

FYI – For Your Information

Electronic Access to Department of Revenue Information

GENERAL INFORMATION

This FYI covers methods of accessing Department of Revenue information, forms and tax data either by computer, or telephone. Individual tax information is confidential and will not be released unless a taxpayer or his/her authorized agent (tax practitioner) uses special codes to access personal information. Most of the information available through these services is general information about filing and paying taxes, which is available to all taxpayers in paper format.

REVENUE WEB SITE

The Colorado Department of Revenue maintains a Web site through the State of Colorado Homepage. The site offers a variety of information and forms ranging from Colorado income tax forms to locations of Colorado driver's license offices. Persons with access to the Internet through "Web browsers" offered by commercial service providers can view the Revenue site, print pages or download documents. Individuals who do not have access to computers at home or work can access the Colorado Homepage and Department of Revenue information at public libraries that have computers with Internet access.

The Colorado Homepage World Wide Web address or "URL" (Uniform Resource Locator) is ***<http://www.state.co.us>***

The Colorado Department of Revenue Web address is ***<http://www.revenue.state.co.us>***

The Colorado Homepage is the state's gateway to information about Colorado government, tourism, education, communities, jobs, business and news. The Colorado Department of Revenue is one of many state agencies offering information on the page.

World Wide Web

The "Web" is an international collection of sites on the Internet which include graphics as well as text. Web sites or "pages" allow users to obtain information by "pointing and clicking" with a computer mouse rather than having to remember lengthy URL addresses or complicated names for sites. Web pages include "links" in the form of colored and underlined text or pictures. When the user "clicks" the mouse on any of the links, the information associated with the link will appear on the PC screen. For example, the Colorado Department of Revenue site has a link to the Internal Revenue Service. The Colorado Homepage has links to other federal government agencies, local governments, businesses, school systems, and community and non-profit organizations.



Colorado Department of Revenue
Taxpayer Service Division
1375 Sherman St.
Denver, Colorado 80261

Sales Tax: (303) 232-2416
Withholding Tax: (303) 232-2416
Income Tax: (303) 232-2446
Severance Tax: (303) 232-2446
Fuel Tax: (303) 205-5967

Internet users are not limited as to the length of time they spend on a page or how much information they can view or download.

Adobe Acrobat Reader

The Department of Revenue Homepage features the Adobe Acrobat Reader Software. A link has been created directing users to the Adobe Company, which provides the reader free of charge. Users must select which type of reader they want (Windows, DOS, MacIntosh or UNIX).

Once a user has downloaded the software to a PC, it is not necessary to download the reader again. Most other state agencies, states, local governments and the federal government use the Acrobat Reader with their forms or publications. The software makes it possible to view and print documents **as they were intended to appear** regardless of how the documents were created. Department of Revenue forms are created in PageMaker on MacIntosh. But, many users may not have this software or hardware. So the Acrobat Reader will translate the document into the proper format. The Department of Revenue uses other Acrobat software to create "portable document format" (.PDF) files which can be viewed and printed using the Acrobat Reader. Acrobat has an online tutorial. Once a reader has been downloaded, users may want to view the tutorial to learn how to use the software.

Users must either find out where on their PCs downloaded files will be stored automatically or users must set up a file directory where the files will go. Some of the recent versions of browsers automatically open the Acrobat Reader if it's on the PC. The user doesn't have to get out of the browser and open the Reader to view/print a PDF file. Read the user manuals, look at the PC's online help or do a download test to determine the directory where the downloaded files will go.

For more information about the Acrobat Reader software, see the Colorado Department of Revenue's web site at <http://www.revenue.state.co.us/acrobat.html>

What's Available

As of the date of this FYI, the following information/documents are available through the Revenue Homepage:

- Answers to Frequently Asked Questions - FAQ
- Department of Revenue Service Centers and Offices Around the State
- General Information About Colorado Taxes
- Colorado Income Tax Forms and Instructions
- Department of Revenue Telephone Numbers
- Driver License Offices
- Driver Services Forms
- Driver Handbook and Motorcycle Operator's Handbook
- Vehicle Title and Registration
- Legislation Affecting the Department
- Department of Revenue Statutes and Regulations
- Taxation "Bulletins and Determinations"
- Registering a Trade Name
- Obtaining a Sales Tax License
- Colorado Sales/Use Tax Rates in Each Municipality
- Monthly Colorado Retail Sales and Sales Tax Statistics
- Department of Revenue Publications
- Fact Sheets on Colorado Taxes (FYIs)
- Department of Revenue News Releases
- Tax Newsletters
- Tax Classes and Seminars
- Limited Stakes Gaming Information
- Beer and Liquor Codes
- Motor Vehicle Emissions Program
- Motor Vehicle Hearings Information

More Services Anticipated

The Colorado Department of Revenue expects to add more types of information to the Colorado Homepage in the future. It is a "work in progress." Your comments and suggestions are appreciated.

You may send e-mail with questions or comments about the Web site to:

Revenue@spike.dor.state.co.us

or

you may write to:

Colorado Department of Revenue
Web Site Manager
1375 Sherman St., Room 242B
Denver, CO 80261

Tax questions should be sent to:

Questions@spike.dor.state.co.us

Motor Vehicle questions should be sent to:

MVAdmin@spike.dor.state.co.us

REVENUE INTERACTIVE VOICE RESPONSE SYSTEM (RIVRS)

Interactive Voice Response answers all inquiries from tax professionals and taxpayers about specific individual income tax accounts by means of an automated voice which requires no intervention by DOR employees. This allows tax examiners to handle the ever-increasing volume of complex calls more efficiently.

The system offers simple access to five types of information that previously would have required employee assistance:

- **Estimated Tax Verification.** The last five payments of credits posted to the income tax account.

- **Refund Status.** Date when the department received the tax return and whether a refund was issued. Tax delinquency and refund intercept information is provided.

- **Last Year's Refund Amount.** The amount of refund reported to the Internal Revenue Service.

- **Agreement to Pay.** Establishment of a payment arrangement to discharge an individual income tax liability.

- **Balance Due Verification.** The amount owed on any balance due, the date when the department received a payment and the last five (5) payments received.

- **Automated Forms Order:**
(303) 232-2414

To ensure absolute confidentiality, access to RIVRS is permitted only when a security code is used in conjunction with the taxpayer's social security number.

Taxpayers may call RIVRS from either a touch-tone or rotary phone. Persons with a rotary phone call (303) 232-2438. The person speaks to the automated system rather than keying in numbers. Persons with touch-tone phones may call (303) 232-2438 or (303) 232-2446 and listen for the prompts.

After security confirmation, RIVRS provides the requested information.

FURTHER INFORMATION

For more information on related topics, consult the following DOR publications:

- FYI General 1 "Department of Revenue Publications";
- FYI General 8 "The FYI Program - Index and General Information."

Single FYIs are free from the Taxpayer Service Division. They may be obtained at any statewide Taxpayer Service Center; or by writing to the Colorado Department of Revenue, 1375 Sherman St., Denver, CO 80261; or by calling the DOR Forms Hotline at (303) 232-2414. Please use the FYI number (General 1, Sales 9, etc.) when ordering FYI publications. FYIs and commonly used forms are available on the Web at www.revenue.state.co.us

For a complete set of FYIs (approximately 130 on sales, income, excise and withhold-ing taxes), you may purchase ***The Complete Book of FYIs*** at low cost from the State Forms Center, Division of Correctional Industries, 4200 Garfield St., Denver, CO 80216. An order form is contained in FYI General 1, or call the State Forms Center, (303) 321-4164, for ordering information.