

ISSUE: Across Indiana’s 92 counties, all businesses, churches, and not-for-profit organizations must file business tangible personal property forms with the county assessor’s office each year, even if qualified for an exemption. Historically, many taxpayers would have described the process as cumbersome; from completing the form(s) to mailing the form(s) to the assessing official. Common issues or problems that taxpayers complained about included not knowing the taxing district name or number where their property is located, not knowing where to send their form(s), and ensuring the return is filed timely (i.e. making sure the return is mailed/postmarked timely).

Solution: Develop an Online Portal

Working in partnership with the Indiana Department of Local Government Finance (DLGF), XSoft developed a statewide on-line reporting process, whereby taxpayers can enter all applicable information into a state-supported on-line filing system and the electronic information integrates seamlessly into all 92 counties current property tax software system.

The Indiana Personal Property Online Portal (PPOP-IN) allows taxpayers and their authorized agents to complete and submit annual property tax forms online. Taxpayers can manually select the form(s) they need to file, or, if they’re not sure which form(s) to file, the system selects the form(s) for them, based on a series of questions answered by the taxpayer.

YEAR OF ACQUISITION	DEPRECIABLE PERSONAL PROPERTY	COLUMN A TOTAL COST (\$)	T.T.V.%	COLUMN B TRUE TAX VALUE (\$)
1-2-23 To 1-1-24	Machinery	5,000	40	2,000
1-2-22 To 1-1-23	Office Furniture	2,000	60	1,200
1-2-21 To 1-1-22	Computers	8,000	55	4,400
1-2-20 To 1-1-21	Vehicles	20,000	45	9,000
1-2-19 To 1-1-20	Tools	1,000	37	370
1-2-18 To 1-1-19	Machinery	6,000	30	1,800
1-2-17 To 1-1-18	Office Furniture	3,000	25	750
1-2-16 To 1-1-17	Computers	2,500	20	500
3-2-15 To 1-1-16	Vehicles	10,000	16	1,600
3-2-14 To 3-1-15	Tools	1,000	12	120
Prior to 3-1-14	Vehicles	5,000	10	500
TOTALS		63,500		22,240
30% of line 12, COLUMN A		19,050		

Line 14 must be the greater of Line 12, Column B or Line 13 (50 IAC 4.2-4-9)

Total True Tax Value of Depreciable Personal Property: 22,240

Fully depreciated assets must be included in the total cost to be reported in Schedule A above.

There are numerous benefits for PPOP-IN, including:

- **Scalability;** resources can be scaled up or down based on the needs of the agency, which is particularly useful during peak times such as nearing the file deadline.
- **Security;** hosted in an actively monitored Microsoft Azure® environment, personally identifiable information (PII) is protected through robust user rights and stringent security protocols.
- **Communication;** proactive notifications and communication channels are pervasive throughout the system. Users are alerted via email when changes to submitted forms are made. In addition, users can pose questions and receive responses directly within the application.
- **Accessibility;** whether you’re a taxpayer or an authorized agent acting on behalf of a taxpayer, you simply need a web browser and user credentials to access the application and submit forms.
- **Modernization;** components within the system are continuously updated and improved by XSoft, ensuring the agency and users have access to the latest features and security enhancements.
- **Workflow Automation;** the completion of forms systematically flows through a workflow driven process, minimizing missing or inaccurate information.