2022 PPOP-IN Presentation

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Agenda

- Overview of PPOP-IN
- Support Process/Materials
- Overview of Data Flow
- Explanation of Registration
    - For Taxpayers
    - For Agents
- Explanation of Agents and Taxpayer Connection Process
- Updates for 2022 – Barry Wood
- Additional Comments
- Questions

Overview

What is PPOP-IN?

- The new, 24/7, self-service Personal Property Online Portal for Indiana ("PPOP-IN") will allow taxpayers and authorized agents to file their personal property return online. Taxpayers will also have the ability to upload additional personal property forms and any necessary supporting documentation.
- The Department has partnered with XSoft to develop this new system.

Overview

- Seven (7) property tax forms available:
  - Form 102
  - Form 103 Short
  - Form 103 Long
  - Form 103-N
  - Form 103-O
  - Form 104
  - Form 106
- Note: Preparer's will also have the ability to attach other personal property forms that are needed with their submission.

Overview

When will PPOP-IN be available?

- The Department will unlock the system in January 2022.

- Taxpayers can file their Business Personal Property Return(s) online now at https://ppopin.in.gov.

Support Process

- For Technical Support on the PPOP-IN Site: Support@DLGF.in.gov

- For Questions relating to the content of the forms: Contact your local Assessor's Office

- County Officials that have Support Concerns: Contact your XSoft Support Representative

Support Materials

- PPOP-IN has two main areas where you can review Support Materials:
  - Help Pages
  - FAQ Pages

- Located in the top navigation bar.
- Specific to your user type when logged in.

Overview of Data Flow

- Taxpayer/Agent complete a filing.
- Filing is forwarded to the appropriate assessor's office.
- Assessors review the filing in the same manner they review paper filings and mark the filing as Accepted/Rejected.
- Taxpayer/Agent is provided a notification as to the status of the filing when it changes.

Explanation of Registration Process

- Navigate to <u>PPOPIN.in.gov</u>
- Select the "Register" option.
  - Continue to Access Indiana.
- Log-in or Register for a new Access Indiana Account.
- Complete PPOP-IN Registration.
  - 4 User Types Available.

Available PPOP-IN User Types

"I am an Indiana resident or property owner"
- Use this option for taxpayers.

"I am an agent representing one or more Indiana Property Owners"
- Use this option if you are filing out the form on behalf of another taxpayer. (Internal Accountants, CPAs, etc.)

"I am a county official"
- Use this option if you work for a county assessor's office and are registering for your official capacity.

"I am a member of the DLGF"
- Use this role if you work for the DLGF.

Connecting a Taxpayer and Agent

- For an agent to file on behalf of a taxpayer, the agent and taxpayer must both agree to connect their accounts via the agent's invite code.
- PPOP-IN facilitates and manages these connections directly in the system.
- Once a taxpayer and agent have connected their accounts, the connection persists until it is revoked.

Demo of Registration and Connection Process

2022 Updates – Barry Wood

2022 Updates

- Validation Tools and System Upgrades
  - Upgrades to the system that allow for more flexibility and easier processing of returns for assessors and their staff.
  - Significant bug fixes that resolve many of the most common issues that were encountered last year (including naming issues, township selection errors, etc.).
  - Better validation for submissions so that forms that are submitted have less likelihood of being rejected.

2022 Updates

- Rollover Filings
  - Rollover capabilities for taxpayers and agents (users now can roll over previous year's data so that the filing process is easier and faster.)
- Messaging Tool
  - Assessors and taxpayers/agents will have the opportunity to send messages with each filing. This can be utilized with indicating why filings are rejected, businesses being closed, etc.

2022 Updates

- We are also working with our software vendor for the possibility of including the API software.

- A fee will not be charged in 2022 for PPOP-IN filings.

Additional Notes

- PPOP-IN will be down for yearly rollover from:
  - 1/1/2022 – 1/12/2022.
- Help videos, FAQs, and documentation are all available on PPOP-IN.
- Updated user guides available in January, 2022.
- Presentation and Materials will be posted soon to the Department's website (https://www.in.gov/dlgf/assessments/personal-property/)

Additional Notes Cont.

- For help setting up special business configurations:
  - Support@DLGF.in.gov
  - Subject: PPOP-IN Special Business Configuration Help

Questions?