Project description: Improve MTC Multistate Voluntary Disclosure program web information

V 1.0 1-20-2016 (MVDP Process Improvement Recommendation)

The purpose of this project is to identify improvements that can be made in the presentation of information and forms on the MTC Multistate Voluntary Disclosure Program web pages.

Problem: The materials on the MVDP web pages are detailed and consist exclusively of text material. It is difficult to find key requirements, deadlines and other information that is important for complete and accurate preparation of a disclosure application and successful completion of the voluntary disclosure process. States and taxpayers could save significant amounts of time if key requirements and time lines were highlighted, and if the information presented was organized for greater clarity and accessibility.

Risks: The MTC Multistate Voluntary Disclosure Program is currently the primary program offered by the National Nexus Program. It is used by a significant number of states. If information that is essential to a complete and accurate voluntary disclosure application is not easy to find, taxpayers and their representatives are more likely to submit applications that must be corrected or resubmitted. This can require additional time for taxpayers and their representatives, the states and the MTC National Nexus Program Staff.

Issues for review:
- What information is essential for a complete and accurate MVD application to be prepared?
- Are there states that have good web page models that we could learn from?
- Are there better ways to present the material so that it is easier to navigate through the MVD web page?

Expected outcomes from the project:
- Recommendations for improvements in the MVD program web pages

Who should be involved in the project:
- State communications staff or web designers
- MTC National Nexus Program staff
- State staff who work with voluntary disclosure
- Others?