

Achieve Customer Satisfaction Through a More Robust Website

Morgan Powers, Assistant Director of Taxpayer Services | June 11, 2017

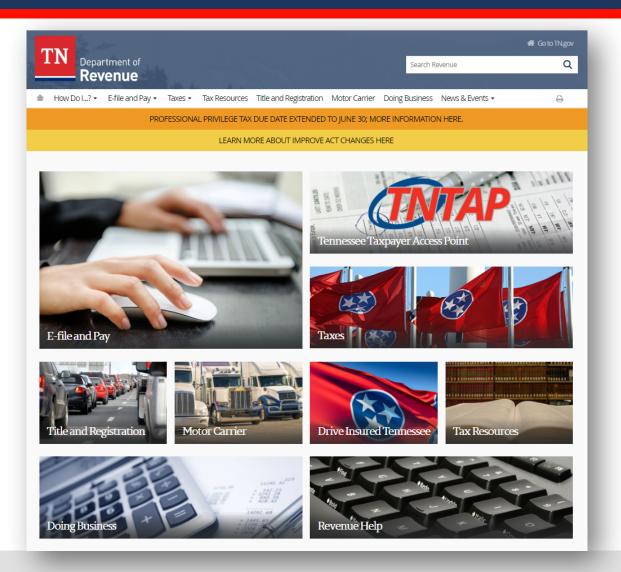
Difficulties of Communicating

– Call center

- Hard to identify trends and technical issues
- Hold times during peak periods
- Email
 - Managing shared email boxes
 - Oversight of content, timeliness, accuracy
- Website
 - Long lists of FAQs
 - Hard to promote information
 - Difficult to update quickly



Communicating 2.0: Revenue Help





Revenue Help

Department of Revenue	Agent Sign In
Professional Privilege Tax D	Due Date Extended to June 30. More Information Here.
search the he	elp desk find articles submit a request
	Search
TNTAP Information	Vehicle Title & Registration
Taxes	Drive Insured Tennessee
General	Salvage/NMVTIS Reporting
Motor Carrier	
Trending Articles	
What is an authentication code?	
How do I pay the professional privileg	ge tax online?



TN Department of Revenue		Agent Sign In
Professional Privilege Tax D	ue Date Extended to June 30. N	lore Information Here.
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sales tax due date		Search
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Tennessee Department of Revenue > Searc	h results	
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TN Department of Revenue	Agent Sign In
Professional Privilege Tax Due Da	te Extended to June 30. More Information Here.
search the help des	sk find articles submit a request
	Search
TNTAP Information	Vehicle Title & Registration
Taxes	Drive Insured Tennessee
E-File & Pay General Tax Help Business Tax Franchise & Excise Tax	
Hall Income Tax Sales & Use Tax	
How do I file sales and use tax online? How do I register for sales and use tax? What are the registration requirements for getting a sales tax account number? When is sales tax due? How much does it cost to register my business for sales and use tax? How do I close my sales tax account?	



Tennessee Department of Revenue > Taxes > Sales & Use Tax

How do I file sales and use tax online?

Sales and use tax can be filed online on the Tennessee Taxpayer Access Point (TNTAP). You can watch a video of how to file your sales and use tax return on TNTAP here.

Please Note: Effective October 1, 2013, all sales and use tax returns and associated payments must be submitted electronically you have used.

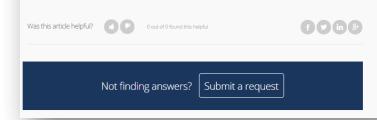
March 31, 2017 09:20

Recently viewed articles

- · How do I pay the professional privilege tax online?
- TNTAP: Filing a Sales Tax Return
- How do I add access to another account on TNTAP?
- How do I get a receipt for my professional privilege tax payment?
- What is an authentication code?

Related articles

- How do I register for sales and use tax?
- When is sales tax due?
- Navigation
- How do the single article local sales tax limitation and the state single article sales tax apply to computer software, including remotely accessed software?
- What is the local sales tax rate in Henry County?





Submit a request

Please note: If	f you have already submitted a request for assistance, our staff is
	solve your issue. Please do not input an additional request for
assistance.	
TNTAP Que	stions
Your email add	teore *
rour email add	11.622 ~
Subject *	
Description *	
Please enter the c	letails of your request. A member of our support staff will respond as soon as possil
Name*	
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Business Nam	e
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Submit a request

Please choose from the forms below to submit your request. We look forward to assisting you!

Please note: If you have already submitted a request for assistance, our staff is working to resolve your issue. Please do not input an additional request for assistance.

TNTAP Questions

Your email address *

test.email@tn.gov

Subject*

Help Filing on TNTAP

Suggested articles

What if I make a mistake filing my tax return on TNTAP?

If the due date for filing a payment falls on a weekend or holiday when is the payment due?

If the due date for filing a return falls on a weekend or holiday, when is the return due?

Will my sales tax filing frequency change in TNTAP?

TNTAP: Filing a Sales Tax Return

I do not have all of the information I need to get a TNTAP logon to file sales tax. What should I do?

What is a request?

Do I have to file the professional privilege tax online?

Do I have to make a payment on a return at the same time I file the return?

What is a support ID?



Description *			
I don't understand ho me?	w to create a username and password. Can you help		
lease enter the details of your n	equest. A member of our support staff will respond as soon as possible.		
Name *			
Morgan Powers			
Phone Number *			
615-532-4589			
Business Name			
N/A			
NTAP Username			
N/A			
Account Number			
0123456789-SLC			
Attachments			
	Add file or drop files here		
	Submit		





Hello Hellomorganpowers,

Thank you for contacting the Tennessee Department of Revenue.

Your request (55930) has been received. Our staff is reviewing your request, and we look forward to assisting you.

To add additional comments, reply to this email.

Any opinion from Tennessee tax law or regulations given in this message is believed to be a correct interpretation; however, the opinions do not constitute an official Revenue policy or letter ruling.



This email is a service from Tennessee Department of Revenue.



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	TNTAP Questions		Rate **** ×
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	Name Morgan Powers		#39132 Test: Assign to Morgan Status: Closed #12453 test ticket Status: Closed #7163 Testing! Status: Closed
	Phone Number 615-532-4589		
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• T – Take It • A – Answer It • **T** – Tag It • R – Redact It

• S – Submit It



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ו ¢ ∢	Assignee* take it TNTAP Que/Morgan CCs Search name or contact info	Public reply Internal note your comment is sent to the ticket requester Preview Good morning, Thank you for submitting your question. The Tennessee Department of Revenue recently launched a new website for filing sales tax in Tennessee. This new website is called TINTAP and can be found here: https://tntap.tn.gov/eservices/_/.	please paste a string of text you wish to redact
o III	Sharing 	You can use the same username and password that you previously used to file sales tax, however you will need to recreate your logon information. Click "Don't have a logon? Create one" to set up your new username and password. We have helpful videos and FAQs for getting started available here: https://revenue.support.tn.gov/hc/en-us/categories/115000174143_TNTAP-Information . If you have any issues setting up your username and password, please respond to this ticket or call 615-253-0600 for assistance.	Redact This! Do you want to redact an attachment? Yes
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Your request (55930) has been updated. To add additional comments, reply to this email.



Morgan (Tennessee Department of Revenue) Jun 7, 3:42 PM CDT

Good morning,

Thank you for submitting your question. The Tennessee Department of Revenue recently launched a new website for filing sales tax in Tennessee. This new website is called TNTAP and can be found here: https://tntap.tn.gov/eservices/_/.

You can use the same username and password that you previously used to file sales tax, however you will need to recreate your logon information. Click "Don't have a logon? Create one" to set up your new username and password.

We have helpful videos and FAQs for getting started available here: https://revenue.support.tn.gov/hc/en-us/categories/115000174143-<u>TNTAP-Information</u>. If you have any issues setting up your username and password, please respond to this ticket or call 615-253-0600 for assistance.

Thank you,

Morgan



Revenue Help: Customer Satisfaction



Hello Hellomorganpowers,

We'd love to hear what you think of our customer service. Please take a moment to answer one simple question by clicking either link below:

How would you rate the support you received?

Good, I'm satisfied

Bad, I'm unsatisfied

Here's a reminder of what your ticket was about:



Morgan (Tennessee Department of Revenue)

Jun 7, 3:42 PM CDT

Good morning,

Thank you for submitting your question. The Tennessee Department of Revenue recently launched a new website for filing sales tax in Tennessee. This new website is called TNTAP and can be found here: <u>https://tntap.tn.gov/eservices/_/</u>.



Revenue Help: Customer Satisfaction

	Customer Service Rating	Tickets Received	Article Views
2015 (Jan – Dec)	96.9%	9,782	159,894
2016 (Jan – Dec)	97.3%	13,328	377,670
2017 (Jan – May)	84.8%	25,638	494,251



Revenue Help: Positive Comments

- *"Robert was very direct and helpful with explaining my question and offering solutions while being personable and polite. Thanks!"*
- *"The response time was AMAZING! I really liked the carefully drafted response. I appreciate this service! Way to TN DOR! "*
- *"I was very pleased to have received a response to my question so quickly. This was unlike any other state website I have encountered where they offer a response in 5-7 business days. Very refreshing. Thank you."*
- "The support was outstanding. My questioned was answered quickly. This has by far been the best experience with emailing states. I have sent emails to many states with questions and none have provided such great service."





Morgan Powers (615) 532-4589 morgan.powers@tn.gov