

2018 Tax Pros Refund Factsheet



Track Refund Progress 24/7



- Our website, **tax.idaho.gov**, has the most up-to-date information on refunds. Our refund status graphic tracks a return's progress through four stages.
- No internet access? Taxpayers can call our automated system at (208) 364-7389 in the Boise area or toll-free at (888) 228-5770.

Rapid Response = Faster Refund

All income tax returns go through fraud detection reviews and accuracy checks before any refunds are issued. After taxpayers file their returns, we may send them letters asking for more information.



Fraud detection. To detect and combat tax identity theft, the Tax Commission uses a variety of methods to validate a taxpayer's identity and tax return. To help protect taxpayer information and keep taxpayer dollars from going to criminals, we may send:

- An Identity Verification letter that asks taxpayers to take a short online quiz or provide copies of documents to verify their identity, or indicate that they didn't file a return.
- A PIN letter that asks taxpayers to verify online whether they or someone they authorized filed the tax return we received.

Accuracy checks. We review about 25% of individual income tax returns each year to resolve math errors or request missing information. We want to be sure that a tax return correctly reflects the taxpayer's information and intent. To do this, we may send:

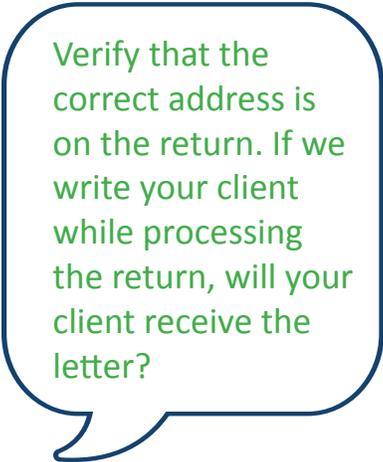
- A Request For Information letter that asks for missing or additional information to support data reported on the tax return.
- A Tax Computation Change letter that provides an explanation of changes that we made to the return.

If clients get a letter from us, tell them to respond quickly so we can review their information and send their refund as soon as possible.

Controlling Refund Destiny

Tax professionals can help speed up their clients' refunds by following these tips:

- Provide a driver's license when e-filing
- Review the return for accuracy before sending it:
 - ◇ Check for correct Social Security numbers
 - ◇ Make sure W-2 information is entered correctly if e-filing
 - ◇ Verify banking information if using direct deposit
 - ◇ Verify that the correct address is on the return



Verify that the correct address is on the return. If we write your client while processing the return, will your client receive the letter?

Typical Refund Timeframes

- **E-filers:** E-filers can expect their refund about 7-8 weeks after the date they receive their filing acknowledgement from the state.
- **Paper filers:** Paper filers can expect their refund about 10-11 weeks after we receive the return. We must manually enter information from paper returns into our database.

Refund Exceptions

- **First-time filers:** It takes about 3 weeks to enter new filers into our system. Until that time, our refund updates will report their return as "not entered in system." Add those 3 weeks to the estimates above to determine their refund timeframe.
- **Received a letter from us asking for more information:** Refunds will be delayed until we get the requested information. Once we receive the information, it will take about 6 weeks to review the material and then finish processing the refund.

Stay Informed

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