

Requirements to Participate in the Tax Refund Intercept Program

Though there are no charges to participate in the Tax Refund Intercept Program, there are minimum responsibilities a court must be able to perform. The Judicial Council/Administrative Office of the Courts (JC/AOC) acts as a facilitator and a clearinghouse, the Department of Revenue acts on intercepts requests, but each court must manage its own intercept requests. The JC/AOC has obtained a license for Georgia's courts to use Revenue Results, a well-known and powerful government collections software suite. Our business processes and the software are intended to allow courts to participate without significant overhead.

Experience in our pilot testing of the tax intercept program demonstrated functional requirements necessary to manage the business processes that make up the program. In this regard, a court must be able to:

- Prepare a list of intercept requests with required data that meet certification requirements (see the Memorandum of Understanding (MOU)).
- Mail out notice letters to debtors at least 30 days in advance of the intercept request; a sample letter is attached to the MOU.
- Install and use Revenue Results to update intercept requests when there is a walk-in payment by a debtor or a necessary adjustment—installation and training are provided, but court IT staff will be needed to assist in installation.
- Receive and manage electronic funds transfers and disburse appropriately.
- Receive and respond to inquiries by debtors identified by the court, including disputes regarding intercepted returns.

In order to avoid IT performance problems, the court will need to meet the following minimum requirements to run the Revenue Results software:

- Provide a desktop PC with at least 4 GB memory, 1 GB free hard disk space and a 2.1 GHz or faster processor.
- The internet connection should be equivalent to 20Mbps Fast Ethernet.
- Windows 8 or newer operating system.
- IT support staff to install software and ensure that the connections for the tax intercept client software is established.
- A case management system that is capable of electronically reporting out delinquent fine and fee payment information.
- Staff capable of preparing the intercept requests and updates and transmitting them to the AOC either by upload of a flat file or using Revenue Results.

Last, as part of the preparation for the program start in January 2017, courts will need to establish hearing procedures and be ready to provide an independent hearing officer if one is needed. Draft hearing procedures are also provided with the MOU.