

1990s



Incomes were averaging nearly \$29,000 by 1990.

In 1997, Maryland ranked first in the nation for successfully applying digital technologies to taxation, according to the Progress and Freedom Foundation.

By 1996, one out of five Americans was surfing the Internet.



The State Comptroller's Office took advantage of high-tech advances in the 1990s and integrated several technologies to cut costs, boost efficiency and improve service to Maryland taxpayers.

In 1991, Marylanders expecting refunds could begin filing their state income tax forms electronically through commercial preparers.

Two years later, the agency developed a consolidated tax administration system that dramatically streamlined processing, saving tax dollars. That advance coincided with a pioneering process for imaging tax forms that attracted international attention.

By 1996, 2.2 million Maryland taxpayers enjoyed more ways than ever to receive state tax forms and information - from countertops to cyberspace.

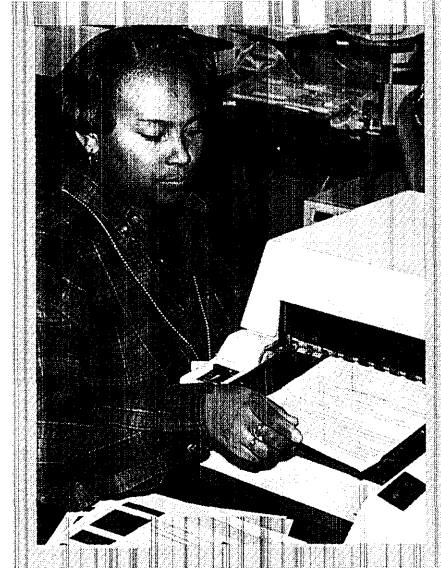
In addition to the agency's Forms-by-Fax service, taxpayers could download forms, publications and other tax information 24 hours a day - seven days a week - from the comptroller's Internet web site at www.comp.state.md.us. They could also e-mail tax questions directly to the taxpayer service section.

Personal tax help remained a reliable trademark for the comptroller as he opened his 20th branch office in New Carrollton. Also in 1996, sales and use tax revenue collected from about 79,800 licensed accounts exceeded \$2 billion. Many businesses could file sales tax returns by telephone - if they did not owe sales taxes.

In 1997, the comptroller provided state income tax forms on CD-ROM for the first time to professional tax preparers. Maryland taxpayers also became the first in the nation to be able to use their

PCs to request an extension of time to file their state return, prompting 29,000 online requests.

With more than half of all of state income tax withholding and sales and use tax revenue being received by electronic funds transfer, the State Comptroller's Office has earned a pioneering role in America's digital revolution.



Maryland's pioneering tax form imaging system dramatically streamlined the processing returns for taxpayers after the system was introduced in 1993.

Photo by Michael Walsh

Looking ahead

- direct deposit for electronic filers
- interactive business tax registration service

