

# General Tax Administration Program

The Department of Revenue's General Tax Administration Program (GTA) administers 33 taxes and fees. GTA collects more than \$39 billion per year for schools, health care, prisons, transportation, environmental protection, and other programs. GTA also collects more than \$2.9 billion per year for other state agencies.

Most tax revenue comes to the state through businesses, especially large businesses, rather than directly from citizens. For example, the state's 100 largest sales tax accounts generate over 39 percent of all sales tax collected, averaging nearly \$5.2 million per account per month.

Today's demands for greater processing efficiency have led GTA to create a comprehensive suite of options available to taxpayers for doing business with DOR electronically. For example, GTA dramatically expanded ways for taxpayers to file tax returns and pay tax electronically in FY 2001-2002. Internet filing is safe, convenient, and low in cost. If a taxpayer prefers not to file via the Internet, DOR-certified private providers offer alternative filing options that offer additional features.

It is our job to make tax compliance as simple as possible for our business partners so they can be as effective as possible.

## Taxpayer education/assistance

Our goal: Help taxpayers pay what they owe, when they owe it. DOR tax educators conduct free seminars, while a toll-free hotline is available to answer tax questions. Auditors also help taxpayers understand where they've made errors.



## Registration

DOR is integrating its tax registration systems so taxpayers can register once for all taxes. Taxpayers can now register for most taxes on the Internet.



## Everything correct?

## Filing a return and remitting tax

Simplified, downsized paper returns are easier to fill out. Many businesses also are allowed to file tax returns less often, making tax filing less burdensome. DOR is making additional electronic payment options available, including e-checking and credit card.



## Late? Underpaid? Mistakes? No payment?

## Bill Sent

Tax returns that are delinquent, late, or contain errors are referred for follow-up. Frequently a simple phone call can fix a problem quickly, before penalty and interest costs pile up.



**98%**  
of all tax revenue comes in through voluntary compliance with tax law. Most taxpayers want to do the right thing.

## Distribution of Funds

Automated accounting systems allow DOR to distribute revenue quickly to other state agencies, cities, counties, and school districts that are entitled to the money. When possible, DOR uses electronic fund transfer to speed the money on its way.



Routinely, DOR audits taxpayers to ensure that they are complying with tax law. One important goal of tax audits is to ensure that taxpayers understand tax law so they can avoid future tax, penalty, and interest payments.

Criminals who attempt to evade tax law are caught, tried in the courts, and punished if convicted.



Taxpayer Information: 800-352-3671  
Unemployment Tax: 800-482-8293  
TDD calls: 800-367-8331



For more information:  
**Department of Revenue**  
**General Tax Administration Program**  
[www.myflorida.com/dor](http://www.myflorida.com/dor)

## For Your Information

- In FY 2005-2006, Florida collected over \$24 billion (all taxes) entirely through paperless systems. Both tax returns and tax payments arrive at DOR electronically and are processed by computer. In FY 2005-2006, taxpayers filed approximately 1.9 million tax returns via the Internet. They filed an additional 850,000 returns via other electronic methods.
- Paper tax returns are sorted by tax type and sent to a sophisticated automatic imaging system. Digital images of tax returns are available to any DOR staffer anywhere in the state or nation within 24 hours, allowing DOR to answer taxpayers' questions and follow up on filing problems. In FY 2005-2006, DOR digitized more than 7 million tax returns.
- DOR continues to benefit from a partnership program with the Florida Institute of CPAs to certify private auditors. The Certified Audit Program allows taxpayers to hire, at their own expense, CPAs trained and approved by DOR to conduct sales and use tax audits. During the 2003 legislative session, the sunset provision of the program was removed to make the certified audit program an ongoing opportunity for Florida taxpayers. We regard this as a triple win: Taxpayers benefit from reduced penalty and interest, CPAs earn new business, and the State receives additional audit coverage with minimal public expense.