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## **Revenue Making Tax Notices Easier to Understand**

*Improves Customer Service, Makes the Agency More Efficient*

The Wisconsin Department of Revenue is improving the tax notices that it sends to businesses and individuals by using plain language and a simpler format. All of the tax notices are being revised to help improve customer service and make the agency more efficient.

"Each year, we send thousands of notices to customers. We have begun revising our notices to make it easier for our customers to understand them the first time they read them and help answer questions they may have about what to do next," said Secretary Richard G. Chandler. "Plain language messages are clearly written and use common words. This creates a positive experience for our customers and makes us more efficient because taxpayers better understand what they need to do to comply with the law."

The first billing notice that the agency has revised is the *Notice of Amount Due*, which is sent to approximately 350,000 taxpayers each year. This notice is sent to customers who filed their state tax return and owe taxes, but have not yet paid. It is also sent to taxpayers whose return is corrected or changed by the Department. Taxpayers will begin to receive their revised *Notice of Amount Due* later this week.

The revised notice has a new layout that includes:

- A clearly labeled amount due on the first page
- Organized line item detail in a table form in which figures can easily be calculated, with written explanations listed below
- Information organized by headings and bullet points
- Answers to commonly asked questions about the notice on the first page with direction on where to find more information

A team of employees analyzed data from telephone and written contacts with customers and identified issues that made notices difficult for customers to understand. Customers said the explanations were often unclear, the text was too small, and the notices did not clearly explain the next steps.

The agency solicited input from customers on the new layout through surveys and focus groups. The initial feedback has been very positive.

See the [before](#) and [after](#) examples to compare the *Notice of Amount Due* changes.

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