

**ONE SPOT Advisory Committee Meeting  
Wednesday, May 9, 2018, 10:00 am  
Revenue Commissioner's Conference Room**

**Summary of Topics Discussed**

Meeting was opened with introductions around the room and then a brief overview of the program was given: Filing information of \$7.5 billion Non-State Administered local taxes reported through the ONE SPOT system since its inception. Two changes over the past year have been the change in interest rate calculations, in accordance to Act 2017-415, and update of the City/County Tax Acct # field to only allow alpha-numeric characters and a dash. An upcoming change to the ONE SPOT system is the addition of the Sales Tax Direct Pay tax type of SD; this change will be live effective October 1, 2018 and has been referenced in a couple of the monthly ONE SPOT conference calls. The host of the Online Reports website has stated that they will be updating the site to a format that will be more user friendly. The timeline has not been provided for that website update.

Items discussed during the meeting were as follows:

**Account Number Issue** - Butch Burbage (ONE SPOT Chairman, Shelby County) stated that many local governments are continuing to have a major issue with filers using the wrong City/County Tax Acct #, which requires a lot of time to clean up manually each month. The question was asked if that field could be locked down or validated in some way to stop users from changing a corrected number back to an incorrect account number. Terri Henderson referenced that they have incorporated the State's local tax number into their revenue system so that if the City/County Tax Acct # is wrong, then they have the State's account number to match to, which has resolved a lot of their issues. ADOR will be checking with the programmers to see what other solutions may be available to help resolve this issue.

**Failed Payments** - Christy Cato (RDS) asked if others in the room have had a higher than normal number of failed payments recently. Failed payments occur when banking information is not entered correctly (the system does validate the routing number and the bank account number must be entered twice); when there is a debit block on the bank account (user must provide the debit block code to their bank); when there has been a banking change (sale/merger) and the user hasn't updated the banking information; and when there are Non-Sufficient Funds. Others in the room hadn't noticed a marked increase of returned payments; Ms. Cato stated that they would work directly with Wanda Robbins to help them with any questions regarding the banking.

**ACH Credit Payments** - Gwen Hall (City of Mobile) asked how others were matching ACH Credit payments that are being sent in as a lump sum. An issue that they have is with a third-party filer sending multiple clients' payments in one ACH Credit instead of separately. It was suggested that they filter their NSA download file to show only the EFT Flag of "V", then sort those by a piece of the filer's contact information, such as their Email address, this would lump the same filer into a group and possibly make it easier to find and match the payments.

**Current Month's Tax Remittances Report** - Terri Henderson (Montgomery County) referenced having to look back over multiple Current Month's Tax Remittance Reports to match to a single deposit from the State. The Current Month's Tax Remittance Report provides the related taxpayer information associated with deposits from the State and not through the ONE SPOT system. James Mayberry and Wanda Robbins asked to see a specific example of this occurrence, as the deposit information should show on one report only.

**Pending Payments** - Terri Henderson requested a way to query through the report system to get a list of the pending (warehoused) payments. Currently the "Pending" query option does not return any information because the payment has not started processing due to being warehoused to a later date. ADOR will be checking with the programmers to see what solution may be available for this request.

**One-Time-Filing** - Terri Henderson referenced the recent changes to the system that updated the "One-Time Filing" default account name to change from "One-Time Filing" to "One-Time-Filing". The original default entry, when the "One-Time Filing" checkbox was selected, was: One-Time Filing. When the system was updated to not allow spaces and special characters (other than a dash) in the City/County Tax Acct # field, the default set to be: One-Time-Filing (there was a brief time in between the system update and the default name being changed that the taxpayers had to make a manual correction to remove or replace that space). Although the City/County Tax Acct # field is auto-populated by the checking of the "One-Time Filing" checkbox selection, the City/County Tax Acct # field is still an editable field that the filer can change at will. Also, those filers using the upload feature may have different variations in their upload (with spaces, without space, with dashes). Once uploaded, the return will error if the City/County Tax Acct # has anything but numbers, letters or dashes, so when they manually correct any of those that error, they may do so with different remedies (remove the space or replace the space with a dash). If there is a user that did not check the One-Time Filing checkbox, but entered something like "one-timefiling" in as their account number, ADOR can assist with getting that updated (with adding a dash or their correct local tax account number) so that it is carried forward to the next month correctly. However, an update cannot be made to those that use the checkbox because that column of data is not carried forward to the next month's return.

**Sales Tax Direct Pay** - Terri Henderson restated her understanding of the upcoming change regarding Sales Tax Direct Pay. Some taxpayers have two Local Tax account numbers with the State, one for normal sales tax (allows discount) and one for their direct pay taxes (allows no discount). Local governments may not assign multiple accounts for this purpose. The State will close the current direct pay accounts and the taxpayer will file all taxes under the regular account, filing the direct pay portion under the Sales Tax Direct Pay (SD) tax type instead of Sales Tax (ST). Reiterated that file layout changes requires programing changes on the locality and administrator side, so as much advanced notice as possible is requested.

**System Outages** - Terri Henderson stated that when there are system outages, or when the export files are not able to be passed to the payment processor timely, this affects the settlement date of the funds and manual adjustments on their end.

**Motor Fuel “one spot” System** - ADOR is not expecting this new filing portal to be in MAT as a part of ONE SPOT. First advisory meeting tentatively scheduled for the 2<sup>nd</sup> week of August. The localities present confirmed that they are the same ones who handle the motor fuel tax information for their locality.

**Municipal Tax Prompt** - Latrice Mose (City of Auburn) requested that the system provide a pop-up like the one that currently prompts taxpayers to file county taxes when a municipality has been filed without a corresponding county tax. ADOR will be checking with the programmers to see what solutions may be available to accomplish this request.

**Multiple Locality Code Prompt** - Darrick Williams (Jefferson County) stated that Jefferson County and Madison County have multiple locality codes that are required to be filed for the same tax transaction and often the user files one but not both that are required. Requested that the system provide a prompt to remind them of the additional code to be filed. ADOR will be checking with the programmers to see what solutions may be available to accomplish this request.

**Stored Returns** - Mike Stuardi (Mobile County) asked if those filers who have their current tax return stored could receive a reminder of the stored return on or before the due date. ADOR will be checking with the programmers to see what solutions may be available to accomplish this request.

ADOR will follow up with the Committee after conferring with the programmers so that the Committee can prioritize the noted requests.

Meeting adjourned 12:10 p.m.