

IOWA  Department of **REVENUE**

eFile

Leann Boswell

August 2008

eFile Service Unit (eSU) Today

- Administrative Assistants
- Taxpayer Service Specialist
- Executive Officer

TOTAL = 7

eSU Phone Stats

- March 2005 quarter = 19,318
- March 2006 quarter = 32,000
- March 2007 quarter = 19,505
- March 2008 quarter = 15,418

Percent of Business Returns eFiled

- March 2008 Quarter

Withholding: 99%

Sales/Use: 96%

Motor Fuel: 99%

Percent of Business Electronic Payments

- March 2008 Quarter

Withholding: 57%

Sales/Use: 46%

Motor Fuel: 99%

eFile Income Tax Stats

- As of August 2008:

ELF: 1,044,174

10% overall increase

Marketing

- eFile & Pay
 - E-mail reminders
 - Letters
 - Statewide joint presentations
- Income Tax
 - State employees
 - College students
 - Spanish-speaking population

Questions

