



# ILLINOIS DEPARTMENT OF REVENUE COLLECTIONS

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# REVOCACTION: RETAILERS OCCUPATION TAX CERTIFICATE AND LIQUOR LICENSE

- Retailers Occupation Tax certificate valid for 1 year instead of 5 years
- “Stay Pending Revocation”
  - Will allow taxpayer limited time to continue operating while working to resolve delinquencies
- “Consent Orders”
  - Will allow taxpayer to contact Department of Revenue prior to Hearing to agree to a Stay Pending Revocation
  - Taxpayer does not need to appear at Hearing
- *Statistics*

# PAYMENT AGREEMENTS

- Department pursuing option to allow taxpayer's to request pay plan through their MyTax account
- Taxpayers encouraged to request pay plan timely – prior to enforcement action being initiated
  - Levies
  - Referral to Outside Collection Agency
  - Seizure
- Generally approve without additional information if balance is \$5,000 or less and paid off in one year

# MYTAX COLLECTIONS IMPACTS

- Taxpayers able to see majority of correspondence on their MyTax account
- Department initiative to allow taxpayers to “opt in” to receive correspondence through MyTax alert email
  - Notification that new letter is available to view instead of letter being mailed through USPS
- Email blaster being done if Withholding Income Tax returns not received timely
- Alert on taxpayers MyTax account if open collection case that needs action
  - Identifies the collection agent handling the case and a contact phone number

# PAYING A COLLECTIONS BALANCE DUE

- Current options:
  - Pay on-line through MyTax account
  - Mail in payment
  - Walk payment in to Revenue office
  - Pay through Outside Collection Agency, if applicable
  - Pay by phone – call in and debit from bank account
- Future option – Initiative
  - Pay on-line through web site (instead of phone call) without a MyTax account

# LIEN REGISTRY

- Lien Registry is effective January 1, 2018
- No more filing and release fees for taxpayers
- Multiple search options
- Increased enforcement with minimal department cost

# OUTSIDE (PRIVATE) COLLECTION AGENCIES

- Department of Revenue utilizes four collection agencies
  - GC Services
  - Harris and Harris
  - Harvard Collection Services
  - LGBS (Linebarger, Goggan, Blair, Sampson)
- Contracts up for bid next year – may begin seeing different agencies

# PROTESTING: PERSONAL LIABILITY PENALTY, TRANSFER OF ASSETS, DENIED REGISTRATION

- Important to send protest and applicable support to the address on the letter (Collections) – should not send protest and applicable support directly to Legal/Hearings
- Some items can be resolved by Collections, based on support provided, without needing to go to Legal/Hearings

QUESTIONS?

