

Real Life Situation

DOR field agent discovers an unlicensed vendor operating at the Sturgis Rally.

• Before the App:

- Agent hand wrote vendor information and provided a paper application to the vendor with instructions to complete and submit for licensing.
- Unlicensed vendor visited the field office to complete licensing process. Vendor information entered into Sturgis Access database.
- Agent checked in at the field office to verify vendor had become licensed.
- After verifying the vendor had become licensed, the field agent revisited the vendor to check that the license card was properly displayed.

This process was very time consuming for the vendor and field staff, causing repetition and frustration.

Real Life Situation - Continued

• After the App:

- The field agent enters the information of an unlicensed vendor into the iPad app. This information is synced to the desktop app in the field office, eliminating the need for the paper application and data entry in the field office.
- The vendor goes to the field office where the application process is continued from the information synced from the iPad, reducing the time the vendor spends at the field office.

Desktop App Features

- Real time access to field agent data (iPad)
- Detailed reports of vendor and collection status
- Option to print license cards, receipts, and bank deposit slips at the event
- Remote event monitoring for management and central accounting

iPad App Features

- Pinpoints vendor location through GIS
 - Generates the local address provided during the licensing process
 - Uses iPad's GPS to pinpoint vendor location
- Provides easy access to vendor license status (licensed, unlicensed, delinquent, needs visit)
- Syncs notes, photos, and information across platforms
- Allows office staff to quickly license any unlicensed vendors identified by field agents

Application Development

- DOR technology team and internal stakeholders work with South Dakota's Bureau of Information and Technology (BIT) to create and maintain the three necessary components.
- Began development in March 2015.
- The project required 2,650 development hours.
- The app launched in August 2015 at the 75th Annual Sturgis® Motorcycle Rally™

Purpose

• To address the challenges posed by the Sturgis® Motorcycle Rally™, SD State Fair, and other special events across the state:

- Vendors tend to change location at these events
- Vendors are spread throughout many miles, often in different communities
- Lack of real time communication between SD Department of Revenue (DOR) field staff at the event and in our main office
- Manual processes forced staff to "reinvent the wheel" for event after event
- Inconsistent processes for vendors often attending multiple events across the state

• The Solution:

- A mobile app and a local desktop app that communicates with our internally developed tax collection system

Strengths and Weaknesses

Strengths:

- Improves Customer Service
 - Enables on-site collection at any event.
 - Reduces vendor wait time by streamlining processes.
 - Eliminates duplication of effort by both vendor and staff.
- Streamlines Internal Processes
 - Tracks and monitors to increase compliance.
 - Allows for real time data to be monitored by management at any location.
 - Syncs offline changes when connection is reestablished.
- Improves the integrity of special events data by relying on the same logic as our central tax system.
- Provides historic data for planning of future events regardless of size.

Weaknesses:

- SD Government was in its infancy with iPad technology.
- Lack of consistent, strong, cellular connectivity to sync data - mitigated by offline syncing.
- In house application development restricts access to on-demand, programming resources.

Application Overview

Consists of three different systems wrapped around one need

- **Central tax collection system**
 - Records and accounts for all taxpayer information across the department. This is an internally developed system that tracks applications, licenses, tax returns, payments, and accounting functions.
- **Desktop local application**
 - Provides an interface to the central system with a customized view of only special event licensing and collection information. If connectivity issues occur at an event, data can be stored locally and synced at a later time.
- **iPad application**
 - Uses syncing features and GIS mapping technology to allow field agents to confirm locations, take photos, and make notes on vendors, or even add data and locations of unlicensed vendors.

Impact

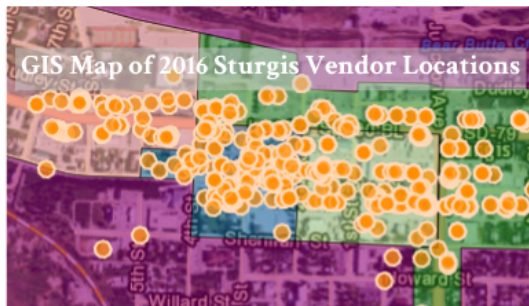
- Vendors experience consistent customer service when attending different special events.
 - Wait time for licensing has decreased.
 - Real time data has allowed for better communication between staff and vendors.
- Consistent data collection and reporting accuracy for all events.
- Agents can easily locate vendors to promote compliance.
- Application is transferable across events of various sizes and frequencies.
 - Transient vendors can conveniently remit taxes at the event, which leads to timely payments.

Moving Forward

- Continue testing and improving iPad application
- Expand GIS technology
 - Increase data sharing with other state agencies (Currently partnering with Department of Public Safety and Division of Criminal Investigation)
- Further develop this technology for utilization throughout the department to better assist our field agents
- Use improved data collection for better insight and analysis



Special Events Application (SE App)



2016 Sturgis Motorcycle Rally

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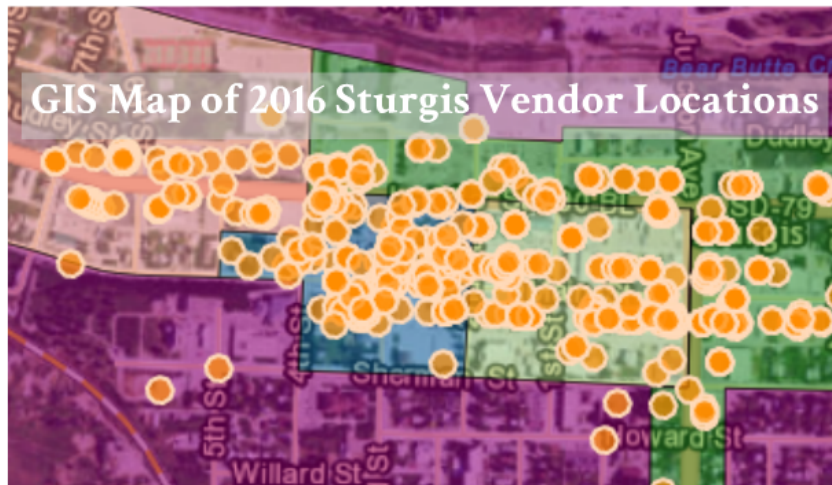


- Vendors exper...
- attending differ...
- Wait time...
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- between sta...
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Special Events Application (SE App)



2016 Sturgis Motorcycle Rally

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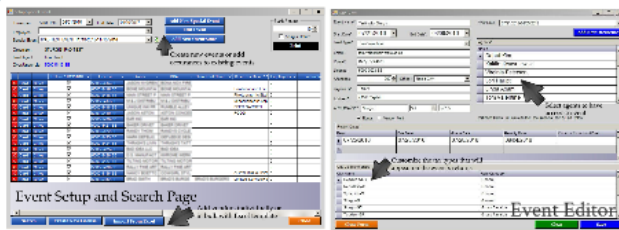
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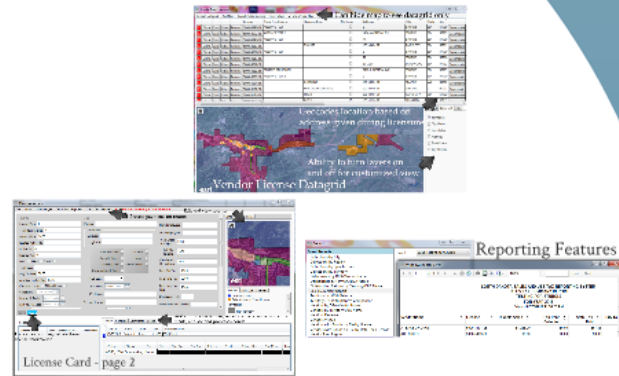
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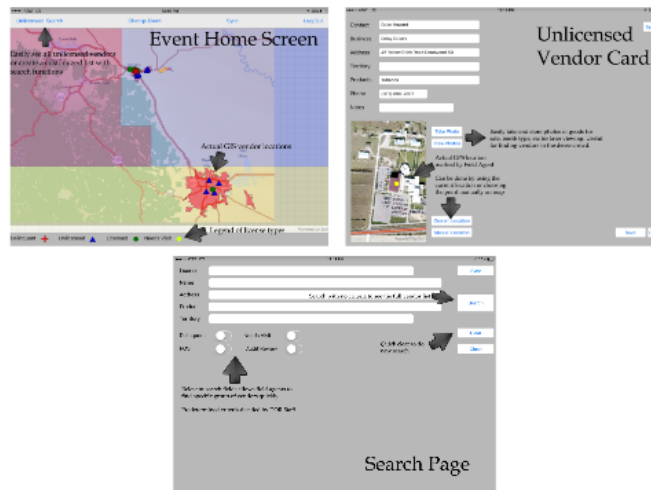
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Central Tax System



Desktop Application



iPad Application

Setup Special Event

Timespan: Start Date 06/01/2016 End Date 04/30/2017

Employee: [Dropdown]

Special Event: IPAD TEST EVENT 11/18/2016-11/19/2016

Organizer: STURGIS IPAD TEST

Lead Agent: Lori Haupt

Over/Under Lic: 5000-5413-SE

Buttons: Add New Special Event, Edit Event, Add New Occurrence, Blank Returns (10), Sturgis Return, Print

Table:

Return 11/19/2016	License	Owner	DBA	Storefront Name	Business Desc	Employees	Instruct
<input checked="" type="checkbox"/>	5000-5414-SE	JASON KILGREN	BONA NOX FIRE			0	
<input checked="" type="checkbox"/>	5000-5415-SE	BONE MOUNTAIN	BONE MOUNTAIN		Footwear and Leat	0	
<input checked="" type="checkbox"/>	5000-5416-SE	MAIN STREET P	MAIN STREET P		Photographic Studi	0	
<input checked="" type="checkbox"/>	5000-5417-SE	M & J DISTRBU	M & J DISTRBU		Miscellaneous App	0	
<input checked="" type="checkbox"/>	5000-5418-SE	UNIQUE BAR PR	RUMBLE ALLEY		BEER GARDEN	0	
<input checked="" type="checkbox"/>	5000-5419-SE	JANSON ASTON	ASTON CONCOES		FOOD	0	
<input checked="" type="checkbox"/>	5000-5420-SE	BAR INC	BAR INC			0	
<input checked="" type="checkbox"/>	5000-5421-SE	SWANER DRIVEY	SWANER DRIVEY			0	
<input checked="" type="checkbox"/>	5000-5422-SE	RANDY THOM	RANDYS CYCLE			0	
<input checked="" type="checkbox"/>	5000-5423-SE	MARK DEBLUC	DEPLUCE DES			0	
<input checked="" type="checkbox"/>	5000-5424-SE	THRASHYS LAIN	THRASHYS TATT			0	
<input checked="" type="checkbox"/>	5000-5425-SE	BAG OEA LLC	BAG OEA			0	
<input checked="" type="checkbox"/>	5000-5426-SE	O S MANUFACT	GRANDE BERR			0	
<input checked="" type="checkbox"/>	5000-5427-SE	TYLIND MOTOR	TYLIND MOTOR			0	
<input checked="" type="checkbox"/>	5000-5428-SE	NALLY FINE ART	NALLY FINE ART			0	
<input checked="" type="checkbox"/>	5000-5186-SE	NANCY BORETTI	CONGRS, STLS		CLOTHING & JEW	0	
<input checked="" type="checkbox"/>	5000-5342-SE	BRAD SMITH	BRAD'S BURGER	BRAD'S BURGERS	Limited-Service Re	0	

Event Setup and Search Page

Buttons: Search, Create New License, Import From Excel, Close

Text: Add vendors individually or in bulk with Excel template

Edit Event

Event Name: Testing for Sturges

Event Date: 07/21/2016-08/09/2016

Start Date: 07/21/2016 End Date: 08/09/2016

Lead Agent: Tom Valentine

Email: tom.valentine@state.sd.us

Phone: (605) 773-4679

License: 5000-0003-SE

Attendees: 200 Office: Rapid City

Organizer: Tom V

Address: 445 E Capital

City/State/Zip: Sturgis SD 57785

Buttons: Add New Occurrence, Bonds, Vendor Rent

Agents* List:

- Dohui Kim
- Kaitlin Kwasniewski
- Virginia Peterson
- Lori Haupt
- Linda Adam
- Tom Valentine

Text: Select agents to have access to event

Return Dates* Table:

Return	Due Date	Grace Date	Penalty Date	Criminal Complaint Date
07/25/2016	07/28/2016	07/28/2016	08/04/2016	

Text: Darkened Rows Fall Outside the Occurrence's Start & End Dates

City Codes to Show Table:

City Name	Rate Category
Deadwood-G	General
Rapid City-G	General
Spearfish-G	General
Sturgis-G	General
Sturgis-GR	Gross Receipts
Tourism-GR	Gross Receipts

Text: Customize the tax types that will appear on the event's returns

Event Editor

Buttons: Close Form, Clear, Save

Central Tax System



Timespan: Start Date End Date

Employee:

Special Event:

Organizer: STURGIS IPAD TEST

Lead Agent: Lori Haupt

Over/Under Lic: [5000-5413-SE](#)

Add New Special Event

Edit Event

Add New Occurance



Create new events or add occurrences to existing events

Blank Returns

Sturgis Return

Print

			Return 11/19/2016	License	Owner	DBA	Storefront Name	Business Desc	Employees	Instructi
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5414-SE	JASON NYGREN	BONA NOX FIRE			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5415-SE	BONE MOUNTAIN	BONE MOUNTAIN		Footwear and Leat	0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5416-SE	MAIN STREET P	MAIN STREET P		Photographic Studi	0	
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X	Card	Cities	<input checked="" type="checkbox"/>	5000-5418-SE	UNIQUE BAR PR	RUMBLE ALLEY		BEER GARDEN	0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5419-SE	JASON ASTON	ASTON CONCES		FOOD	0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5420-SE	BAR INC	BAR INC			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5421-SE	BAKER DRIVE	BAKER DRIVE			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5422-SE	RANDY THOM	RANDY'S CYCLE			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5423-SE	MARK DEFELIC	DEFLEECE DES			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5424-SE	THRASYS LVRN	THRASYS TATT			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5425-SE	BAD IDEA LLC	BAD IDEA			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5426-SE	O.S. MANUFACT	KWONCH WERK			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5427-SE	TYLIND MOTOR	TYLIND MOTOR			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5428-SE	RALLY FINE ART	RALLY FINE ART			0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5186-SE	NANCY BOETTIC	COWGIRL STYL		CLOTHING & JEW	0	
X	Card	Cities	<input checked="" type="checkbox"/>	5000-5342-SE	BRAD SMTH	BRAD'S BURGE	BRAD'S BURGERS	Limited-Service Re	0	

Event Setup and Search Page

Add vendors individually or in bulk with Excel template



Event Name*:

Start Date*: End Date*:

Lead Agent*:

Email*:

Phone*:

License*:

Attendees: Office*:

Organizer*:

Address*:

City/State/Zip*:

Event Date:

[Add New Occurence](#)

Agents*

Name
Dohui Kim
Kaitlin Kwasniewski
Virginia Peterson
Lori Haupt
Linda Adam
Tom Valentine



Select agents to have access to event

Darkened Rows Fall Outside the Occurence's Start & End Dates

Bonds Vendor Rent

Return Dates*

Return	Due Date	Grace Date	Penalty Date	Criminal Complaint Date
▶ 07/25/2016	07/28/2016	07/28/2016	08/04/2016	
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Customize the tax types that will appear on the event's returns

City Codes to Show

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▶ Deadwood-G	General
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Tourism-GR	Gross Receipts

Event Editor



[Clear](#) [Save](#)

Special Event Licenses

Can hide map to see datagrid only

Clone	Card	Cities	Returns	License	Store Front Name	Business Desc	No Show	Address	City	State	Zip	Geocode
X	Clone	Card	Returns	5000-3290-SE	ALISON'S TEST				STURGIS	SD	57700	Geocode
X	Clone	Card	Returns	5000-3292-SE	ALISON'S TEST 2			2404 WHITETAIL DR	STURGIS	SD	57785	Geocode
X	Clone	Card	Returns	5000-3291-SE	ALISON'S TEST			RR	STURGIS	SD	57700	Geocode
X	Clone	Card	Returns	5000-3187-SE		TSHIRTS		100 MAIN ST	RAPID CITY	SD	57701	Geocode
X	Clone	Card	Returns	5000-3288-SE	ALISON'S TEST				STURGIS	SD	57700	Geocode
X	Clone	Card	Returns	5000-3287-SE				RR	STURGIS	SD	57700	Geocode
X	Clone	Card	Returns	5000-3212-SE				29 LEE ST	DEADWOOD	SD	57722	Geocode
X	Clone	Card	Returns	5000-3211-SE	STURGIS STURGEON			2416 JUNCTION AVE	STURGIS	SD	57783	Geocode
X	Clone	Card	Returns	5000-3293-SE	ALISON'S TEST 2				STURGIS	SD	57700	Geocode
X	Clone	Card	Returns	5000-3194-SE		CLOTHING		100 MAIN ST	SEATTLE	WA	99112	Geocode
X	Clone	Card	Returns	5000-3192-SE		MOTORCYCLE RENTAL		100 MAIN ST	CHICAGO	IL	60611	Geocode
X	Clone	Card	Returns	5000-3191-SE		FOOD		100 MAIN ST	RAPID CITY	SD	57702	Geocode

Geocodes location based on address given during licensure

Ability to turn layers on and off for customized view

esri Vendor License Datagrid

Main License Form

Process payments for returns

Add and process returns, see all contacts, see or add comments, and see and processes bonds

License Card - page 2

Look at second page of additional license information

Process payments for returns

Add and process returns, see all contacts, see or add comments, and see and processes bonds

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Look at second page of additional license information

Reporting Features

Event: 2016 Testing for Sturgis

WindowReportViewer

SOUTH DAKOTA SALES AND USE TAX REPORTING SYSTEM
SALES TAX SUMMARY REPORT
TESTING FOR STURGIS
FOR YEAR 2016
Printed 02/23/2017 11:58:26 AM

Vendor Name	License	Taxable Sales	Fair Rent Collected	State Tax Paid	City Tax
CAKE Co.	5900-3191-SE	\$1,285.00	\$0.00	\$57.83	
ABC CUBES	5900-5489-SE	\$0.00	\$0.00	\$0.00	

Desktop Application



Can hide map to see datagrid only

					License	Store Front Name	Business Desc	No Show	Address	City	State	Zip	
X	Clone	Card	Cities	Returns	5000-3290-SE	ALISON'S TEST		<input type="checkbox"/>	1	STURGIS	SD	57700	Geocode
X	Clone	Card	Cities	Returns	5000-3292-SE	ALISON'S TEST 2		<input type="checkbox"/>	14008 WHITETAIL DR RR	STURGIS	SD	57785	Geocode
X	Clone	Card	Cities	Returns	5000-3291-SE	ALISON'S TEST		<input type="checkbox"/>		STURGIS	SD	57700	Geocode
X	Clone	Card	Cities	Returns	5000-3187-SE		TSHIRTS	<input type="checkbox"/>	100 EAST MAIN ST	RAPID CITY	SD	57701	Geocode
X	Clone	Card	Cities	Returns	5000-3288-SE	ALISON'S TEST		<input type="checkbox"/>	1	STURGIS	SD	57700	Geocode
X	Clone	Card	Cities	Returns	5000-3287-SE			<input type="checkbox"/>	RR	STURGIS	SD	57700	Geocode
X	Clone	Card	Cities	Returns	5000-3212-SE			<input type="checkbox"/>	29 SUNSHINE ST	DEADWOOD	SD	57732	Geocode
X	Clone	Card	Cities	Returns	5000-3211-SE	STURGIS STURGEON		<input type="checkbox"/>	2416 GOLDRUSH AVE	STURGIS	SD	57785	Geocode
X	Clone	Card	Cities	Returns	5000-3293-SE	ALISON'S TEST 2		<input type="checkbox"/>	1	STURGIS	SD	57700	Geocode
X	Clone	Card	Cities	Returns	5000-3194-SE		CLOTHING	<input type="checkbox"/>	100 EAST MAIN ST	DEADWOOD	SD	99112	Geocode
X	Clone	Card	Cities	Returns	5000-3192-SE		MOTORCYCLE RENTAL	<input type="checkbox"/>	100 EAST MAIN ST	DEADWOOD	SD	60011	Geocode
X	Clone	Card	Cities	Returns	5000-3191-SE		FOOD	<input type="checkbox"/>	100 EAST MAIN ST	RAPID CITY	SD	57702	Geocode
X	Clone	Card	Cities	Returns	5000-3190-SE		FOOD	<input checked="" type="checkbox"/>	350 MAIN ST	DEADWOOD	SD	57745	Geocode

Geocodes location based on address given during licensure

Ability to turn layers on and off for customized view

- Territories
- City Limits
- Interstates
- Highway
- Rural Roads
- City Streets

Vendor License Datagrid



Process payments for returns

Tax Info: Returns Due: 1, Total Returns Due: 1, Amount Due: \$0.00, Related Active Pts: 0, Active Pts: 0, License Pts: 0, MOU Liens Bonds Total Due: Avg Tax Due: \$0.00, Avg Use Tax Per Rtn: \$0.00, Cancelled Letter Billing Notice Critical Date: Select a date 15, Last Audit Period: Select a date 15, Last Review Date: Select a date 15

Misc: Website: Coordinates: Latitude: Longitude: SubContractor Cigarette Sales Lottery Sales Construction Refund TD Origin Nexus Remote Seller SOS State: SOS Date: Select a date 15, SOS Name: Previous Owner:

Num Employees: Total Employees: Calc Gross Receipts: \$0.00, Calc Use Taxable: \$0.00, Calculated Deductions: \$0.00, Calc City Tax: \$0.00, Calc State Tax: \$0.00, Calc Total Tax Paid: \$0.00, Delinquent Risk: Last delinquent Activity:

Info Photos

Legend: Current License (blue dot), Related Special Event License (orange dot), Territories: New Territory (grey square)

Related License Owner/Master Name Store Front

Look at second page of additional license information

License Card - page 2

Add and process returns, see all contacts, see or add comments, and see and processes bonds

Ledger Contacts Comments Bonds

Period	Status	Type	Tax	Processed Date
07/25/2016	Processed	Return	\$120.00	08/13/2016

Period	Status	Type	Tax	State Tax	City Tax	Interest	Penalty	Balance Due	Post Mark	Proc
07/25/2016	Outstanding	Return								

and off for customized view
Datagrid

Reporting Features

Reports

Event Reports

- Collections by City
- Collections by Region
- Collections by Specific Date
- Collections by Territory
- Delinquents by DBA/Vendor Name
- Delinquents by Territory/DBA Name
- Outstanding Returns by Territory/DBA Name
- Sales Summary Report
- Territory List With Returns
- Territory List With Returns Comparison
- Vendors by DBA/Vendor Name
- Vendors by Territory/DBA Name
- Vendors Reviewed
- Vendors Visited
- Vendors with Bonds on File by License
- Vendors with Bonds on File by Date Then License
- Vendor Rent Report

Event: 2016 Testing for Sturgis

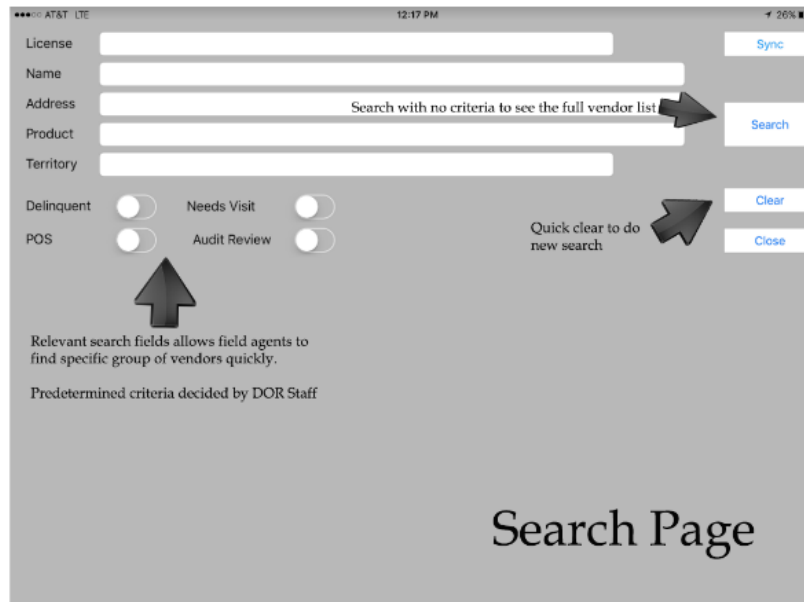
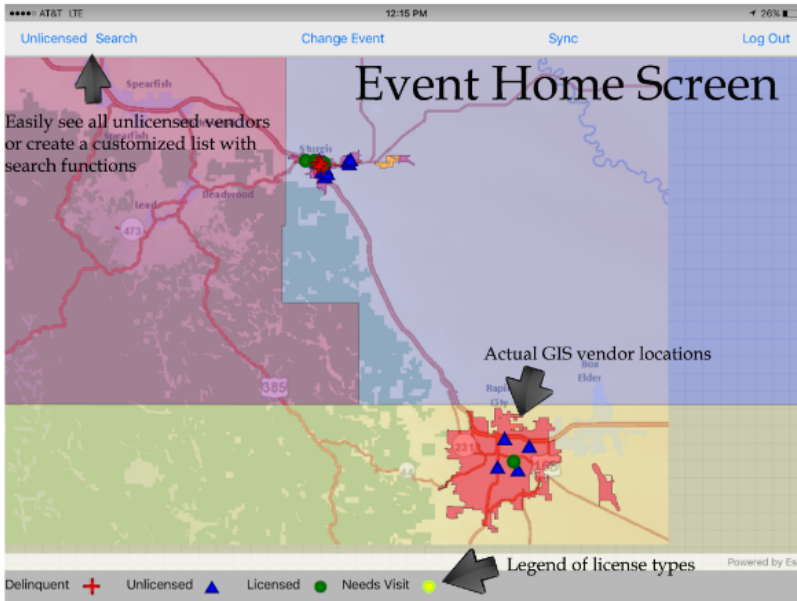
WindowReportViewer

1 of 1 100% Find | Next

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iPad Application

Unlicensed Search

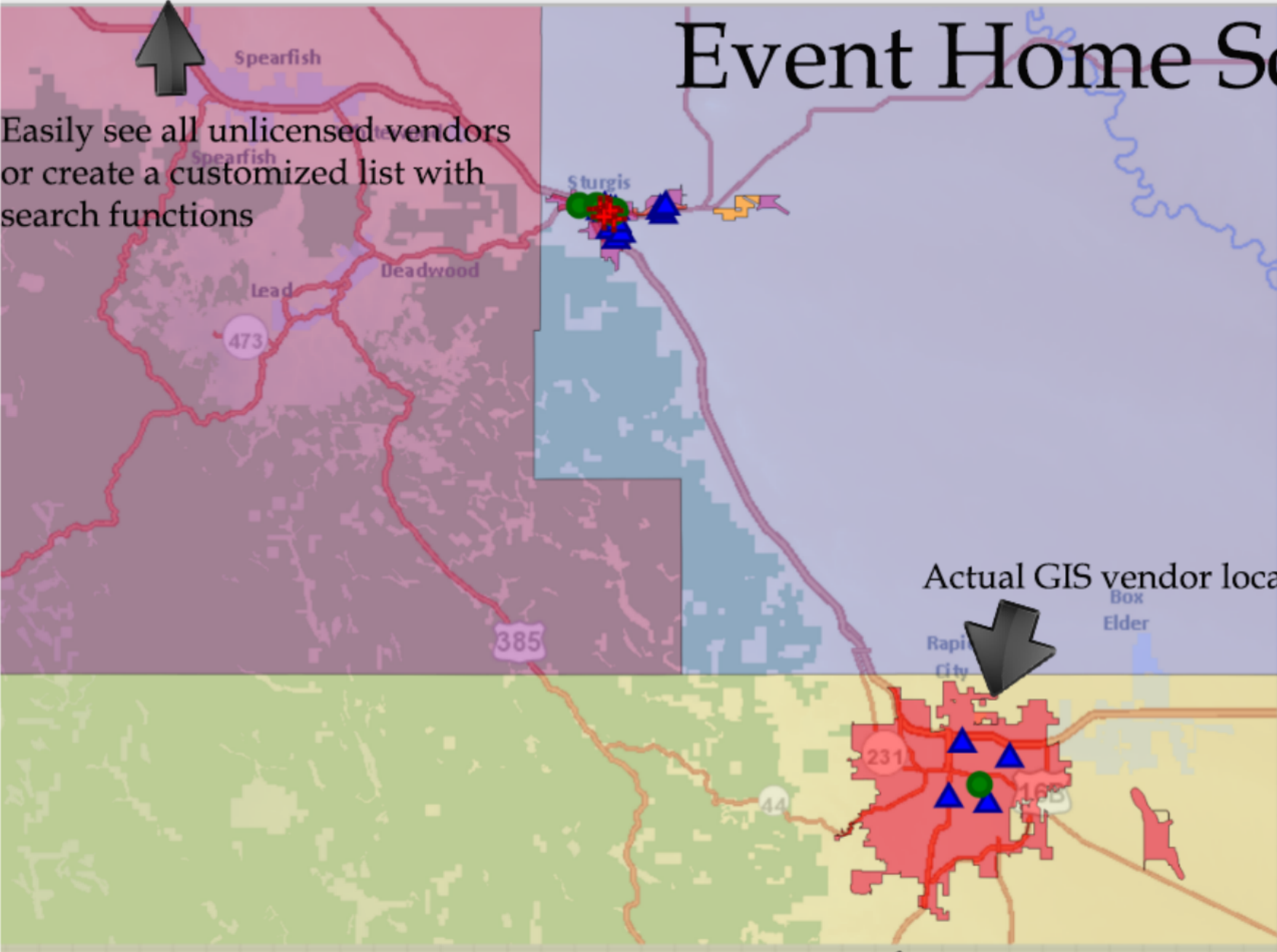
Change Event

Sync

Log Out

Event Home Screen

Easily see all unlicensed vendors or create a customized list with search functions



Actual GIS vendor locations



Legend of license types



- Unlicensed
- Licensed
- Needs Visit



Sync

Unlicensed Vendor Card

Contact

Business

Address

Territory

Products

Phone

Notes



Take Photo

View Photos



Easily take and store photos of goods for sale, booth type, etc for later viewing. Useful for finding vendors in the dense crowd.

Actual GPS location marked by Field Agent



Can be done by using the current location or choosing the point manually on map




Current Location

Manual Location

Save Close

License

Name


Address Search with no criteria to see the full vendor list 


Product

Territory

Delinquent Needs Visit

POS Audit Review

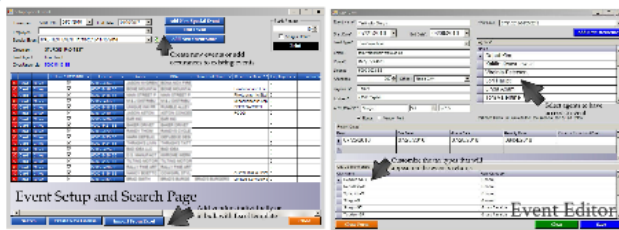
Quick clear to do new search 



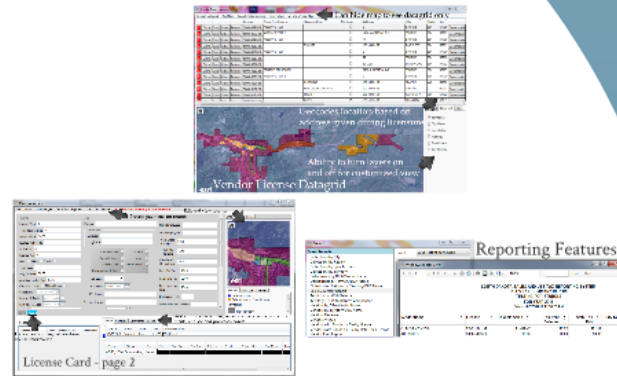
Relevant search fields allows field agents to find specific group of vendors quickly.

Predetermined criteria decided by DOR Staff

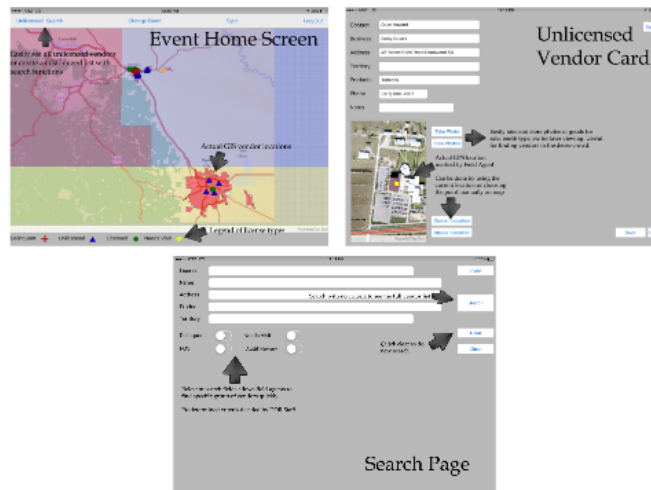
Search Page



Central Tax System



Desktop Application



iPad Application

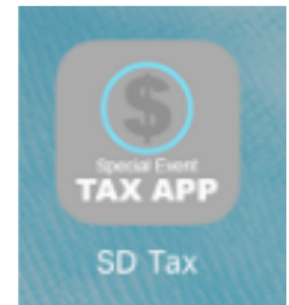
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Desktop App Features

- Real time access to field agent data (iPad)
- Detailed reports of vendor and collection status
- Option to print license cards, receipts, and bank deposit slips at the event
- Remote event monitoring for management and central accounting

Real Life Situation

DOR field agent discovers an unlicensed vendor operating at the Sturgis Rally.

- **Before the App:**

- Agent hand wrote vendor information and provided a paper application to the vendor with instructions to complete and submit for licensing.
- Unlicensed vendor visited the field office to complete licensing process. Vendor information entered into Sturgis Access database.
- Agent checked in at the field office to verify vendor had become licensed.
- After verifying the vendor had become licensed, the field agent revisited the vendor to check that the license card was properly displayed.

This process was very time consuming for the vendor and field staff, causing repetition and frustration.

Real Life Situation - Continued

- **After the App:**
 - The field agent enters the information of an unlicensed vendor into the iPad app. This information is synced to the desktop app in the field office, eliminating the need for the paper application and data entry in the field office.
 - The vendor goes to the field office where the application process is continued from the information synced from the iPad, reducing the time the vendor spends at the field office.

Strengths and Weaknesses

Strengths:

- Improves Customer Service
 - Enables on-site collection at any event.
 - Reduces vendor wait time by streamlining processes.
 - Eliminates duplication of effort by both vendor and staff.
- Streamlines Internal Processes
 - Tracks and monitors to increase compliance.
 - Allows for real time data to be monitored by management at any location.
 - Syncs offline changes when connection is reestablished.
 - Improves the integrity of special events data by relying on the same logic as our central tax system.
 - Provides historic data for planning of future events regardless of size.

Weaknesses:

- SD Government was in its infancy with iPad technology.
- Lack of consistent, strong cellular connectivity to sync data - mitigated by offline syncing.
- In house application development restricts access to on-demand, programming resources.

Impact

- Vendors experience consistent customer service when attending different special events.
 - Wait time for licensing has decreased.
 - Real time data has allowed for better communication between staff and vendors.
- Consistent data collection and reporting accuracy for all events.
- Agents can easily locate vendors to promote compliance.
- Application is transferable across events of various sizes and frequencies.
- Transient vendors can conveniently remit taxes at the event, which leads to timely payments.

Moving Forward

- Continue testing and improving iPad application
- Expand GIS technology
 - Increase data sharing with other state agencies (Currently partnering with Department of Public Safety and Division of Criminal Investigation)
- Further develop this technology for utilization throughout the department to better assist our field agents
- Use improved data collection for better insight and analysis