Our Population

12.7 million Illinoisans
6.2 million individual income tax returns (84% electronic)
3.9 million individual income tax overpayments (63%)
1.7 million active businesses
1.415 employees
190 Collection employees
290,000+ open collection cases

How did we get here?

December 2007  Rollout 1  Sales Tax, Business Income Tax, Withholding Income Tax
December 2008  Rollout 2  Individual Income Tax
August 2009  Rollout 3  Vehicle Taxes
April 2010  Rollout 3B  Sales Tax Child Taxes
June 2011  Rollout 4  Excise Taxes

Subsequent additions:
September 2013  Liquor Control Commission
June 2015  Motor Fuel, Gaming Taxes, Medical Cannabis
September 2017  Illinois Department of Employment Security

Tips for Success

- Evaluate the process prior to programming – Ask “Why do I do it that way?”
- Get employees involved – encourage employee “buy in”
- Be willing to “change”
- Automation – Get creative – Find ways to let the system work for you
- Encourage electronic whenever possible – payments, return filing, responses, etc.