

# Virtual Audit Room

Minnesota Department of Revenue

# Introductions

# Why a Virtual Audit Room?

- Expand our audit presence
- Cost savings
- Work-Life balance

# What is a Virtual Audit Room?

- An online file exchange application used to manage data related to audits

# Requirements

- Easy to use
- Secure
- Ability to transfer large files
- Messaging
- Event Logs
- Email Notifications
- Information not stored in the cloud

# Current COTs Version

Self Service Portal

MINNESOTA · REVENUE MN Revenue Audit Room Account Logout

My Devices My Content

My Content Shared Content Shared Links Favorites Trash Activity

Usage: 26.54 MB / 4.88 GB  
Max Allowed File Size: 2.93 GB

### My Content

Search All Content

+ Add Folder Upload Files Delete Move

<input type="checkbox"/>	Type	Name	Role	Size	Last Modifi...	Actions
<input type="checkbox"/>	★ Folder	MN Audit Owner: [redacted], Collaborators: 3	Co-Owner		43 day(s) ago	🔗
<input type="checkbox"/>	★ Folder	[redacted] Owner: Me, Collaborators: 2	Owner		394 day(s) ago	✎ 🗑️ 🔗

Drag And Drop

Items 1-2 of 2 (0 selected of 2 items) Page Size: 50

555-555-5555 noreply@state.mn.us Copyright© 2016 | Powered by AirWatch

# Audit Room Benefits

- Increased customer service
- Large file transfer
- Centralization of field audits

# Survey Results

- Was the Audit Room easy to use?
  - Auditor – 100% Yes      Taxpayer – 84.2% Yes
- Did the Audit Room meet you expectations?
  - Auditor – 91.4% Yes      Taxpayer – 78.9% Yes
- Would you use the Audit Room again?
  - Auditor – 94.3% Yes      Taxpayer – 84.2% Yes



# COTS Shortcomings

- Email Notifications
- Reports
- Licenses
- User Perspective
- Disclosure



# Virtual Audit Room v2

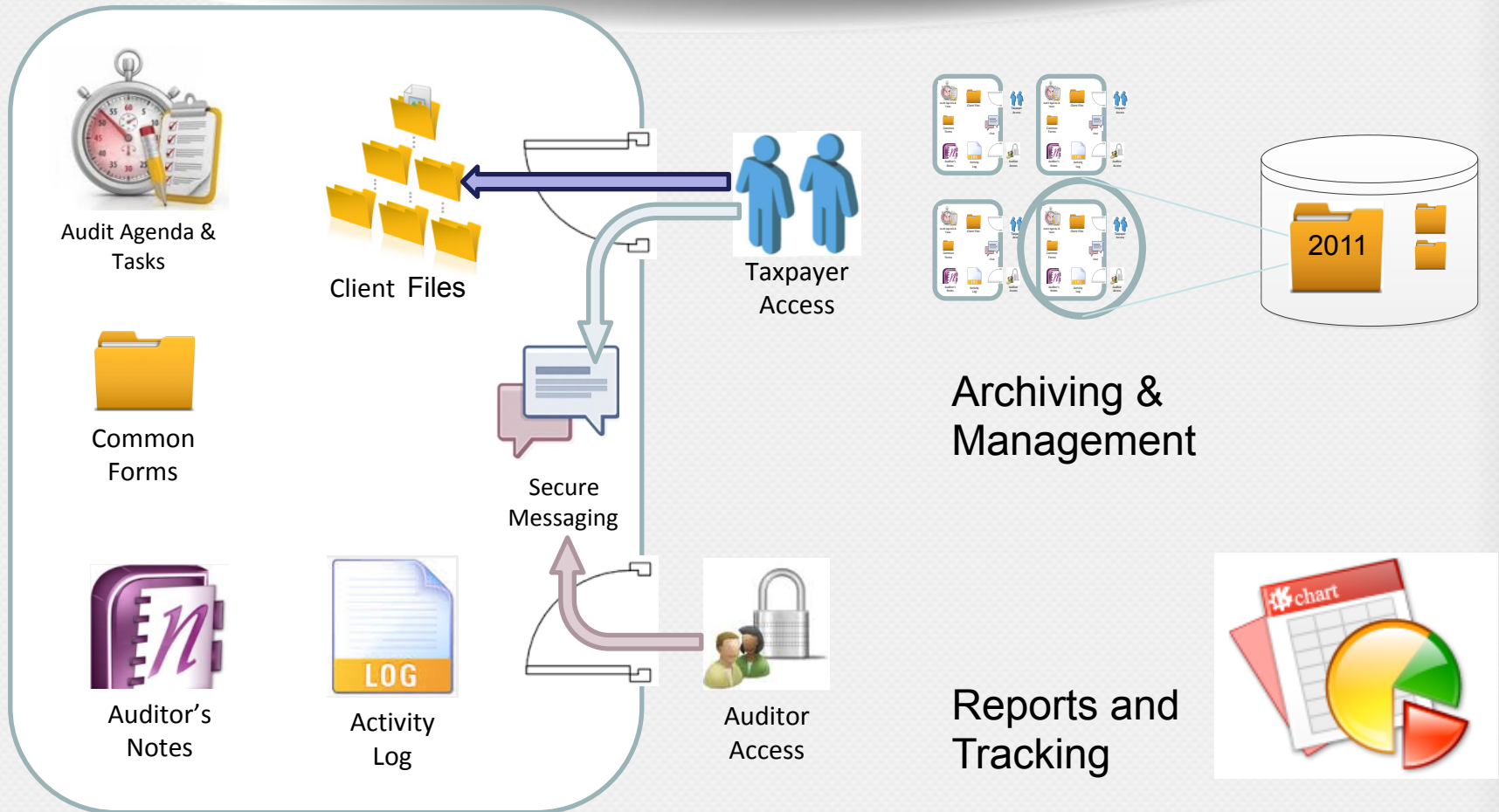
- Image Concept
- Framework
- Features
- Questions

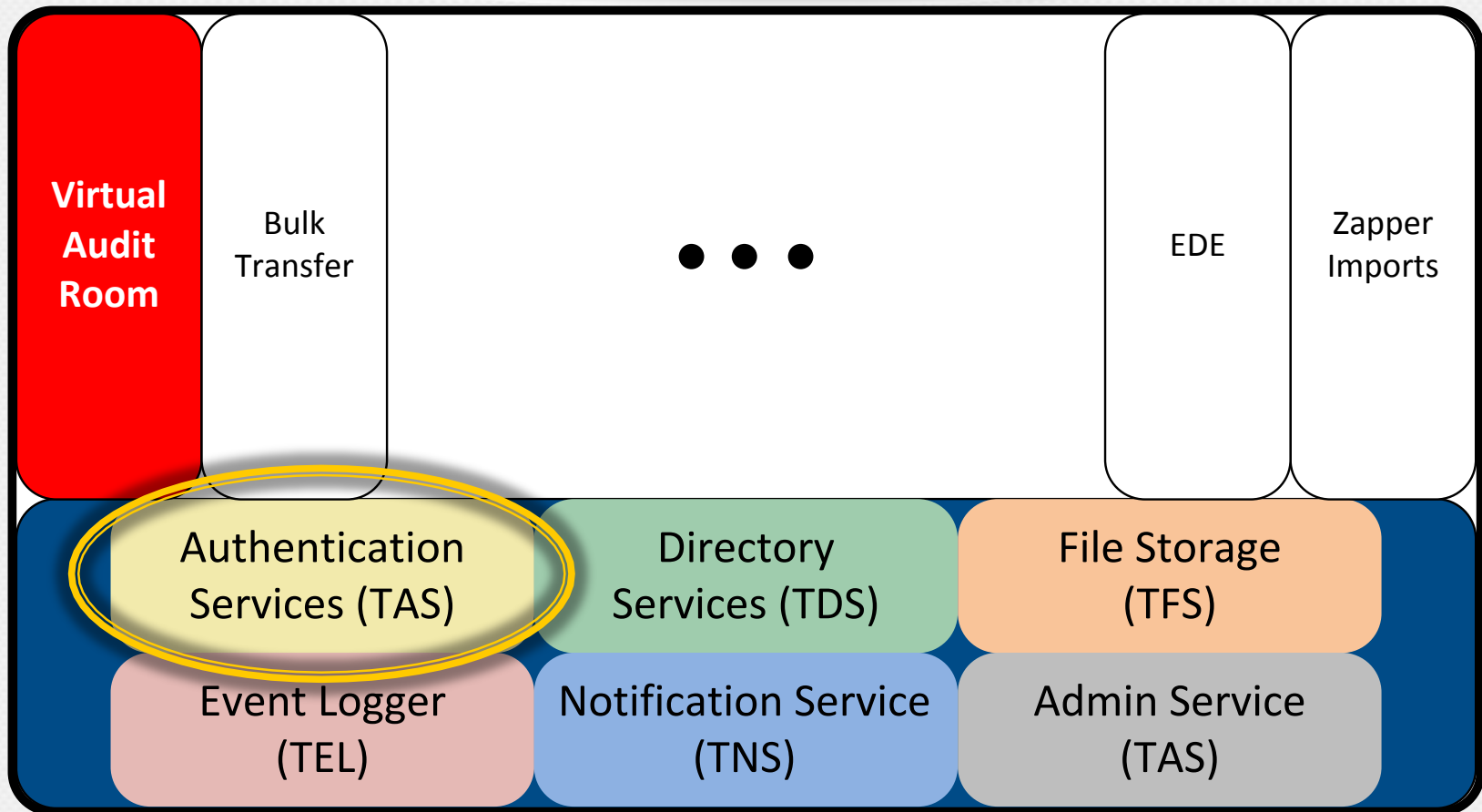
# The Conference Room



- People enter
- Have an agenda
- Discuss Issues
- Trade Information

# Virtual Room Concept



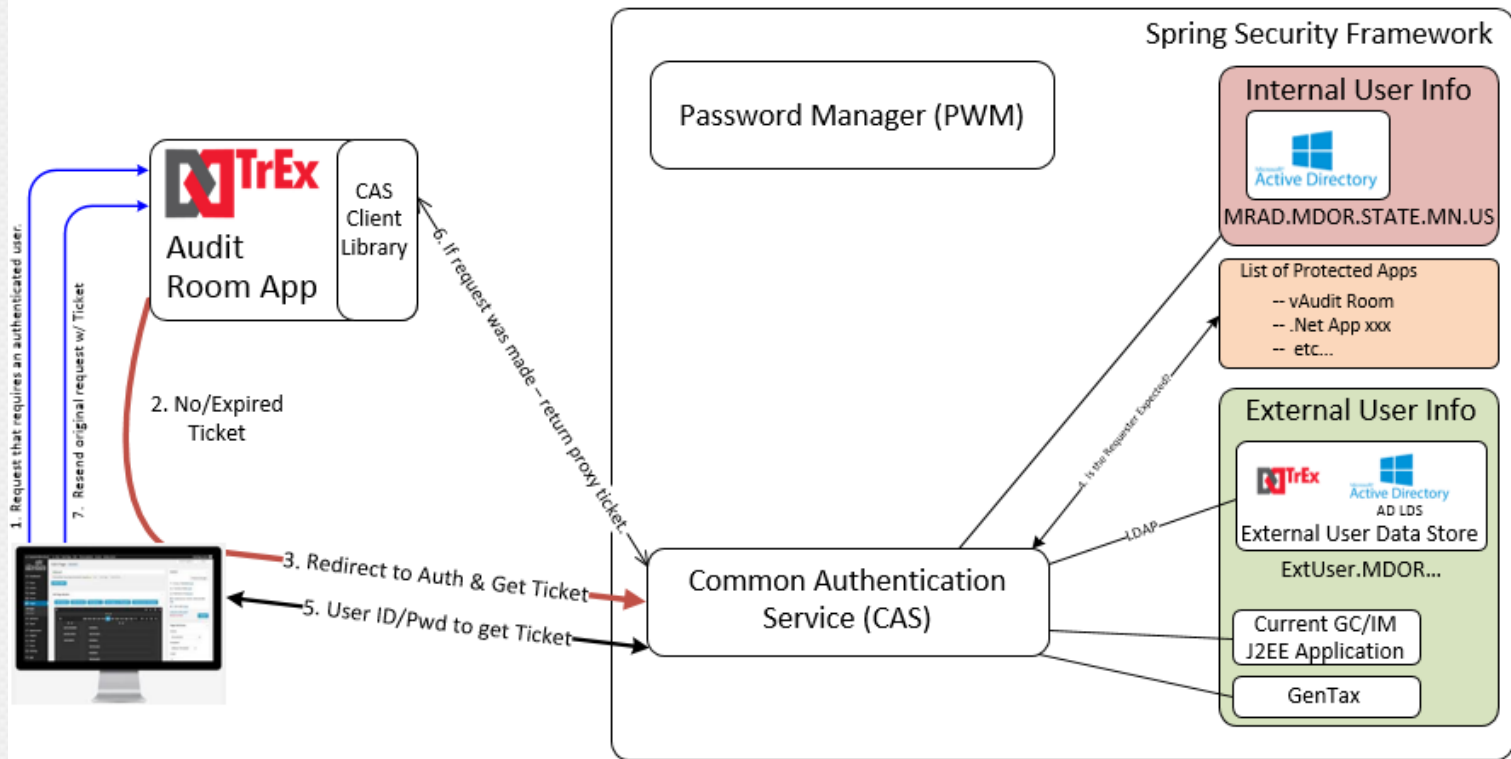


# Authentication Services

## CAS



### Authentication Services (TAS) Framework

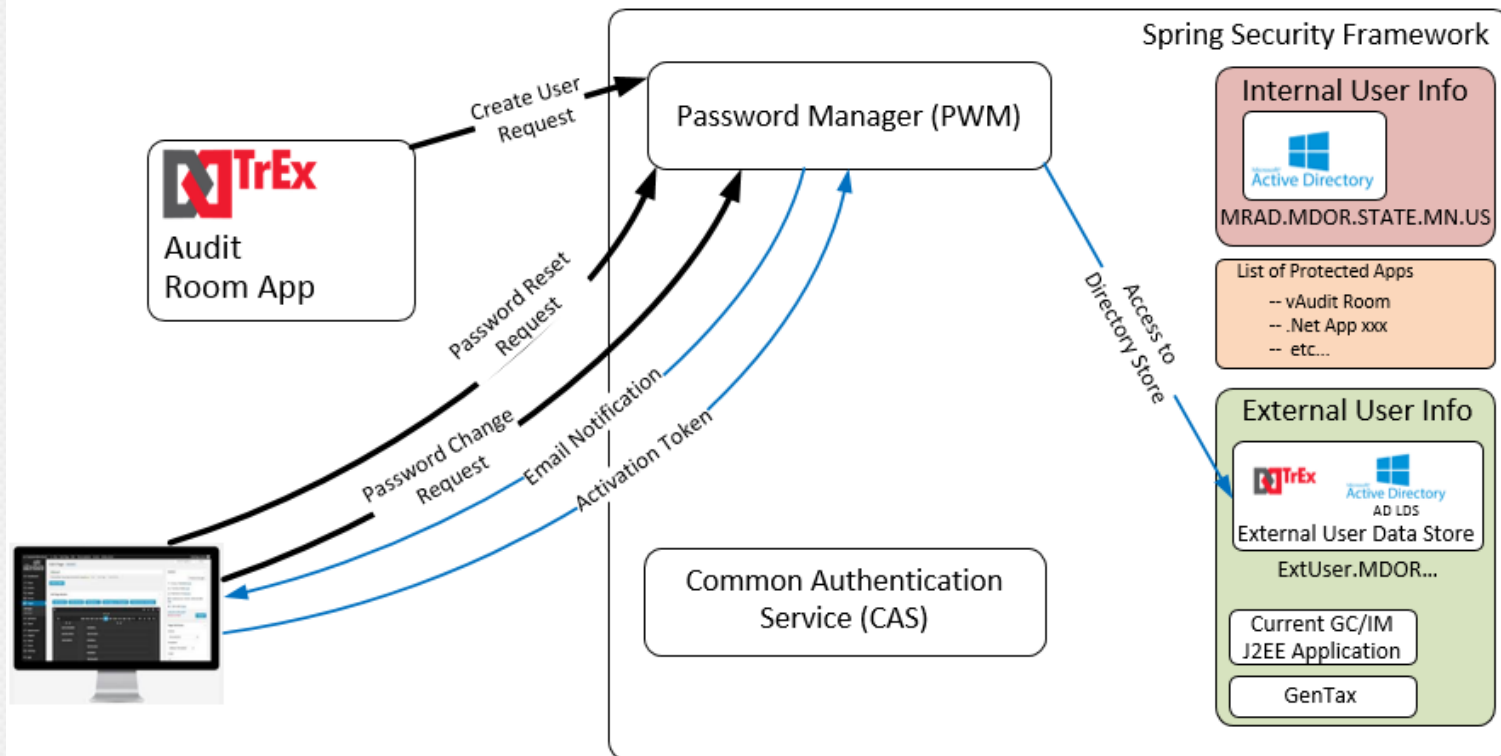


# Authentication Services

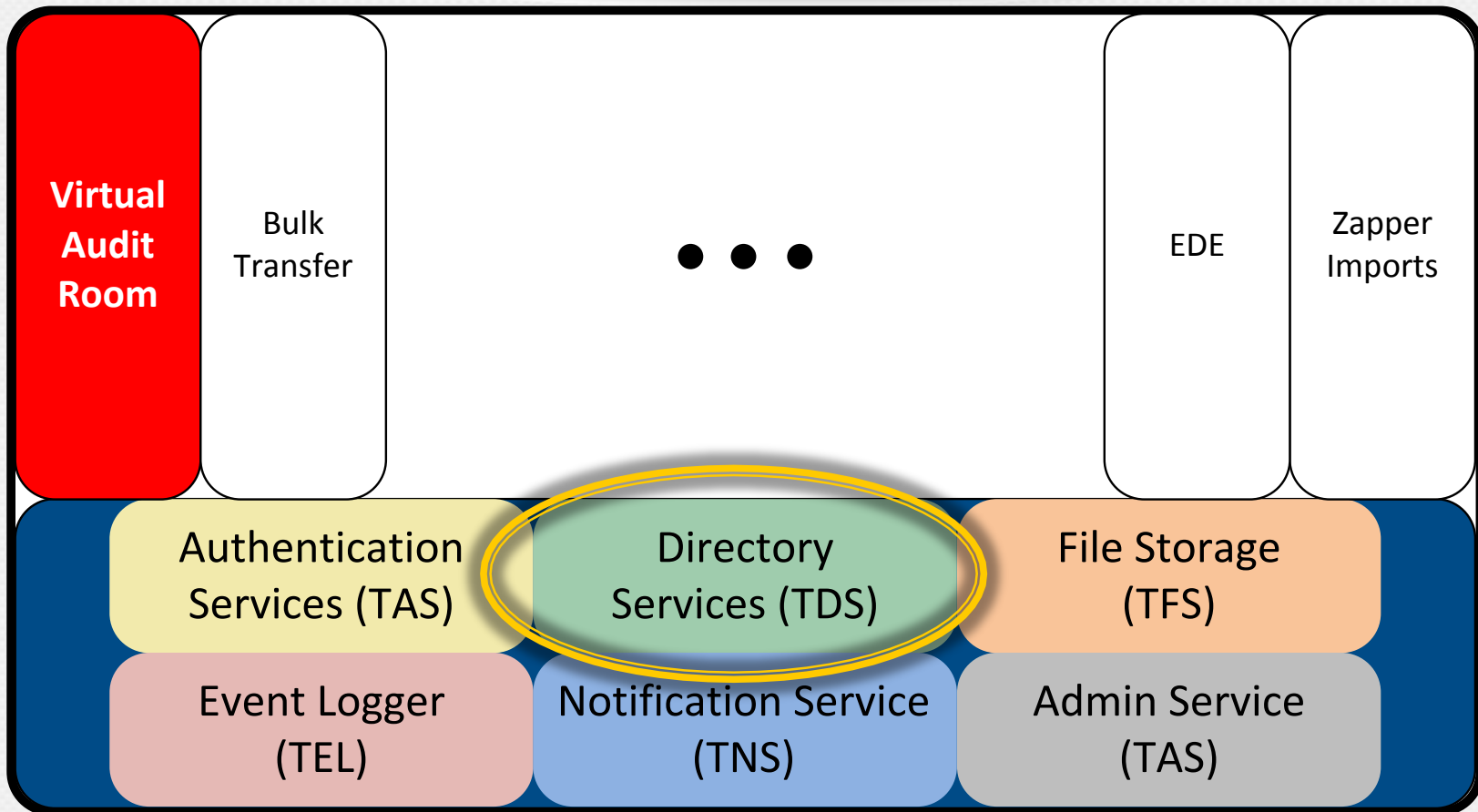
PWM

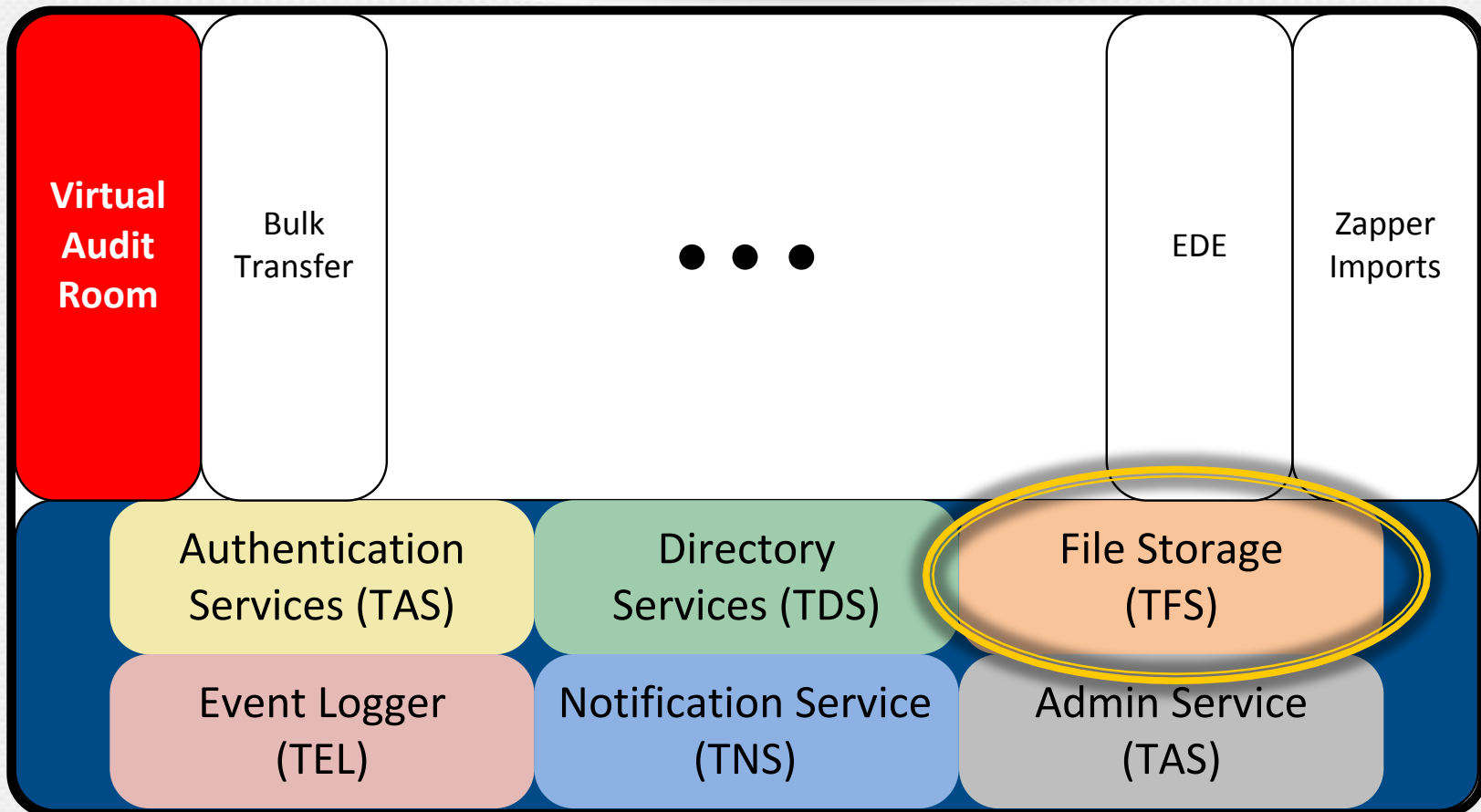


## Authentication Services (TAS) Framework

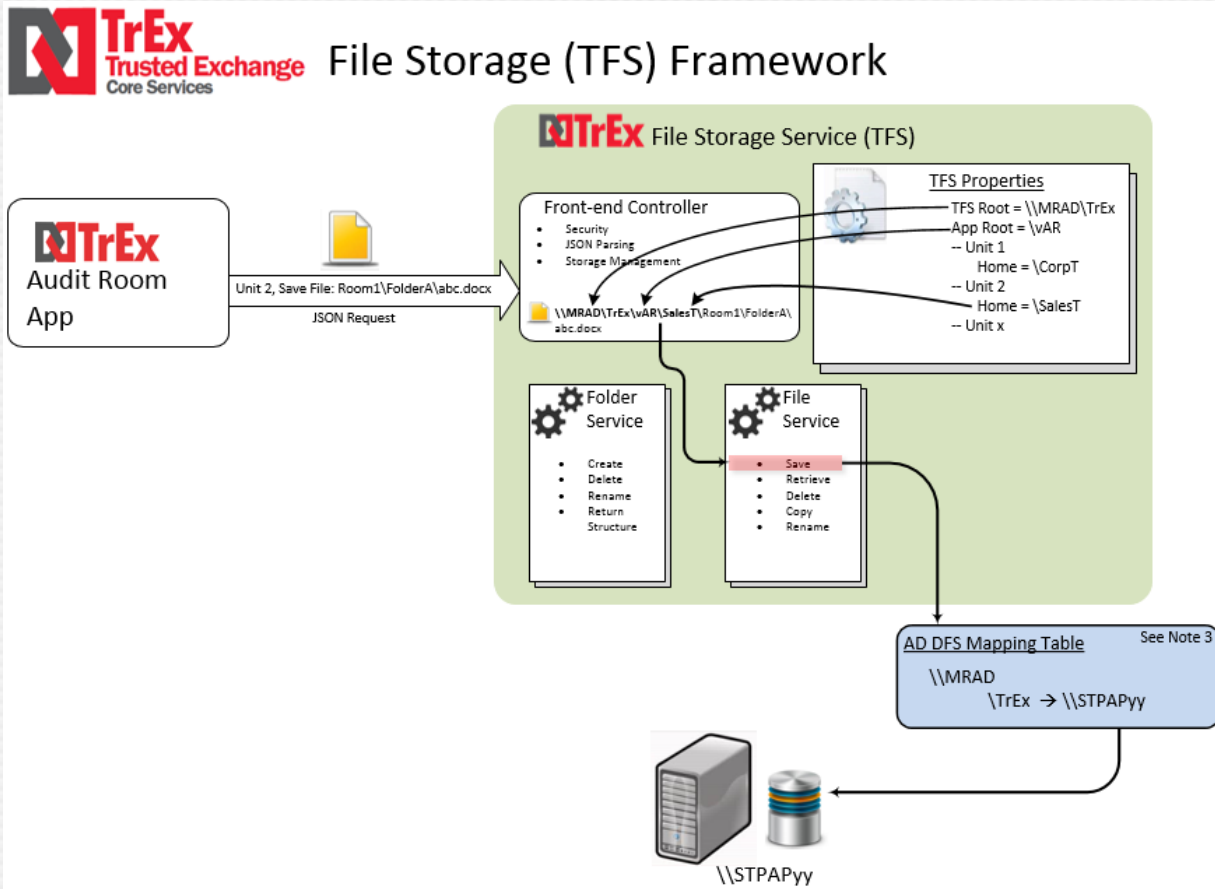









# File Services



# Features

## Solving Real Problems

# Audit Centric Perspective



## MINNESOTA · REVENUE

Welcome, Meissner, Todd

**Room Selection** [Sign Out](#)

[Audit Rooms](#) [Add a Room](#) Search:

Name	Status	Type	Expiration Date
Corp - 1234949	Active	Owner	
Corp - 2039485	New	Owner	
Corp - 2394950	New	Owner	
Corp - 3945837	New	Owner	
Sales - 5069785	New	Owner	
Sales - 6948593	New	Owner	
Sales - 8374895	New	Owner	
Todd Test 8-2A	Submitted	Owner	

Showing 1 to 8 of 8 entries

# Organization

(Private)



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Welcome,  
Meissner, Todd  
(Coordinator)

Room: CORP 01293849



Home



Audit Tasks



Messages



Files

Members

Status

Activity Log

Contact Info

FAQ

CORP 01293849 > Private >

Add a Folder

Upload a File

Show Deleted Files

Depreciation Wrksheets

Delete

Rename

Working Papers

Rename

Templates

Rename

Client Submissions

Delete

Rename

# Organization

(Public)



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(Coordinator)

**Room: CORP 01293849**

[Home](#) [Audit Tasks](#) [Messages](#) **[Files](#)**

**CORP 01293849 > Public >**

[+ Add a Folder](#) [Upload a File](#)

 1040 - scd A Rubble.pdf	<a href="#">Delete</a> <a href="#">Rename</a> <a href="#">Open</a> <a href="#">Add comment</a>
 1040 - scd B Rubble.pdf	<a href="#">Delete</a> <a href="#">Rename</a> <a href="#">Open</a> <a href="#">Add comment</a>
 1040 - scd C Rubble.pdf	<a href="#">Delete</a> <a href="#">Rename</a> <a href="#">Open</a> <a href="#">Add comment</a>
 1040 - scd D Rubble.pdf	<a href="#">Delete</a> <a href="#">Rename</a> <a href="#">Open</a> <a href="#">Add comment</a>
 1040 - scd E Rubble.pdf	<a href="#">Delete</a> <a href="#">Rename</a> <a href="#">Open</a> <a href="#">Add comment</a>
 1040 - SE Rubble.pdf	<a href="#">Delete</a> <a href="#">Rename</a> <a href="#">Open</a> <a href="#">Add comment</a>

[Members](#)

[Status](#)


[Activity Log](#)

[Contact Info](#)


[FAQ](#)

# Improving Efficiency

(What's New)



## MINNESOTA · REVENUE



Welcome,  
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(Coordinator)

**Room: CORP 01293849** [Exit Room](#)

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New since your last visit on May 25, 2016

	Date & Time	
2 <a href="#">topics</a> have unread messages	05/27/2016 12:30pm	<a href="#">✕</a>
2 additional <a href="#">tasks</a> have been created	05/27/2016 9:37am	<a href="#">✕</a>
2 new files have been added to <a href="#">/private/Depreciation Wrksheets</a>	05/26/2016 11:15pm	<a href="#">✕</a>
5 new files have been added to <a href="#">/private/Work Papers</a>	05/25/2016 3:14pm	<a href="#">✕</a>
6 new files have been added to <a href="#">/public</a>	05/25/2016 9:54pm	<a href="#">✕</a>

fppt.com



# Improving Efficiency

(Task Management)



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Welcome,  
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(Coordinator)

Room: CORP 01293849

Exit Room

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Add Task


Show  entries

Search:


Task	Name	Due Date	Assigned User	Status	Status Date	Description	Actions
1	Initial File Submission	08/12/2016	* Margie Meissner	Open	08/05/2016	Please upload your 1040 Schedule D worksheets for Tax Year 2007.	
2	Business Expense Receipts	08/15/2016	* Margie Meissner	Open	08/05/2016	Please send copies of the expense reports for FY2007	

# Communication

(Topics)



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Welcome,  
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(Coordinator)

Room: CORP 01293849 Exit Room

Home Audit Tasks Messages Files

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+ New Topic

**Topic**

*Created by Todd Meissner on 2016-08-05*  
Questions RE: Employee Bonus Plan

---

*Created by Todd Meissner on 2016-08-05*  
Changing Contact Info

---

*Created by Todd Meissner on 2016-08-05*  
The appeal process

# Communication

(Conversation)



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Welcome,  
Meissner, Todd  
(Coordinator)

Room: CORP 01293849

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+ Add a Message    << Back to Topics

Topic: Multiple Points of Use (MPU)

Received from: Message

Todd Meissner  
6/2/2016 9:32 am

What is MPU software?

Lexi Hafften  
6/3/2016 11:32 am

MPU software is generally exempt from sales tax provided that the purchaser presents the seller with an MPU exemption certificate as proof of the intended use. After the tax-free purchase transaction, the buyer is responsible for allocating the cost of the software to the states where it will be used, and then paying use tax.

Todd Meissner  
6/6/2016 8:32 am

What forms do I need to complete to get the exemption?


Lexi Hafften  
6/6/2016 10:31 am

Complete the exemption certificate (Form ST3). Be sure to select the "Multiple points of use" exemption.

[http://www.revenue.state.mn.us/Forms\\_and\\_Instructions/st3.pdf](http://www.revenue.state.mn.us/Forms_and_Instructions/st3.pdf)

# Tracking

(Evidence)

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Welcome, Meissner, Todd (Coordinator)

Room: Corp - 1234949 [Exit Room](#)

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[Status](#)

**[Activity Log](#)**

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Show 10 entries Filter

Date and Time	User ID	Action
Fri Aug 05 12:14:43 CDT 2016	01156187	Meissner, Todd added a new message for secure messaging for topic: Welcome
Fri Aug 05 12:13:22 CDT 2016	01156187	Meissner, Todd opened a topic for secure messaging: Welcome
Fri Aug 05 12:13:14 CDT 2016	01156187	Meissner, Todd entered Corp - 1234949
Fri Aug 05 12:07:19 CDT 2016	margie.meissner@gmail.com	Margie Meissner opened a topic for secure messaging: Welcome
Fri Aug 05 12:06:59 CDT 2016	margie.meissner@gmail.com	Margie Meissner entered Corp - 1234949
Fri Aug 05 12:02:43 CDT 2016	margie.meissner@gmail.com	Margie Meissner opened a topic for secure messaging: Welcome

Showing 1 to 10 of 19 entries

Previous 1 2 Next

# Life Cycle

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Welcome,  
Meissner, Todd  
(Coordinator)

Room: Corp - 1234949 Exit Room

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[Members](#)  
**Status**  
[Activity Log](#)  
[Contact Info](#)  
[FAQ](#)

**Edit Room Information**

Room Name

Status  ▼

# Virtual Audit Room

(Results)

## v1 Experience

- ➔ Better for the Taxpayers
- ➔ Better for the Auditors
- ➔ Better for the Supervisors

## v2 Improvements:

- Perspective
- Organization
- Efficiency
- Communication
- Tracking
- Life Cycle Management

# Virtual Audit Room

## Questions

Contact Info:

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Todd Meissner – [todd.Meissner@state.mn.us](mailto:todd.Meissner@state.mn.us)

Greg Tschida – [greg.Tschida@state.mn.us](mailto:greg.Tschida@state.mn.us)