



# Wyoming Fuel Tax News

VOLUME 8, ISSUE 3

JUNE 2018

## SPECIAL POINTS OF INTEREST:

- A Little Bit of Everything
- FTA Values
- Electronic Signature Update
- New FTA Team Members
- We Share Your Passion

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## All The FTA Information You Need

“Success usually comes to those who are too busy to be looking for it.” - Henry David Thoreau

We must be pretty successful here at FTA-busy times as usual around here! We’re hoping that our customers are staying busy and enjoying summer now that it is finally here. We have a good variety of information to share, so let’s get to it.

We are planning to send out a *Customer Satisfaction Survey* in August, and we hope that you will take the time to share your opinions with us. Unfortunately, it has been quite a while since we surveyed our customers, so we will need to set a new benchmark with this survey. While we hope that we are continuing to meet if not exceed our customers needs, we are very open to hearing about our opportunities. This input will help as we move into the development of our new Balanced Scorecard strategic plan. The survey will be open from August 6th—August 20th, and it will be an electronic survey proctored through Survey Monkey. We will be sending out an email as well as a introductory memo with the link to the survey. Please look for that communication and accept our appreciation in advance.

In late March of this year, we worked through the process of collectively identifying our personal and team values to arrive at a set of updated FTA Team values. We once again used the Zappos methodology to complete this project, and it is always eye-opening for team members to work through the exercises. We are strong advocates that team values should come from within rather than being assigned to the team, so with so many new team members it was time to reestablish our values. Our values are listed on the bottom of pages 2,3, & 4 of the newsletter, and the values statements that go with each with be available

on our website in the near future.

In late April, Wyoming FTA hosted the Pacific Region Conference for the Federation of Tax Administrators, Motor Fuel Section in Jackson, Wyoming. The conference was well attended (of course it was—it was in Jackson!), and we were fortunate to have a number of engaging presentations. Special “Thanks” to Mark Larson with Wyoming Petroleum Marketers Association and Mike Bailey with Bailey Oil for their presentations at the conference.

A technical note on submitting amendments: While we appreciate that our current policies on what you have to mail with an original signature and what you can email can be confusing, please know that **you can email your amendments** to us. Please don’t email and mail your amendments as it does create some confusion. Our preference would be for you to email your amendments to us, but you can mail them if that is your preference. This practice will continue even after the implementation of the new filing process as we will still not be able to accept electronic amendments.

Speaking of the new filing process affectionately known as the *Electronic Signature* project—we have again dedicated the entire second page to providing you with a comprehensive update. **The front-page news is that the “pretty firm go live date” is now November 1st.** More information on page two – see you there!

We continue to work towards the elusive goal of becoming “current” with our technical work, and we have just embarked on the strategic planning process that will provide us direction for the next three years. Stay tuned!

See you in September - Enjoy Your Summer!

## Yet Another Electronic Signature Update

In our effort to continually keep you updated on the ongoing project known as the Electronic Signature project, we offer the following:

As you've all come to appreciate over the past twelve to eighteen months, this project now entails much more than an electronic signature process. While the impetus for us to accept electronically submitted coversheets (through the use of an electronic signature), the project has expanded to not only create a more expeditious, more user-friendly electronic filing process, but to ultimately create a "one-stop-shop" for our customers where you can upload your monthly reports and any supporting documentation, complete the coversheet information, sign electronically, and pay any taxes due.

The project appears to be in the home stretch as our IT and Financial groups are finalizing the details related to the "Pay Now" process. As we understand the process, customers will have two options when they select the "Pay Now" button after uploading their files: 1) Pay a tax liability of up to \$250,000 online through an e-check process; or, 2) Sign-up for the ACH/EFT/Wire Transfer payment processes. You will still have the third option of mailing a

check if that is the process you prefer. Again, this was a lynchpin process for us that we thought was worthy of delaying the implementation of the entire project, and we anticipate that it will all have been worth the wait.

Our most recent estimation was that we would be transitioning to these new processes in mid-August 2018, but due to the external processes necessary for the "Pay Now" options **we are now anticipating a firm roll-out date of November 1st, 2018.**

The "home stretch" referred to looks like this: We anticipate another round of testing of the filing and payment processes late August through mid-September. We then anticipate a period of time to resolve any issues, re-test if necessary, and then a "clear the pipe" timeframe estimated to be about 14 days in the middle of October. We anticipate a "quiet period" in October where you will not be able to upload any files, and this is done so that the new code can be moved into place. We will continue to refine these details over the next few months, and we plan to formally communicate the details to each of you as we get closer. Unfortunately, the statement has to be made that this is all subject to change, but everyone

involved is pushing to get this project across the finish line by November 1st.

Again, prior to the transition, we need to ensure that we have received all required documentation from our customers.

**Several months ago we sent Electronic Signature Trading Partner Agreements to all customers, and we have received the majority of them back. If you have not yet submitted the Trading Partner Agreement, please return it to us as soon as possible as a signed agreement will be required for you to file electronically in the new system.**

**EDI Filers:** Please remember that there are new EDI specifications that will need to be employed when this process goes live. Until then, you will need to continue using the current EDI specifications. The new EDI specifications are posted on the FTA website in two formats: One format is simply the proposed new EDI specifications, and the other format highlights the actual changes to the EDI specifications.

Again, we plan to provide more detail about the new processes as we move ever closer to implementation, and as always we thank you for your patience.



## Jenni Radford Joins The FTA Team

Wyoming Fuel Tax Administration is happy to welcome Jenni Radford to the FTA Team! Jenni joined us in late April as the newest Fuel Tax Examiner on the team. She held that title for about three weeks until Justin joined the team (see article below).

While originally from Cheyenne, Jenni comes to FTA from the Scottsbluff/Gering area in Nebraska where she most recently worked as the Accounting Clerk for the Scottsbluff/Gering United Chamber of Commerce. Prior to spending six years at the Chamber, Jenni worked for four years at the Gering Vision Center as an Optometrist Assistant. She also worked in banking and local government while in Gering.



Jenni earned an Associates of Applied Social Sciences in Accounting from Laramie County Community College, she is a graduate of Leadership Scottsbluff, and a member of NEXT Young Professionals.

When she's not working, Jenni loves quilting and has been quilting for ten years. Please check-out her passion statement on the back page.

Jenni is well into the training process at FTA, and as she is already working accounts you may have already heard from her. We're excited about what she brings to the team, and we're hoping to tap into her well-rounded professional experience as we move into building our new *Balanced Scorecard* strategic plan.

**Welcome to the team, Jenni!**

## Justin Clark Joins The FTA Team

Wyoming Fuel Tax Administration is also happy to welcome Justin Clark to the FTA Team! Justin joined us mid-May as the newest Fuel Tax Examiner on the team.

Justin comes to FTA most recently from the University of Wyoming where he graduated in May with a Bachelor's degree in Finance & Banking. Prior to attending UW, Justin served in the United States Air Force for six years and was honorably separated after completion of his enlistment. While serving in the US Air Force Justin was an instructor who planned, directed, and conducted all phases of training programs for the USAF.



Justin is originally from upstate New York, and he found his way to

Cheyenne when he was stationed here at FE Warren Air Force Base.

When he's not working, Justin likes to spend his time competing in competitive shooting matches as well as traveling. As a new father, the competitions he attends tend to be local ones, but he has competed in state, national and world championships. Look for his passion statement in the next newsletter.

Justin is also well into the training process at FTA, and as he is already working accounts you may have already heard from him. We're excited about what he brings to the team, and we've got plans to use his experience as we move forward with the evolution of the FTA Program.

**Welcome to the team, Justin!**

# We Share Your **PASSION**

## Jenni Radford: Tax Examiner

My passion is quilting, and I have been quilting for 10 years.

I really enjoy all of the calculations involved at the beginning of a quilting project as I have to be precise when figuring how much fabric to purchase. The measurement must be exact when cutting out the blocks. The color choices are all fun, but the basic tasks need to be correct for the finished project to be beautiful.

I bring the same care and attention to my professional work. It is a fantastic feeling to get to the end of the task, however, the details along the way make all the difference.



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