



# Use Tax Valuation

Department of Licensing (DOL) and  
Department of Revenue (DOR)

Implemented July 2014

*By thinking Lean we will  
reduce customer wait time by an estimated **216 minutes***

## Problem

When a vehicle value can't be found in the Automated Valuing System (AVS), the use tax valuation process can be lengthy. Of the 1.6 million transactions of this type, about 2% result in customer wait times of an estimated 250 minutes. Duplicate steps, redundancy, lack of training and lack of standardization in the process hinders the ability to efficiently and effectively serve DOL customers.

## Causes

- The AVS does not contain values for all vehicles. This causes DOL, Agents, and Sub-agents to search several alternative sources to determine proper value for a vehicle. If value cannot be determined, DOR is contacted, resulting in longer customer wait times and additional staff work.
- Due to lack of training and process standardization, Agents and Sub-agents are unclear about how much authority they have to assign value, and methods are inconsistent.

## Solution

Video and written training material will be created and delivered by representatives from DOL and DOR. Vehicle and Vessel support staff will be trained in a new process this May, and will revisit all available alternative sources to search. Agents and Sub-agents will be trained shortly thereafter, which will include determination of their level of authority.

## Anticipated Results

