

GOVERNMENT ENTITY

Taxpayer Experience of the Future



SHEILA
EMPLOYEE,
STATE GOVERNMENT

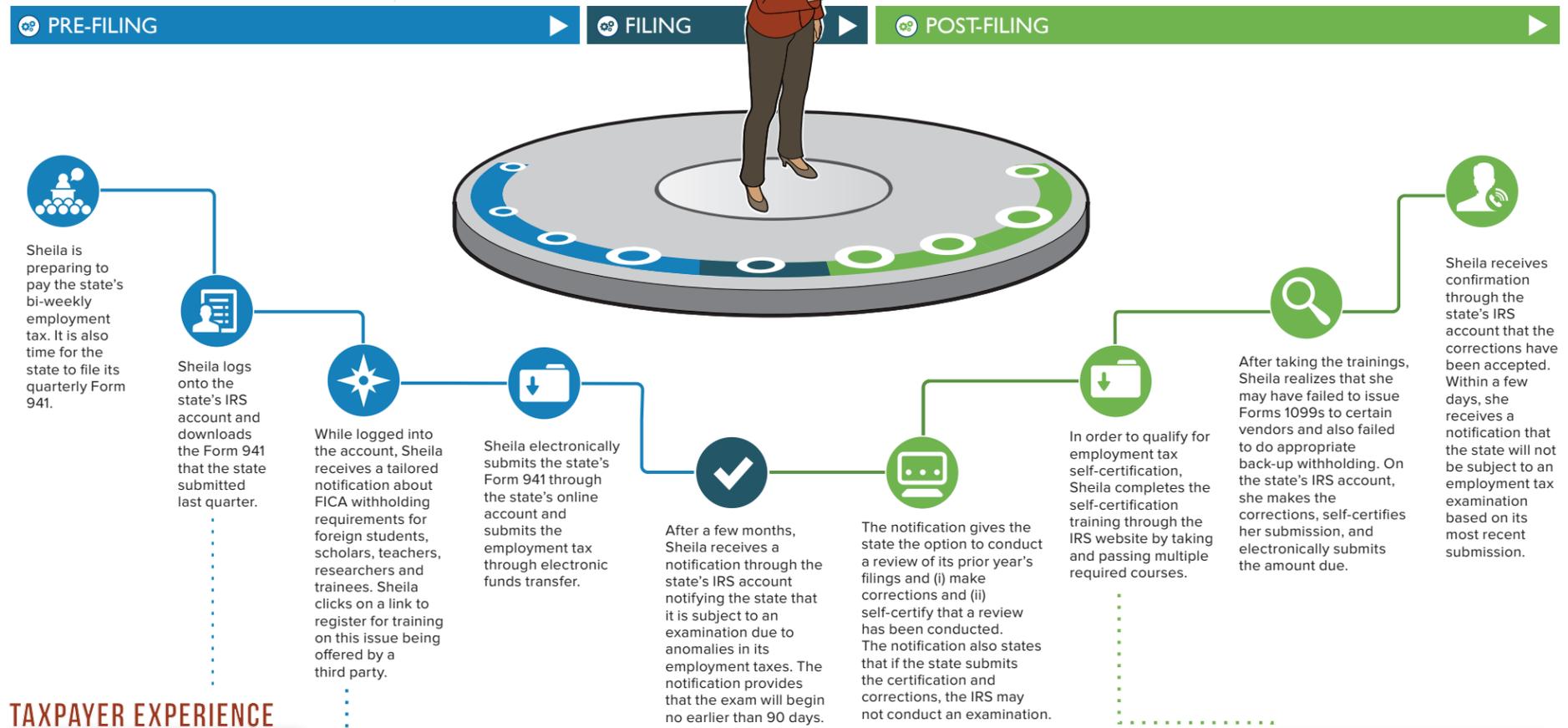
BACKGROUND

The state employs full-time and part-time staff as well as independent contractors. To comply with employment tax laws, the state withholds payroll taxes and other deductions from employees' paychecks, including FICA (which includes Social Security tax and Medicare tax), Federal income tax, and state income tax. In addition, the state is responsible for remitting its portion of the Social Security tax on behalf of its employees. Sheila is the state's newly assigned accountant for processing the state's bi-weekly employment taxes and managing the state's obligations for employment taxes. She knows a lot about tax law, but is new to employment tax.

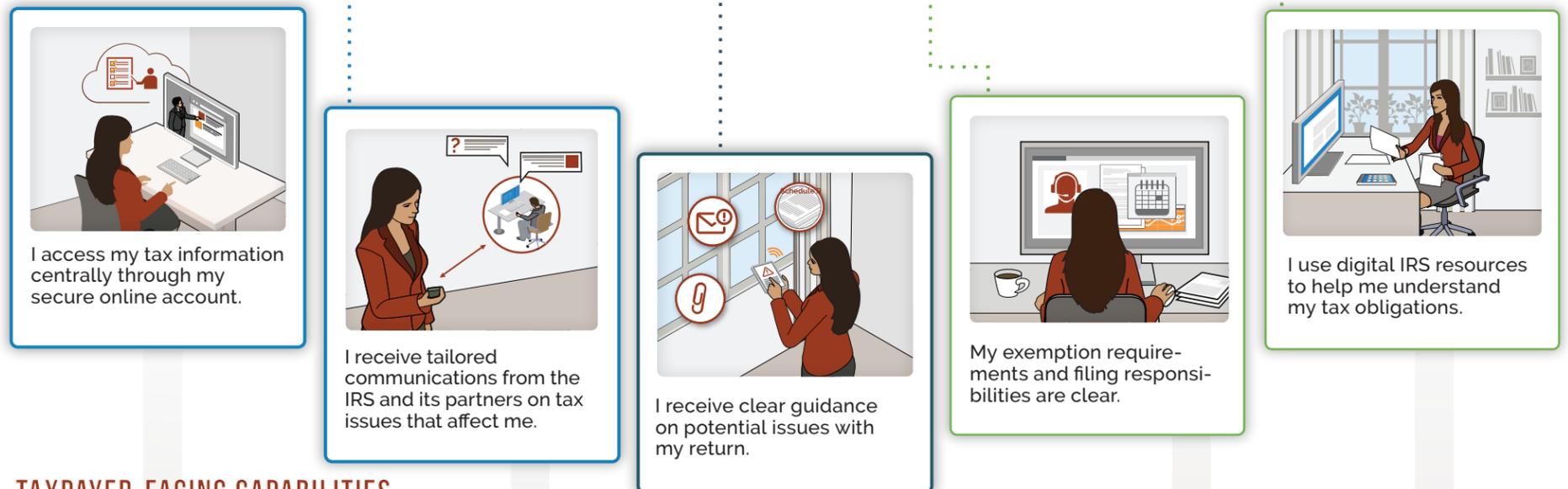
EXPERIENCE EXPECTATIONS

Secure Consistent Transparent
Easily Accessible Fast

TAXPAYER JOURNEY



TAXPAYER EXPERIENCE



TAXPAYER-FACING CAPABILITIES

