



Tax Notice Resolution Audit Tool

Use this audit tool to evaluate your tax notice management process, assess whether your team meets industry benchmarks, and identify areas for improvement. Simply check the boxes that best reflect your current practices, and the tool will provide totals and recommendations to help justify investments in automation.

Current Resolution Timelines

- Under 30 days (5 points)
- 30-60 days (3 points)
- Over 60 days (1 point)

Volume and Frequency of Notices

- High resolution rate with under 10% backlog (5 points)
- Moderate resolution rate with 10-30% backlog (3 points)
- Low resolution rate with over 30% backlog (1 point)

Notice Prioritization and Tracking

- Automated prioritization and full lifecycle tracking (5 points)
- Manual prioritization or partial tracking (3 points)
- No prioritization or tracking (1 point)

Multi-Jurisdictional Management

- Comprehensive tracking for each jurisdiction (5 points)
- Partial tracking for some jurisdictions (3 points)
- No specific tracking by jurisdiction (1 point)

Use of Automation

- Over 75% automation (5 points)
- 50-75% automation (3 points)
- Less than 50% automation (1 point)

Proactive Compliance Management

- Real-time updates and minimal escalations (5 points)
- Periodic updates with some escalations (3 points)
- No regular updates, frequent escalations (1 point)

Cost of Compliance and Outsourcing

- Minimal penalties, no outsourcing (5 points)
- Moderate penalties, limited outsourcing (3 points)
- High penalties, heavy outsourcing (1 point)

Benchmark Comparison

- Resolution time under 60 days (5 points)
- Resolution time 60-90 days (3 points)
- Resolution time over 90 days (1 point)

How'd you do?

35-40 points: Your team is closely aligned with industry best practices.

25-34 points: Your team is on track but could benefit from increased efficiency and scalability.

15-24 points: Automation can directly address these inefficiencies.

<15 points: Immediate action is needed to bring processes up to industry standards

