



Kathy L. Revel, Director

**Delaware Division of Revenue Update
Fed/State Tax Institute
December 7, 2022**

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Topics



- Introduction to the Division of Revenue
 - Background
 - Responsibilities
- 2022 Tax Year Changes
- Information about DOR's IRAS Project

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Introduction



- **Part of the Department of Finance**
- **Locations in all three counties**
 - Carvel, 1st, 8th and 9th floors, Wilmington
 - Thomas Collins Building, Dover
 - DuPont Blvd., Georgetown
- **Approximately 185 personnel**
 - Including merit, casual-seasonal, contractual, staff augmentation

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Functional Areas



- Processing
 - Mailroom
 - Data Entry
 - Return Processing
 - Business tax processing
 - Personal income tax processing
- Field Operations (Dover/Georgetown)
- Public Service (all three offices)

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Functional Areas



- Audit
 - Personal income tax
 - Business taxes
 - Corporate income tax
 - Processing
 - Enforcement
- Collections
 - Administrative/Legal support
 - Judgments
 - Bankruptcy
 - Decedents' estates
 - Domestications
 - Embedded collectors
 - Outside Collection Agencies

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Functional Areas



- Tax Conferee
 - Internal appeals
 - Administrative law judge
 - Requests for Rulings
- Tax Appeal Board (separate from DOR)
 - Quasi-judicial
 - Appointed by the Governor
 - 5 members
- Miscellaneous
 - Project personnel
 - IRS Liaison
 - Deputy Attorneys General
 - Criminal Investigations

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What do we do?

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Revenue Responsibilities



Revenue is responsible for:

- Processing tax returns
- Auditing taxpayer accounts
- Issuing tax refunds
- Ensuring tax compliance
- Preventing fraud (revenue protection)
- Providing taxpayer assistance
- Responding to inquiries

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Helpful Contacts



Type of Inquiry	Telephone Number	Email Address
Personal Income Tax Assistance	(302) 577-8200	DOR_PublicService@delaware.gov
Collections/Account Management	(302) 577-8785	DOR_Collections@delaware.gov
Installments	(302) 577-8586	DOR_Collections@delaware.gov
Business License Assistance	(302) 577-8778	DOR_BusinessTax@delaware.gov
Corporate Franchise Tax	<i>(see Division of Corporations)</i>	DOSDOC_ftax@delaware.gov
Corporate Tax Auditors	(302) 577-8783	DOR_CorpTax@delaware.gov
Corporate Tax Refund/Returns	(302) 577-8781	DOR_CorpTax@delaware.gov
Gross Receipts	(302) 577-8780	DOR_BusinessTax@delaware.gov
Personal Income Tax Auditors	(302) 577-8994	DOR_PersIncTax@delaware.gov
Refund Assistance	(302) 577-8784	DOR_RevAccounting@delaware.gov
Withholding Tax	(302) 577-8779	DOR_BusinessTax@delaware.gov
Tax Conferee		TaxConferee@delaware.gov

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2022 PIT Changes



- **Volunteer Fire Fighter Tax Credits:** The non-refundable income tax credit increased from \$500 to \$1,000 for active members of Delaware volunteer fire, ambulance, or rescue service company or its auxiliary.
- **529 Contribution to Delaware-sponsored tuition program:** Contributions made to a Delaware sponsored tuition program may be excluded from Delaware adjusted gross income based upon the following: single, married filing separate or head of household filers with Federal Adjusted Gross income less than \$100,000 may take a deduction for the contribution amount up to a \$1,000 maximum and Married filers with Federal Adjusted Gross income less than \$200,000 may take a deduction for the contribution amount up to \$2,000 maximum.
- **ABLE Program Contributions:** Contributions made to a qualified Delaware ABLE program may be excluded from Delaware adjusted gross income up to a maximum of \$5,000 for single, married filing separate, and head of household filers, and \$10,000 for joint filers.
- **Military Pension Exclusion:** United States Military Pension received by a retiree regardless of age is permitted to tax a pension exclusion for the amount of pension received up to a maximum of deduction of \$12,500

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2022 PIT Changes, cont.

- **Disabled Veterans' School Tax Credit.**
 - Disabled veterans are now eligible for a credit against school taxes up to the full amount of the school tax liability for a property owned by a fully disabled veteran. This is effective for the fiscal year starting in July 2022.
 - Information available at finance.delaware.gov/disabled-veterans/

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2021 Business Tax Changes

- **Employer Withholding.** DOR has discretion to adjust filing frequency for employers if they can demonstrate a hardship.
- **Information Reporting.** Information reporting sent to the IRS and addressed to a taxpayer resident in Delaware is also required to be filed with Delaware DOR.
- **NOLs Limited to those Claimed on Federal Return.** Net operating losses claimed on a separate Delaware Form 1100 will be limited to the NOL claimed on the federal return as filed, not the pro forma federal return
- **Business License Schedules.** Taxpayers with multiple licenses may now renew them on different schedules as they come due.
- **Mandatory electronic filing.** The Division is now requiring that all business taxes be filed electronically except for qualified quarterly withholding filers.

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Current System

```

05/11/18          REVENUE ACCOUNTING SYSTEM          DORBSMP
14:00:49          TAXPAYER ACCOUNT REPORTING         DRMA0200

ENTER TAXPAYER ID:  |  -  _____          SUFFIX:  ____ (OPTIONAL)
OR DLN              :  -  _____

IF TAXPAYER ID ENTERED THEN SELECT THE FOLLOWING IF REQUIRED -

TAX PERIOD :  START - 011960 (MMYYYY)
              END   - 122023 (MMYYYY)

REV CODE(S):  _____          BUS CODE:  ____

TAX TYPE   :  PIT _ CIT _ LIC _ W/H _

TRANSACTION TYPE  _____

FILE          :  _ POSTED  _ UNPOSTED  _ TRANSMITTAL
SORT BY TRANS DATE:  _ START - 011960 (MMYYYY)
                   _ END   - 122023 (MMYYYY)
Enter PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      HELP  MENU  BACK                                FL60  QUIT

TI|
  
```

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What is IRAS?



- IRAS is ...
 - A modernized, web-based, real-time processing system
 - Including registration, return processing, payment processing, taxpayer accounting, revenue accounting, audit, collections, and case management
- Taxpayers can access more information online through the portal
 - File and pay for Personal Income Tax, Withholding, Gross Receipts, and other business taxes
 - File and pay estimated taxes for Personal Income
 - Account Balance & Transaction Information
 - Access to Correspondence (e.g., Bills, Requests, TANs)
 - Delegation to Tax Preparers
 - Service Requests
 - Reprint Licenses Immediately
 - Payment Plans
 - Pay Bills Online
 - Bulk Filing



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When and what?



IRAS & Portal Go Live Dates

- Launched in November 2020
 - Portal launched in December 2020
 - Portal File, Pay, and more is now available to
 - File returns
 - Pay tax
 - Renew business licenses
 - Request assistance (help tickets)
 - View correspondence online
 - Business-Related Taxes
 - Business licenses
 - Gross receipts
 - Alcohol and Tobacco Taxes
 - Withholding Tax
 - Tangible Personal Property Use Tax
 - Realty Transfer Tax
 - Public Accommodation Tax
 - Public Utilities Tax
 - E-911 Surcharge
 - Manufactured Home Trust Fund Payments
- Release 2 – October 2022**
 - Personal Income Tax
 - Estate Tax
 - Release 3 – In Progress**
 - Corporate Income Tax
 - Pass-Through Entities
 - Headquarters Management Corporations

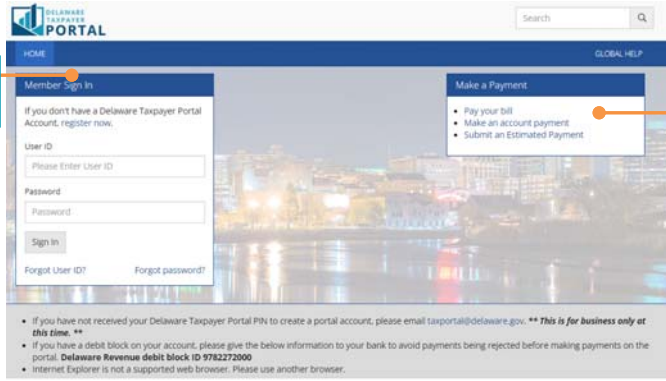
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Portal: Tax.Delaware.gov



Member Sign In
sign into your account, reset password, or retrieve your forgotten user id



Payments
Easy access to make payments

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Portal: Tax.Delaware.gov



Individuals
Easy access to items related to Individuals

Individuals

- File a Personal Income Tax Return
- Resume a Personal Income Tax Return
- DMV Tax Certification for Driving Privilege Card
- Submit an Estimated Payment

Extensions can be filed online only from January 16th to the due date (May 2nd, 2023)

Business

- Register now for a portal account
- Register your business

Corporate Income Tax Coming Fall 2023
Pass Through Entities Coming Fall 2023
Headquarters Management Coming Fall 2023

Payments

- Pay your
- Make an

Businesses
Easy access to items related for businesses

FAQs
Easy help that guides customers step-by-step

FAQs - Help Documents

- How do I create a new user?
- How do I submit a Withholding Reconciliation Bulk Return?
- How do I link my portal account to my tax accounts?
- What is a guest payment and how do I

Individual Return Refund

- Where is my 2021 Individual Return Refund?

Contact Us

Please email any inquiries to: taxportal@delaware.gov or call us at 302-577-4200

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Tax Account Info



Menu
 use the menu to make payments, file returns, view notices, renew licenses, and more!

Tax Account Information
 click here to navigate to the financial information for each tax account

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

Welcome, Jason

You have 0 incomplete document(s)

You last logged in on **Thursday, 10/29/2020 04:00 PM**

User Profile Summary

Jason Woodcock
 jwoodcock@mathtechinc.com
 TU00000000302

Taxpayer Information

WOODCOCK INDUSTRIES
 88 MAIN ST
 WILMINGTON, DE 19807-3021
 UNITED STATES

Select a Taxpayer

Taxpayer Information
 click here to toggle between your delegated taxpayer accounts

Tax Accounts

Account Type	Account ID	Address	Last Activity Date	Current Balance	Last Period Filed
CIGARETTE STAMP TAX	DOR FILE NUMBERx0126742-9	88 MAIN ST, WILMINGTON, DE 19807-3021 UNITED STATES	10/13/2020	\$1,333,332.37	10/12/2020
GROSS RECEIPTS TAX / GROCERY SUPERMARKETS	DOR FILE NUMBERx0126742-9	88 MAIN ST, WILMINGTON, DE 19807-3021 UNITED STATES	10/14/2020	\$5,138.78	06/30/2020
LIC GROCERY SUPERMARKETS	DOR FILE NUMBERx0126742-9	88 MAIN ST, WILMINGTON, DE 19807-3021 UNITED STATES	09/24/2020	\$90.00	12/31/2020
LICENSE ACCOUNT	DOR FILE NUMBERx0126742-9	88 MAIN ST, WILMINGTON, DE 19807-3021 UNITED STATES	09/24/2020	\$0.00	

Showing 1 to 4 of 4 entries


Outstanding Debts

Account Type	Account ID	Period End Date	Balance	Status
LIC GROCERY SUPERMARKETS	DOR FILE NUMBERx0126742-9	12/31/2020	\$90.00	ACTIVE
CIGARETTE STAMP TAX	DOR FILE NUMBERx0126742-9	10/09/2020	\$1,333,332.37	ACTIVE
GROSS RECEIPTS TAX/GROCERY SUPERMARKETS	DOR FILE NUMBERx0126742-9	06/30/2020	\$2,554.80	ACTIVE
GROSS RECEIPTS TAX/GROCERY SUPERMARKETS	DOR FILE NUMBERx0126742-9	07/31/2019	\$2,583.98	ACTIVE

Showing 1 to 4 of 4 entries

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Account Summary



HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

Account Summary

View or modify account information.

Account Details

Taxpayer Name	WOODCOCK INDUSTRIES	Effective Date	01/01/2002
Account Type	GROSS RECEIPTS TAX / GROCERY SUPERMARKETS	End Date	
Account ID	DOR FILE NUMBERx0126742-9	Registration Source	ITP
Account Status	OPEN		

Mailing Address

88 MAIN ST,
 WILMINGTON, DE 19807-3021
 UNITED STATES

Filing Periods

Period Start Date	Period End Date	Balance	Period Status	Return Filed
06/01/2020	06/30/2020	\$2,554.80	Underpaid	Filed
07/01/2019	07/31/2019	\$2,583.98	Underpaid	Filed

Showing 1 to 2 of 2 entries

Account Functions
 Account Management
 File Taxes
 File a Form
 View Account Filing History
 Make Payments
 Make a Payment
 Document Management
 View Account Filing History

Account Summary
 review demographic information regarding the account

Account Functions
 take account for the account – file a return, make a payment, view notices

Filing Periods
 review list of filing periods

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File & Pay Online



Tax Return Instructions provides one-click access to instructions for filing the return

Form Details provides information about the form being filed and amount due

Line Items tabular structure provides easy section breakdown and line item entry

Realtime Options save and return later, calculate return real-time, and submit for processing.

Payment Details provides breakout of payment details and allows you to enter the information regarding amount and payment method

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PIT – Wizard-style filing



Individual Income Tax Return

Progress 20%

Your Additions - Section A

* Adjusted Gross Income: \$

Interest on state and local obligations other than Delaware: \$

Fiduciary adjustment, oil depletion: \$

Your Subtractions - Section B

Interest received on U.S. obligations: \$

Pension exclusion: \$

Delaware state tax refund, fiduciary adjustment, work opportunity tax credit, Delaware NOL Carryforward, etc. \$

Taxable Social Security benefits, Railroad Retirement Benefits, Higher Education Exclusion, Certain Lump Sum Distributions: \$

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More info...



Portal Help

- Portal PIN Letters are needed to register for the Portal and are sent when a new business license is issued
- PIT shared secret information (e.g., AGI, SSN, etc.) is required for portal account access
- Help guides are also available online under the FAQ for the new Portal
- DOR has an internal dedicated support team
- Terri Arndt (302-744-1096 or terri.Arndt@delaware.gov) is DOR's internal lead on portal issues

Portal URL:

<https://tax.Delaware.gov>

Ongoing Project Information and Updates:

<https://revenue.delaware.gov/info/modernization/>

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Questions?



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