

## **October Project Update:**

# **Taxpayer Access Point (TAP) Project Update**

### **TAP Release 1 Go Live**

The Prorate and Fuel Tax (PRFT) program implemented the Taxpayer Access Point (TAP) System on October 5, 2015. International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP) customers were able to sign onto TAP, create their new online account; file and pay IFTA tax returns and IRP registrations (IRP); print IRP temporary authority; and purchase IFTA decals on line. The system also allows Service Agents to manage their customer records, process payments, etc.

We have a trained staff to assist and provide personal service to customers. This allows our IFTA and IRP staff to concentrate on processing the requests coming in from TAP, at the PRFT counter, and via mail. With over 7,000 customers for both programs, this was a tremendous undertaking and we appreciate your understanding and patience as work through the issues.

By the end of the month:

- 21% of our IFTA/IRP Customers established accounts in TAP;
- 1,219 work transactions were completed by Customers, including:
  - 789 IFTA Tax Returns;
  - 99 Decal Applications; and
  - 331 IRP Applications.
- 31% of those who established a TAP account made a payment for a total collected amount of \$1,049,555 in the month of October.

PRFT staff will continue to update processes and identify new ways to be efficient and better meet the needs of our customers. New solutions and FAQs will be posted to the TAP site and updates will be provided monthly.

### **GenTax/TAP Release 2: Kick-off October 13**

PRFT kicked off the work related to Release 2 of the new system on October 13, 2015. Release 2 of GenTax/TAP will focus on customer Fuel Tax transactions, refunds, reports, and the Audit modules. As of June 27, 2016, Fuel Tax and Unlicensed Refund customers will be able to:

- Manage your Fuel Tax account(s) customer account profile information;
- File and pay Fuel Tax account(s) online;
- Manage unlicensed refunds online;
- Implements new Fuel Consolidation Tax laws effective July 1, 2016.

### **Fuel Consolidation Tax Laws (SHB 1883): New Fuel Tax Licensing Structure**

- Go into effect July 1, 2016;

- Simplifies and updates Washington state fuel tax statutes;
- Consolidates license types;
- Establishes bonding requirements for licensees.

**Who is impacted?**

License Type	Current Structure	Future Structure
Suppliers	Motor Fuel Supplier	"Supplier"
	Special Fuel Supplier	
Distributor	Motor Fuel Importer	"Distributor"
	Special Fuel Importer	
	Motor Fuel Exporter	
	Special Fuel Exporter	
	Motor Fuel Distributor	
	Special Fuel Distributor	
Aircraft Distributor	Distributor Aviation Distributor	"Aircraft Distributor"
	Distributor Jet Distributor	
Blender	Motor Fuel Blender	"Blender"
	Special Fuel Blender	
Terminal Operators	(License not previously required)	"Terminal Operators"

**All current Supplier, Importer, Exporter, Distributor, and Blender licensees will need to reapply.  
All License types will require a new bond.**

Please go to <http://www.dol.wa.gov/vehicleregistration/ftlicenses.html> for more details about the new requirements enacted by SHB 1883.

We invite you to stay informed about GenTax and TAP and the upcoming releases at our public website at <http://www.dol.wa.gov/vehicleregistration/tap-project.html>.

If you have questions or thoughts on the project or upcoming changes, please submit them at PRFT Questions@DOL.WA.Gov, or contact your DOL representative.

**Frequently Asked Questions (FAQs) – October 2015**

**When I click on the link from the Department of Licensing Taxpayer Access Point Internet page, it shows a box with a small red "x". There are no graphics or links to show how to sign in. Why is it doing this?**

It might be the way your computer is configured which will not allow pop-ups. If this is the case, you will get a dialog box that says it will "allow once" or "always". Make your selection and it will allow the image to show. Another option is to change your browser. Try using Firefox instead of

Internet Explorer. Once you have made the adjustments, you will see a dialog box with the DOL logo, a title of **IFTA / Prorate Taxpayer Application** containing more options. If none of these options work, call us at 360-664-1858, option 9 for assistance.

**How differently has my account number changed with this new system?**

Your account will be a total of seven digits starting with zeros. The zeros must be included when trying to sign into TAP.

**Why do I keep getting an error message when trying to register for the first time? My account number has an "X" in it.**

Customers with an "X" in their account will need to contact us directly to assist with their first time registering. Please call us at 360-664-1858, option 9.

**In the first few days of trying to register, my system would lock out and I could not get back in for a very long time. Has this been fixed?**

Yes. If you get locked out today, the system will reset in 5 minutes.

**I am a Service Agent and have about 5 clients, may I add their FEIN and UBI information into TAP?**

Yes, as long as the customer has given you access to do this. When creating the customer account it will require the FEIN and UBI and our system will verify it.

**I registered my account in the new system (TAP) and signed up for my 2016 decals in October, was this too early?**

Yes. Decal applications and payments can be processed in November but not any earlier. You should not have a problem if you try to do this today. Please visit the IFTA, Inc website ([www.iftach.org](http://www.iftach.org)) and read about annual decals. We apologize for the inconvenience.

**I have an IRP account and am not sure how to get an original cab card to the staff for credit. Do I have to come down in person?**

No. We will accept a scanned image of the original signed cab card and you can attach it to your TAP account or in an email.