## BEFORE THE OFFICE OF TAX APPEALS STATE OF CALIFORNIA

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TRANSCRIPT OF ELECTRONIC PROCEEDINGS

State of California

Thursday, September 21, 2023

Reported by: ERNALYN M. ALONZO HEARING REPORTER

1	BEFORE THE OFFICE OF TAX APPEALS
2	STATE OF CALIFORNIA
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5	IN MUE MAMMED OF MUE ADDEAL OF
6	IN THE MATTER OF THE APPEAL OF, )  OHA NO. 220610514
7	M. ZEPEDA, ) OTA NO. 220610514 )
8	APPELLANT. )
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14	Transcript of Electronic Proceedings,
15	taken in the State of California, commencing
16	at 3:18 p.m. and concluding at 4:25 p.m. on
17	Thursday, September 21, 2023, reported by
18	Ernalyn M. Alonzo, Hearing Reporter, in and
19	for the State of California.
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1	APPEARANCES:	
2		
3	Panel Lead:	ALJ LAUREN KATAGIHARA
4	Panel Members:	ALJ JOSHUA LAMBERT
5	ranei Members.	ALJ MIKE LE
6	For the Appellant:	M. ZEPEDA
7		ABEL MORENO
8	For the Respondent:	STATE OF CALIFORNIA DEPARTMENT OF TAX AND FEE DEPARTMENT
10		RAVINDER SHARMA
11		CHRISTOPHER BROOKS JASON PARKER
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1		I N D E X				
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6	(Department's Exhib	oits A-H were received at page 10.)				
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1	California; Thursday, September 21, 2023
2	3:18 p.m.
3	
4	JUDGE KATAGIHARA: Let's go on the record.
5	We're opening the record in the Appeal of Miguel
6	Carlos Aceves Zepeda before the Office of Tax Appeals.
7	This is OTA Case No. 220610514. Today is Thursday,
8	September 21st, 2023, and the time is 3:18 p.m. We're
9	holding this hearing electronically with the agreement of
10	all the parties.
11	I'd like to begin by asking the parties to please
12	identify themselves by stating their names for the record.
13	Let's begin with Appellant.
14	MR. MORENO: Abel Moreno.
15	MR. ZEPEDA: Miguel Aceves Zepeda.
16	JUDGE KATAGIHARA: And who is here for the
17	Respondent?
18	MR. SHARMA: Ravinder Sharma, CDTFA. Thank you.
19	MR. PARKER: Jason Parker with CDTFA.
20	MR. BROOKS: Christopher Brooks, attorney for
21	CDTFA.
22	JUDGE KATAGIHARA: I am Lauren Katagihara, the
23	lead Administrative Law Judge for this case. And with me
24	today are Judges Josh Lambert and Judge Mike Le. We're
25	the panel hearing and deciding the case. The parties made

1 no objections to the panel at the prehearing conference. 2 Will the parties please confirm that this is still the 3 case. Appellant? 4 5 MR. MORENO: Yes. 6 JUDGE KATAGIHARA: Respondent. 7 MR. SHARMA: This is Ravinder Sharma. That's 8 correct. Thank you. JUDGE KATAGIHARA: Thank you. 10 At the prehearing conference Respondent agreed to 11 email Appellant's representative a copy of or a link to 12 the CDTFA 735 Request For Relief of Interest form, and if 13 available, the Statute of Limitations Waiver form the 14 Appellant alleges to have signed in 2019. Respondent, did you provide either or both of 15 16 those documents to Appellant? 17 MR. SHARMA: This is Ravinder Sharma. 18 emailed the 735 and link to the form to Mr. Moreno. 19 did speak with him on the same day, explained to him that 20 we don't have any waivers for 2019, whatsoever. 2.1 explained to him the situation, and we don't have any 22 copy. And he understood that, and he said would let the 23 Judges know at the time of this hearing whether he still

Thank you.

wants to have this argument or not.

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JUDGE KATAGIHARA: Thank you.

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Appellant, did you receive the 735 form?

MR. MORENO: I did. I think the confusion was that this was one case at one point, and the Department broke it up into three different cases. And I think that's where the confusion came as to what was signed for which one. So he did provide the information, and we did kind of agreed that it was -- there's multiple cases going on. So with regards to this case, that did not apply.

JUDGE KATAGIHARA: Okay. So just to confirm, the 2019 waiver does not apply and the CDTFA 735 Request For Interest Relief does not apply?

MR. MORENO: So the interest relief, we -- I mean, we will seek depending on the time, given how much time has elapsed since the original audit to now. But the -- in terms of the -- the waiver of the statute of limitations, we will not bring that up.

JUDGE KATAGIHARA: Okay. So the 735 form was due to OTA earlier this month, and without a denial or deemed denial of that request by CDTFA, OTA does not have jurisdiction over a request for interest relief.

Does Respondent have any objection to a late submission of the 731 form?

MR. SHARMA: This is Ravinder Sharma. The only thing we request is, if Appellant files right now, we need

some time to review. And we specifically request the Appellant to state the specific time periods and the reasons why the Appellant is claiming interest relief.

Thank you.

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JUDGE KATAGIHARA: Understood.

I will give Respondent an opportunity to submit a post-hearing brief to address a request for interest relief. So I will give Appellant until October 23rd, 2023, to provide the CDTFA 735 form to both OTA and CDTFA.

Mr. Moreno, if you would like to state your -actually, I would like you state Appellant's case
regarding the request for interest relief today and
include the specific time period, if you know it, for
which you believe interest relief is justified. And if
Respondent does not -- is not prepared, obviously, to
speak to that issue today, I understand and you can do so
in your post-hearing briefing.

Okay. So it looks like the issues are the same as we discussed at the prehearing conference, which are:

One, whether further adjustments to the measure of unreported taxable sales are warranted; two, whether the negligence penalty was properly imposed; and three, whether interest relief is warranted.

Then will the parties please confirm that they continue to agree with these stated issues.

1	Appellant?
2	MR. MORENO: Yes.
3	JUDGE KATAGIHARA: Respondent?
4	MR. SHARMA: This is Ravinder Sharma. That is
5	correct. Thank you.
6	JUDGE KATAGIHARA: Thank you.
7	And at the prehearing conference the following
8	concessions or stipulation were also made: One, that the
9	liability period covered by the Notices of Determination
10	at issue in the appeal is February 1st, 2013, to
11	June 30th, 2017; and two, that Appellant agrees with
12	CDTFA's audit methodology used in the audit and only
13	disputes the cost of labor CDTFA used to determine the
14	markup of parts. Appellant specifically concedes the cost
15	of labor CDTFA used to determine the markup of tires.
16	Will the parties please confirm that these
17	concessions or stipulations are correct.
18	MR. MORENO: Abel Moreno. Yes, they are.
19	JUDGE KATAGIHARA: Thank you.
20	Respondent?
21	MR. SHARMA: This is Ravinder Sharma. That is
22	correct. Thank you.
23	JUDGE KATAGIHARA: Thank you.
24	Pursuant to the minutes and orders issued after
25	the prehearing conference, the parties had until

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      September 1st to submit exhibits. Appellant has proposed
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      Exhibits 1 through 3.
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               Respondent, do you have any objections to
      Appellant's exhibits?
 4
               MR. SHARMA: This is Ravinder Sharma.
5
                                                       No
 6
      objection.
                  Thank you.
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               JUDGE KATAGIHARA: Thank you.
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               Respondent has proposed Exhibits A through H.
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               Appellant, do you have any objections to
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      Respondent's exhibits?
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               MR. MORENO: No, I do not.
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               JUDGE KATAGIHARA:
                                   Thank you.
               Since there are no objections, all of the
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      exhibits will be admitted into the record as evidence.
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               (Appellant's Exhibits 1-3 were received
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               in evidence by the Administrative Law Judge.)
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               (Department's Exhibits A-H were received in
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               evidence by the Administrative Law Judge.)
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               JUDGE LE: I'm sorry. Let me just interject
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      right her. I just want to confirm, Lead Judge, whether or
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      not we're on the record right now?
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               JUDGE KATAGIHARA: Yes.
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               JUDGE LE: Yeah. Okay.
                                         Thank you.
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               JUDGE KATAGIHARA: Thank you.
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               I'm sorry. Where were we?
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Will Appellant please confirm on the record that
they do not intend to call any witnesses?

MR. MORENO: Abel Moreno. Correct. We do not
intend to call any witnesses.

JUDGE KATAGIHARA: Thank you. Will Respondent also please confirm on the record that they do not intend to call any witnesses.

MR. SHARMA: This is Ravinder Sharma. Department does not intend to call any witnesses. Thank you.

JUDGE KATAGIHARA: Thank you.

Okay. We're ready for Appellant's presentation. You can proceed. You have 45 minutes.

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## PRESENTATION

MR. MORENO: Good afternoon. Thank you very much.

So at the heart of the matter is regarding

Mr. Zepeda's audit, is whether the right cost of labor was
appropriate, right. I would start with the Exhibit A as
to kind of denote the argument that we're going to make.

So when we first started this audit with the CDTFA, it was
what they -- well, a new auditor that was not an expert in
this industry, and so we provided with them a series of
invoices or books that are in Exhibit 3. These are
invoices that Mr. Zepeda, you know, charged for services

that he provided for the repair of -- diesel repair and also tires, right.

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We agree with them as regards to the cost of the labor, with regards to tire as that is not labor intensive, and we -- it does not take a substantial amount of time. Where the difference came to pass and where the majority of the measure that's been generated by the Department is with regards to the labor rate on some of the bigger jobs, right. We're talking about diesel trucks that weigh over 13, 14, 15,000 pounds when they are loaded, and the installation of brakes, engine overhauls, and, you know, heavy labor-intensive jobs of that nature.

The disagreement came to be as to how the labor rate was going to be calculated. The auditor asked for the W-2s, asked for Mr. Zepeda's personal tax return, and basically took the W-2s, averaged them out, and then said this is what the cost of labor is. We disagreed with that, right. We disagreed with that labor. That's where the \$17-an-hour rate came from. And so we basically explained to her that the labor rate is not a rate of what you're paying the employees. It's basically the rate that you're going to charge to cover the cost associated with running a business.

She did not understand that. She said no, no.

It's what you're paying your employees. I said, at

\$17-an-hour, we're not even going to be able cover the other expenses associated with this, right. But the supervisor at the point agreed with her, right. And so what we provide in Exhibit 1 was basically, look, this is what the industry calls for, right. The industry calls for -- and this is not our saying. It's AAA, which is a known advocate for the auto consumer is that the labor rate would be between \$47 and \$128 an hour, right.

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And so what Mr. Aceves Zepeda was charging in these invoices was not something that was out of the normal. It was actually within the industry average. They disagreed. And so they said, no, it's \$17-an-hour. Well, using that \$17-an-hour that created and exorbitant amount of measure to Mr. Zepeda, which we believe is not right, right. It's not -- it doesn't take into account any of the operating expenses that it takes to run the business. It doesn't take into account any -- you know, if you're only going measure the labor that's direct labor, how is he supposed to cover the repairs in the building, the power on the -- the electricity to run the power tools, the other expenses that are necessary to operate and produce that job?

For the past four years -- five years that we've been going through this audit, nobody has ever said why, right. Why such a low labor rate, when if you look at

Exhibit 3, there's -- it's comparable. Direct competition is charging \$70-an- hour for labor, and they're on questioning that. They're not -- they're putting him at a direct disadvantage with the direct competitors. And so that -- we believe that creates an un-equitable environment for Mr. Zepeda, right. And so he's basically being given a rate that no other -- no other person that does the same job -- the same type of job would be given that lower rate.

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And we've asked on multiple occasions, what is the justification for a \$17-an-hour rate when a direct competitor that is three miles away is charging \$100-an-hour of labor rate for the same exact job that Mr. Zepeda is producing. They don't -- they don't say anything. They just say that's what the measure is, and that's what the auditor said. And so we've been to two other appeals, and we've brought the same point up and nobody has gone on the record in saying why they believe that a \$17-an-hour rate is supposed to cover basically over \$200,000 in operating expenses that he's reported. And to my knowledge, they've never questioned whether that's inflating or deflating. But \$17-an-hour doesn't cover that. Or even \$27-an-hour, which is what they proposed at one point, doesn't cover even half of the expenses that it takes to run the business, right.

And so our only -- our appeal basically is that the measures have been artificially inflated by using such a low labor rate because, obviously, once this -- there's been another audit that was completed for a separate business, Mr. Zepeda was audited by various agencies, different agencies, and nobody came close to that kind of measure or even -- I mean, not even close to that measure. So we believe -- and the heart of our appeal is that the labor rate has been artificially inflated by the use of low labor rate, right. We do not believe that the rate they're using conforms to the industry average, conforms to similar taxpayers that are paying -- that are -- that do the exact same job as him, right. And the Department accepts a higher rate of labor for the same exact same job, right. For the exact same, you know, the exact same kind of service, right.

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So we believe that that's how the Department, you know, artificially inflated the measure because the auditor at the time that concluded this didn't have the expertise to even know what -- how to calculate that, right. And to us, what we've been asking for is look at his operating expenses and divide that by \$2,008 -- \$2,080, and that is how much money he will need to cover the expenses plus whatever profit it is. And that's what Exhibit A is about, right. That's not our word. That's

the industry average, right. That's what the industry calls for, right.

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If you look at Exhibit A, you know, it directly says what you're paying the -- what the labor rate is not what you're paying the mechanic. It is the cost of running the business. It is the cost of running an operation. And so in our opinion, \$17-an-hour does not even cover basics of running the operation. It barely covers the employees and the tax associated to that. So how are we supposed to cover the rest of the expenses? And that's where we believe that the audit is fundamentally flawed and that it's basically increasing the measure by using artificially low labor rate. And that is the heart of our appeal.

You know, we're not going to take -- we're not arguing the methodology and stuff. We -- that's an inappropriate measure, but it's all -- but the way they're calculating it, the way that they are choosing to do such a low labor rate is inflating the measure so large, right. That is inflating the amount. I don't think throughout this whole process its been ever argued within the Department that there is going to be some tax owed, right. But -- but basically, we would go through the case, and then they would stop, right. Because apparently the auditor on this case didn't -- left the Department.

And so the heart of our appeal with regards to the interest is that we last talked to them in 2020 right before the pandemic. In January of 2020 we spoke. We had a meeting with the supervisor, and they sat on the case until late 2021, right. And so we didn't hear anything back. They didn't tell us anything. We didn't -- and then finally they scheduled one appeals conference in 2021, right, which we went through this whole thing about, you know, what the -- what the measure would be. Again, we brought up the labor rate. They said that's what it is, and that's what we're sticking with, right.

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And so what I've always wanted to know is, what does the Department say the calculation for the labor rate is. Because in Publication 25, which they give out to all repair shops, and say this is the guide which you will operate under. They say that the labor on the installation of used cars is nontaxable, but they don't provide you how to -- that calculation, right. So the Department is not going to provide you the calculation, then you have to go to the industry you're operating in. And, again, we believe that he is given an artificially low rate that other taxpayers are not paying, are not being given, right.

I can guarantee you that if you go to a Chevy dealership, if you go to Jiffy Lube, if you go to any

other, you know, car service repair, the labor rate is not \$17-an-hour. And the Department is not going after them for deficiencies because of that labor rate, right.

They're accepting the 60s, the 50s, the \$70-an-hour. And, again, our position is why is he being -- why is he being, basically, discriminated against with regards to the labor rate, right. Is it because he's a small business owner, or is it because he doesn't have, you know, lawyers galore to fight this out? Nobody has been able explain this, right. And nobody has ever been able to explain to me how they justify such a low labor rate when it flies in comparison to what his competitors and what people in the industry are charging but yet, they're sticking by an \$17-an-hour rate, right.

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So we do not believe that this is fair. We don't think this is equitable towards the taxpayer. And we do believe that this is causing an artificial inflation of the number, and that's at the heart of the matter, right. Again, as I explained, our appeal is in regards to the interest, right. And, again, they sat on this case. They had everything they wanted from us in 2020, and they sat on this case for almost two years. And then they're now coming and saying, oh, now we get to the appeals and now we're here almost at the end of '23, right, when we have basically been sitting around waiting to see what the

outcome was going to be of these matters, right.

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And so that are the two components of our appeal, and that is what we've arguing and what we've not been able to be given an answer. Again, the invoice we provided clearly shows what he's charging for labor. And so the Department basically kicked out that labor and said, no, we don't think we're going to honor that. We're going to come up with our own number, right. And their own number was basically saying this is what you paid employees, and this is what we're going to use as a labor rate, which is incorrect. It doesn't conform to the industry at all, right.

So, again, we believe that they are basically applying a standard to Mr. Zepeda that no another similar type of business is being — that standard is being applied to. They're not saying, hey, what you pay your employees and what have for profit, that's the labor rate. It is not correct. It's not correct. And, again, that's why we believe that the measure is artificially inflated to the level that it is and why it's causing such a big number that he's going to owe. Again, as we explained before, we're not arguing that he's not going to owe any tax.

We know, based upon the work papers, that the original tax preparer did not prepare the return, right.

We don't argue that, right. But we do believe that the measure that they came to using that is artificially inflated by such a low labor rate, and that's basically our case in a nutshell.

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JUDGE KATAGIHARA: Mr. Moreno, I want to follow up with you then on your concession about the cost of labor. So it sounds like you agree with the \$17.50 being Mr. Zepeda's cost, but you don't agree with CDTFA's, essentially, is the markup of that cost, what they are attributing to how much you charge for labor?

MR. MORENO: We don't agree that that measure includes all the appropriate costs that should be in that measure. The measure that they're using is saying that that's the cost of labor, but it doesn't -- but it doesn't conform to the industry standard of the labor rate is not what you're paying employees, which is what we show in Exhibit 1 -- sorry -- Exhibit A, that the labor rate for a car industry is not what you pay your employees. It's what you pay your employees plus the cost to run the operation and the profit that you're trying to generate. That is -- that is how you would generate the income is by basically charging a labor rate to capture cost and profit.

JUDGE KATAGIHARA: Okay. So you disagree with the charge of the labor rate to the customer, but you

1	agree that Mr. Zepeda paid his employees \$17.50 an hour
2	for the labor?
3	MR. MORENO: Correct.
4	JUDGE KATAGIHARA: Okay. Thank you.
5	Judge Lambert, do you have any questions for the
6	Appellant?
7	JUDGE LAMBERT: This is Judge Lambert. I don't
8	have any questions at this time. Thanks.
9	JUDGE KATAGIHARA: Judge Le, do you have
10	questions for the Appellant at this time?
11	JUDGE LE: This is Judge Le. No questions at
12	this time. Thank you.
13	JUDGE KATAGIHARA: Thank you.
14	Respondent, you can proceed with your
15	presentation. You have 60 minutes.
16	MR. SHARMA: Thank you.
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18	PRESENTATION
19	MR. SHARMA: This is Ravinder Sharma.
20	Appellant obtained a retail and repair shop for
21	sales of new and used tires and auto parts in Delano,
22	California, since February 2013. The Department performed
23	an audit examination for the period of February 1, 2013,
24	through June 30th, 2017. Appellant reported total sales
25	of little more than \$1.5 million, claimed a deduction of

\$938,000 for nontaxable labor, and deduction of \$11,000 for sales tax, resulting in reported taxable sales of around \$590,000 for the audit period; Exhibit A, page 14 and 15.

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Records available for the audit: Federal income tax returns for years 2013 and 2014; profit and loss statements for January 2016 through June 2016; QuickBooks reports for purchases from January 2014 to March 2017; some purchase invoices and sales invoices for May 2016 and June 2016; and job worksheets for November 4th, 2017, through November 11, 2017. However, Appellant did not provide all sales invoices, sales summary reports, sales journals, all purchase invoices, all purchase journals for the audit period. Due to lack of sales records, the Department could not verify the accuracy of reported amounts. The analysis of Appellant's reported total sales for sales and use tax returns and reported gross receipts for federal income tax returns revealed significant unexplained differences for 2014; Exhibit B, page 103.

The Department compared reported taxable sales with recorded purchases per profit and loss statements and noted that recorded purchases of approximately \$717,000 was significantly higher than reported taxable sales of \$516,000 for 2015 and 2016, resulting in negative markup of 21 percent; Exhibit B, page 102. Based on these

analyses, the Department determined that Appellant's books and records were not reliable and adequate for sales and use tax purposes. In the absence of reliable books and records, the Department used an indirect audit method to verify the accuracy of reported amounts and to determine unreported taxable sales.

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The Department conducted a shelf test using Appellant's sales invoices, job worksheets, and other available information for November 4th, 2017, through November 11th, 2017. The shelf test resulted in the markup of approximately 46 percent for parts and 17 percent for tires; Exhibit A, page 26 and 27. The Department used QuickBooks reports and determined parts purchases of little more than \$330,000 for February 1, 2013, to December 31, 2016; Exhibit A, page 33. The Department used vendor surveys and QuickBooks reports to determine tire purchases of around \$1.5 million for February 1, 2013, through December 31, 2016; Exhibit A, page 31 and 32.

For parts, the Department used total purchase of \$330,000, adjust for inventory, allowed a pilferage of 2 percent, and applied a markup of 46 percent to determine audited taxable parts sales of around \$448,000 for February 1, 2013, to December 31, 2016; Exhibit A, page 21. For tires, the Department used total purchases

of \$1.5 million, adjusted for inventory, allowed a pilferage of 2 percent, and applied a markup of 17 percent to determine audited taxable tire sales of \$1.6 million for February 1, 2013, to December 31, 2016; Exhibit A, page 21.

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Based on these audit processes, the Department determined audited taxable sales of little more than \$2 million for February 1, 2013, to December 31, 2016.

Appellant reported taxable sales of \$453,000 resulting in unreported taxable sales of \$1.6 million for February 1, 2013, to December 31, 2016, with an error rate of around 261 percent for 2013, 400 percent for 2014, 535 percent for 2015, and 257 percent for 2016; Exhibit A, page 21.

Due to lack of books and records for 2017, the
Department used an error rate of 257 percent to determine
unreported taxable sales for January 1, 2017, through
June 30, 2017. The Department applied the error rates to
the reported taxable sales of \$590,000 to determine
unreported taxable sales of \$1.9 million for the audit
period; Exhibit A, page 18. When the Department is not
satisfied with the amount of tax reported by the taxpayer,
the Department may determine the amount required to be
paid based on any information it has in its possession or
may come into its possession.

In the case of FNRP, the Department has a minimum

initial burden of showing that its determination was reasonable and rational. Once the Department has met its initial burden, the burden of proof shifts to the taxpayer to establish that a result different from the Department's determination is warranted. Unsupported assertions are not sufficient to satisfy a taxpayer's burden of proof. The Department used Appellant's provided books and records, third party vendor surveys, and other available information to determine the audit liability. Doing so produced a reasonable and rational determination.

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Without any documentary evidence, Appellant contends that the Department had used lower labor rate for its markup calculations. In response, the Department submits that it used Appellant's books and records for November 4, 2017, to November 11, 2017, to calculate a markup of 46 percent for parts and 17 percent for tires. During the prehearing conference on August 16, 2023, Appellant conceded to the markup of 17 percent for tires. Office of Tax Appeals minutes and orders dated August 17, 2023, mentions hourly labor rate of \$17.50 as the cost of labor associated with the markup of parts.

The Department wants to clarify that audited average hourly labor cost is determined to be \$27-per-hour not \$17.50. The hourly rate ranges from \$17.21-per-hour and \$45-per-hour. Please refer to Department's additional

brief dated, December 19, 2022, Exhibit H, pages 226 to 238. As of now, Appellant has not provided any documentary evidence to show that markup of parts should be lower than 46 percent. In response to Exhibits 1 through 3, the Department submits that it examined all documents and have already adjusted cost of goods sold for nontaxable supply items; Exhibit A, page 33.

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No further adjustments are warranted for cost of goods sold. Further, the Department reviewed Appellant's worksheets and sales invoices in support of its markup calculation of 24 percent to 28 percent and rejected the same as inconclusive and unsupported. For detailed comments, please refer to Appeals Bureau decision dated, August 26, 2021; Exhibit F, pages 200 to 203. No adjustments are warranted for the markup.

Based on the foregoing, the Department has fully explained the basis for the deficiency and established that the determination was reasonable based on the available books and records. Further, the Department has used approved audit methods to determine the deficiency. Appellant has not met his burden to prove otherwise. Even though this is Appellant's first audit, the Department assessed a 10 percent negligence penalty because of the high percentage of understatement and the lack of records. Appellant's unreported taxable measure is 327 percent of

1 the reported taxable sales. And Appellant failed to 2 maintain and provide necessary books and records as 3 required by Revenue & Taxation Code 700053 and 700054 and Regulation 1698. 4 5 The understatement cannot be attributed to a bona 6 fide and a reasonable relief that the bookkeeping and 7 reporting practices were sufficiently compliant with the requirements of sales and use tax law. Therefore, 8 9 Appellant was negligent, and the penalty should be upheld. 10 Based on the evidence presented, the Department request 11 that Appellant's appeal be denied. 12 This concludes my presentation, and I'm available 13 to answer any question you may have. Thank you. 14 JUDGE KATAGIHARA: Thank you. 15 Before we move onto Appellant's rebuttal and 16 closing remarks, I'd like to give my co-Panelists the 17 opportunity to ask any questions they may have. 18 Judge Lambert, do you have any questions? 19 JUDGE LAMBERT: This is Judge Lambert. 20 have any questions. Thanks. 21 JUDGE KATAGIHARA: Judge Le? 22 JUDGE LE: This is Judge Le. No questions at 23 this time. Thank you. JUDGE KATAGIHARA: Thank you. 2.4

Mr. Sharma, will you please do me the favor of

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confirming your percentages of errors that you calculated for each year. I notice that Schedule 12A in your opening brief had listed different numbers. So I'd just like to get confirmation of those.

MR. SHARMA: This is Rayinder Sharma. Error

MR. SHARMA: This is Ravinder Sharma. Error rates is around -- we rounded it off, 261 percent for 2013, 400 percent for 2014, 535 percent for 2015, and 257 percent for 2016. And the Department used the lower error rate, which is 257 percent for 2017 to give the benefits to Appellant.

Thank you.

JUDGE KATAGIHARA: Thank you very much.

Those are all the questions that I have.

So, Appellant, you can proceed with your rebuttal and closing arguments. You have 15 minutes.

Mr. Moreno, you may be on mute.

MR. MORENO: Can you hear me now? Okay. Thank you very much.

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## CLOSING STATEMENT

MR. MORENO: So I believe the Respondent kind of just in a nutshell kind of incapsulated what our issue had been with this audit. They always go back to the 47 percent because they're saying that he sold parts, but they completely ignore the installation part. They say,

oh, you made -- they're taking the parts and saying you're making money, 47 percent, off the sale of the parts, which is incorrect, right. Mr. Aceves Zepeda is making his revenue by installing the part, and that's the part they completely ignore, right. They say, oh, well, the invoice is not conclusive.

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Well, it says -- the invoice says we're going install breaks on a semi, right. So and -- or we're going to change the water line on this semi, right. And so they say, oh, well, it's only \$47 -- it's only going to be \$17-an-hour, right, or \$27 as he explained is for the total. \$27-an-hour annualized, that is \$56,000. That is not a -- that is not a reasonable amount of labor rate to cover the expenses, to cover everything that's associated with that job, the power -- the power they use it, the depreciation, the supplies, the office supplies. It doesn't incapsulate all that, right.

And that has been our argument with the

Department for the past five years is that they just

ignore the installation part. Had they given -- had they
said, okay, the markup on the parts is 15 percent,

17 percent, we wouldn't be here, right. It's this, oh,
we're gonna -- it's 50 percent. He's not making his
revenue by selling the part. He's making his revenue by
installing the part. The client comes in and says, okay,

here's this -- my truck, right. It's a freight liner. It needs new brakes, right.

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So he says, okay, well, our -- the cost is this, and we're going to -- and I believe what they said is, it was negative because he wasn't charging enough for markup. And that's probably true because we agree with the Department going forward that we would apply a larger markup on the parts to -- for the taxable measure in '17, '18, '19, '20 going forward, which is why we've not seen another audit, right. So I believe that we worked with the Department to try create a better measure that they would -- that they could do. But what they don't do in this audit is they totally forget or ignore the installation part, right.

He is not an auto part seller. He is an auto -a diesel repair mechanic who is basically installing parts
onto -- so he has -- he has two components, right. It's
the selling of the tire, which has a 17-percent markup,
which we agree. It's a reasonable measure. 17 percent is
a reasonable measure for the tire service. We don't
disagree with that, right. It's reasonable to us. So -but when they get to the auto part, they say, oh, no,
you're selling parts. I said okay. Well, what about the
installation of the parts? Oh, well, that's only worth
\$17.50 -- or \$27.50-an-hour, when the direct competitors

that are engaging that same business are charging \$70, \$100, \$150-an-hour for the installation of the part, right.

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They don't give Mr. Aceves that, right. They say oh, no, you're selling the part. But that's not where the revenue or the transaction is coming from. It's that the -- so they say, okay, well, we're going to apply this \$27-an-hour rate job by \$3. You get \$60. But if you look at the transaction, right, it's like someone brings a big freight liner truck, right. There's 200-pound tires, you know, 150-pound drums that they are pulling off, hammering off, and install the breaks. And they say, well that -- the component of all of that is not \$27-an-hour. That's just actually incorrect.

And there's this narrative that they've been saying for a long time that I frankly do not -- do not agree with, and I don't think it's appropriate. They're saying that his books were not good. But yet, they were provided with QuickBooks reports. They were provided with every report, right. And other Departments have come in and have not every restraining order right turn and other Departments come in and have not come to that same conclusion, right. We've had IRS audits. We've had FTB audits, and they used the books, right.

So when they say that they asked for all the

records, they did not. The auditor in this case came in and asked for months at a time and said here, we're going to give you this report, give us these invoices. I provided -- I provided a book which is a backup to the general ledger, right. They did not go through every single book, and they didn't ask for every single book, right. It's this narrative that they've been saying -- that has been coming out from the bottom of, oh, the books are wrong, so we're going to come up with our own measure.

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I disagree with that. We have -- we have boxes and boxes and boxes of books. And I told her, I'll add it up for you and tell the total by month and you can compare their bank records. She did not want to do that. She goes, we're going to go with our own measure, right, and we're going to go with what we're doing. So I said fine.

But as the numbers kept getting bigger and bigger, I said, you know, I don't think you're doing this right, right. So I don't buy this notion that the books are incorrect or that they were grossly miscalculated.

Because to say that is to say that three other Departments came in and were totally wrong. And we don't think that's right. But we believe there is a -- basically a misunderstanding of what Mr. Zepeda's business is, right. They keep saying he's selling parts, but they totally ignore the installation other part, right.

They didn't even stratify the sales by, okay, what's the percentage of part installation versus the percentage of the tire sales. I asked them, can we did that? They said no. So they don't stratify any of it, right, because it's two different business lines. And on the QuickBooks reports that they provided, it clearly shows this is what was for parts, for labor, and it shows the labor. But they've never wanted to reconcile it. They just said, oh, well, we can't use this. So the books and records are wrong.

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But yet, other Departments came and looked at the same records, looked at the backup, looked at the invoices, right, and said that -- and they didn't say, oh, none of these books are right, right. That is what we fundamentally disagree with the Department and that characterization of Mr. Aceves' books, right. And, obviously, you know, we've doing this audit for the past five, six years. And so to characterize that as a justification for them saying, oh, well, you know, you're selling parts at 42 percent, right. That is not what the invoice says, right. That's not what the transaction is, and that is not a correct characterization of Mr. Aceves' business is.

He's not -- he is not in the business of selling parts to make profit. He's in the business of installing

parts, right, and selling tires. Again, we don't disagree with the 17 percent markup on the tires because that's about right. That's about right for that industry, but we wholeheartedly disagree that's basically buying the parts, you know, increasing it by 50 percent and generating a profit. That's not what's happening, right.

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He is installing the part, and there is no consideration for the installation, right. There is no consideration for that labor rate to install that part.

And -- and a large portion of these invoices that they use in the measure are for diesel -- are for diesel trucks, right. That's where the big numbers come from. But they're saying is that, oh, well, the part -- the part is 50 percent of it, and we're going to give you, you know, a 30 percent labor off the invoice, which fills the invoice from being, you know, basically, 40 percent taxable to basically 70, 80 percent taxable, right, or -- or -- and that's what we understand.

They -- they ignore the whole installation of the part and say that he's making or deriving a profit from the sale of the part, which is it's not accurate. That's not what's happening. And so they then say well, based upon this, we're going to give you \$27-an-hour rate, which is grossly lower than anybody else performing the exact same job, right. And so when they say, oh, well, you're

not giving us the measure, I've given them the measure.

I've given them the expenses. They have the P&Ls. All
they would have to do is the divide the P&L expenses by
\$2,080, and that tells you how much rate has to be derived
to pay the cost of the business, the operating expense.

To me that's not a hard thing to do, right. And if you go year by year it fluctuates between 40 to 47 to -- just all the costs associated with the business, right. And then you add the profit component, it would be somewhere around, you know, \$50 to \$60 an hour fluctuating through the years. And when I explained it to them, they said no, we're not going to do with that. So they ignore the whole part about the installation of the part. They talk to you about the sale of the part, and they are selling the part, but they completely ignore the material fact that they have to install the part onto the truck. And they discount that to produce a higher measure, right.

And so, again, we just don't agree with the fact they were provided QuickBooks reports. They were provided with the -- which I have shown in Exhibit 3 -- are the sales invoices that are the backup for that -- for that general ledger, right. There are daily sales. That general ledger is backed up by little books, and they don't see it that way. They say, oh, well, we're just -- we're not going to go with that. But they cannot tell you

they ever reconciled the total of those books to what the general ledger says, right.

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They've never done that, and I told them I would do it myself, and I'll show you what the variances are in those books compared to what's on the P&L. They've never agreed to that, right. So -- so we went this calculation, but to me is, like, you keep ignoring the fact that he's installing the part. And so that you're not selling the part. You're installing the part. So what's the rate of the installation of that part? And that is at the heart of the argument, right.

If you have a diesel truck that's 15,000 pounds loaded, what's it going to -- what kind of cost goes into doing that job? It's everything. It's power, electricity, and it's -- and it's all those costs that are needed to operate the business, the tools, everything, and they ignore that. They've never took that into consideration. And, again, we believe that they are taking the invoice and factually misrepresenting what the transaction actually is. The transaction is that they're installing the part onto a truck, and he's an auto repair shop, basically.

But they're saying, oh, no, he's a -- he's selling parts. He's a -- he's basically selling this part and it's 40 -- it's 50 percent. That's just not true.

That's not factual, and that's not what the invoice shows. And that's not what any of the transactions that we provided shows, but that's the characterization that the Department has made, and we just fundamentally disagree with the that characterization of the books and also of the -- what the actual transaction is, right. Again, we believe that the invoices provide a labor amount for the installation of the part and what we charged for the part, right.

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They are -- they are discounting that and saying, oh, well, we're going to add a 50 percent markup to the parts and then basically do away with the labor as if it doesn't matter, but it does. Because that installation of the part is the reason the part is even there. And Mr. Aceves did not have to install these parts. He wouldn't buy them, right. So -- so he basically buys the part to put it onto the truck, and putting it onto the truck makes this transaction worth what it is, you know.

That's why you can change the water pump and charge, you know, \$1,000 for that. It's not because the part is worth \$1,000 or because it's worth \$40. It's probably worth \$100, and you're paying \$100 to basically take the car -- take the diesel apart from the front and put it back together, right. But the Department just ignores that and doesn't give no value to that and says,

well, you're a dealer of parts, so it's 50 percent.

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And if they would have given us a substantially lower markup on them, we wouldn't be here. But it's this 50 percent, you know, markup on parts that distorts the number completely. And they are able to say well, it doesn't -- it doesn't have any -- you know, it's so off because you've distorted what the transaction actually is. And that's been our appeal the whole time, and that has been our argument this whole time with the Department and -- that they see him as a seller of the parts, and we see him as the installer of the part and basically an auto repair shop basically installing these parts. And that is the disagreement, right, is the rate as an auto repair shop or a diesel mechanic shop what that labor rate is, and we don't believe it's \$27-an-hour.

And we do not believe that even if you took a conservative approach and took his -- if you took his operating expenses, divide it by \$2,080, it wouldn't be \$27-an-hour. It would be closer to \$40 to \$50-an-hour, right. And so -- and that's what they completely just ignore and say, oh, well, the books are no good. Well, I don't -- I don't buy that. I don't believe that, and nobody here was here when the audit -- I don't believe the audit officer is even here anymore. Because I believe that they asked the Department, which we were told

subsequently, because we tried to call him in into a hearing to see how they calculated it, and they were -- we were told that they are no longer with the Department.

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So, you know, so we're left with, you know, trying to explain what happened when nobody is around that did the audit to tell you what happened. And so that, I guess, is our frustration, and that's our, you know, rebuttal to them in regards to why the measure is so high in that regards is because we believe they fundamentally changed the transaction from making it a dealer of parts when he's actually the installer of the part, right. That is what he's charging. That's what it needs to be with labor rate.

JUDGE KATAGIHARA: Okay. This is Judge Katagihara.

Mr. Zepeda, I know that your exhibit to our invoices that for the most part separately states labor from parts. Are all of Mr. Zepeda's invoices for the liability period, we're they separately stated, the labor from the parts? Or is it just this period time that you provided to CDTFA?

MR. MORENO: Yes. He said that they were all the same. They were all separately stated since those books were -- he has always done the books the same away. He shows the labor rate, and he shows the parts.

JUDGE KATAGIHARA: Okay. So and so were all of those invoices provided to CDTFA for the audit period during the audit?

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MR. MORENO: So we asked them. To this day we still have all the boxes in our office with stacks and stacks of these books.

JUDGE KATAGIHARA: But were they provided to CDTFA.

MR. MORENO: Yes. Yes. She came into our office, and she sat down, and she picked the books that she wanted.

JUDGE KATAGIHARA: Okay. Then, Respondent, I'm going to ask if you can speak to these invoices and why they weren't considered or, if they were, why you didn't use the average labor rate shown on the invoices.

MR. SHARMA: This is Ravinder Sharma. So whatever documents Appellant provided, the Department has reviewed that. And as to the invoices, which is Exhibit 2, if you look at the Exhibit D, pages 220 to 222, the Department has analyzed all these documents and finds a lot of discrepancies. They could not perform the markup test. Some of them were like there was no cost available. Even though the selling price was available, there was no cost available.

The other one was Appellant said -- basically,

included some tire invoices in his calculation of 24 percent. So Department has basically worked with those invoices and tried to come up with the markup. And if the Department analysis is correct, the notes are if they used based on whatever information is available for the Department, whether the cost was available or the sale price was available, and if the Department tried to use \$80 labor, whatever the Appellant claimed, then the markup went to 65 percent. That's the reason Department say those documents were inconclusive and un-supportive of 24 percent.

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And also, there were some purchase invoices submitted but there was no corresponding sales invoices available. So Department could not perform any reasonable verification of Appellant's markup calculation of 24 to 28 percent. That's why the comments -- detailed comments are in the Appeals Bureau Decision. And there is an analysis performed, which is Exhibit D, pages 220 through 222 which details out what the information Department looked at that, and why the Department could not verify the accuracy of the 24 percent or 28 percent markup calculation.

I hope that answered your question, Judge.

JUDGE LE: I'm sorry. Yeah. I believe you're muted.

JUDGE KATAGIHARA: All right. Thank you,

Judge Le.

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Respondent, for the invoices that include something, like, repair of tires, was that incorporated in the parts section or in the tire sales section? Or were tire sales, was just for a sale of a tire and not for repair of any tires?

MR. SHARMA: This is Ravinder Sharma. That was included in Appellant's markup calculation of claimed 24 to 28 percent. So if we go to page 220, there is -- I think in blue -- those are the Department's remarks. They're saying this is tire invoices. So then because what Appellant did is combine everything to come up with the markup of 24 percent, whereas, the Department segregated the markup for tires and parts.

So when the Department tried to come up with the markup of parts based on the similar information,

Department could not do that because there was not enough information available. And whatever information was available, it did not support the markup of calculation of 24 percent.

JUDGE KATAGIHARA: Okay. Thank you.

I do not have any other questions for the parties.

Judge Le, do you have any other questions?

JUDGE LE: Yes. This is my first question to

Appellant. So just confirm here, what do you believe the labor rate per hour is for Appellant?

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MR. MORENO: Conservatively speaking, \$55-an-hour. That would be a fair rate for that time period.

JUDGE LE: This is Judge Le. Thank you. And looking at the invoices, is there a way to determine the hourly rate just based on the invoices you provided in Exhibit 2?

MR. MORENO: And based on that, no. Just -- it would just set a clearer component. And so I believe in the audit report they had a separately -- say separate out how many hours were per job. And that's what we were -- what we did in that job. And so we originally said that his original labor rate for these repairs was \$80-an-hour. So the thing with the Department was we spoke to a supervisor. They said okay, well, you have negative sales, right. It's a negative -- it's a negative sales rate.

And I said well, the issue -- and then we spoke to Mr. Zepeda. He said, well, I'm not really marking up the price because I'm -- I'm charging the labor rate to install that. So the Department said, well, you can't do that, right. So this is where the negative ratio comes from. I said, well, you've got to up sell something. You

got to add 10 percent, 20 percent, 30 percent.

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So subsequent to that, we agree that we would increase it by -- I believe it was -- we agree that he would increase it by 28 percent over the invoice price to accommodate this, and the rest of it would be a labor component, right. So during the audit period, there wasn't a markup per se because he wasn't charging one. And so -- and so the Department said, well, that can't happen because you're a dealer of parts, and you've got to charge something for the part.

So basically at that point, post -- I believe it was 2017, we agreed that we would -- we would mark it up 28 percent, right. But then when -- that was what we agreed with the Department. But then subsequent to this audit, they came in and said, oh, it's 46 percent after whatever. That doesn't seem -- that doesn't conform to the meeting we just had two months ago. So -- so that was kind of where the -- that negative -- negative sale came from was from that conversation because that's what he was charging, right.

But, again, if we want to be conservative, I'm giving this \$55 to \$60-an-hour average as a conservative estimate, but he was actually charging \$80-an-hour at that time. But the Department thought that was too high because it was producing a negative sale. And we

1 explained that it was because he was not charging -- he 2 was basically charging the cost of the price of the part. 3 And subsequent to that, we agreed to add a 28 percent markup on the price, and they agreed to that. But when 4 5 they issued the audit, they came in 47 percent, and we 6 didn't understand why. 7 JUDGE LE: This is Judge Le. Thank you. 8 Let me now turn to Respondent. 9 Respondent, on your worksheet, that's labeled as 10 Bates Stamp 238. I'll give you a moment to get there. 11 MR. SHARMA: This is Ravinder Sharma. 12 Judge. 13 JUDGE LE: Okay. Thank you. For the columns 14 that are labeled C through F, and that's labeled "Job 15 Worksheets," the numbers that are in those columns, are 16 those numbers that you received from Appellant? 17 That's correct because that is based MR. SHARMA: 18 on job worksheets. Because job worksheets was the only 19 document to show how many hours was spent on a specific 20 job. So these are all the information the Department 21 obtained from the job worksheets provided by the 22 Appellant. 23 JUDGE LE: This is Judge Le. Thank you. 2.4 MR. SHARMA: Thank you. 25 JUDGE LE: And on the last -- in column A, there

are invoice numbers. Are those invoice numbers part of the OTA's records, those invoices themselves?

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MR. SHARMA: This is Ravinder Sharma. I think so because I have not compared the Exhibit 2. I'm assuming some of these invoices should be over there. But I have not compared each and every invoice. But these are the invoices for the period in November 4th, to November 11th, 2017, which were provided by the Appellant, along with the job worksheets.

JUDGE LE: This is Judge Le. Thank you.

MR. SHARMA: Thank you.

JUDGE LE: Actually, this is Judge Le. Sorry.

Just some follow up. Do you know where those invoices

are? Is there a Bates Stamp you can point to in the

records?

MR. MORENO: Judge Le?

JUDGE LE: I'm sorry. Go ahead.

MR. MORENO: I believe the exhibit that we did show you, I believe those were the invoices that we provided to them that match that spreadsheet. Because they gave you the spreadsheet, but they didn't give you the invoice. So I did put it in there that those were the ones that we provided previously to them.

JUDGE LE: This is Judge Le. It's just -- are you referring to the invoices in Exhibit 2?

MR. MORENO: Yes.

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JUDGE LE: So the number on the invoices on Exhibit 2 don't match the invoice number that's on page 238. That's why I'm asking.

MR. MORENO: Okay. Well, we gave them two sets of invoices. There were two different test periods. So I provided, I think, the latest one of all of the invoices that we gave them in that period. So I mean, there were two sets of data that they used. And so one was on the original reaudit, and then there was a reaudit to the reaudit. And so there were two separate sets of invoices that they analyzed, and that's on the spreadsheet. So I'll go back and look, but they did omit the original invoices provided to them.

JUDGE LE: Okay. Just to confirm right now, it sounds like the invoices that are mentioned on this page is not part of OTA's records then. Is that what I'm hearing, Respondent?

MR. SHARMA: This is Ravinder Sharma. I'm sorry, Judge Le. What was your question?

JUDGE LE: So the invoices that are listed on page 238, the invoices numbers, we don't have the invoices, I believe. And I'm just asking to confirm whether or not it's already part of exhibit that Respondent submitted.

1 I'm not sure if those are included MR. SHARMA: 2 as part of the exhibit because those are the ones that the 3 auditor examined while the auditor was in the field. 4 to answer your question, these invoice numbers are for a 5 different period as compared to the exhibit not submitted 6 by Appellant. So this is for November the 4th to 7 November 11, 2017. So I have to check with the field 8 office. We have the copies of that, or maybe the auditors 9 that looked at it in the field and never copied them too. 10 JUDGE LE: This is Judge Le. Thank you. I may 11 ask this question as part of post-hearing briefing.

MR. SHARMA: Thank you.

thank you. That's all the questions I have.

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MR. PARKER: Can I add on real quick. I was just going to say that I looked through the exhibits real quick, and we do not have photocopies of those invoices.

And generally speaking, when we do audits, we transcribe information from the taxpayer's records. We generally don't take photocopies of all their records to have. So these were probably transcribed information from the invoices. So we probably don't have copies of them in our files.

That's all I wanted to add. Thank you.

JUDGE LE: This is Judge Le. Thank you.

JUDGE KATAGIHARA: Judge Lambert, do you have any

1 final questions for the parties? 2 JUDGE LAMBERT: This is Judge Lambert. I don't 3 have any questions. Thanks. JUDGE KATAGIHARA: Okay. As we previously 4 5 discussed, Appellant is ordered to provide the CDTFA 735 6 form and any relevant evidence to OTA and Respondent no 7 later than October 23rd. Respondent will then have an opportunity to submit a post-hearing brief. So we will 8 9 leave the record open until briefing is complete. 10 will submit an order with the pertinent specifics. 11 Appellant, do you have any questions? 12 MR. MORENO: We do not. 13 JUDGE KATAGIHARA: Respondent, do you have any 14 questions? 15 MR. SHARMA: This is Ravinder Sharma. Department 16 has no questions. Thank you. 17 JUDGE KATAGIHARA: I'd like to thank both of the 18 parties for their time today. 19 This concludes our hearing and OTA's last hearing 20 for today. The Office of Tax Appeals will resume its 2.1 hearings tomorrow, September 22nd at 9:30 a.m. 22 Thank you everyone for your time today. You may 23 now exit the meeting. 2.4 (Proceedings adjourned at 4:25 p.m.) 25

## 1 HEARING REPORTER'S CERTIFICATE 2 I, Ernalyn M. Alonzo, Hearing Reporter in and for 3 the State of California, do hereby certify: 4 5 That the foregoing transcript of proceedings was 6 taken before me at the time and place set forth, that the 7 testimony and proceedings were reported stenographically 8 by me and later transcribed by computer-aided 9 transcription under my direction and supervision, that the 10 foregoing is a true record of the testimony and 11 proceedings taken at that time. 12 I further certify that I am in no way interested 13 in the outcome of said action. 14 I have hereunto subscribed my name this 27th day 15 of November, 2023. 16 17 18 19 ERNALYN M. ALONZO 20 HEARING REPORTER 21 2.2 23 2.4 25