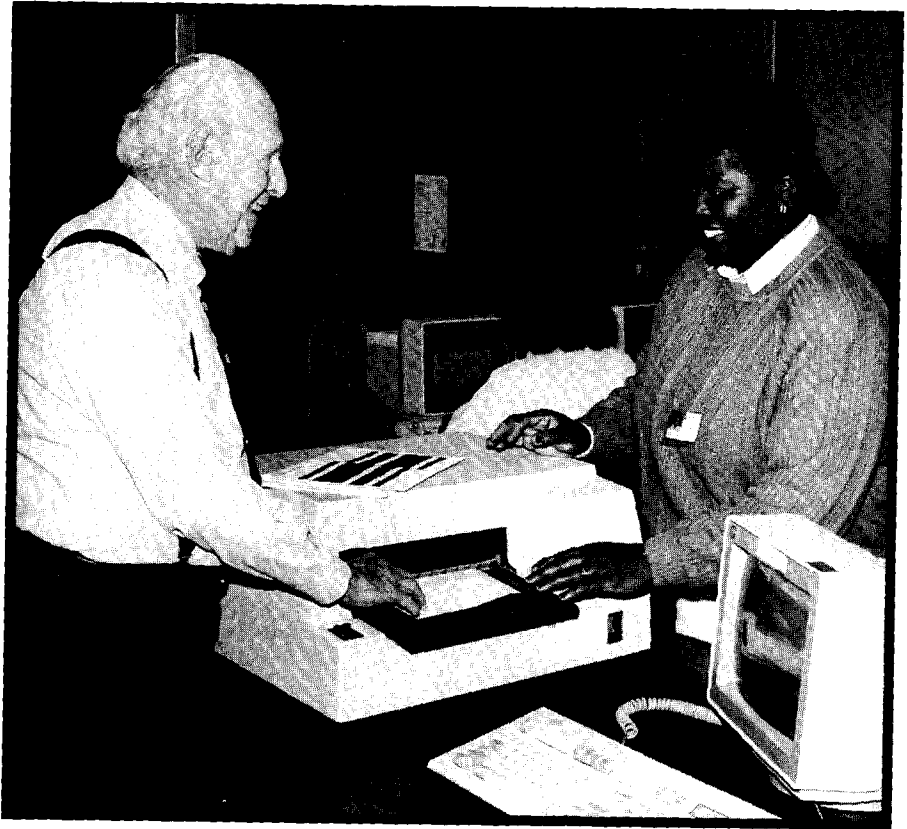


Harnessing Technology for Taxpayers

Although
he was
born before
World War I,
Goldstein
embraced
high technology
as an enduring
tool to serve
taxpayers



Comptroller Goldstein helps Dorothy Harried demonstrate Maryland's first-in-the-nation, intelligent data imaging system to process income tax returns.
Photo by Mike Walsh

Marylanders knew Louis Goldstein as the man who delivered Maryland income tax refunds to them in record time. His reputation for prompt, efficient, and personal service was captured by a local newspaper cartoon - showing a taxpayer mailing a return while the comptroller appears almost simultaneously with a refund check.

The technology for this service included a pioneering process for imaging tax forms, a consolidated tax administration system, electronic tax filing, and nationally recognized online services.

Maryland became the first state in the nation to allow new businesses to register online and one of the first to let taxpayers check the status of their state refund checks online. Expanded direct deposit of tax refunds will ensure the Comptroller's Office maintains its reputation for getting taxpayers' money back in their hands as quickly as possible.

The comptroller also made sure electronic funds transfer would work to the state's advantage. More than half of the revenue the agency collects now comes in through EFT, in paperless filings from businesses.