

# SIGNIFICANT ACHIEVEMENTS

FISCAL YEAR 2009

## *Electronic Filing of Business Taxes*

Withholding: 99% of all returns were e-filed through eFile & Pay.

Paper: 3,828

E-filed: 339,158

Sales/Use: 96% of all returns were e-filed through eFile & Pay.

Paper: 18,089

E-filed: 391,099

Liquefied Petroleum Gas: 99% of all returns were e-filed through eFile & Pay.

1,198 filers

Motor Fuel: 99% of all returns were e-filed through eFile & Pay.

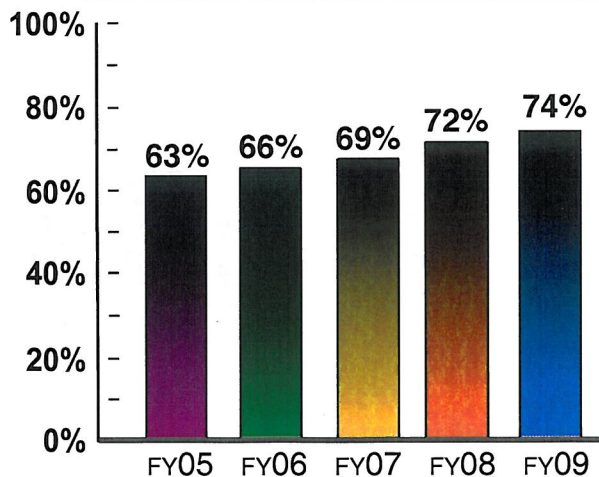
6,379 filers

Over \$5 billion (87.3%) of sales and withholding dollars were received electronically.

## *Electronic Filing of Individual Income Tax*

For tax year 2009, 74% of individual income tax returns were filed electronically. 95% of e-filers had their refunds in 14 days.

*Iowans Choose to eFile Individual Income Tax Returns*



The Department processes more than 1.5 million individual income tax returns. Almost 64% are refund returns.

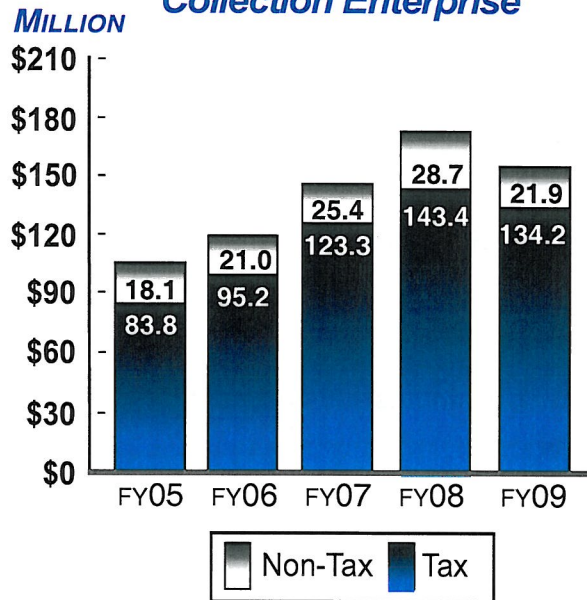
The Department's centralized collection services are available to other state agencies.

# SIGNIFICANT ACHIEVEMENTS

## Collections

FY09 collections totaled \$156.1 million.

### Dollars Collected By Collection Enterprise

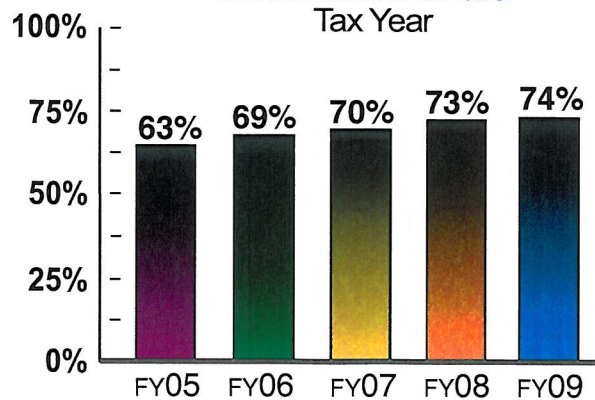


FY08 collections include \$12.4 million generated through the Tax Amnesty Program.

## Electronic Payments

The Department received 74% of all deposits electronically.

### Tax Dollars ePaid



Electronic payment options include:

- free direct debit (ePay through eFile & Pay)
- electronic funds transfer
- credit/debit card

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FISCAL YEAR 2009

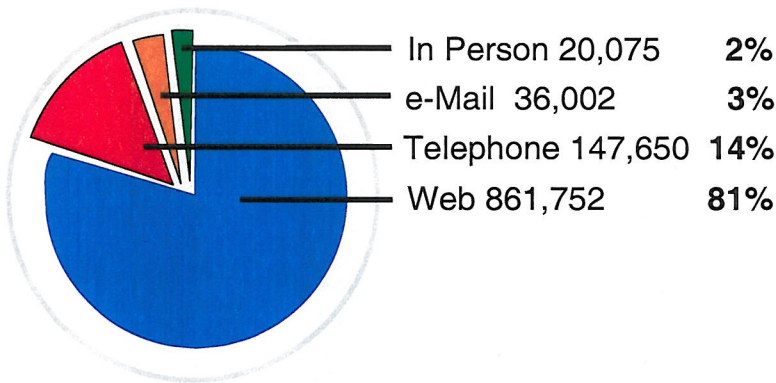
## Taxpayer Contacts

Iowa taxpayers seek out the Department for answers to their questions and information about taxes. Tax specialists are available by telephone and e-mail; in addition, they teach classes statewide to businesses and tax practitioners. Electronic services are available 24/7.

95.3% of calls to Taxpayer Services are answered within 60 seconds.

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### Taxpayer Contacts 1,065,479

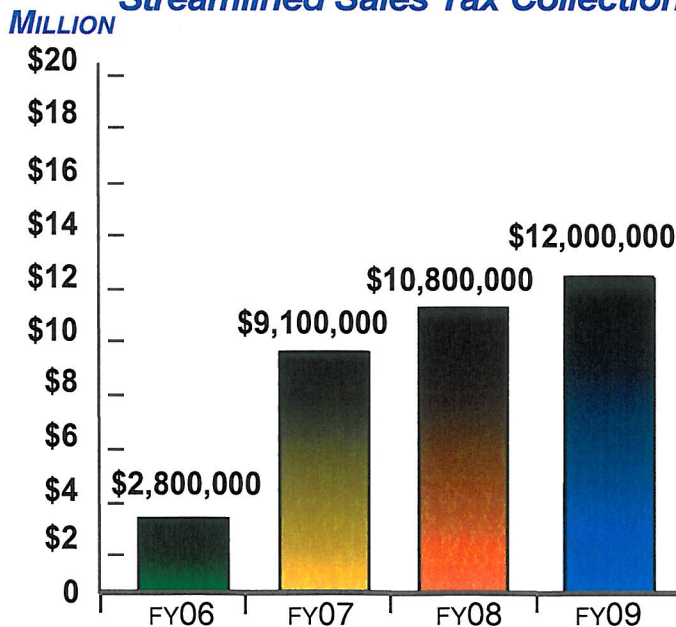


## Streamlined Sales Tax

Iowa received approximately \$12 million from Streamlined Sales Tax Project returns. Total collections since 2006 are almost \$34 million.

More than 1,200 retailers nationwide have voluntarily registered to collect sales tax.

### Streamlined Sales Tax Collections



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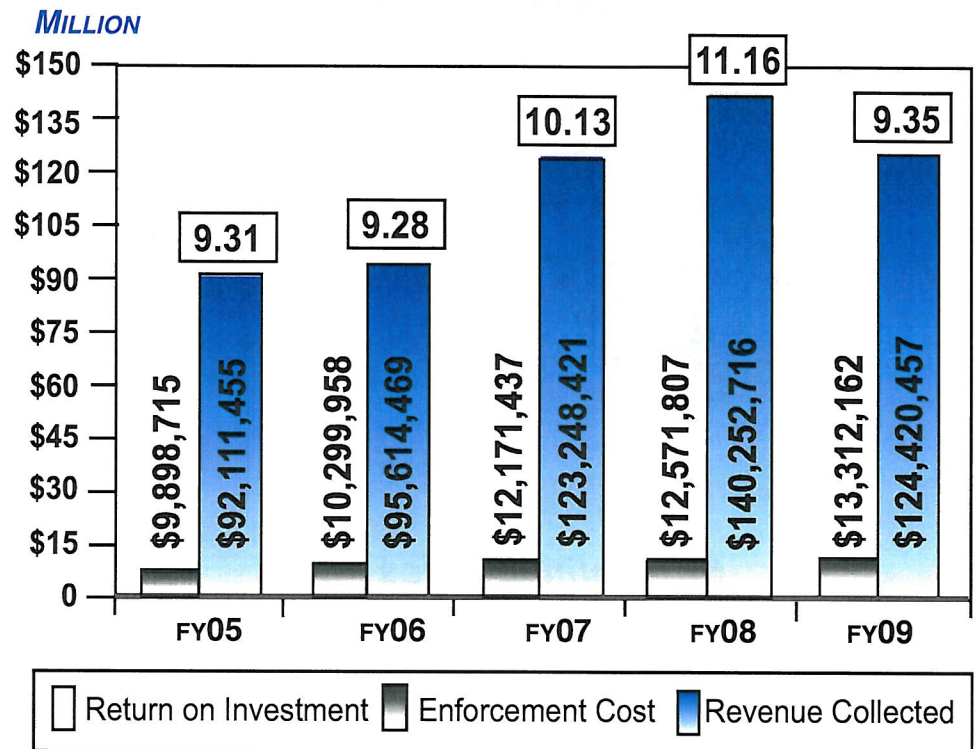
The vast majority of taxpayers file their returns and pay their taxes on time. In fairness to them, the Department collects unpaid taxes.

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## Return on Investment

Every \$1 invested in audit activities generated more than \$9 in taxes collected. An investment of \$13.3 million in audit activities produced more than \$124 million for the General Fund to finance services to Iowans.

## Return on Investment Dollars Spent on Enforcement Versus Dollars Collected

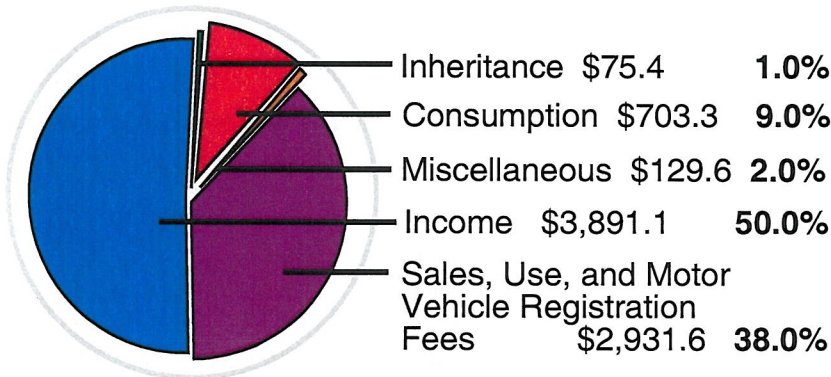


# GROSS TAX COLLECTIONS AND REFUNDS

FISCAL YEAR 2009

## Gross Tax Collections - \$7,731.

MILLION

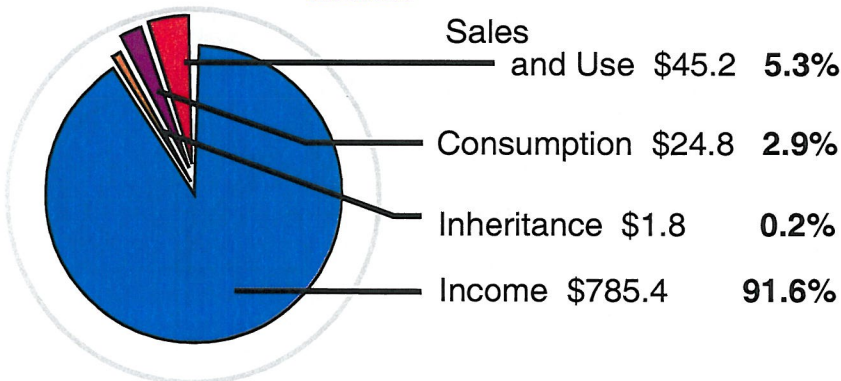


FY08 gross collections were \$7,836.1 million.

“Consumption” taxes are cigarette, tobacco, and motor fuel taxes.

## Tax Refunds - \$857.2

MILLION



More than 95% of taxpayers who e-filed their individual income tax returns received their refunds in 14 days.

Most taxpayers file and pay their taxes voluntarily. Non-compliant taxpayers are pursued through a variety of audit programs.

## SUPPLEMENTAL REPORTS

### *Compliance Report*

#### **Enforcement Programs**

Fiscal Year 2009 was a successful year; the goals established by the Compliance Division for revenue collected were exceeded. Compliance enforcement programs for Fiscal Year 2009 exceeded \$124 million dollars in revenue collected and reductions in refund claims.

\$ 64.1 million from office exams

\$ 12.9 million from in-state field audit

\$ 1.7 million from out-of-state field audit

\$ 21.5 million from Tax Gap

\$ 24.2 million from reductions in refund claims

#### **Voluntary Compliance**

The Department also focuses on voluntary compliance through taxpayer service and education programs. The Department's Taxpayer Services Section is staffed by tax specialists who work with taxpayers on the telephone and by e-mail. They also conduct tax classes statewide.

The Department attempts to answer telephone calls and respond to e-mails in an efficient manner. The Department provides information through its Web site, electronic mailing lists, and other public methods.

The Department continues to provide electronic filing options and self-help Web site services.