FOR IMMEDIATE RELEASE
December 7, 2012

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e-Services system receives 2012 Governor's Continuous Improvement Award

St. Paul, Minn. – The Minnesota Department of Revenue is being recognized for its e-Services system, which allows businesses to file returns, pay business taxes and access their account information. The system received the 2012 Governor's Continuous Improvement Award for making state government more efficient and effective for taxpayers in Minnesota.

"e-Services has been an instrumental part of our push to promote voluntary compliance for filing and paying taxes," said Revenue Commissioner Myron Frans. "Business taxpayers can file and pay certain taxes in e-Services, they can also view copies of their returns, payment history, and paper correspondence sent from the agency.   e-Services also gives the department a more flexible and stable system while saving money."

The department started rolling out e-Services in October 2011. The system saves about $400,000 a year the agency previously paid an outside vendor to process electronic business tax returns. These savings, plus the added functionality and usability for taxpayers, were key reasons the project received the Governor's Continuous Improvement Award.

"The success of the e-Services project is a testament to the hard work and dedication to public service of many people from every division in the agency," said Commissioner Frans. "We are very proud of this award. It highlights our vision to provide taxpayers with the information and resources they need to file and pay the taxes they owe; no more, no less."

The department continues to gather feedback and conduct usability tests with e-Services users to enhance the system. Several key improvements are scheduled to debut in March 2013. To learn more about the enhancements view our videos about improved navigation and simplified data fields.

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