

Photos from
Secretary William M. Landrum's
Visit to

Department of Revenue
501 High Street
Frankfort

April 6, 2016

Mail Room—where the processing of paper tax returns starts.



Photo left: Lahoma Blocker (left), Linda Duncan (center), Kayla Kincaid (right) & Mary Landers (far right).



Photo Right: Teresa Gardner (right) explaining the process. Walter Crecelius (middle) & Lucille Troutman (seated left).

DOR receives millions of pieces of mail annually. Mail is sorted by tax type, thickness & presence of a check. The sorter can handle 40,000 envelopes per hour.



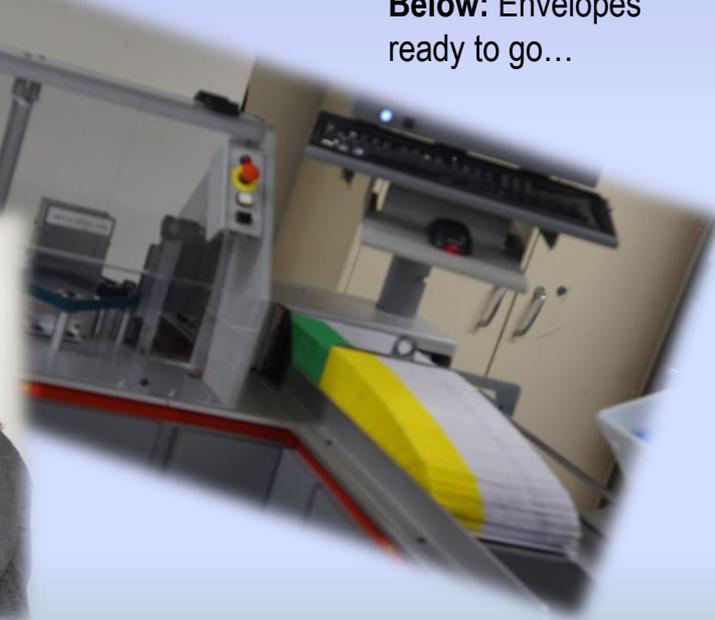
Photo Above: Walter Crecelius (right) showing Sec. Landrum the barcode the sorter reads.

After sorting, many envelopes can be opened by Automated Extractor, which physically opens the envelope & extracts the contents. The machine can process 7,500 envelopes per hour.



Photo left: Jason Vanderpool (right) explaining the extractor to Com. Bork (center). Looking on are Chief of Staff Edwin King (far left) & Dep. Sec. Mark Bunning (2nd from left)

Below: Envelopes ready to go...

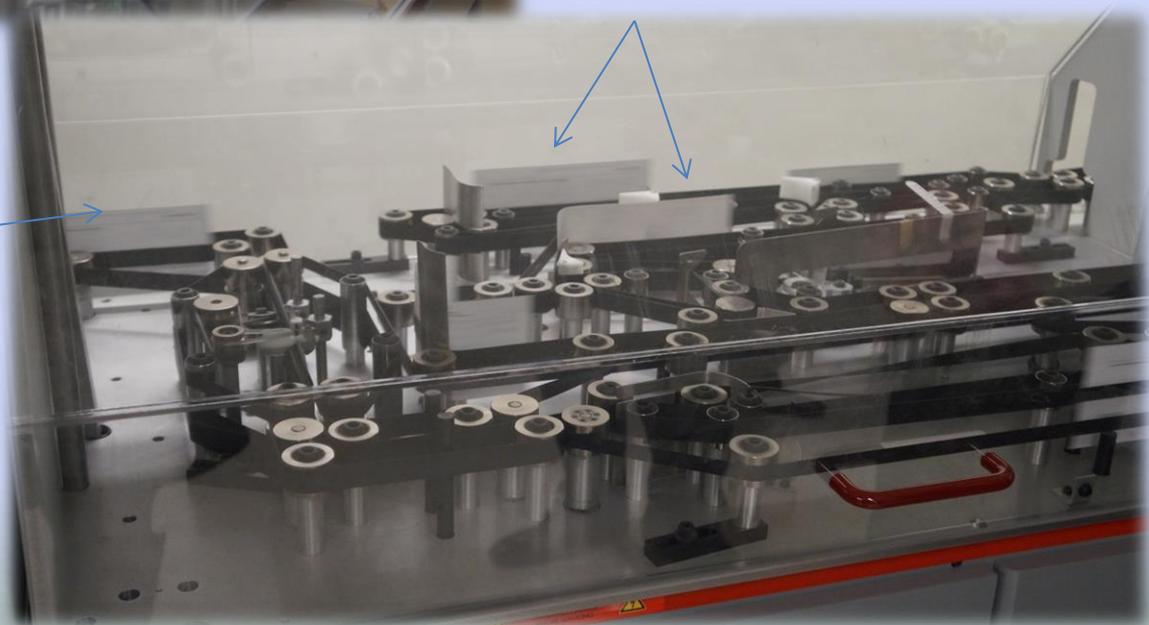


Above (L-R): Sec. Landrum, Mack Gillim, Ken Meng, Gwen Pinson (FAC general counsel) & Teresa Gardner



Left: Jason Vanderpool watching over the Automated Extractor.

Right: Close up of Automated Extractor extracting...



Envelopes that are too thick to run on the Automated Extractor are brought to one of 15 extraction desks. Employees open envelopes and sort the contents for further processing.

Look at that nifty little vacuum arm that opens the envelope so contents can be easily taken out.



Julie Dillard separating envelope contents.

High speed scanners capture images of tax returns and payments.
Recognition technology reads data on forms.



Left: Nick Harren (left) explaining the scanning process. Kevin Clark (right) is the scanner operator.

Right: Kevin Clark getting the scanner ready to start.
Sec. Landrum (left), Edwin King (2nd from left) & Dep. Sec. Mark Bunning (far right) look on.



Checks included with tax returns are imaged and deposited with the bank electronically.



Below: Donna Sayre (center) discussing what happens when DOR receives “bad” checks.





Left: Commissioner Dan Bork reads excerpts from the letter to the Governor praising Pamela Glover's helpful service.



Right: Sec. Landrum giving Ms. Glover her letter of recognition.



Sec. Landrum ended his visit to DOR with a staff meeting of management staff.