



State of Wisconsin • DEPARTMENT OF REVENUE

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Revenue Receives National Award for Online Tax System

Today, the Wisconsin Department of Revenue received a national customer service award from the Federation of Tax Administrators (FTA). The FTA *Award for Taxpayer Service & Education for State Tax Administration* recognized the upgrade and educational efforts made to the agency's online business tax system, called *My Tax Account*.

"We're honored to have received this national recognition for our customer service efforts," said Secretary Richard G. Chandler. "The upgrades we made last June were a direct result of suggestions made by our customers."

My Tax Account is a secure online system that business tax customers use to electronically file and pay their taxes, manage their accounts and communicate with the department. Customers have 24/7 access to their tax returns, payments, and account information.

In June 2011, *My Tax Account* was updated to make it easier for businesses to file and pay their taxes. The improvements included:

- Easy, one step registration
- Faster tax return preparation
- Modern, intuitive navigation
- Improved help messages and training
- New functionality, such as electronically filing appeals and refund claims

The Department updated the online forms to more closely match the paper forms that customers were familiar with, and reduced the number of screens needed to navigate through the system. The buttons and navigational tools were also standardized. These updates were a direct result of a user survey and focus groups, which solicited feedback from businesses and tax professionals about areas for improvement.

The FTA judges were drawn to the effective use of videos to teach taxpayers to use *My Tax Account*, and complimented the agency for recognizing that "they had a less effective system – they were honest and not defensive; they recognized problems and used customer input to fix them."

Approximately 155,000 Wisconsin businesses use *My Tax Account* to file and pay their state taxes electronically. *My Tax Account* originally launched in February 2009.

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