

LOUISIANA SALES AND USE TAX COMMISSION FOR REMOTE SELLERS

DRAFT Minutes of January 8, 2026 Meeting

- I. **Call to Order/Roll Call** - The meeting of the Louisiana Sales and Use Tax Commission for Remote Sellers was called to order at 11:09 AM by Chairman McManus. A quorum was established with seven members in attendance. Members present were:
1. Shawn McManus (LULSTB)
 2. Kressynda Krennerich (LULSTB)
 3. Betty Jo Bourgeois (LULSTB)
 4. Amanda Granier (LULSTB)
 5. Catherine Logan (LDR)
 6. Jarrod Coniglio (LDR)
 7. Anthony Perilloux (LDR)
- II. **Approval of Meeting Minutes from December 18, 2025**
- A motion was made by Ms. Bourgeois to approve the meeting minutes from the meeting held on December 18, 2025 and seconded by Ms. Krennerich. Following a vote and a call for public discussion, the minutes were approved unanimously by the members present.
- III. **Report From Executive Director**
- A. Distribution Report**
- Ms. Roberie stated that distribution will go out next week. Preliminary figures for the November 2025 period tax collections (collected in December) indicate a 20–25% increase compared to November of the previous year. This distribution has the potential to be the highest on record and is expected to push total collections above \$3 billion. Ms. Roberie reported that since the last Commission meeting, incoming applications continue to average 52 new accounts per week.
- B. Budget**
- Ms. Roberie reported that the Commission’s actual revenue for the current year is approaching \$4 million, with the potential to exceed \$9 million, compared to the \$5.5 million originally budgeted.
- C. Other Updates/Information**
- Ms. Roberie reported that the occupancy tax return is expected to go live on February 1, allowing taxpayers to remit returns for the January 2026 reporting period. The Commission is continuing work on Memorandums of Understanding (MOUs) with local administrators to ensure all required information is in place for accurate and timely distributions.

IV. Discussion/Action Items

A. Proposal for Additional Office Space

- Ms. Roberie reported that the Commission does not currently have adequate workspace for staff. The existing office accommodates 11 employees, while the Commission has 20 budgeted positions. The current workspace was originally designed for a hybrid model, with telework and shared office use. It was not intended to support 10 employees working simultaneously in the same room. In April 2025, Executive Order JML 25-048 was issued, prohibiting telework after June 30, 2025. The Commission has received a temporary exemption until additional office space is secured. Ms. Roberie stated that discussions with State Buildings/State Leasing confirmed that no space is available for Commission staff within state-owned buildings, leaving leasing of additional workspace as the only viable option. She identified a potential additional office location on the same street as the current office. Ms. Roberie reviewed state requirements for negotiable and bid leases, noting that square footage for both locations would be combined. The Commission remains under the 10,000-square-foot threshold for a negotiable lease, with the current office at 2,002 sq. ft. and the proposed location at 4,671 sq. ft.
- Ms. Roberie advised that the Commission has 9 vacant in the current year's budget, with 4 additional positions planned for next year and the possibility of more depending on occupancy tax collections. Ms. Roberie emphasized that securing this additional workspace would allow the Commission to meet current staffing needs and support future growth.
- Secretary Coniglio reported that he has contacted the Department of Administration about available office space. LDR does not currently have a quarter or half floor available. While several cubicles are open, they are located on different floors, though they may be realigned. He expressed concerns about the cost of additional office space and noted D.O.G.E.'s recent efforts to reduce contracts and leases. Secretary Coniglio stated for the record that, although LDR does not have 10 or 11 adjacent cubicles available now, he can offer the Commission a cubicle today for \$87 per month. This rate is \$1,000 per year and includes a parking space. Ten cubicles, including equipment, would cost \$10,000 per year. He added that within a year, it may be possible to have 10 cubicles aligned in a row.
- Ms. Roberie acknowledged Secretary Coniglio's concerns and DOGE's mission but emphasized that 10 cubicles are insufficient for effectively managing the Commission's operations. She noted that all state leases include a clause allowing the contract to be canceled if suitable state-owned space becomes available. Ms. Roberie advised that if the Office of State Buildings determined that there was sufficient workspace to accommodate 20-30 employees including offices for supervisory staff, the Commission would be required to terminate its lease(s) and relocate to a state-owned building.

- Secretary Coniglio inquired about the responsibility of build-out costs at the new office location. Ms. Roberie reported that the lessor is providing a \$50,000 build-out allowance, which will cover the construction of a conference room as well as paint and carpet updates. She also noted that the lessor is offering the Commission a reduced rental rate for the first six months.
- Secretary Coniglio and Ms. Roberie agreed to revisit the discussion if State Buildings identifies available workspace in the future that meets the Commission's occupancy needs.
- Chairman McManus raised the possibility of relocating the entire Commission to the new location at a later date, as the space offers greater square footage and could accommodate all staff.
- Ms. Roberie reminded the Commission that the current building lease expires in 2027 and suggested the option of negotiating a new lease that aligns with the termination of the existing agreement, allowing the Commission to reassess its long-term space needs at that time. In the interim, the additional workspace would enable the Commission to hire the staff necessary to address the growing workload.
- A motion was made by Ms. Krennerich to authorize the Commission's Executive Director to move forward with entering into the building lease located at 7884 Office Park Boulevard in order to accommodate additional personnel. Ms. Granier seconded the motion. Following a call for public discussion and a vote, the motion was unanimously approved by the members present.

B. Neumo Software Maintenance, Hosting and Support Services Agreement Amendment

- Ms. Roberie reported that the Commission's current contract with Neumo (formerly Avenu) was initially entered into in 2020 as a one-year agreement with two optional one-year extensions. The contract was reissued in 2023 under the same conditions. The initial cost was approximately \$95,000 with gradual increases bringing the current annual cost to approximately \$113,000.
- Ms. Roberie explained that the software developer originally anticipated the Commission would have roughly 2,500 taxpayers and would collect only a few hundred thousand dollars annually. However, the Commission has significantly exceeded those projections, with over 13,000 registered taxpayers to date and projected collections exceeding \$800 million. If current growth continues, the Commission could be processing \$1 billion through the system within the next two to three years.
- Ms. Roberie noted that the Commission has experienced resource-commitment challenges with the software developer, acknowledging that the Commission has required substantial support while paying relatively modest contract costs. She further explained that many of the service expectations and

performance requirements included in the original contract were omitted from the second contract due to changes in OTS contract procedures.

- To address these gaps, Ms. Roberie requested that Neumo submit a proposal outlining service level agreements, performance standards, targets, and associated costs, which they provided. She recommended amending the current contract to incorporate the key provisions from the original agreement along with the new proposal from Neumo.
- Ms. Roberie requested a motion authorizing the Commission to approve a specific dollar increase to the current contract and to include in that motion the addition of service level agreements, performance standards, and management penalties. Following Commission approval, Ms. Roberie, the Commission's attorneys, and Neumo will finalize the amendment. Once Neumo submits an approved document, it will be forwarded to OTS as an amendment to the existing contract and will proceed through the state contract approval process involving OTS and the Office of State Procurement.
- Ms. Roberie reported that the amendment will include formal resource commitments from Neumo, including assignment of a dedicated project manager, product owner, client success manager, and developer. The Commission will also require notification whenever any of these assigned resources change. The amendment will include provisions for communication protocols and regularly scheduled meetings.
- The amendment will address liquidated damages, which the Commission is currently reviewing with its attorneys. Ms. Roberie stated that, in addition to the contract cost increase, the accountability measures are essential to ensuring an effective and successful long-term partnership with the vendor.
- Ms. Roberie reported that the pricing agreement between the Commission and Neumo will be restructured in the amendment. Under the current contract, payment was required in a lump sum on the first day of the contract term. The revised structure will divide the total cost into four separate payments, with the final payment due on the last day of the contract.
- Ms. Roberie reported that the current contract amount is \$113,000.00, and the proposed amendment reflects a total increase of \$601,843.63. She explained that this significant increase is driven by system demands and functional requirements that were not anticipated when the original contract was executed.
- Mr. Perilloux recommended increasing penalty fees, and Ms. Roberie agreed. Ms. Logan suggested adding language to allow for legal action if penalties are not paid or contractual requirements are not met. The Commission's attorney, Chris Jones noted that discussions have already begun with Ms. Roberie and Commission attorney Patrick Amedee regarding strategy and negotiations to ensure compliance with requirements and enforcement of penalties when necessary.

- Ms. Granier asked whether the amendment would eliminate the need for the Commission to purchase additional bucket hours in the future. Ms. Roberie clarified that the amendment cost is separate from bucket hours. She explained that the Software Maintenance and Hosting Contract covers call center operations, current help tickets, and customer service support. Bucket hours, however, are used for enhancements and new features, which require a purchase order issued through OTS. She noted that the Commission has nearly exhausted its current bucket of hours due to occupancy tax changes.
- Christy Cato of Neumo provided an overview of the call center's operations, explaining that it functions as a universal call center with specialists assigned to various products and services. During peak periods, such as tax due dates, Neumo increases staffing to manage higher call volumes. She further explained that the call tree is organized into specialized groups that handle specific product areas, including sales and use taxes and occupancy taxes. While these teams operate within the same call center, they are distinct from the teams that handle unrelated inquiries, such as property tax record requests from other states.
- A motion was made by Ms. Krennerich for the Commission to authorize the Executive Director to enter into an amendment with Neumo for the increase of \$601,843.63 that shall include service level agreements, performance standards, and penalties/damages as discussed. Mr. Perilloux seconded the motion. After a vote, the motion was unanimously approved by the members present.

C. Budget Amendments

- Ms. Roberie presented proposed budget adjustments for the Commission, recommending the following increases:

Revenue: Increase to \$9 million.

Rent: Increase from \$52,000 to \$108,000 to accommodate the new lease.

Furniture: Allocate \$300,000.

Avenu Annual Contract: Increase to \$715,400, reflecting the total cost of the contract with the proposed amendment.

Ms. Roberie noted that even with these adjustments, the Commission is projected to have nearly \$4 million in unused funds.

- Mr. Perilloux asked whether the new lease involved empty office space. Ms. Roberie clarified that the new space is unfurnished. She informed the Commission that she will meet with a furniture vendor on state contract to

determine the appropriate furnishings and cubicle configurations for the new location.

- A motion was made by Ms. Granier to adjust the current budget to reflect the increases in revenue, rent, furniture, and expenses associated with the Neumo contract. Ms. Bourgeois seconded the motion. The motion was unanimously approved by the members present.

V. Executive Session

- A motion was made by Ms. Bourgeois to enter Executive Session for consideration of penalty waivers, seconded by Ms. Logan. The motion was unanimously approved.
- A motion to exit Executive Session was made by Mr. Perilloux and seconded by Ms. Logan. The motion was unanimously approved.
- A motion was made by Ms. Bourgeois to proceed with the case as discussed during Executive Session, seconded by Ms. Krennerich. The motion was unanimously approved by the members present.

VI. Public Comment

- Brandi Sanner with Neumo advised the Commission that UAT testing for Remote Sellers will be on January 28th.

VII. Adjournment

- With a motion by Mr. Perilloux and a second by Ms. Granier, Chairman McManus declared the meeting adjourned at approximately 12:42 PM.