

Missouri Department of Revenue



Version: 07/2024 - Fiscal Year 2025





Missouri Department of Revenue



MEASURES

By June 30, 2025, 100% of leaders within the Department will have access to the leadership guidelines via a link on the Intranet.

By June 30, 2025, end the 3 out-of-state leases and transition staff to 100% remote work.

By June 30, 2025, offer a thorough and informative New Team Member Orientation program.

By June 30, 2025, replace paper retention with scanning and repurpose the Permanent Files space on the first floor of the Truman Building.

By June 30, 2025, move all active MOA's to a shared file location that includes the ability to track expiration and renewal dates. By June 30, 2025, identify improvements to increase the Sales and Use Tax filing compliance rate to 85% through customer outreach and efficiencies.

By June 30, 2025, add a new tax matrix to the website that provides guidance on tax application for sales with coupons, rebates, discounts, cash back, etc.

By June 30, 2025, create videos to educate new businesses and Political Subdivisions about their tax responsibilities.

By June 30, 2025, begin stationing the MVDL mobile unit at specified Missouri locations to offer motor vehicle and driver license services to our customers.

By June 30, 2025, expand the usage of Simplified Outbound Correspondence generation through Revenue Premier.

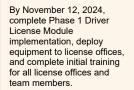
By June 30, 2025, begin distributing new service awards.

By June 30, 2025, begin offering professional development stamps for team member training passports.

By June 30, 2025, begin implementing a new Team Member of the Month and People's Choice award program. By June 30, 2025, change the Dealer Renewal schedule to balance the renewal workload between renewal periods.

By June 30, 2025, publish the Department's General Revenue daily report using Tableau.

By June 30, 2025, the License Office Request for Proposal process will incorporate performance measures and General Operations reporting.



By June 30, 2025, allow frequent uploads of personal property tax information from political subdivisions.

By June 30, 2025, use Adobe Experience Manager for forms on the DOR's forms portal and offer the capability for online submission.

By June 30, 2025, rewrite or discontinue the Correspondence Tracking Generation system (CTG).

By June 30, 2025, move Taradata and the Enterprise Data Warehouse (EDW) from the legacy on-premises location to the Cloud infrastructure.