

STANDARD PROCEDURE	PAGE: 1 OF 2		
ISSUED BY:	INFORMATION MANAGEMENT		
EFFECTIVE DATE:	5/ 21/96		
PROCEDURE #	10.1		
SUBJECT:	INTERNET E-MAIL CORRESPONDENCE FROM WORLD WIDE WEB SITE		
DISTRIBUTION CODE:	A,B,C	CONTACT:	Internet E-Mail Liaison - Public Information
		Station:	#14
		Phone:	564-4592

I. POLICY

The Kentucky Revenue Cabinet (KRC) has established a World Wide Web (WWW) site on the Internet computer network. This creates an additional way to receive correspondence from taxpayers in the form of electronic mail. The KRC policy is to respond to all correspondents. Messages will be accessed by the KRC Internet E-Mail Liaison. The Liaison will forward the messages to the appropriate KRC staff for a response.

II. TYPES OF QUESTIONS EXPECTED

KRC expects to receive five (5) basic types of questions via E-Mail from the proposed "mailto" link on our WWW page.

1. Technical questions about KRC's WWW page or recommendations regarding the WWW page.
2. Correspondence from taxpayers needing assistance, i.e. completing returns.
3. Inquiries for additional information regarding KRC or taxes beyond the information available on the WWW page.
4. Requests for publications or forms.
5. Taxpayer messages regarding payment or disclosure of tax liabilities.

III. PROCEDURE

KRC'S Internet E-mail Liaison Procedure

Message Received

1. Acknowledge E-mail using standard message which thanks the correspondent for interest in KRC and advises that the message will be forwarded for appropriate action.
2. Respond to questions regarding the WWW page.
3. Provide the name, internet E-Mail address and phone number of the KRC employee to which the message was forwarded for action.
4. Forward the messenger's E-Mail message for action.
 - a. Refer tax specific questions to appropriate tax expert.
 - b. Refer tax payment or disclosure messages to Voluntary Disclosure

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- c. Program personnel.
- c. Refer requests for publications to Public Information and Communications Branch personnel.
- d. Refer requests for forms to the Property and Support Services Branch
- 5. Follow up on forwarded messages within two (2) working days.
- 6. Respond to all correspondents.

KRC Respondent's Procedure

Message Response

1. Contact the correspondent by E-mail or phone to further discuss the matter, obtain more information, or solve the problem indicated.
2. Respond to the correspondent within two (2) working days.
3. Forward a copy of response to the Internet E-Mail Liaison via the "CC" function of the E-Mail software.
4. Respond to all correspondents.

~~NO STANDARD PROCEDURE MAY BE REVISED BY APPENDIX, MEMORANDUM, OR ANY OTHER MEANS OTHER THAN THOSE SET OUT IN STANDARD PROCEDURE # 1, ENTITLED " CREATION, REVISION AND DELETION OF KRC POLICIES AND PROCEDURES"~~

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