PROJECT EXPERTISE
State Tax Processing

Featured Clients:

Connecticut Department of Revenue Services

TDEC handled DRS's tax processing for a total of 5 years, including two 1-year options until the State transitioned to online tax filing for the 2016 tax year. During the course of the contract, TDEC processed over 1.6 million documents and met or exceeded all Acceptable Quality Levels. In its last contract year, TDEC achieved 99.94% accuracy and 100% delivery within required timeframes.

New Jersey Department of Treasury

TDEC is responsible for data entry and data verification of 1.7 million state tax returns per year. According to this performance-based contract, TDEC must meet two demanding quality standards: a short turnaround time and 99.5% data entry accuracy. TDEC must deliver data from images received in 2 days and data from paper received in 5 days. TDEC has maintained or exceeded the timeliness and quality requirements since contract inception.

Services:
- Mail receipt and processing
- Document preparation
- Document imaging and indexing
- Optical Character Recognition (OCR)
- Data perfection
- Data verification
- Quality control (ANSI- or ISO-based)
- Remote deposit capture
- Fraud review
- Batch balancing
- Image and data delivery
- Metadata reports

Benefits:
- Identification of incomplete tax returns
- Digitization of paper-based tax returns
- Reduced operational costs
- Improved turnaround time for tax processing
- Rapid revenue deposits
- Scalable resources