



One Team One Bill



Problem Statement

The Department of Revenue's process of sending separate assessment notices for each period of liability leads to significant customer frustration and high costs in postage, materials, labor, and convenience fees. This practice undermines the "Best Experience" goal, as customers face an overwhelming number of mailed notices and associated fees for each individual assessment, amounting to substantial expenses for both the department and its customers.

Scope

In Scope:
Process Improvement

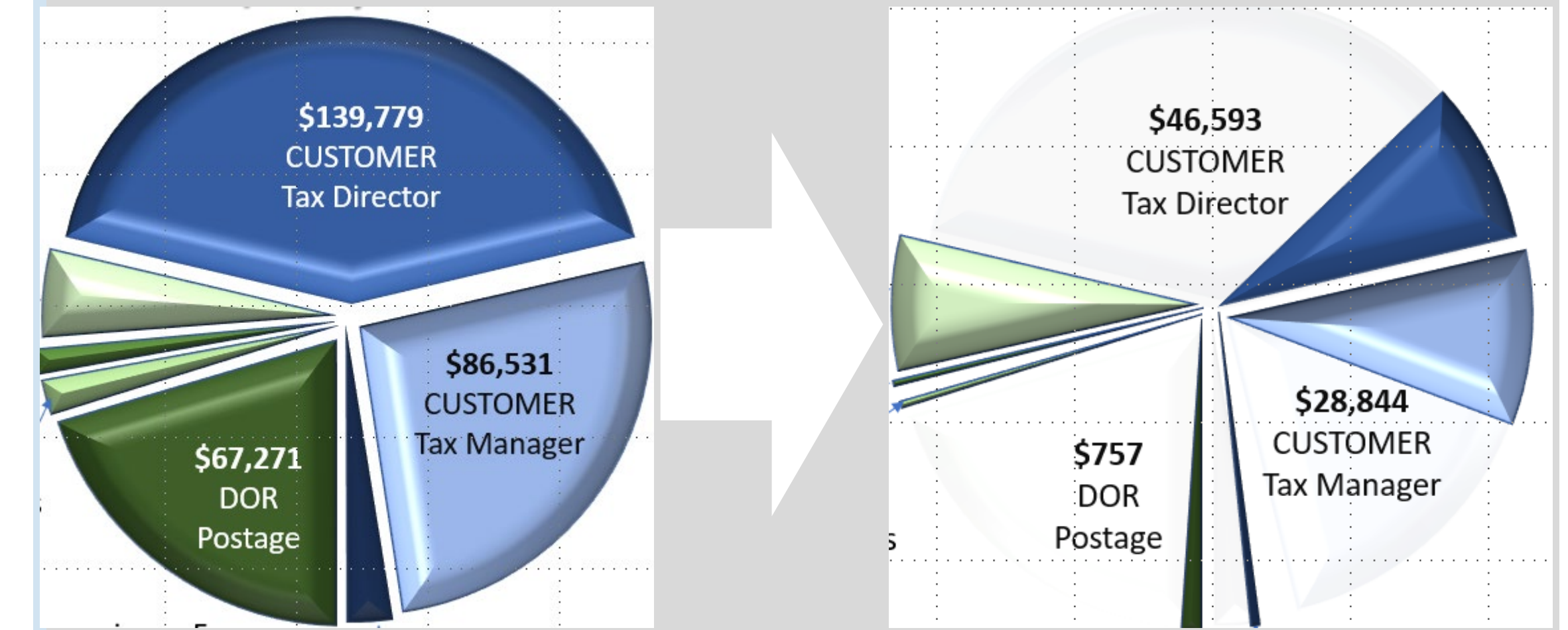
Out of Scope:
Technology Enhancements



Data

Current Cost: \$327,461

One Bill: \$97,478



Analyze

The analysis of "One Team One Bill" evaluated billing efficiency and its financial effects, using customer insights to identify consolidation benefits. A cost-benefit analysis showed significant savings and manageable auditor workload, supporting the initiative's aim to streamline operations, reduce costs, and improve satisfaction without needing major tech investments.

Action

Reduce cost of billing by transferring responsibility to auditors and consolidating the statements into a single, comprehensive bill.

Outcomes

- Process Redesigned
- Billing Notice Updated
- FAQ and Job Aids Created
- Reduced Stationary Costs
- Reduced Mailing Supplies
- Reduced Cust. Convenience Fees

Savings Realized: \$229,983.00