

**DEPARTMENT OF REVENUE
TAX ADMINISTRATION
DOCUMENTS AND PAYMENTS PROCESSING DIVISION
EXCEPTIONS / PURIFICATION UNIT**

Program Records Retention and Disposition Schedule

The Program Records Retention and Disposition Schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

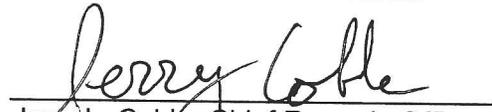
EXCEPTIONS / PURIFICATION UNIT

do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The N.C. Department of Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule. **Public records including electronic records not listed in this schedule or in the *General Schedule for State Agency Records* are not authorized to be destroyed. The**

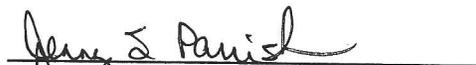
EXCEPTIONS / PURIFICATION UNIT

agrees to destroy, transfer or dispose of records in the manner and at the times specified herein. This schedule is to remain in effect until superseded.

APPROVAL RECOMMENDED



Jerry L. Coble, Chief Records Officer
Department of Revenue



Jenny S. Parrish, Manager
Exceptions / Purification Unit



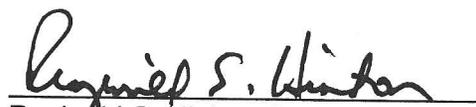
Jerry L. Coble, Director
Documents and Payments Processing Division



Linda S. Millsaps, Assistant Secretary
Tax Administration



David Brook, Director JPL
Division of Historical Resources



Reginald S. Hinton, Secretary
Department of Revenue

APPROVED



Lisbeth C. Evans, Secretary
Department of Cultural Resources

**DEPARTMENT OF REVENUE
TAX ADMINISTRATION
DOCUMENTS AND PAYMENTS PROCESSING DIVISION
EXCEPTIONS / PURIFICATION**

ITEM 48144. EMPLOYEE PERFORMANCE TRACKING DATABASE (ELECTRONIC)

FILE. Records in electronic format concerning the volume of work resolved by each team member, used to monitor daily performance for meeting unit goals. Data fields include employees names, numbers of items processed by each team member (correspondence, phone calls, walk-ins, name changes, e-mails, etc.), and amount of time spent on each category. File includes data entered from Pending Taxpayer Returns (Work Tracking) File (Item 48146). File maintenance and backup procedures conducted by Department of Revenue Information Technology.) (Comply with applicable provisions of G.S. 126-22, 126-23, and 126-24 regarding confidentiality of personnel records.)

DISPOSITION INSTRUCTIONS: Update in office routinely. Erase in office after 3 years.

ITEM 48145. EMPLOYEE PERFORMANCE TRACKING REPORTS FILE.

Reports in paper and electronic formats used to track and evaluate individual employee's performance during designated work cycles. File includes employees names, amount of time employee spends on each category, and other related information. Reports are generated quarterly from the Employee Performance Tracking Database (Electronic) File (Item 48144). (Comply with applicable provisions of G.S. 126-22, 126-23, and 126-24 regarding confidentiality of personnel records.)

DISPOSITION INSTRUCTIONS: Destroy in office paper records after 90 days. Erase in office electronic records after 3 years.

ITEM 48146. PENDING TAXPAYER RETURNS (WORK TRACKING) AND

CORRESPONDENCE FILE. Statistical summaries in paper and electronic formats concerning tracking of taxpayer returns, correspondence, and internal reports received from the Error Correction Teams and other divisions that require further processing in order to resolve errors. File includes correspondence from taxpayers requesting changes to their tax returns, contact information, or other related needs. Correspondence is interpreted and appropriate changes entered into the department's Integrated Tax Automation System (ITAS). (Comply with applicable provisions of G.S. §105-241; G.S. §105-262; NCAC T17-C1-S1C.0503; G.S. §105-259; and G.S. §132-1.1 regarding confidentiality of taxpayer records.)

DISPOSITION INSTRUCTIONS: Destroy in office paper and electronic records after 6 months.