



COLORADO
Department of Revenue



ENFORCEMENT

LOTTERY

MOTOR VEHICLE

TAXATION



Colorado Department of Revenue - Sales and Use Tax Simplification Change Management Plan March 2020

SB6|SUTS Software Project

Change Management Plan

- * Change Management is the engagement and adoption of SUTS into local governments and businesses.
- * The Change Management Plan will outline the processes, systems, organizational structure, and responsibilities for local governments and businesses to transition to SUTS.

SB6|SUTS Change Management Plan

Counties and Statutory Cities

- * The State collects sales tax over 55 counties and statutory cities.
- * Any change for these local government entities will be seamless.
- * The CDOR Division of Taxation will continue to provide tax collection services and manage the flow of information to the existing localities.

SB6|SUTS Change Management Plan

Home Rule Municipalities

- * The change management team will include 10 full time personnel:
 - 5 Consultants from MUNIRevs and TTR
 - 2 DOR Managers (OIT and EDO)
 - 3 DOR Business Analysts (Taxpayer services)

- * The three new FTE's for Taxation will be ongoing support for local governments and special districts.

SB6|SUTS Change Management Plan

Home Rule Municipalities

Phase One: Inform & Train | March and April

- * Organize two separate meetings with every Home Rule municipality to review the function of SUTS from the perspective of each vendor involved in the development of the software.

SB6|SUTS Change Management Plan

Home Rule Municipalities

- * Virtual meeting with DOR and TTR
 - Review the capabilities of the administrative tool
 - 15 minute training for the Home Rule Municipalities to gain access
 - Review Home Rule Municipalities data for shapes and rates
- * Follow-up with spreadsheet of data verification from TTR

SB6|SUTS Change Management Plan

Home Rule Municipalities

- * Email verification from Home Rule Municipalities on accuracy of information.
- * Identify key personnel in Home Rule Municipalities to manage transition.
- * Give contact information list of change management team.

SB6|SUTS Change Management Plan

Home Rule Municipalities

- * Virtual meeting with DOR and MUNIRevs
 - Review of the portal functions
 - Account matching functionality
 - Review of the Bulk registration/tax filing
 - ACH credit payments
 - Review of User Agreement

SB6|SUTS Change Management Plan

Home Rule Municipalities

- * Map time-line for municipal approved ordinance.
- * Follow-up with matrix of continued operations
 - Home Rule Municipalities must handle filings not completed
 - Home Rule Municipalities must handle local licensing
 - Home Rule Municipalities must perform analytics for budgeting
 - Home Rule Municipalities must handle delinquency
 - Home Rule Municipalities must handle any auditing

SB6|SUTS Change Management Plan

Phase Two: Launch in May and June

- * Controlled Launch is provisionally scheduled for May 6th. SUTS is projected to go live in June.
- * Twenty + systems is projected to use SUTS in the first wave.
- * A virtual “Situation Room” will be set up with the change management team to be available 24/7 to handle calls and emails on issues that may develop during the roll-out.
- * The final launch is scheduled for June and the change management team will deploy the “Situation Room” to handle any potential issues.

SB6|SUTS Change Management Plan

Businesses

- * Develop a 10-minute video giving instructions on “How to File your Sales Taxes” to be hosted on the Department of Revenues’ web page.
- * DOR’s Customer Service Call Center will be instructed on the process and given FAQ to assist during the transition.