

Attachment A-Overall Queue Questions

FIRST TIER
visitor starts with this first set of questions

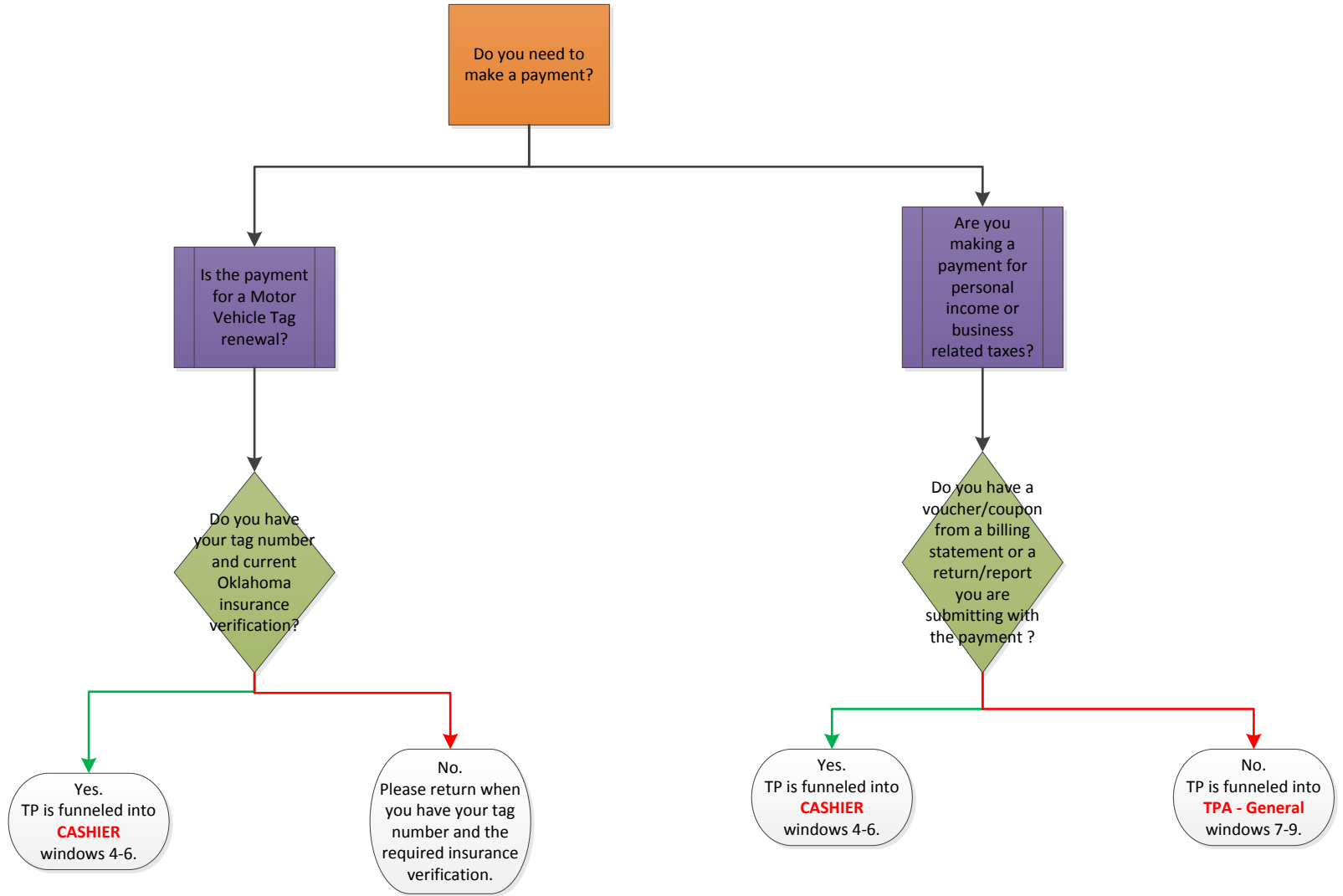
Taxpayer
approaches kiosk to
check-in to the OTC



FIRST TIER

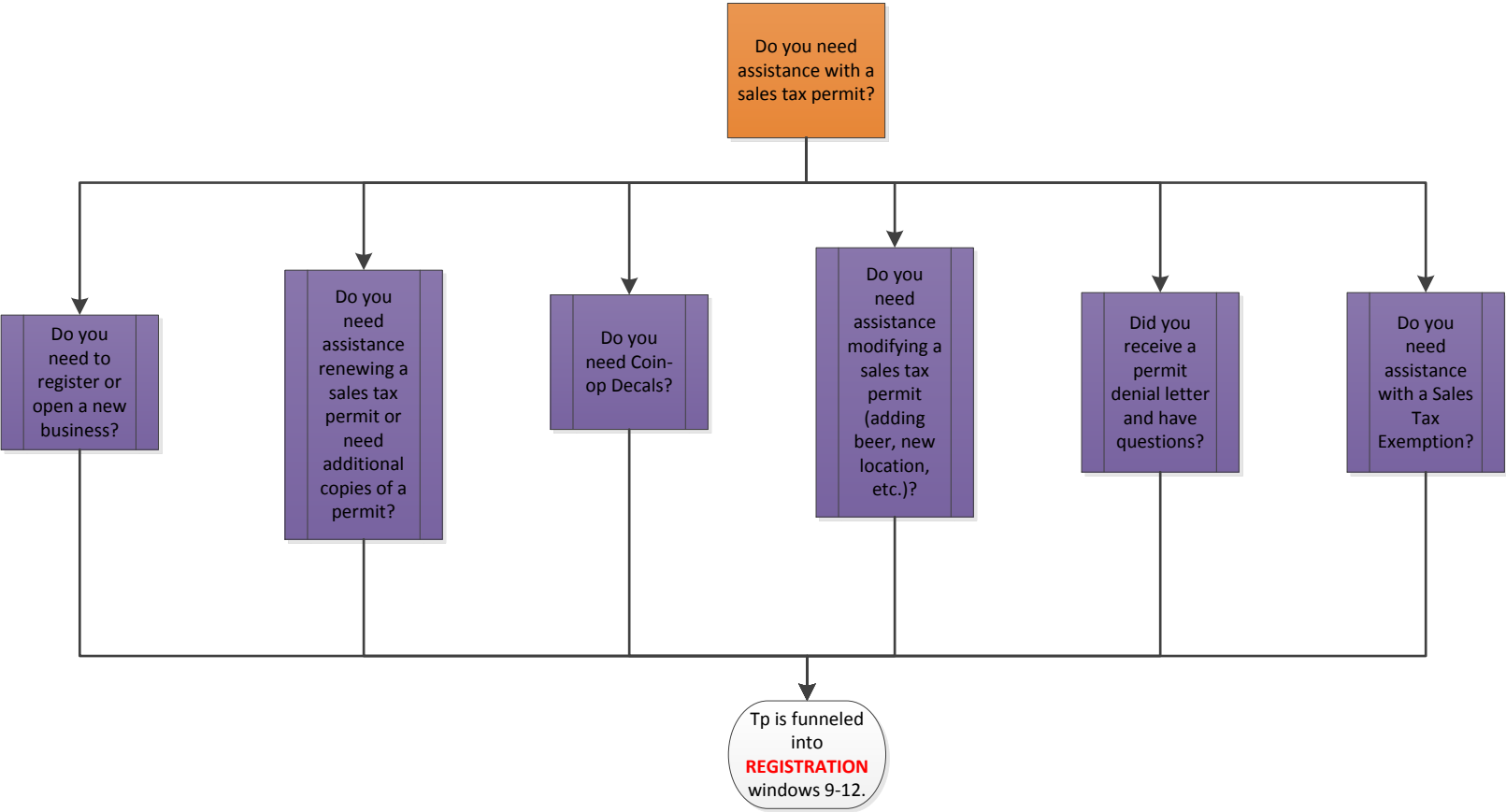
SECOND TIER

THIRD TIER



FIRST TIER

SECOND TIER



FIRST TIER

Do you need assistance with personal income taxes?

SECOND TIER

Have you received a letter regarding your Professional License or State Employment?

Would you like to establish a pay plan or have questions about a pay plan?

Did you receive a letter requiring ID Verification in order to process your return?

Do you have a questions regarding your Refund?

Do you have a General Inquiry not mentioned perviously?

THIRD TIER

Do you have a Professional License or are a state employee?

TP is funneled into **TPA-GENERAL** windows 7-9.

Yes.
TP is funneled into **TPA-GENERAL** windows 7-9

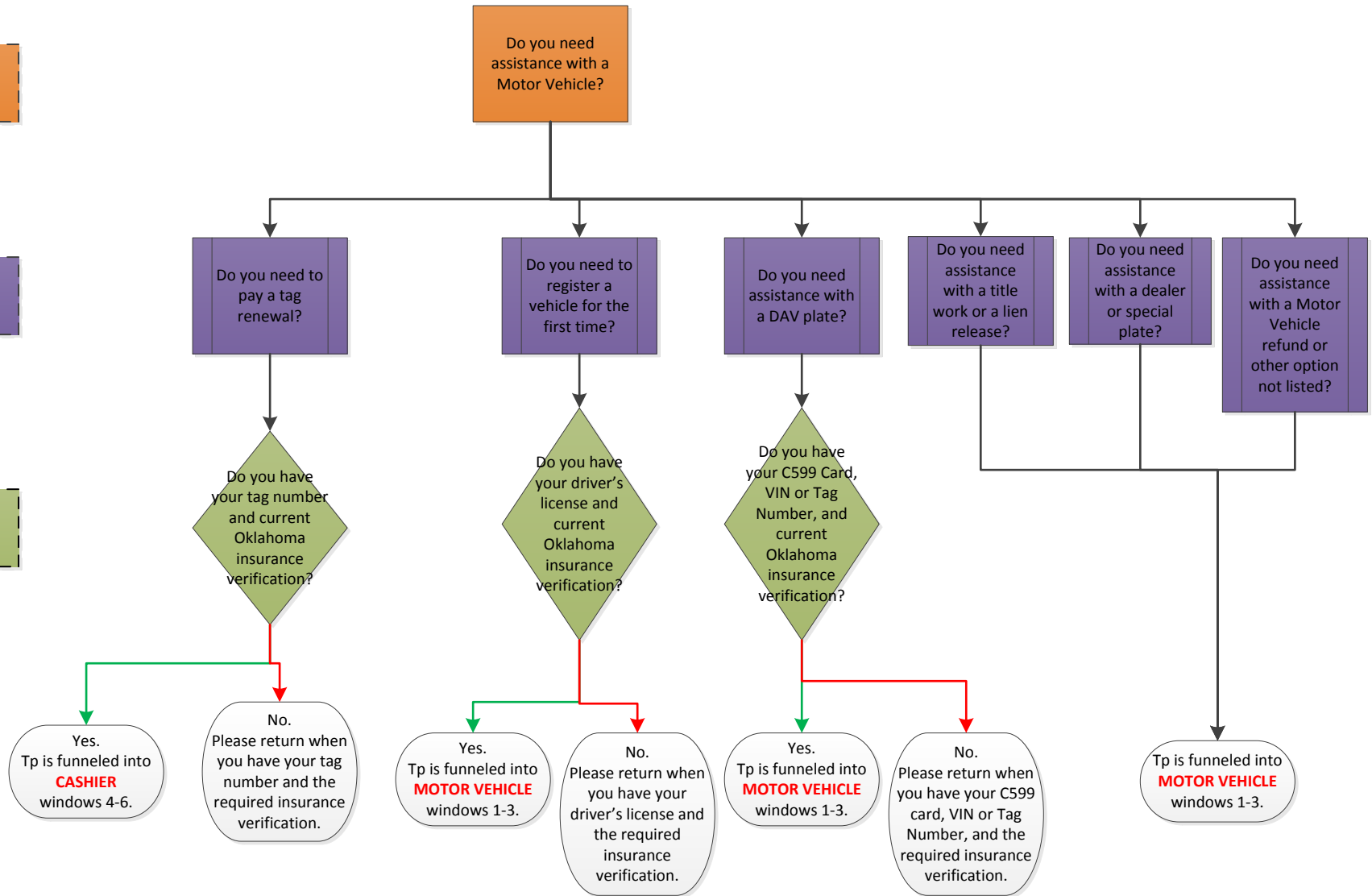
No.
Please visit our Compliance Division at 409 NE 28th St.

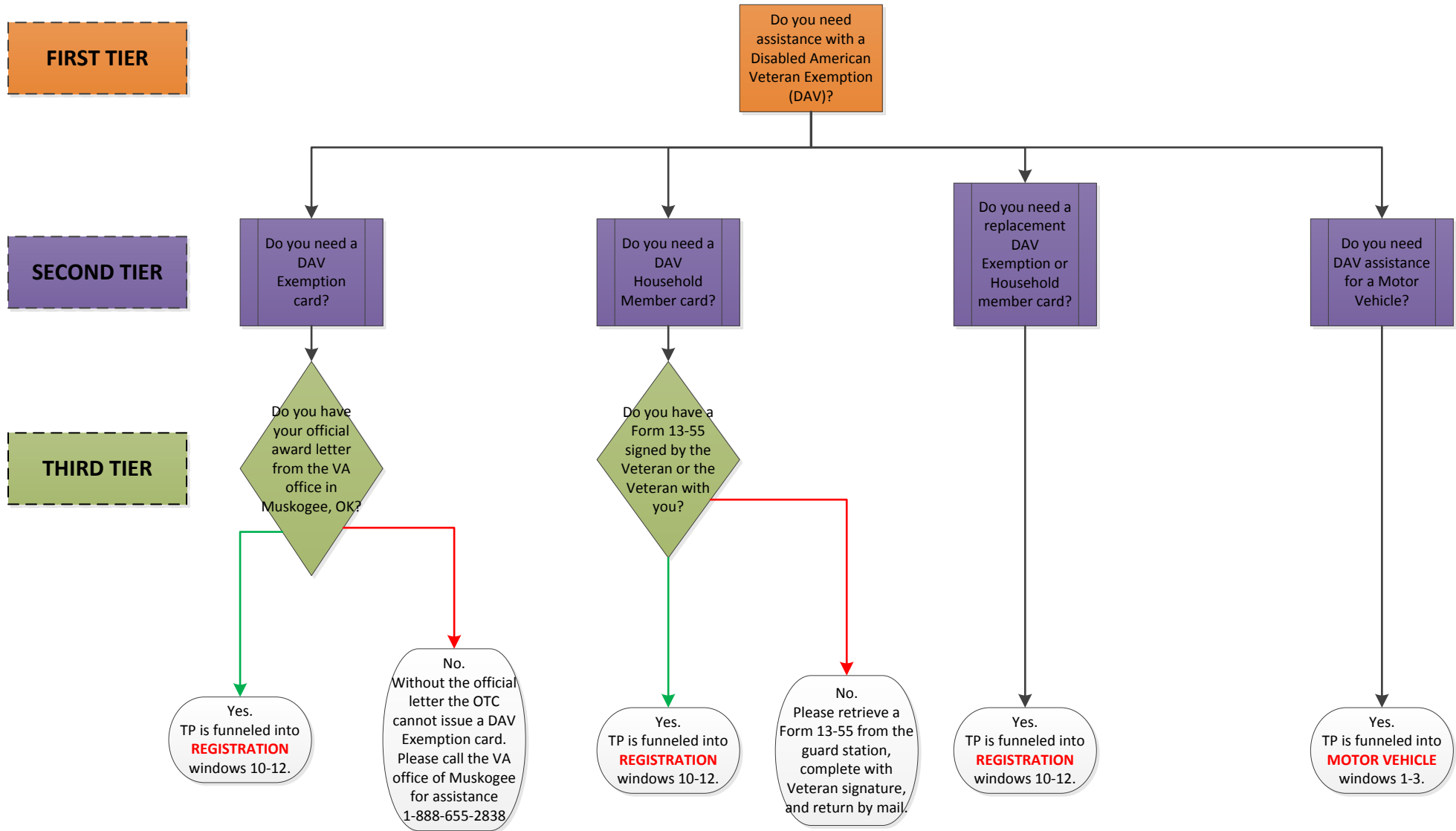
TP is funneled into **TPA-GENERAL** windows 7-9.

FIRST TIER

SECOND TIER

THIRD TIER





FIRST TIER

Do you need assistance with business related taxes?

SECOND TIER

Do you need assistance with Franchise tax?

Do you need assistance with an OTC letter you received?

Do you need assistance with filing returns/ reports?

Do you need assistance with OKTap (filing portal)?

Do you need to establish a pay plan or have e letter from a collection agency?

THIRD TIER

Is your corporation suspended with the Secretary of State?

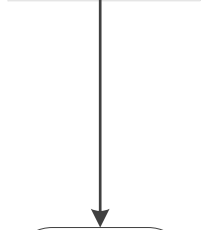
Tp is funneled into **TPA – General** windows 7-9.

Yes.
Tp is funneled into **TPA – General** windows 7-9.

Please contact your field agent directly or visit our Compliance Division at 409 NE 28th St.

FIRST TIER

Are you a vendor,
interviewee, or here
for a workshop,
meeting or
meeting?



Please see the
security guard at the
Reception Desk for
assistance.