



FLHSMV Audit Tracking User Guide for External Users

Version 1.0

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1 Audit Tracking

The objective of this user guide is to provide a step-by-step description of the system flow with various screen prints.

Refer to Appendix A – Acronyms when you need an explanation of abbreviations in the user guide.

1.1 Overview

Please refer to section 1.1 in Enterprise (ICFS) User Guide Volume 1 for information on FLHSMV Navigation instructions.

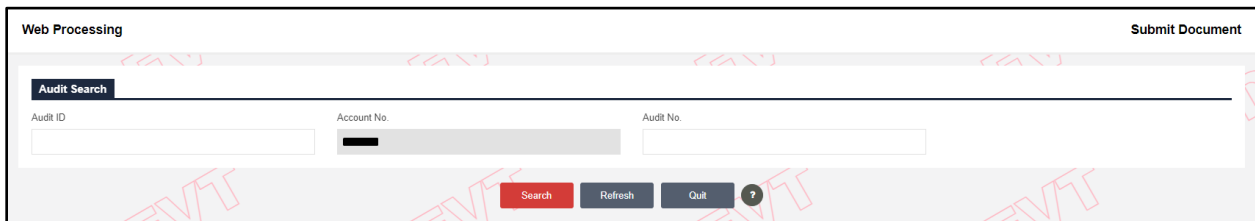
1.2 Web Processing

1.2.1 Submit Document

This function allows you to submit required documents to an auditor for review and approval. Once the auditor reviews the documents from the internal queue, you receive an email notification indicating whether your documents are approved or require additional actions.

Perform the following steps to submit the documents:

- From the AUDIT TRACKING menu, click SUBMIT DOCUMENT from the WEB PROCESSING menu tile.



The screenshot displays the 'Web Processing' interface. At the top left, it says 'Web Processing' and at the top right, 'Submit Document'. Below this is a section titled 'Audit Search'. There are three input fields: 'Audit ID', 'Account No.', and 'Audit No.'. The 'Account No.' field contains a redacted value. Below the input fields are three buttons: 'Search' (red), 'Refresh' (grey), and 'Quit' (grey). A help icon (?) is also present.

- On the search screen, enter the following parameters:
 - Audit ID



- Account No. - This field is populated and protected.
- Audit No.
- Click SEARCH to view the search results in a grid.

Web Processing Submit Document

Audit Search

Audit ID: Account No.: Audit No.:

Search Result

AUDIT ID	ACCOUNT NO.	LEGAL NAME	NOI DATE	NOAR DATE	NOPA DATE	AUDIT NO.	AUDITOR	APPLICATION TYPE
145			03/01/2023	03/02/2023		23-1006		IFTA

Showing 1 to -1 of -1 entries

- Click the Audit ID for the preferred record from the grid. The system will display the Submit Document screen.

Web Processing Submit Document

Audit Details

Account No.: 017230 Employer's Name: [Redacted] Audit No.: 23-1006 Auditor's Name: [Redacted]

IFTA License No.: [Redacted] IFTA Audit Period: 01/01/2021 To 12/31/2021 IRP Audit Period: MM/DD/YYYY To MM/DD/YYYY

Documents

- 15-day Waiver
- 30-day Waiver
- Power of attorney
- Pre-Audit questionnaire
- Electronic records questionnaire
- Statement of Understanding
- Monthly/quarterly Distance and fuel summary
- Lease agreements
- Distance records
- Fuel records
- Exit conference
- Audit Payment plan application and related documents
- Stipulation Agreement

- On the Submit Document screen, all the details under the Audit Details section are prepopulated and protected.
- Documents - This section displays a list of documents for submission.



- Click the Upload icon for the preferred document from the list.
- The system opens the Upload screen in a new window.

UPLOAD

Upload File

Document Type | 15-day Waiver

Select appropriate file

Choose file... Browse Upload

FILE NAME	TIMESTAMP	DOCUMENT STATUS
No data available in table		

Done

Close

- On the Upload screen, click BROWSE to select the appropriate document and click UPLOAD.
- The system displays the uploaded attachment in a grid beneath.



UPLOAD
✕

Upload File

Document Type | 15-day Waiver

Select appropriate file

Browse
Upload

FILE NAME	TIMESTAMP	DOCUMENT STATUS
145_617539_1_15DIWVR.pdf	03/03/2023 02:50:42 PM	

Done

Close

- Once the document is uploaded, click DONE to return to the Submit screen.

Web Processing
Document Collection

Audit Details

Account No. 617539	Taxpayer's Name RUFUS ADD JURIS TEST 12-24-08	Audit No. 23-1006	Auditor's Name BINALAUDITOR
IFTA License No. FL78564575601	IFTA Audit Period 01/01/2021 📅 To 12/31/2021 📅	IRP Audit Period MM/DD/YYYY 📅 To MM/DD/YYYY 📅	

Documents

15-day Waiver	📄 📄
30-day Waiver	📄
Power of attorney	📄
Pre-Audit questionnaire	📄
Electronic records questionnaire	📄
Statement of Understanding	📄
Monthly/quarterly Distance and fuel summary	📄



- The system displays View and Delete icons for the attachment uploaded for a given document.
 - Click the View icon to view the contents of the document.
 - Click the Delete icon to delete the document.
- Likewise, upload attachments for all the required documents in the list.
- Once all the required documents are uploaded, click PROCEED to submit the uploaded documents to an internal queue for review and approval.

1.2.2 Request Reconsideration

You can request for reconsideration under certain conditions:

- Request Reconsideration can be requested to AS only if the NOAR letter is approved and sent to the carrier.
- Request Reconsideration can be requested to AA only if the NOPA letter is approved and sent to the carrier.

This function allows you to submit a reconsideration request to an Audit Supervisor/Audit Manager for review and approval. Once an audit supervisor/audit manager reviews your request, you receive an email notification indicating whether your reconsideration request is approved or requires additional actions.

Perform the following steps to request reconsideration.

- From the AUDIT TRACKING menu, click REQUEST RECONSIDERATION from the WEB PROCESSING menu tile.

- On the search screen, enter the following parameters:



- Account No. - This field is populated and protected.
- Audit ID
- Audit No.
- Click SEARCH to view the search results in a grid.

Web Processing Request Reconsideration

Audit Search

Audit ID:

Account No.:

Audit No.:

Search Result

AUDIT ID	ACCOUNT NO.	LEGAL NAME	NOI DATE	NOAR DATE	NOPA DATE	AUDIT NO.	AUDITOR	APPLICATION TYPE
145	617539	[REDACTED]	03/01/2023	03/02/2023		23-1006	[REDACTED]	IFTA

Showing 1 to -1 of -1 entries First Previous Next Last

- Click the Audit ID for the preferred record from the grid. The system will display the Request Reconsideration screen.

Web Processing Request Reconsideration

Audit Details

Account No.:

Taxpayer's Name:

Audit No.:

Auditor's Name:

IFTA License No.:

IFTA Audit Period: To

IRP Audit Period: To

Documents

Reconsideration Request Letter

Supporting Document 1

Supporting Document 2

Supporting Document 3

Supporting Document 4

Supporting Document 5

*Name of Respondent:

*Date:

*Title:

*Phone No.:

*Email:

- On the Request Reconsideration screen, the details under the Audit Details section are prepopulated and protected.



- Documents - This section allows you to submit the documents and information listed below:
 - Documents:
 - Reconsideration Request Letter
 - Supporting Documents
 - Upload Documents:
 - Click the Upload icon for the preferred document from the list.
 - The system opens the Upload screen in a new window.
 - On the Upload screen, click BROWSE to select the appropriate document and click UPLOAD.
 - The system displays the uploaded attachment in a grid beneath.
 - Once the document is uploaded, click DONE to return to the Submit screen.
 - Name of Respondent - Enter your name.
 - Date - Select the date of submitting the reconsideration request.
 - Title - Enter your title.
 - Phone No. - Enter your phone number and extension.
 - Email - Enter your email address.
- Click PROCEED to submit your reconsideration request to the internal review queue.

1.2.3 Request Penalty Waiver

You can request for penalty waiver under certain conditions:

- Penalty Waiver can be requested only if the NOPA letter is approved and sent to the carrier.

This function allows you to submit a penalty waiver request to the QCR/QCR Supervisor for review and approval. Once the QCR or QCR supervisor reviews your request, you will receive an email notification indicating whether your penalty waiver request is approved or requires additional actions.

Perform the following steps to request a penalty waiver:



- From the AUDIT TRACKING menu, click REQUEST PENALTY WAIVER from the WEB PROCESSING menu tile.

- On the search screen, enter the following parameters:
 - Account No. - This field is populated and protected.
 - Audit ID
 - Audit No.
- Click SEARCH to view the search results in a grid.

- Click the Audit ID for the preferred record from the grid. The system will display the Request Penalty Waiver screen.



- On the Request Penalty Waiver screen, the details under the Audit Details section are prepopulated and protected.
- Documents - This section allows you to submit the documents and information listed below:
 - Documents:
 - Penalty Waiver Request Letter
 - Supporting Documents
 - Upload Documents:
 - Click the Upload icon for the preferred document from the list.
 - The system opens the Upload screen in a new window.
 - On the Upload screen, click BROWSE to select the appropriate document and click UPLOAD.
 - The system displays the uploaded attachment in a grid beneath.
 - Once the document is uploaded, click DONE to return to the Submit screen.
 - Name of Respondent - Enter your name.
 - Date - Select the date of submitting the penalty waiver request.
 - Title - Enter your title.
 - Phone No. - Enter your phone number and extension.

- Email - Enter your email address.
- Click PROCEED to submit your penalty waiver request to the internal review queue.

1.2.4 Request Hearing

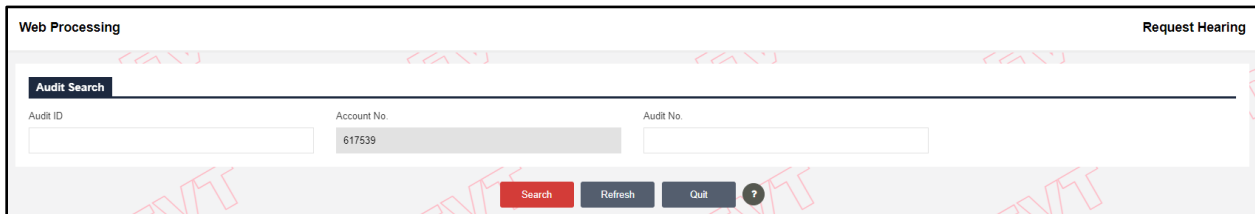
You can request for hearing under certain conditions:

- Request for Hearing cannot be processed until the NOAA letter is approved and sent to the carrier.

This function allows you to submit a hearing request to the QCR/QCR Supervisor for review and approval. Once the QCR or QCR supervisor reviews your request, you will receive an email notification indicating whether your hearing request is approved or requires additional actions.

Perform the following steps to request a hearing:

- From the AUDIT TRACKING menu, click REQUEST HEARING from the WEB PROCESSING menu tile.



- On the search screen, enter the following parameters:
 - Account No. - This field is populated and protected.
 - Audit ID
 - Audit No.
- Click SEARCH to view the search results in a grid.



Web Processing **Request Hearing**

Audit Search

Audit ID:

Account No.:

Audit No.:

Search Result

AUDIT ID	ACCOUNT NO.	LEGAL NAME	NOI DATE	NOAR DATE	NOPA DATE	NOAA DATE	AUDIT NO.	AUDITOR	APPLICATION TYPE
145	617539	██████████	03/01/2023	03/02/2023	03/02/2023	03/03/2023	23-1006	██████████	IFTA

Showing 1 to -1 of -1 entries

- Click the Audit ID for the preferred record from the grid. The system will display the Request Hearing screen.

Web Processing **Request Hearing**

Audit Details

Account No.:

Taxpayer's Name:

Audit No.:

Auditor's Name:

IFTA License No.:

IFTA Audit Period: To

IRP Audit Period: To

Documents

Completed election of Rights:

Petition for hearing letter:

Supporting Document 1:

Supporting Document 2:

Supporting Document 3:

*Name of Respondent:

*Date:

*Title:

*Phone No.:

*Email:

- On the Request Hearing screen, the details under the Audit Details section are prepopulated and protected.
- Documents - This section allows you to submit the documents and information listed below:
 - Documents:
 - Complete Election of Rights
 - Petition for Hearing Letter
 - Supporting Documents



- Upload Documents:
 - Click the Upload icon for the preferred document from the list.
 - The system opens the Upload screen in a new window.
 - On the Upload screen, click BROWSE to select the appropriate document and click UPLOAD.
 - The system displays the uploaded attachment in a grid beneath.
 - Once the document is uploaded, click DONE to return to the Submit screen.
- Name of Respondent - Enter your name.
- Date - Select the date of submitting the penalty waiver request.
- Title - Enter your title.
- Phone No. - Enter your phone number and extension.
- Email - Enter your email address.
- Click PROCEED to submit your hearing request to the internal review queue.

1.2.5 Taxpayer Survey

This function allows you to respond to the taxpayer survey. Perform the following steps to take the taxpayer survey:

- From the AUDIT TRACKING menu, click TAXPAYER SURVEY from the WEB PROCESSING menu tile.

- On the search screen, enter the following parameters:
 - Account No. - This field is populated and protected.
 - Audit ID
 - Audit No.



- Click SEARCH to view the search results in a grid.

Web Processing Taxpayer Survey

Audit Search

Audit ID: Account No: Audit No:

Search Result

AUDIT ID	ACCOUNT NO.	LEGAL NAME	NOA DATE	NOAR DATE	NOPIA DATE	AUDIT NO.	AUDITOR	APPLICATION TYPE
145	617539	[REDACTED]	03/01/2023	03/02/2023	03/02/2023	23-1006	BINALAUDITOR	IFTA

Showing 1 to -1 of -1 entries First Previous Next Last

- Click the Audit ID for the preferred record from the grid. The system will display the Taxpayer Survey screen.

Web Processing Taxpayer Survey

Audit Details

IRP Account No. Taxpayer's Name Audit No. Auditor

IFTA License No. IFTA Audit Period To IRP Audit Period To

TaxPayer Survey

*1. Did the auditor arrive at the scheduled appointment time?
 Yes No

*2. If the audit was conducted at your business location, was the audit conducted during your normal business hours?
 Yes No

*3. Was the audit conducted in a courteous, efficient and professional manner with as little disruption to your normal work routine as possible?
 Yes No

*4. Did the auditor provide you or your representative opportunities to discuss the audit procedures and findings?
 Yes No

*5. Did the auditor provide you with a copy of the Taxpayers' Bill of Rights and a written basis for any audit issues?
 Yes No

*6. Please indicate your overall opinion of the auditor based on their degree of professionalism and knowledge of the tax law(s) administered.
 Met Expectation Exceeded Expectations Did Not Meet Expectations

General comments/suggestions

*Name of Respondent *Date *Title *Phone No.

*Email



- On the Request Hearing screen, the details under the Audit Details section are prepopulated and protected.
- Taxpayer Survey - This section captures your response to the questions and additional information listed below:
 - Questions:
 - Did the auditor arrive at the scheduled appointment time? - Select any of the following radio buttons:
 - Yes
 - No
 - If the audit was conducted at your business location, was the audit conducted during your normal business hours? - Select any of the following radio buttons:
 - Yes
 - No
 - Was the audit conducted in a courteous, efficient, and professional manner with as little disruption to your normal work routine as possible? - Select any of the following radio buttons:
 - Yes
 - No
 - Did the auditor provide you or your representative with opportunities to discuss the audit procedures and findings? - Select any of the following radio buttons:
 - Yes
 - No
 - Did the auditor provide you with a copy of the Taxpayers' Bill of Rights and a written basis for any audit issues? - Select any of the following radio buttons:
 - Yes
 - No



- Please indicate your overall opinion of the auditor based on their degree of professionalism and knowledge of the tax law(s) administered. - Select any of the following radio buttons:
 - Met Expectations
 - Exceeded Expectations
 - Did Not Meet Expectations
- General comments/suggestions - Enter any additional comments or suggestions you may want to provide to improve the taxpayer process.
- Name of Respondent - Enter your name.
- Date - Select the date of submitting the penalty waiver request.
- Title - Enter your title.
- Phone No. - Enter your phone number and extension.
- Email - Enter your email address.
- Click PROCEED to submit your taxpayer feedback.

**Appendix A – Acronyms**

Acronyms	Description
FLHSMV	Florida Department of Highway Safety and Motor Vehicles
FL	Florida
IFTA	International Fuel Tax Agreement
IRP	International Registration Plan
ID	Identification
No.	Number
QCR	Quality Control Review