



# Wyoming Fuel Tax News

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## SPECIAL POINTS OF INTEREST:

- **Getting Caught -Up**
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- **FTA Customer Profile**
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## Getting Caught-Up In FTA

Well, while we're interested in breaking records here at FTA, the record for the most delinquent newsletter is not one we're proud of! Once again, please accept our apologies for the delay in getting the newsletter out to you, but you will no doubt see that we've had a lot going on over the last four to five months.

Things are looking up here at FTA as we continue to move the needle and get closer to what we consider "being current." While we have experienced a recent loss of institutional knowledge with the retirement of Jan Hertel, we have done our best to keep the team cross-trained so changes such as these would be seamless to our customers. Learning is a daily activity in FTA, but our team has become more experienced, thus more effective and efficient, and therefore we are closing in on having the account work "current." While we are pleased with this progression, we are painfully aware that we don't consistently keep all of the balls in the air and that some things are still slipping through the cracks. This awareness will keep us focused on improvement, and for those of you that have experienced this through bad information, lack of follow-through, etc. we sincerely apologize.

Along the lines of auditing, we have received a good amount of feedback that our customers view having the same FTA Tax Examiner working their account over a period of months as a favorable shift in our process, and we believe it is a positive change as well. We continue to hope that the familiarity will breed some increased consistency, and that the

business relationships that are formed will improve communication between our team and the customer group. As we've shared in the past, we will rotate the accounts periodically to avoid what we refer to as "tunnel auditing," but we intend to "cross-pollinate" which should result in a fairly seamless transition between Tax Examiners.

Legislatively, the 2017 legislative session was certainly another challenging one for Wyoming legislators and State of Wyoming agencies. From a fuel tax perspective, the only applicable piece of legislation was SF 0023 which was related to fuel tax appeals. Wyoming fuel tax statutes did not allow for appeals of three or one year audit findings, and the Wyoming Board of Equalization, industry, and FTA thought this was something that should be addressed. Ultimately, the Wyoming Legislature and the Governor of Wyoming agreed, and the law goes into effect on July 1, 2017. The Wyoming Board of Equalization worked with FTA and took the lead on the drafting of the bill. Both the BOE and FTA testified in favor of the bill during the legislative session. Now, the Board of Equalization will work with FTA to craft rules and regulations relating to the fuel tax appeals process, and at some point in the future those rules and regulations will be open for public comment.

It's now getting to the time of year where travel across Wyoming and surrounding states is a little easier, so FTA will be out visiting customers during the summer months, to help with reporting, electronic filing, etc.

Visit us on the web:  
[www.dot.state.wy.us/home.html](http://www.dot.state.wy.us/home.html)

## Jan Hertel Retires From FTA

The Fuel Tax Program lost a valuable member of the team and a great deal of institutional knowledge several weeks ago when Jan Hertel retired. When Jan announced her retirement, we had mixed feelings of joy for her and sadness for us.

Jan began her career as a temporary Financial Specialist with FTA in June 2005. She became a permanent employee with the FTA Program in October of that year, and there was no looking back as Jan was hooked. During her tenure with the team, she held the positions of Financial Specialist, Fuel Tax Examiner, and Senior Fuel Tax Examiner. While she became well versed in all things fuel tax during her years with the program, she became the end-user refund

subject matter expert and spent a good amount of time working in that process. Jan loved to dig into complex fuel tax issues, and she was a huge advocate of educating our customers and giving them the tools they needed. She worked tirelessly on our strategic work team focused on customer education, and she was sad to be leaving FTA before our planned customer education seminars reached fruition.

Jan came to FTA following a varied career that included nursing home management, the Girl Scouts, and the Wyoming Legislature. Prior to joining FTA, Jan spent four years as a Wyoming Senate Committee Secretary, and she shared with us that she really enjoyed that educational position.

Jan will have a full basket of retirement activities as she is very active with her church and she loves to bake and garden. She will also now have the opportunity to spend more time with her husband, Ken as well as her children and grandchildren. We're all going to miss hearing about her grandson's adventures as a major league baseball prospect in the San Francisco Giants organization.

While we will also miss her fantastic cinnamon rolls and interesting stories, we wish Jan nothing but the best in her retirement. We hope that she enjoys many mornings on the sun porch and many successful church functions.

***Good Luck, Jan!***



## Electronic Signature Update

The electronic signature project continues to move forward, and we are really hoping to be testing the new processes in the next four to five months. While it seems like it has been a long development process, the outcome is going to be a complete electronic solution that should make monthly filing easier.

The WYDOT IT Team continues development on the site where customers will drop their electronic

files, complete the coversheet, attach other relevant documents, and electronically sign to submit their monthly fuel tax return.

Once testing is complete, FTA will send a cover letter with an electronic filing form. Once the form is sent back to FTA, the customer will receive an email containing the user name and temporary password. While the details are still being worked-out, we

believe this is very close to how the process will work.

We now know that this version will not have the option to "pay now," but that option remains on the drawing board for future development. Please remember that you can currently set-up ACH payments.

More news to come in the very near future. We are excited about this new application becoming reality.



# Wyoming FTA Customer Profile

## *Wamsutter Conoco Service, Inc.*

Gregg & Cyndi Waldner

### *How long has your organization been in business?*

41 years.

### *How many people work for your company?*

12

### *What is the biggest challenge your business is facing right now?*

Finding qualified employees.

### *What changes would you like to see Fuel Tax Administration implement?*

I am currently becoming more familiar with the new system and appreciate FTA being so patient with us.

### *Any words of wisdom you would like to share?*

Be consistent!



## We Are Happy To Welcome Vicki Klein To The FTA Team



We are pleased to welcome Vicki Klein to the Fuel Tax Team! Vicki will be joining the team on Wednesday, May 10th as the newest Fuel Tax Examiner.

Vicki has worked for the Wyoming Department of Transportation for 16 years as of May 1. She worked in Fuel Tax Administration for the first six years at WYDOT. Then it was time for a change, so she moved to the Motor

Vehicle Services Program at WYDOT where she has worked for the last ten years. According to Vicki, "Here again it is time for a change and what better change than to go back to my passion job in FUEL TAX." We sure are happy to hear that as we are excited to have Vicki back in the fold.

When not at work, Vicki enjoys spending as much time as possible with her family. She looks forward to spending time in Texas with her girls as they always plan fun outdoor activities such as hanging out on the beach at San Padre

Island, at the river walk or hiking. She also loves spending time with her husband as she shares that they are always laughing and enjoy each other's company a lot. She also shared that they are happy just hanging out at home, working on one of their projects, or on one of their many adventures. She equally enjoys her "at home" time where she loves working in her yard, cooking and just relaxing.

When asked what made her want to join the Wyoming Fuel Tax Team, Vicki responded with "I truly do have great passion for the actual work in Fuel Tax. The "team" is a big part in my wanting to join the Fuel Tax Team. I believe that the Fuel Tax Team has great value, pride and integrity in their accomplishments. All of these things are very important to me in my life, both business and personal."

Vicki will go through the formal training process, but as we anticipate that being an accelerated process, you will likely be hearing from her sooner rather than later.

Welcome, Vicki!

# We Want To Know More...

## *Carol Denny—Tax Examiner*

*Hidden talent:* Archeology (amateur) – I have done digs with groups of actual Archeologists

*Favorite thing:* Exploring a new place that I have never been before

*Favorite artist:* The Beatles & Diane Warren/Monet

*Favorite quote:* “We live life as though we have time.”

*What does the quote mean to you?*

One never knows what each day will hold – life is moments – enjoy each one. We have a new canvas to paint each day – make it a good one!

*Favorite ride:* My 75 VW Bug



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## *Tiffany Romero—Tax Examiner*

*Favorite thing:* I love my Nook but that is because I love to read.

*Favorite ride:* Amusement park ride is the Ferris wheel

*Favorite artist:* Musical Artist would be Ozzy Osbourne

*Favorite quote:* “May you live as long as you want but not want as long as you live.”

*What does the quote mean to you?* It means to me that you should be grateful #1 for your health and also for what you have not always what you don't. There are a lot of people who have less.



# The Fuel Tax Team

## Leadership Team

Wayne Hassinger, Program Manager: 307-777-3909

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## Team Members

### Service Delivery Team

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### Quality Team

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