



Marylandi-File Overview



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- iFile has existed for two years, tax year 2000 and 2001
- Tax year 2000 supported Maryland short form only – 19,247 returns filed
- Tax year 2001 supported Maryland short and long form – 40,096 returns filed
- Application is a fill in form
- Application provides calculations such as state and local EIC upon entry of federal EIC

Payment/Refunds

Payments accepted

- Credit cards through Official Payments Corp.
- Direct debit with payment deferral up to 04/15/02
- Check or money order

Refund options

- Paper check
- Direct deposit to savings or checking accounts

Refund time

- Average refund time on electronic returns receiving a paper check is 4 to 5 days.
- Average refund time on paper returns is 9 to 12 days.

Customer Service

- Online account inquiry for refund status
- 800 number provided for taxpayer assistance
- Email inquiry available for taxpayer assistance
- Help buttons available throughout iFile application
- Taxpayer service can view taxpayers session to offer guidance

Online/Independent	125,927	17.94%
Independent Filing	403,380	57.46%
ifile/Taxpayer Service	13,781	1.96%
ifile/Internet	40,096	5.71%
Online Filing	7,304	1.04%
TeleFile	46,725	6.66%
Fed/State Filing	64,826	9.23%
TOTAL	702,039	100%
Refunds	606,018	86.32%
Balance Due	83,453	11.89%
Balance Out	12,568	1.79%
TOTAL	702,039	100%

Intended taxpayer base for ifile

- Taxpayers who manually prepare their return who oppose electronic fees
- Taxpayers who use purchased software to prepare their return who oppose electronic fees
- Taxpayers unable to complete their return via the Fed/State TeleFile program

Development

- iFile was developed in-house
- iFile application was written using HTML, JavaScript and VB Script
- Team concept used in development and in testing

Incentives and Future Plans

- New options offered first electronically to encourage electronic growth
- iFile will expand accepted return types to include Maryland's Non-Resident return.

Questions

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