



Department of Local Government Finance

PPOP-IN

Barry Wood
Assessment Division Director

Scott Maitland
Information Systems Division Director

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PPOP-IN

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Overview



Overview

What is PPOP-IN?

Personal Property Online Portal – Indiana (PPOP-IN). The new, 24/7, self-service PPOP-IN portal lets taxpayers and authorized agents file Forms 102, 103-Short, 103-Long, 103-N, 103-O, 104, and 106 online. Taxpayers also have the ability to upload additional personal property forms and any necessary supporting documentation.



Overview

PPOP-IN Account Information

Each taxpayer and authorized agent accessing PPOP-IN has their own account for the system. Each user registers for an account with an email address. Registering for an account is split into two parts.

- Access Indiana

Each user will be required to set-up an account with [Access Indiana](#).

- Account Information

After the Access Indiana account is created, the user will set-up an account with PPOP-IN [PPOP-IN](#).



Achievements



Achievements

- Our initial goal was to have 9,000 returns filed via PPOP-IN.
- As of July 25, 2021, we have had 16,267 returns filed.
- Returns were filed in all 92 counties.



Achievements

- Over 300 taxpayers responded to a survey. Approximately 74% responded they were satisfied with PPOP-IN overall.
- Approximately 75% stated they would use PPOP-IN next year.
- As referenced previously, the number of returns submitted far exceeded our expectations/initial goal.



Improvements



Improvements

- Integration with tax preparation software
- Additional forms, such as Form 103-T, and EZ-2.
- The sign-in/login process was not easy.
- Account set up: Allow one email to access multiple returns.
- Some counties had issues with the taxpayer name/naming convention.
- There were some issues with the NAICS code/list – perhaps a drop-down menu with the specific code can be implemented.



Best Practices



Best Practices

- Assessors do not need to print off the forms and re-data enter the values.
- While some assessors have printed off a copy for their records, an electronic copy is readily available.
- Some counties took an inordinate amount of time to review/accept the returns submitted. The PPOP-IN returns should be reviewed/processed like the paper submitted returns.
- Users are encouraged to review the available Help resources (<https://ppopindev.in.gov/Help/Help>).



Where Do We Go From Here



Next Steps

- The DLGF is working with its software developer partners to enhance PPOP-IN for next year.
- The DLGF anticipates greater taxpayer participation next year.



Questions



Questions

- Barry Wood
 - Telephone: 317-232-3762
 - Email: bwood@dlgf.in.gov
- Scott Maitland
 - Telephone: 317-233-8347
 - Email: smaitland@dlgf.in.gov
 - Website: www.in.gov/dlgf
 - “Contact Us” <http://www.in.gov/dlgf/2338.htm>