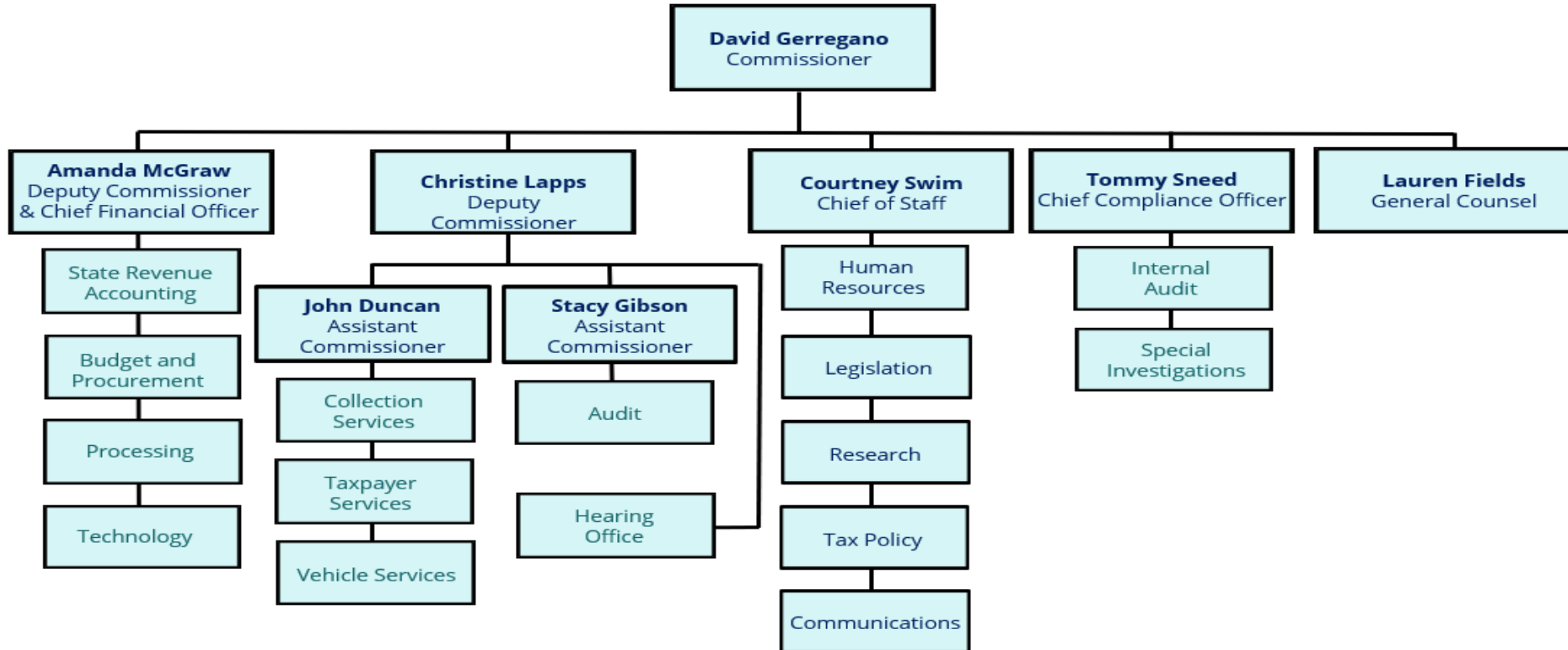




Who to Call

TGFOA Spring Conference 2026

Revenue Leadership



Key Contacts for Local Governments

- Quick Map of Common Topics and Contact Points
- Staff behind General Email boxes set up for local governments
- Best Practices to assist with resolution
- Department of Revenue website links

Rate Changes

Revenue.FinancialControl@tn.gov

This is the e-mail box to send your rate changes for local taxes the Department Of Revenue administers on behalf of local governments.

(Local Option, Occupancy, Severance)

Operational Flow

Financial Control Staff will confirm receipt of the Ordinance

Financial Control Staff sends to Legal for Review and Approval

Financial Control Staff follow up and send effective date for rate changes

(typically around 60 days from receipt)

Request confirmation of supplier id information for intended recipient of allocation

Annexation

Revenue.FinancialControl@tn.gov

Annexation/De-Annexation

Financial Control Staff complete annually prior to beginning of Fiscal Year

Be sure to include

Include list of current businesses impacted

Point of Contact for any questions

These do not need to be mailed in we can accept an PDF version attached to email

Allocations/Revenue External Portal

Revenue.FinancialControl@tn.gov

Allocation Inquires – State Shared or Local taxes administered by Department of Revenue

Be sure to include

Relevant research done

Supporting document (examples)

Departmental letters received (Refund Impact letter)

Allocations/Revenue External Portal

Revenue.FinancialControl@tn.gov

Revenue External Portal Support

Access – must include approval from Senior Leadership

Password issues – user id and issue experiencing

Reminder

Revenue External Portal must access at least once each 60 days to avoid lock out of access

Financial Control –Staff Behind Box

Revenue.FinancialControl@tn.gov

Rayna Ware- Financial Control Director

Danielle Price _ Accountant 3

Jessica Jane Williams_ Accountant 3

Edward Herrera _Accountant 2

Gina Quinn_Accountant 2

TPS Customer Service County Clerks

revenue.support@tn.gov

Taxpayer Services assist with general questions business tax and marriage license taxes

Alaina Turner – Taxpayer Services Director

Billy Trout- County Clerk Support team Manager

Vehicle Services County Clerks

CountyClerk.Help@tn.gov

Vehicle Services- County Clerk Support and Liaison Team

The County Clerk Support and Liaison Team provides guidance and technical assistance to County Clerks on complex title and registration matters.

Allison Raymer – Vehicle Services Director

Michelle Hudson- Vehicle Services Assistant Director

Jennifer Lanfair- Vehicle Services Assistant Director

Vehicle Services County Clerks

CountyClerk.Help@tn.gov

Title and Registration inquiries

Provide policy-aligned guidance to County Clerks for complex title and registration inquiries

VTRS Access Management

Process VTRS Revision Forms

Add and remove VTRS users

Issue DG numbers and passwords

Support the Annual County Clerk Reauthorization process

VS- County Clerk Inventory

dg_sat.team@tn.gov

Inventory Coordination

Manage license plate orders

Resolve shipping and inventory issues

Maintain and update county shipping information

Vehicle Services- Staff Behind Box

CountyClerk.Help@tn.gov

Miranda Kelton, Manager
Kaitlyn Hughes, Team Member
Sara Stephens, Team Member
Belinda Boddie, Team Member

dg_sat.team@tn.gov

Tammie Moyers- Vehicle Services Manager
Timothy Owens- Vehicle Services Supervisor

Department of Revenue -Liens

Special.Procedures@tn.gov

The Department requests liens for collection related circumstances from our Collection Services Division.

County Register of Deeds send invoices and lien request inquires

Janet Light – Collection Services Supervisor

Rosie McClurkan- Collection Services Director

DOR website links

Report Tax Fraud

<https://www.tn.gov/revenue/tax-fraud/report-tax-fraud.html>

Fill out form online or call **(800) FRAUDTX (372-8389)**

Russ Lassiter Director Special Investigations Unit

DOR Website links

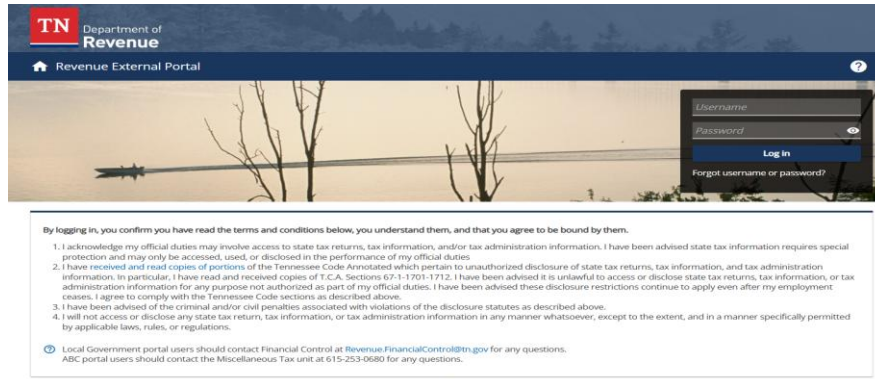
Revenue Speakers Bureau

<https://www.tn.gov/content/tn/revenue/taxpayer-education/speakers-bureau.html>

Upcoming Events that DOR speakers can present topics of interest

DOR Website Links

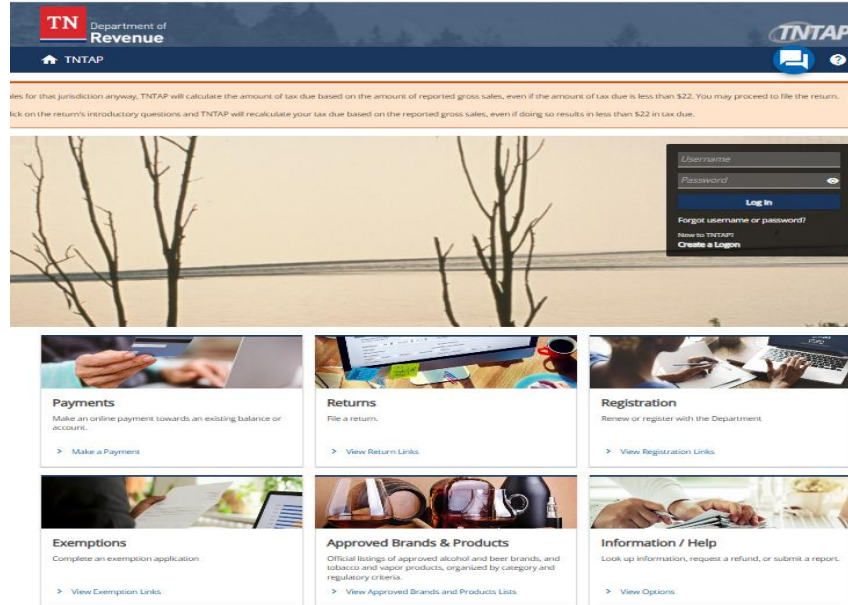
[https://tntap.tn.gov/REP/ /](https://tntap.tn.gov/REP/)



Revenue External Portal is designed as a tool for Local Government Finance officials to gain insight into the details of their allocations of state shared and local taxes that the department administers

DOR Website Links

<https://tntap.tn.gov/eservices/>



The screenshot displays the TNTAP Department of Revenue website interface. At the top, the logo for the Department of Revenue and TNTAP is visible. Below the header, there is a navigation bar with a home icon and the text 'TNTAP'. A small text block provides information about tax calculation: 'For this jurisdiction anyway, TNTAP will calculate the amount of tax due based on the amount of reported gross sales, even if the amount of tax due is less than \$22. You may proceed to file the return. Click on the return's introductory questions and TNTAP will recalculate your tax due based on the reported gross sales, even if doing so results in less than \$22 in tax due.'

The main content area features a large background image of bare trees and a login form on the right. The login form includes fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot username or password?', 'New to TNTAP?', and 'Create a Login'.

Below the login form, there are six service links arranged in a 2x3 grid:

- Payments**: Make an online payment towards an existing balance or account. > [Make a Payment](#)
- Returns**: File a return. > [View Return Links](#)
- Registration**: Renew or register with the Department. > [View Registration Links](#)
- Exemptions**: Complete an exemption application. > [View Exemption Links](#)
- Approved Brands & Products**: Official listings of approved alcohol and beer brands, and tobacco and vapor products organized by category and regulatory criteria. > [View Approved Brands and Products Lists](#)
- Information / Help**: Look up information, request a refund, or submit a report. > [View Options](#)

Questions

