email the ONE SPOT email group of when the changes will officially go live once testing is complete.

### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is researching this matter.

### **Discount Calculation**

Working with development, reviewing possible action to resolve the issue where taxpayers who have to report multiple returns to the same locality (under different locality codes) are receiving the full discount under both locality codes.

### **Timing of Penalties**

A question was raised as to when penalties are applied. The system applies penalties as follows:

#### ***E = Return w/ Debit Payment:***

Late File penalties will not apply until after midnight of the due date.

Late Pay penalties will apply after 4:00 p.m. of the due date.

#### ***Z = Zero Return:***

Late File penalties will not apply until after midnight of the due date.

#### ***V = Return w/ Credit Payment:***

Late File penalties will not apply until after midnight of the due date.

### **Direct Pay Accounts**

A question was raised about the ability of a taxpayer who has a direct pay permit with a city/county to remit that sales tax and not be allowed a discount. ADOR is working with the locality to make certain all of the direct pay taxpayers that must report sales tax without a discount has and is using the correct local tax account. If any localities have direct pay taxpayers that are filing on their regular sales tax account and receiving a discount, please provide ADOR with the taxpayer's is researching the matter as the taxpayer should have a direct pay local account to report under.

### **Filing Frequencies**

A locality questioned how they should direct a taxpayer who has different filing frequencies between the state and different localities. There are two options:

- 1) The taxpayer can request that the locality with a different filing frequency change it to the same frequency as the state, or

- 2) The locality with the different filing frequency can allow the taxpayer to file zero tax due returns on the 'off months' and file the tax due amount on the period end of the filing frequency.

Both of these options allow the taxpayer to leave the locality on their return and it is preferred that they not have to delete the locality from their return. Once they get the return information correct, that saved profile reduces the chance of error on future returns. Also, if they delete the locality from the return, they may forget to add it back to the return on the month end that they are required to file.

### **Export Downloads**

A few reports of missing returns were researched and it was found that the locality had logged in and downloaded their daily files before 8:00 a.m. Per the file layout document, the Delivery Time to NSA is 8:00 a.m. CST. If the file is downloaded before 8:00 a.m. it may not be a complete file, so procedures should be set to not download any of the ONE SPOT daily export files until 8:00 a.m. or later on the date of the file. Prior days' files can be downloaded at any time as they were loaded on a previous day.

### **Next Conference Call**

Next meeting will be Tuesday March 4, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, February 18, 2014 10:30 am**  
**Next Meeting: February 25, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

This is still in development and tied to other changes. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

The following Computer Based Training (CBT) files are available on MAT to assist MAT users and for localities to use while walking taxpayers through the filing process:

- Checking MAT Messages
- Adding a Locality to a Return in ONE SPOT
- Importing a Single Taxpayer Return File to ONE SPOT
- Changing a City/County Tax Account # on a Local Return

The files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

The CBTs for stored returns and ACH Credit information are still in development.

### **Q&A Sessions**

The Q&A Session in Gadsden on the 13<sup>th</sup> was rescheduled to February 26<sup>th</sup> due to the weather/travel conditions last week. There is still space available for more attendees in the Q&A Sessions in Gadsden, so please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) if you would like to attend one of these sessions or if you would like to schedule a one-on-one session at any time.

### **File Layout Changes**

The updated file layout was provided to local governments/administrators on January 13<sup>th</sup> and the test files were made available on February 6<sup>th</sup>. The layout updates will go live on March 3<sup>rd</sup>.

An updated Excel template (Return & Payment File Import Template) is available on the ONE SPOT page for local governments. This updated file is backwards compatible, meaning that you can also use the new template to open return and payment files that you downloaded previous to the change.

### **Multiple Filing in a Single Period**

A locality inquired about a second return and payment they received for the same period. The system did not export a duplicate return, the taxpayer filed an additional return on the period and ADOR is reviewing what occurred to allow the period to be open for the second return to be filed. Development has been unable to duplicate this issue and feel

that this has not occurred since the last software update to the system. Should a locality or administrator receive what appears to be a duplicate return, please report it to [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) so that it can be researched.

### **Debit Payment Aggregation**

Currently taxpayer's receive a debit for each non-state administered locality on their local tax return. Per taxpayer request, development is in the process of updating the payment process so that the taxpayer will see a single debit payment from their bank account for all non-state administered local taxes on the return. (This is how the state-administered local taxes are currently debited, as one debit.) The local governments and tax administrators will not see any difference in the information or payments that they receive, the only difference will be on the taxpayer's side in seeing one debit. As part of this change, NSF representations will be turned off, so if a payment is returned due to NSF it will not be retried and the local government or administrator should pursue that liability. ADOR will email the ONE SPOT email group of when the changes will officially go live once testing is complete.

### **Payment Settlement**

A locality inquired about payments that they had that weren't received when they expected (unrelated to the known one day delay issue in January). In such cases, where the deposit in the bank is any day other than the settlement date in the Payment export file or Funds Transfer Notification (FTN) email the locality or the administrator would need to contact ADOR to research and help explain or determine if there is a true issue occurring with the payment in question.

### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is researching this matter.

### **Holidays and Export Files**

The question was raised about when to expect files and payments around holidays. ADOR exports on the evening of each business day (not on weekends or state holidays). The export files system is programmed to not display the weekend and state holiday dates. Extraordinary things may cause no file or no data in a file (extra state holiday given, inclement weather that closes offices, etc.)

### **ACH Credit Payments**

When contacting taxpayers about ACH Credit payment issues, the contact information you have is for the person filing the return who may not have any knowledge of the ACH Credit payment process. You will need to ask to speak to the person who is in charge of making the tax payment.

### **Problem Debit Filers**

A request was made for the ability of a local government to be able to block a problem debit filer (month-after-month their electronic payment does not process: always NSF,

will not remove debit block, won't update banking info, etc.) In researching the possibilities and legal requirements it was determined that this was not a capability that can be provided. Another locality commented that they would prefer to not block them because with the return filing they at least have the amount of the admitted liability (plus P&I) that they can then pursue through their collection process.

### **Discount Calculation**

Working with development, reviewing possible action to resolve the issue where taxpayers who have to report multiple returns to the same locality (under different locality codes) are receiving the full discount under both locality codes.

### **Due Dates**

A locality stated that they do not adjust the due date based on whether it falls on a weekend or holiday, and asked if they must accept ONE SPOT returns as timely if they are considered timely by the State?

Yes. The ONE SPOT Act states that penalties shall be assessed according to state law and the rules of the department (ADOR). The ONE SPOT system is programmed to apply the appropriate penalties if the return and/or payment is considered late by state law and department rules. (Saturdays, Sundays and all state holidays would be excluded from the last day on which the filing may be timely made, and the next working day allowed.)

### **Timing of Penalties**

A question was raised as to when penalties are applied. The system applies penalties as follows:

#### ***E = Return w/ Debit Payment:***

Late File penalties will not apply until after midnight of the due date.

Late Pay penalties will apply after 4:00 p.m. of the due date.

#### ***Z = Zero Return:***

Late File penalties will not apply until after midnight of the due date.

#### ***V = Return w/ Credit Payment:***

Late File penalties will not apply until after midnight of the due date.

### **Direct Pay Accounts**

A question was raised about the ability of a taxpayer who has a direct pay permit with a city/county to remit that sales tax and not be allowed a discount. ADOR is researching the matter as the taxpayer should have a direct pay local account to report under.

### **Next Conference Call**

Next meeting will be Tuesday February 25, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, February 11, 2014 10:30 am**  
**Next Meeting: February 18, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

The wording changes are still in development for the information provided on the confirmation page received when storing a return to finish later. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

The following Computer Based Training (CBT) files are available on MAT to assist MAT users and for localities to use while walking taxpayers through the filing process:

- Checking MAT Messages
- Adding a Locality to a Return in ONE SPOT
- Importing a Single Taxpayer Return File to ONE SPOT
- Changing a City/County Tax Account # on a Local Return

The files/videos can be accessed from any page in MAT through a link at the bottom right of the screen titled: MAT Tutorial Videos.

The CBTs for stored returns and ACH Credit information are still in development.

### **Q&A Sessions**

The next Q&A Sessions will be held tomorrow (Feb. 12<sup>th</sup>) in Dothan. Due to weather/travel conditions, the Q&A Session in Gadsden on the 13<sup>th</sup> may be rescheduled. There is still space available for more attendees in the Q&A Sessions in Dothan and Gadsden, so please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) if you would like to attend one of these sessions or if you would like to schedule a one-on-one session at any time.

### **Forms**

The Forms for local governments/administrators to use are located on the ONE SPOT web page for local governments. Forms such as update to contact information, request for city/county account number changes in MAT, request to block a problem ACH Credit taxpayer, etc. (<http://revenue.alabama.gov/salestax/OSIclindex.cfm>)

### **File Layout Changes**

The updated file layout was provided to local governments/administrators on January 13<sup>th</sup> and the test files were made available on February 6<sup>th</sup>. The layout updates will go live on March 3<sup>rd</sup>.

An updated Excel template (Return & Payment File Import Template) is available on the ONE SPOT page for local governments. This updated file is backwards compatible,

meaning that you can also use the new template to open return and payment files that you downloaded previous to the change.

### **Multiple Filing in a Single Period**

A locality inquired about a second return and payment they received for the same period. The system did not export a duplicate return, the taxpayer filed an additional return on the period and ADOR is reviewing what occurred to allow the period to be open for the second return to be filed. Development has been unable to duplicate this issue and feel that this has not occurred since the last software update to the system. Should a locality or administrator receive what appears to be a duplicate return, please report it to [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) so that it can be researched.

### **Debit Payment Aggregation**

Currently taxpayer's receive a debit for each non-state administered locality on their local tax return. Per taxpayer request, development is in the process of updating the payment process so that the taxpayer will see a single debit payment from their bank account for all non-state administered local taxes on the return. (This is how the state-administered local taxes are currently debited, as one debit.) The local governments and tax administrators will not see any difference in the information or payments that they receive, the only difference will be on the taxpayer's side in seeing one debit. As part of this change, NSF representations will be turned off, so if a payment is returned due to NSF it will not be retried and the local government or administrator should pursue that liability.

### **Payment Settlement**

A locality inquired about payments that they had that weren't received when they expected (unrelated to the known one day delay issue in January). In such cases, where the deposit in the bank is any day other than the settlement date in the Payment export file or Funds Transfer Notification (FTN) email the locality or the administrator would need to contact ADOR to research and help explain or determine if there is a true issue occurring with the payment in question.

### **Return Exports**

A locality had emailed inquiring about a few returns that they expected, based on the filing timestamp, to be in one day's export that were received in the following day's export file. Development is researching this matter.

### **Holidays and Export Files**

The question was raised about when to expect files and payments around holidays. ADOR exports on the evening of each business day (not on weekends or state holidays). The export files system is programmed to not display the weekend and state holiday dates. Extraordinary things may cause no file or no data in a file (extra state holiday given, inclement weather that closes offices, etc.)

### **ACH Credit Payments**

When contacting taxpayers about ACH Credit payment issues, the contact information you have is for the person filing the return who may not have any knowledge of the ACH

Credit payment process. You will need to ask to speak to the person who is in charge of making the tax payment.

### **Demo Account**

At the recent Q&A and the ONE SPOT Advisory Committee meeting it was again requested that the local governments have a test or demo account that they can use when they are assisting taxpayers. Due to various reasons the department is not able to provide demo or test accounts. The MAT Tutorial Videos are short videos that were made to cover the most commonly asked questions regarding filing and is a useful tool to point taxpayer's to for assistance. Any issue that a local government cannot assist a taxpayer with may direct them to contact ADOR at [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov), directly to an employee with ADOR if you have their number, or to the Taxpayer Service Center in their area.

### **Problem Debit Filers**

A request was made for the ability of a local government to be able to block a problem debit filer (month-after-month their electronic payment does not process: always NSF, will not remove debit block, won't update banking info, etc.) In researching the possibilities and legal requirements it was determined that this was not a capability that can be provided. Another locality commented that they would prefer to not block them because with the return filing they at least have the amount of the admitted liability (plus P&I) that they can then pursue through their collection process.

### **Discount Calculation**

ADOR is still reviewing possible action to resolve the issue where taxpayers who have to report multiple returns to the same locality (under different locality codes) are receiving the full discount under both locality codes.

### **Due Dates**

A locality stated that they do not adjust the due date based on whether it falls on a weekend or holiday, and asked if they must accept ONE SPOT returns as timely if they are considered timely by the State?

Yes. The ONE SPOT Act states that penalties shall be assessed according to state law and the rules of the department (ADOR). The ONE SPOT system is programmed to apply the appropriate penalties if the return and/or payment is considered late by state law and department rules. (Saturdays, Sundays and all state holidays would be excluded from the last day on which the filing may be timely made, and the next working day allowed.)

### **Next Conference Call**

Next meeting will be Tuesday February 18, 2014 at 10:30 a.m.



**ONE SPOT Conference Call**  
**Tuesday, February 4, 2014 10:30 am**  
**Next Meeting: February 11, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

The wording changes are still in development for the information provided on the confirmation page received when storing a return to finish later. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

Programmers are working on creating Computer Based Training (CBT) files to assist MAT users and for localities to use while walking taxpayers through the filing process. They have completed four of the CBTs which have been reviewed and should be online this week. They are waiting for the wording changes for the stored returns and ACH Credit information to be completed for the final files to be created.

### **Q&A Sessions**

The first of the Q&A Sessions will be held tomorrow (Feb. 5<sup>th</sup>) in Hoover. There is still space available for more attendees in the Q&A Sessions in Dothan on Feb. 12<sup>th</sup> and Gadsden on Feb 13<sup>th</sup>, so please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) if you would like to attend one of these sessions or if you would like to schedule a one-on-one session at any time.

### **Forms: City/County Tax Account # Update & ACH Credit Block**

The Department posted a set of procedures and downloadable templates that a locality can fill out and submit to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) requesting the Department's assistance in updating a taxpayer's return to reflect the correct city/county account number or to block a problem ACH Credit taxpayer.

### **File Layout Changes**

The test files were made available to ADOR on Monday for the upcoming layout changes. After reviewing the test files provided, ADOR had to request changes to some of the data in the test files. The developers are working to make those changes and we will notify the users as soon as the files are ready.

### **Multiple Filing in a Single Period**

A locality inquired about a second return and payment they received for the same period. The system did not export a duplicate return, the taxpayer filed an additional return on the period and ADOR is reviewing what occurred to allow the period to be open for the second return to be filed.

### **Rejected Payments**

If a local government or tax administrator has a question regarding a returned payment or a question from a taxpayer that they are unable to assist, please call or email ADOR for assistance so that we can research and provide the information or guidance for that particular matter.

### **Payment Settlement**

A locality inquired about payments that they had that weren't received when they expected (unrelated to the known one day delay issue in January). In such cases the locality or the administrator would need to contact ADOR to research and help explain or determine if there is a true issue occurring with the payment in question.

### **Holidays and Export Files**

The question was raised about when to expect files and payments around holidays. ADOR exports on the evening of each business day (not on weekends or state holidays). The data ADOR exports in the evening appear online the next business morning. Additional holidays given around the major holidays may alter the flow of what appears online.

### **ACH Credit Payments**

One locality referenced that they had not received the volume or types of ACH Credit taxpayer filings that they had expected, but think that over time it will grow. Another locality referenced that the problems that they have had with single taxpayers they have been able to get resolved once they contact the taxpayer and inform them of how to make the payment correctly. They stated that their biggest issue is with third party tax preparers that will not change their processes to submit the payment correctly or with the correct addenda information. A locality stated that of all the ACH Credit filings they received, half of them sent checks and they are contacting the taxpayer to provide them the information of how to correctly submit their payments.

### **Funds Transfer Notifications (FTN)**

A locality stated that they had received a Funds Transfer Notification but the funds were not in the bank until the next day. The incident of this was related to the 22<sup>nd</sup> deposit that did not settle until the 23<sup>rd</sup>. The FTN emails are part of the process that runs with the deposits and at the time the FTN was sent for the 22<sup>nd</sup> they were unaware that the issue had occurred delaying the deposit. In the event the FTN and/or the Payment export file do not match a deposit in the bank on that date, ADOR should be notified so that the matter can be researched.

### **Next Conference Call**

Next Meeting will be Tuesday February 11, 2014 at 10:30 a.m.

**ONE SPOT Conference Call**  
**Tuesday, January 28, 2014 10:30 am**  
**Next Meeting: February 4, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

The wording changes are still in development for the information provided on the confirmation page received when storing a return to finish later. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

Programmers are working on creating Computer Based Training (CBT) files to assist MAT users and for localities to use while walking taxpayers through the filing process. They have completed four of the CBTs which have been reviewed and should be online this week. They are waiting for the wording changes for the stored returns and ACH Credit information to be completed for the final files to be created.

### **Q&A Sessions**

Three Q&A Sessions for local governments have been scheduled: Hoover on Feb. 5<sup>th</sup>, Dothan on Feb. 12<sup>th</sup> and Gadsden on Feb 13<sup>th</sup>. There is still space available for more attendees, so please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) if you would like to attend one of these sessions or if you would like to schedule a one-on-one session at any time.

### **City/County Tax Account # Update**

The Department posted a set of procedures and a downloadable template that a locality can fill out and submit to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) requesting the Department for assistance in updating a taxpayer's return to reflect the correct city/county account number.

### **ACH Credit Payments**

The Department posted procedures and a template that can be filled out to request the block of an ACH Credit taxpayer who has continued to send their ACH Credit payment incorrectly. When ACH Credit taxpayers contact your locality to obtain the information that they need to make the payment, please assist them in making the payment correctly by providing the necessary information.

There are still some localities that do not allow ACH Credit and ADOR requests that they do allow ACH Credit and only block the problem ACH Credit taxpayer. Please email [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov) to update your locality to accept ACH Credit.

### **File Layout Changes**

ONE SPOT export file layout changes were posted online and an email sent to notify everyone of the upcoming changes to the return and payment files. Test files that include

these changes will be available by the first of February, with the changes going live with the files available on March 3<sup>rd</sup>.

### **Multiple Filing in a Single Period**

A locality inquired about a second return and payment they received for the same period. The system did not export a duplicate return, the taxpayer filed an additional return on the period and ADOR is reviewing what occurred to allow the period to be open for the second return to be filed.

### **Reports of Payments Directed to ADOR in Error**

A locality reported that they had received a distribution of funds paid to ADOR in error by the taxpayer, but they did not have the information to identify the taxpayer. ADOR is working to get changes in place that will allow the report that corresponds to the distributions to be made available in conjunction with the distributions which will be changed from monthly to weekly.

Wording has been added to the payment only screens to inform/warn the taxpayer that they cannot make a payment only through MAT for a non-state administered (NSA) locality. The initial payment screen was updated to include wording to instruct the taxpayer to contact the NSA or its administrator for other payment options. Wording was added in the password pop-up box where they authorize the payment. And, wording was added to the confirmation page directing them to cancel the payment if it was made for a NSA locality.

### **Online Reports Login Issues**

At the end of the prior week there were a few who reported that they were unable to login and the only way we were able to unlock and allow a login for the user was to reset their password. The developers resolved that issue, but this week we had some that were locked out that only required that the account be unlocked and not the password being reset. Developers are looking into if there is a problem there or if they were true lockouts due to unsuccessful attempts.

### **Delayed Deposit**

The January 22<sup>nd</sup> ONE SPOT deposit to local governments was delayed by a day. Additional steps and precautions have been put into place to make certain this does not occur again.

### **Rejected Payments**

A locality stated that they had several payments that were rejected due to 'bad bank account number', however the taxpayer stated that their payments to ADOR went through with no problem. Such cases as this ADOR would need to look at on a case by case basis to determine what the issue may be. The taxpayer must enter the banking information for their state tax return separately from the banking information for the local tax return. The taxpayer may have a typo in the information, they may not have put the complete account number (missing leading zeros or suffixes that may be required), etc. It is recommended that the next time the taxpayer goes in to file and get to the payment

screen, they click on the New Payment Source radio button and re-enter the banking information to insure it is correct.

**Filing Wrong Tax Types**

A locality stated that they had taxpayers that should be filing sellers use tax that are filing sales tax and receiving a discount that they are not allowed. The taxpayer must be informed of their error so that they can correct it for future filings. ADOR will look into whether anything can be done to help in such a situation.

**Single Taxpayer Filing Multiple Location Returns**

A locality reported that they had a taxpayer file and pay double their taxes because they entered their one tax account number in two different ways on the same filing. This was a taxpayer error and not a system error. Because the locality does require separate return filing for businesses with multiple locations, the system allowed the above referenced filing because the tax account numbers entered by the user were different and the system accepted it as a multiple location filing.

**Next Conference Call**

Next Meeting will be Tuesday February 4, 2014 at 10:30am

**ONE SPOT Conference Call**  
**Tuesday, January 21, 2014 10:30 am**  
**Next Meeting: January 28, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

The wording changes are still in development for the information provided on the confirmation page received when storing a return to finish later. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

Programmers are working on creating Computer Based Training (CBT) files to assist MAT users and for localities to use while walking taxpayers through the filing process. They have completed four of the CBTs and we are reviewing those now. They are waiting for the wording changes for the stored returns and ACH Credit information to be completed for the final files to be made.

### **Q&A Sessions**

The inquiry into who would like to attend a Q&A session produced a low response. We are currently working on scheduling the sessions that were requested. At this time there will be at least two sessions in the Birmingham area, one each near the Gadsden and Dothan areas. If a locality failed to notify the Department by the 15<sup>th</sup> deadline, but would like to be included in the Q&A sessions, please contact us as soon as possible. One-on-one sessions are available at any time. To schedule a one-on-one session, please contact [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).

### **City/County Tax Account # Update**

The Department posted a set of procedures and a downloadable template that a locality can fill out and submit to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) requesting the Department for assistance in updating a taxpayer's return to reflect the correct city/county account number. A few forms and have been received and the Department has been working on those updates.

### **ACH Credit Payments**

The Department posted procedures and a template that can be filled out to request the block of an ACH Credit taxpayer who has continued to send their ACH Credit payment incorrectly. No such requests have been received as of this date.

The Department emailed and mailed letters to all local accounts coded as ACH Credit informing them of the requirement that they make payment to the correct payee and include sufficient information in the addenda to match the payment to return.

There are still some localities that do not allow ACH Credit and ADOR requests that they do allow ACH Credit and only block the problem ACH Credit taxpayer.

### **File Layout Changes**

ONE SPOT export file layout changes were posted online and an email sent to notify everyone of the upcoming changes to the return and payment files. Test files that include these changes will be available by the first of February, with the changes going live with the files available on March 3<sup>rd</sup>.

### **Multiple Locality Codes**

A locality referenced an issue that they have with taxpayers not filing on all of the locality codes that they should. The ONE SPOT system prompts them, but cannot require them to include or not include a locality code. The Department will look into what can possibly be done, but taxpayer education of what their filing requirements are is still the best solution.

### **Multiple Filing in a Single Period**

A locality inquired about a second return and payment they received for the same period. The system did not export a duplicate return, the taxpayer filed an additional return on the period and ADOR is reviewing what occurred to allow the period to be open for the second return to be filed.

### **Penalty Waivers**

A locality restated that ADOR employees not indicate in any way that penalty will be waived by a non-state administered locality or its administrator. ADOR notified its employees again of this fact.

### **Reports of Payments Directed to ADOR in Error**

A locality reported that they had received a distribution of funds paid to ADOR in error by the taxpayer, but they did not have the information to identify the taxpayer. ADOR is working to get changes in place that will allow the report that corresponds to the distributions to be made available in a timelier manner than once a month.

### **Next Conference Call**

Next Meeting will be Tuesday January 28, 2014 at 10:30am

**ONE SPOT Conference Call**  
**Tuesday, January 14, 2014 10:30 am**  
**Next Meeting: January 21, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

The wording changes are still in development for the information provided on the confirmation page received when storing a return to finish later. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

Programmers are working on creating Computer Based Training (CBT) files to assist MAT users and for localities to use while walking taxpayers through the filing process. They are waiting for the wording changes for the stored returns and ACH Credit information to be completed for the final files to be made.

### **Q&A Sessions**

The inquiry into who would like to attend a Q&A session produced a low response. We are currently working on scheduling the sessions that were requested. One-on-one sessions are available at any time. To schedule a one-on-one session, please contact [onespot@revenue.alabama.gov](mailto:onespot@revenue.alabama.gov).

### **City/County Tax Account # Update**

The Department posted a set of procedures and a downloadable template that a locality can fill out and submit to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) requesting the Department for assistance in updating a taxpayer's return to reflect the correct city/county account number. A few forms and have been received and the Department has been working on those updates.

### **ACH Credit Payment Resolution**

The Department posted procedures and a template that can be filled out to request the block of an ACH Credit taxpayer who has continued to send their ACH Credit payment incorrectly. This request form is posted to the website; go to the 'Information for Local Governments' page and click on the ONE SPOT link.



### **Discount Calculations across Locality Codes**

The discount calculation across locality codes is an issue that is still being reviewed.

### **File Layout Changes**

ONE SPOT export file layout changes were posted online and an email sent to notify everyone of the upcoming changes to the return and payment files. Test files that include these changes will be available by the first of February, with the changes going live with the files available on March 3<sup>rd</sup>.

### **Multiple Locality Codes**

A locality referenced an issue that they have with taxpayers not filing on all of the locality codes that they should. The ONE SPOT system prompts them, but cannot require them to include or not include a locality code. The Department will look into what can possibly be done, but taxpayer education of what their filing requirements are is still the best solution.

### **Multiple Filing in a Single Period**

A locality inquired about a second return and payment they received for the same period. The system did not export a duplicate return, the taxpayer filed an additional return on the period and ADOR is reviewing what occurred to allow the period to be open for the second return to be filed.

### **Penalty Waivers**

A locality restated that ADOR employees not indicate in any way that penalty will be waived by a non-state administered locality or its administrator. ADOR will notify its employees again of this fact.

### **Reports of Payments Directed to ADOR in Error**

A locality reported that they had received a distribution of funds paid to ADOR in error by the taxpayer, but they did not have the information to identify the taxpayer. ADOR will work to get changes in place that will allow the report that corresponds to the distributions to be made available in a more timely manner than once a month.

### **Next Conference Call**

Next Meeting will be Tuesday January 21, 2014 at 10:30am

**ONE SPOT Conference Call**  
**Tuesday, January 7, 2014 10:30 am**  
**Next Meeting: January 14, 2014**

## **Summary of Topics Discussed**

### **Saved/Stored Returns**

Programmers are working on changes to update the information provided on the confirmation page received when storing a return to finish later. The filer will be reminded that the return has not been submitted and they must complete the return timely to avoid late penalties and interest.

### **Taxpayer Training/Assistance**

Programmers are working on creating Computer Based Training (CBT) files to assist MAT users and for localities to use while walking taxpayers through the filing process.

The Department will also partner with Municipal and County Government Associations for assistance in additional training for locals where needed. The ADOR Taxpayer Service Centers will also be involved in the training efforts.

The Department is currently working on coordinating a training session in the Birmingham area and will schedule sessions in other parts of the state soon.

### **Conference Call Summaries**

The Conference Call summaries are now online. Go to the 'Information for Local Government's' page and click on the ONE SPOT link, the files are listed individually and as a combined file for easy searching.

### **City/County Tax Account # Update**

The Department posted a set of procedures and a downloadable template that a locality can fill out and submit to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) requesting the Department for assistance in updating a taxpayer's return to reflect the correct city/county account number. The template will request certain items that will be necessary to ensure that the correct taxpayer and taxpayer information is adjusted. Go to the 'Information for Local Governments' page and click on the ONE SPOT link.

### **ACH Credit Payment Resolution**

The Department posted procedures and a template that can be filled out to request the block of an ACH Credit taxpayer who has continued to send their ACH Credit payment incorrectly. This request form is posted to the website; go to the 'Information for Local Governments' page and click on the ONE SPOT link.

### **Discount Calculations across Locality Codes**

The discount calculation across locality codes is an issue that is still being reviewed. Previously, a locality referenced the discounts allowed for their locality is higher because they have multiple locality codes. The department recognizes the filing of each locality code as a separate return filing with its own discount calculations.

### **Payments Remitted to ADOR in error**

If the taxpayer has paid ADOR in error, we need the taxpayer to contact us to provide direction in what they want done with the payment. We cannot automatically send the payment to the locality because the taxpayer may have realized their mistake and already sent a separate payment to the locality and/or are planning to use the overpayment as a credit on a future return or may request a refund from the department. Please feel free to contact ADOR to confirm the payment was received, but please direct the taxpayer as to whether you will accept the payment being disbursed to you by the department or if you will require payment by another method for that period.

### **Late Deposits**

Due to a server issue, the deposits for December 26<sup>th</sup> and 27<sup>th</sup> were delayed. The issue was taken care of and it is understood by the Department that localities received the funds on January 2<sup>nd</sup>. Procedures have been put in place to insure this scenario does not occur in the future. If any other deposits were late, we can only assume it was at the bank level due to the holidays.

### **Special Characters in City/Co Tax Acct # Field**

It was requested that no special characters and certain numbers that match to a locality code not be allowed in the City/Co Tax Acct # field. Because the system is not able to validate the account number entered in this field, the field was left unformatted to allow any assigned tax account format to be entered. The only requirement on the City/Co Tax Acct # field is that it not be left blank.

### **Export File Help**

A locality requested help with importing their files and arrangements were made to contact the locality for the one-on-one help that they need. Another locality inquired about the manual intervention they must do when a taxpayer files a zero return for one tax type and money due on another tax type. This is believed to be an issue with how their software is handling the import of the data and it was recommend that they contact the software vendor; the Department will also reach out to the software vendor to see if they have any questions regarding the export files and how they should match up.

### **13-Period (4-Week) Filers**

A question was raised regarding the ability of the 4-week filer to have multiple returns in one month. MAT is programmed with the period end dates provided by the taxpayer and a return is allowed for each period end date, even if it falls within the same month as another period end date. If there is an issue with the 4-week filers, it should be reported to ADOR, providing a specific taxpayer account/confirmation number so that the matter can be researched.

**Reporting Issues / Asking Questions**

The weekly conference call is an avenue of communication regarding ONE SPOT. The calls were not put in place to limit when questions can be asked or issues reported. Please contact the Department at any time so that assistance can be provided immediately. The matter can still be discussed in the conference call, but we don't want you to wait until a conference call to get the help you need.

**Next Conference Call**

Next Meeting will be Tuesday January 14, 2014 at 10:30am

**ONE SPOT Conference Call**  
**Tuesday, December 17, 2013 10:30 am**  
**Next Meeting: January 7, 2014**

### **Summary of Topics Discussed**

- **Overview of Items on prior week's call (December 10, 2013)**

#### **Returned Payments**

A few localities had returned payments that had not been able to be debited from their bank accounts. In checking with the payment processor, those debits were processed last Monday (9<sup>th</sup>), and an email regarding the debit was sent on Tuesday to the affected localities. If you have any balancing issues, please let us know so that we can get you the information needed as soon as possible.

#### **Files Changes/Updates – First of Month Only**

A request was made that any future file changes not be made mid-month. This has been noted and any planned layout changes will be coordinated to occur only at the first of a month. Currently I am building a list of the requested additions to the return and payment files for a future file layout update. I have noted the requested addition of the DBA and FEIN to both the return and payment files, as well as add the legal name and the pj indicator to the payment files.

#### **13 Period Filers**

A question regarding the 13-period filer returns that have a period end date in the NSA return export file other than the true period end-date. The correction of that issue was tested and went into production on the evening of the 13th, so any 13-period filer returns exported after that date will have the true period end date.

#### **Local Accounts Lookup Updates**

The Local Accounts Lookup was updated to correct an issue where some tax account records did not include the DBA that is on record with the Department. If the business's legal name or DBA does not coincide with what is on record with the locality, this will be an issue of the taxpayer not updating ADOR or the locality of complete name information or changes in that information. The legal name and DBA in the export files are not taxpayer entered, they are in the system based on information provided at the time the taxpayer registered with the state or based on updated information provided by the taxpayer.

#### **Excel Import Template Updates**

An updated version of the Excel import template was placed online yesterday. The last version had a problem in on the Returns tab with the Dishonored Payments and Balance columns.

## **Taxpayer Training**

Taxpayer training as well as additional demonstrations and training for localities and administrators has been requested and the department will be working to coordinate those type meetings throughout the state and possibly through future webinars.

- **Overview of Items Discussed, December 17, 2013**

**The following are items that were discussed in the meeting on December 17, 2013 as well as feedback documented from the localities during the ONE SPOT Advisory Council meeting on December 13, 2013.**

### **Saved/Stored Returns**

There was concern about taxpayer's who save their returns to finish later and never come back to finish the filing. Currently, the filer must enter their password to save the return. We will be adding additional information in the password popup box as well as the page immediately after that to remind them that if they don't finish the filing timely, they will incur P&I charges.

### **Taxpayer Training/Assistance**

A source that the localities could use while walking taxpayers through the filing process was requested. The Department is developing videos to show different steps of the ONE SPOT filing process, so whatever area the filer is having trouble with they can select that topic for assistance. Current topics that are being developed:

How to...

- Add a locality to the local return
- Change a City/County Tax Acct #
- Finish a Stored Return
- Upload a Local return
- Remit ACH Credit Payments

These videos should be available within a few weeks.

The Department will also partner with Municipal and County Government Associations for assistance in additional training for locals where needed. The ADOR Taxpayer Service Centers will also be involved in the training efforts, these efforts were suggested to begin after the holidays and towards February to allow the annual filing period of December 2013 to process.

### **Conference Call Summaries**

It was requested that ADOR provide a searchable summary of the conference calls so that those who weren't able to be on the calls can be informed of all that was shared. This will be available soon through a link on the ONE SPOT page for local governments (where the file layouts and excel import template are located). These will not be official minutes, but a summary of topics discussed. The minutes will be posted by the Thursday after the meeting.

### **Tax Type Cross Checking from Local to State**

It was asked if MAT could cross-check and disallow an out-of-state taxpayer with an SU (seller's use) account to file a ST tax (sales tax) for the local. The Department has looked into and discussed the different variables and believes this is best handled through the tax administration process of educating the filer of their error. Taxpayers can have multiple state tax type accounts within one legal entity which would prevent accurate cross checking abilities.

### **City/County Tax Account # Update**

Taxpayer's not using their correct city/county tax account number when filing their return has been one of the biggest problems and steps have been taken to help on that matter. The local return table was updated to change the field name from Jurisdiction Account Number to City/County Tax Acct #. Procedures are being put into place where a locality can request the Department to update the information for a taxpayer that continues to fail to update the information as requested. Taxpayer education is still a primary goal as without that education, they can undo what has been done to try to fix their error. We feel in time this type of error will diminish. The Department will post a set of procedures and a downloadable template that a locality can fill out and submit to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) requesting the Department for assistance in updating a taxpayer's return to reflect the correct city/county account number. The template will request certain items that will be necessary to ensure that the correct taxpayer and taxpayer information is adjusted. These procedures and template should be posted to the ADOR Local Government ONE SPOT website by Friday the 19<sup>th</sup>.

### **ACH Credit Payment Resolution**

ACH Credit payments not being submitted to the correct payee or not submitted with sufficient addenda information to match to the return is still a concern. The department will be sending a notice to all ACH Credit filers noting the importance of submitting their payments correctly and providing guidance. We are also looking at updating and adding additional information to the site to prompt them to submit the payments correctly, as well as a video regarding that subject. An ACH Credit filer that continuously ignores your notification and warnings to correct their payment issue can be blocked. The Department will post procedures and a template that can be filled out requested a block. This request form should be posted to the ADOR Local Government ONE SPOT website by Friday the 19<sup>th</sup>.

### **Taxpayer Locality Registration**

It was asked if a note could be added to remind filers that they must register with the locality that they are reporting tax to. Not knowing what taxpayer is truly unregistered with the locality, a dynamic note would not be possible, and a generic note will in most cases be overlooked. We have heard from a number of localities that they are seeing more new taxpayers since ONE SPOT began. Through the information in the return export file and the local accounts lookup, all of the information we have is provided to identify the taxpayer and the filer so that the locality can follow up with the taxpayer for administration purposes. In a locality based suggestion: You can create an account based off the ADOR information, then contact the TP and inform them of the

City/County specific account number and the requirement to file if a taxpayer files on a continual basis as a “one-time filing”. The One-Time Filer checkbox being selected when not necessary is an issue that the Department is hoping will diminish as taxpayers learn the system as well as through contact to the filer regarding the matter.

### **Discount Calculations across Locality Codes**

A locality referenced the discounts allowed for their locality is higher because they have multiple locality codes. The department recognizes the filing of each locality code as a separate return filing with its own discount calculations. For the instance that was reported, the Department is reviewing Acts and resolutions regarding that localities’ allowed discount and follow-up will be made with that locality. If your locality has any discount calculation issues please contact [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov) to discuss.

### **Late File and Late Payment Penalties**

Some localities have commented that the penalties that have been applied are not in line with the penalties they charge. According to the ONE SPOT Act, penalties will be applied the same as state.

### **Payments Remitted to ADOR in error**

If the taxpayer has paid ADOR in error, we need the taxpayer to contact us to provide direction in what they want done with the payment. We cannot automatically send the payment to the locality because the taxpayer may have realized their mistake and already sent a separate payment to the locality and/or are planning to use the overpayment as a credit on a future return or may request a refund from the department. Please feel free to contact ADOR to confirm the payment was received, but please direct the taxpayer as to whether you will accept the payment being disbursed to you by the department or if you will require payment by another method for that period.

### **Filing Frequency**

The taxpayer’s accounts are uniform in filing frequency. The state accounts and local accounts mirror each other. Therefore, if a taxpayer is registered with the state as a monthly filer, then the local account is a monthly filing status as well.

Currently if the locality has a taxpayer registered as a quarterly filer and the taxpayer is registered with the state as monthly, there are options.

1. Change the locality filing status to mirror that of the State, this can be determined by utilizing the “Local Accounts Look Up” available in the ONE SPOT Files
2. Allow the taxpayer to add your locality on that Period ending; for example – the taxpayer would include the locality only on those quarter ending periods
3. Allow the taxpayer to submit zero returns on non-quarter periods and then remit the tax on the quarter ending
4. Request that the taxpayer utilize other means of filing

The Department cannot prevent a taxpayer for utilizing the ONE SPOT system for filing. In the case of filing frequency, it is best solved with accurate taxpayer education on what the locality’s return filing expectation is.



**Holiday Conference Call Schedule**

Next Meeting will be Tuesday January 7, 2014 at 10:30am

**ONE SPOT Conference Call**  
**Tuesday, December 10, 2013 10:30 am**  
**Next Meeting: December 17, 2013**

## **Summary of Topics Discussed**

### **Debit/Credit Payment Files**

To better assist in the balancing process, two payment files are being implemented; one related to debit payments and a separate payment file for credit payments. The separate payment files will have the same layout, so no change is needed to import the files. The new payment files will begin on December 11, 2013.

### **System Updates – First of Month**

Concern was expressed about updating and changing templates and files during mid-month. The concern was noted and the Department will ensure that any changes from this point forward (non-critical) will only occur at the first of the month. Critical changes will be updated when necessary with timely information disbursed concerning the change needed and updates to locals.

### **13 Period Filers**

The Department is currently working on a fix to correct the dates associated with 13 Period Filers. The issue should be fixed by the next meeting scheduled on the 17<sup>th</sup>. The Department will be sure to address the issue and its updates in the next scheduled conference call.

### **Advisory Committee Meeting**

The ONE SPOT Advisory Committee Meeting is scheduled for December 13, 2013 at the ACCA building in Montgomery

### **State Administered Localities, Administration Fee**

The Department recently was granted approval from the courts to lower the administration fee for State-administered localities based on the cost of internet filing through ONE SPOT. This in turn, lowers the administration per return fee from \$7.75 per return to \$6.54 per return for sales, use and rental taxes. Lodgings tax (since not included in ONE SPOT) will still be calculated at \$7.75 per return. The Department's administration fee is calculated as 2% of gross collections or \$6.54/\$7.75 per return, whichever is less.

### **Non-Alphanumeric Characters**

It was brought to the Department's attention that some taxpayers have non-alphanumeric characters in the DBA/account name which is causing the import process to fail for some local governments on those taxpayers. The Department has been made aware of the problem and has corrected those certain taxpayers. If a locality encounters any issues with non-alphanumeric characters please contact [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov)

**ONE SPOT Conference Call**  
**Tuesday, December 3, 2013 10:30 am**  
**Next Meeting: December 10, 2013**

## **Summary of Topics Discussed**

### **Re-presenting Returned Payments**

It was discussed that some local governments would prefer to contact taxpayer's directly after the first payment reject. At the locality's request, Alabama Interactive can stop re-presentments on NSF/rejected payments and/or limit the number of times the payment is re-presented. To request this please contact Wanda Robbins directly or email [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov).

### **Penalty Waivers**

There was concern expressed that taxpayer's are being told that certain localities will waive penalties if the locality is contacted directly. The Department will ensure that its employees do not give the taxpayer the assumption that the penalties will be waived, but rather that they must contact the locality directly for a penalty waiver. It is at the local's discretion and their policy to waive penalties assessed on the ONE SPOT system.

### **ACH Credit Payments**

ACH Credit Taxpayers are noted in the Return (NSA) file with a "V" notation. It is advised that when reconciling payments, please make a note that the taxpayer's noted as "V" will be ACH Credit taxpayers and the payment will not be processed through Alabama Interactive but will be pushed by the taxpayer into the local's bank account. If the payment is not received within the required time, the initial contact should be with the taxpayer to resolve their payment. If the taxpayer has mistakenly directed the payment to ADOR, please advise the taxpayer to contact ADOR for the Department to forward the funds to your locality, and/or request a refund if other payment arrangements have been made.

### **13 Period Filers**

The Department is currently working on a fix to correct the dates associated with 13 Period Filers.

### **Advisory Committee Meeting**

The ONE SPOT Advisory Committee Meeting is scheduled for December 13, 2013 at the ACCA building in Montgomery

### **Debit/Credit Payment Test Files**

To better assist in the balancing process, two payment files are being implemented; one related to debit payments and a separate payment file for credit payments. The separate payment files will have the same layout, so no change is needed to import the files. The test files will be available online at the ONE SPOT Local Government page by the close of business today.

**ONE SPOT Conference Call**  
**Tuesday, November 26, 2013 10:30 am**  
**Next Meeting: December 3, 2013**

- **Overview of Items on Submitted for Discussion**

### **Designation of Deductions**

The City/County Form 9501 which serves as the template for the ONE SPOT return currently does not differentiate between the types of deductions. While it does not currently have the ability to differentiate we will see if something can be done for future updates to the system. At this time, a locality might want to request a quarterly or annual supplemental report from those taxpayers that do report deductions.

### **Link for Email Fund Transfer Notifications**

This email is generated by Alabama Interactive and at this time is not a link on the ONE SPOT export files page. We will contact AI to see if this would be possible to add, however past attempts stated it would not be possible.

### **Is it possible to view more than the past seven days returns and payments?**

Yes, however you will need to specify the time span that you would like to view. The default setup is to show only the past seven days.

### **City/County Account Number Taxpayer Issues**

Taxpayers are required to enter data into the account number field; they may be doing so by selecting the “One Time Filing” option or inputting incorrect account numbers. The Department is currently looking at ways to minimize confusion, such as a “hover” notation which explains when One-Time Filing should be selected. We do encourage localities to contact taxpayers and do hope that after a couple filing periods that localities will see a decrease in the number of instances. The Department is checking to make sure that we can internally adjust the City/County account number to where our local tax employees can assist.

### **Taxpayers are finding that their tax type is incorrectly setup. If they file Sales tax with the state does that limit the tax types available on the local level?**

Our system does not default a taxpayer to a specific tax type on their initial set up, they have the selection of multiple tax types. If the taxpayer did select sales tax in error, they can simply make this correction on their next tax filing by clicking into the tax type box on the Return Table and selecting the correct tax type.

### **When following up with a taxpayer, they are supplying the total remitted to all locals rather than the specific locality in question. Is this available or shown on the MAT local return confirmation?**

The return confirmation page does split the total amount remitted by locality. It appears that the taxpayers may be looking at the confirmation page rather than the return itself. The taxpayer can print a copy of the return confirmation from the MAT system, by the following steps:

1. Log into MAT
2. Select the local account link
3. Select “View Return” by the appropriate tax period
4. Select “Print” link located on the left hand side of the page

### **Locality Hands-on Training**

The Department is working on setting up some permanent sign-on ids for training purposes. If a locality would like training please contact the Department at [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov)

### **ADOR Local Inquiry call volume**

ADOR has seen a noticeable decrease in the number of calls from Oct. to Nov.

### **Adding Multiple Localities to the Return**

A taxpayer can file multiple localities on the return. It appears some taxpayers may have difficulty adding additional locals to the return for filing. To add a locality to the Return Table a taxpayer can follow the directions below:

1. Click on the local tax account link
2. Click on "File Now" beside the tax period
3. Click on the "Return Table" button
4. Add a locality by filling in the information in the green columns, starting with "locality" and finishing with "deductions"
5. Repeat Step 4 until all localities are entered
6. Check for any errors (red notations/asterisks)
7. Click "OK" and if applicable review any counties that MAY need to be added (the Counties Expectancies does not mean they are required to add them, but rather that they MAY want/need to)
8. Click the "Next" button to proceed to Step 2 and Step 3
9. File in banking information on Step 3 and click "Submit"

### **ONE SPOT Assistance & Updates**

A taxpayer or locality can always get assistance at [OneSpot@revenue.alabama.gov](mailto:OneSpot@revenue.alabama.gov)

Number of Returns Filed through ONE SPOT:

October: 392 localities, 96k returns for \$54.7m

November: 400 localities, 118k returns for \$65.9m

### **ONE SPOT Conference Call**

Next conference call scheduled for Tuesday, December 3, 2013

Please send any questions for next week's call by 5p on Fri., November 29 to [ONESPOT@revenue.alabama.gov](mailto:ONESPOT@revenue.alabama.gov)