

FREQUENTLY ASKED QUESTIONS

- 1. Why is DRS mandating electronic filing of IFTA returns? A:** As part of its initiative to streamline the way we do business, DRS is mandating electronic filing. This initiative has already been implemented in other tax areas (sales tax, for example). This state of the art system enables you to file IFTA returns, make payments, renew your IFTA license and decals, order additional decals, and communicate with DRS in a safe, fully encrypted environment.
- 2. I don't own a computer. What should I do? A:** There are several ways you can still file your IFTA tax return electronically. Public libraries with access to computers and the Internet can provide access for you to file provided you have a **User Account** authorizing you to access your IFTA account on the CT IFTA IPC System. You may also come in to a DRS office and our staff will gladly assist you in filing your return (you will need all of the information related to your mileage and fuel for the reporting period and your bank routing and bank account numbers to enable you to pay for any tax that is due).
- 3. Can I still receive and file a paper tax return? A:** DRS will not be mailing IFTA tax returns to licensees. An IFTA licensee may request a waiver of the electronic filing and payment requirements for reasons of *undue hardship*. Please refer to *Policy Statement PS 2011(3) Requests for Waiver of Electronic Filing and Electronic Payment Requirements* and *Form DRS-EWVR* for more information. The Policy Statement and the Form may be accessed by visiting the DRS website at www.ct.gov/drs.
- 4. Will I still receive a renewal in the mail? A:** DRS will not be mailing renewal applications to licensees. A licensee in good standing (no delinquent returns or taxes owed) may renew online through the CT IPC IFTA System website. For 2014 only, this website will be available beginning on **December 8, 2014**. For all other years, the online renewal application will be available on or after November 1 of each year.
- 5. How long will it take for me to receive my license and decals? A:** When you renew online, DRS will receive notification that you have applied for your renewal and have made full payment for the decals. DRS will then review your online renewal request; licensees in good standing can expect to receive their license and decals within one week to ten days after DRS receives notification of the renewal request.
- 6. I need additional decals. How do I request them? A:** You may request additional decals through the CT IPC IFTA System website on December 8th. The web address will be provided at that time. . If you have an online account established, login and go to the **Work on IFTA** page. Select "Order Additional Decals" and follow the instructions.

- 7. I created an online account, accessed my account, and the page says my account is “IFTA Flagged”. Why is my account flagged, and what must I do to be able to return to a status of “good standing”?** **A:** IFTA accounts are flagged for various reasons. The most common reasons are due to unfiled tax returns, taxes owed, or both. DRS sends out notifications of delinquencies (unfiled tax returns) and billing notices for taxes due. You must satisfy those obligations before the “flag” is removed and your account is restored to a status of good standing. The CT IPC IFTA System is designed to be interactive; if you look at the **Work on IFTA** page and click on a specific license year (2014, for example), the bottom third of the page will show what returns have been filed, what returns are due, whether the return can be amended, and what the status of each return is. If you cannot determine what you need to do to return your account to a status of good standing, contact DRS at (860) 541-3222.
- 8. I no longer need an IFTA license. How do I cancel my account?** **A:** You may cancel your IFTA account at any time. You must request the cancellation of your license by writing to DRS and returning the original license and all current year decals that were issued to you. In lieu of returning the license and decals, you may submit a notarized statement attesting to the destruction of the license and decals. Send the request along with the license and decals or notarized statement to: **Department of Revenue Services, 25 Sigourney Street, Suite 2, Hartford, CT 06106, Attention: Walk-In Registration Unit**. Once the license and decals or notarized statement are received by DRS, we will examine your request. You will be liable for any IFTA tax returns and/or taxes that are due until you receive notice from DRS that your IFTA license has been cancelled.
- 9. I just purchased a new truck that qualifies for IFTA and I need to begin using this truck right away. What should I do?** **A:** You will need to order additional decals to permanently affix to your truck, however DRS can issue a licensee in good standing a Temporary Decal Permit which is good for thirty (30) days. This will enable you to use your truck immediately. Use the **Work on IFTA** page to request Temporary Decal Permits. If you need the permit immediately or need assistance, please call DRS at (860) 297-4870. You may also come in to the DRS office at 25 Sigourney Street in Hartford, Walk-In Registration Unit to get a Temporary Decal Permit.
- 10. I understand that DRS is requiring electronic return filing for IFTA. Can I mail DRS a check in payment of the taxes I owe?** **A:** DRS is also requiring electronic payments for IFTA taxes owed. *DRS does not store or retain banking information; you will be required to enter your banking information each time you make a payment through the CT IPC IFTA System.* If you do send a check, DRS will take the bank routing number and account number and turn your check into an electronic payment. Please be advised that any check that is sent to DRS must be sent timely to avoid additional interest on the taxes that are due.

- 11. Can I still file IFTA tax returns even though my IFTA account is flagged? A:** Yes. You may continue to file returns that are due and make payments on your IFTA account. When all returns have been filed and all taxes have been paid, the flag will be removed.
- 12. I have an IFTA account and I am on a payment plan with DRS for IFTA taxes due. Should my account be flagged? A:** Accounts on a payment plan (provided the terms of that plan are being met) should not be flagged. Please call DRS at (860) 541-3222 to discuss your account status.
- 13. I am trying to file my IFTA return online. My miles per gallon factor is 15.00. The system will not validate or accept my return. I get an error message in red typeface. Why, and what should I do? A:** The MPG you reported exceeds a maximum threshold for most commercial motor vehicles that are subject to IFTA. Please check the data you assembled to file your return to determine if you may have made an error. If you believe the MPG is correct, please call DRS at (860) 541-3222 to discuss this. If it is determined that your MPG is correct, DRS can override the threshold to accept the MPG you wish to report.
- 14. I am filing my IFTA return online and have reported my operations in Connecticut, New Jersey, Massachusetts, and Rhode Island. The system will not allow me to file the return; why? A:** You may have noticed an error message in red typeface that says (for example) *“Connecticut is not contiguous to New Jersey.”* The CT IPC IFTA System operates on smart technologies that include a geographic check to ensure that jurisdictions reported maintain geographic continuity. In the example given, the state of New York is missing. Once you make the correction, and all other fields are properly validated, the system will allow you to proceed with filing the return and making the proper payment.
- 15. I am filing my IFTA return online and need to stop entering data to attend to other business. Will I lose all of the information I entered to this point? A:** No, not if you select the option **“Shelve for Now”**. This selection will place your return into a pending status that can be completed at any time. Remember, a status of “shelved” does not mean the return has been filed; your return is still due on or before the due date.
- 16. I would like to have my accountant file my IFTA returns online for me. What should I do? A:** Accountants and other tax practitioners may file returns and conduct other business related to IFTA accounts online with the proper authorization. As a Connecticut taxpayer your tax information is held confidential and DRS takes the responsibility to protect your information very seriously. In fact, it’s the law! You may, however, authorize an accountant or other practitioner to file on your behalf. To do so, file Form LGL-001 (Power of Attorney) with DRS. DRS can then assist you and your practitioner in setting up the proper credentials to enable returns and other IFTA business to be transacted through your practitioner. For more information, call DRS at (860) 541-3222.

17. I set up my online IFTA account and included several key personnel in my business as contacts. One of these employees recently retired. I do not wish to allow this person access to my IFTA account. What should I do? **A:** The CT IPC IFTA System allows you to add, delete, or change information related to both your business and your account. By accessing either the **Business Settings** or **Account Settings** through the **User Home Page** you will be able to view this person as a contact and you will have the option to delete this person as a contact. By doing so, this person can no longer access your IFTA account. For more information or for assistance, please call DRS at (860) 541-3222.

18. I need to change my address. What do I do? **A:** You can change your address through the online system by accessing both the **Business Settings** and **Account Settings** pages through the **User Home Page**. You must have a physical address in Connecticut. This does not affect mailing addresses. If you no longer have a valid Connecticut physical address, you no longer qualify to have Connecticut as your IFTA base jurisdiction.

19. I have filed my return and the result is a credit. I would like to have the credit refunded to me. What do I have to do? **A:** The screen shot below shows an example of a credit return. Please note the option to request a refund of the credit amount. By selecting the checkbox, DRS will be notified that you have requested a refund. DRS will examine your request and any amount that is determined to be refundable will be sent to you. Please be advised that any taxes you owe DRS may be offset against your IFTA credit to reduce all or part of that credit.

The screenshot shows the 'Return Summary' page for a 2014 Q2 quarterly return. The page includes the following sections:

- Return Information:**

Quarterly Return 0 Details:	
Total Tax	*(\$312.51)
Total Interest	\$5.30
Total Penalties	\$50.00
Total Adjustments	\$0.00
Total Other	\$0.00
Total Due	(\$257.21)
- Fuel Schedule Details:**

Fuel	Total Miles	Taxable Miles	MPG	Method	Taxable Gallons	Tax Paid Gallons	Net Taxable Gallons	Tax Due (Credit)	Interest Due	Total Due
Diesel	16000	16000	6.48	UC	2500	2500	0	(\$312.51)	\$5.30	(\$307.21)
Return Totals:	16000	16000			2500	2500		(\$312.51)	\$5.30	
- Notice:**

User Maintained Text. To be updated by the jurisdictions.

Request refund of credit amount (\$257.21)

Buttons:

- 20. My IFTA return results in a credit. Do I have to request a refund? A:** No. Credits may be carried over for eight (8) consecutive quarters before they expire. Therefore, you may allow the credits to carry over to the next reporting period to be used against any net tax due you may owe in the future. Once again, credits expire after eight quarters have passed since the due date of the return in which the credit occurred. Questions related to credits and refunds should be directed to DRS at (860) 541-3222.
- 21. I am working on my IFTA account online. I see several asterisks (*) in red type. What do these mean? A:** Items or fields accompanied with a red asterisk (*) **must** be filled in. Certain fields and information must be populated before the system will permit you to go further. This includes setting up an account, establishing contacts, ordering decals, renewing licenses, filing returns, and making payments.
- 22. I entered data in the required fields and a red “x” mark appears next to certain entries I made. What are these and what should I do? A:** Required fields left blank or errors made in a field will result in a red “x” mark placed next to the blank field or error. Once a correct entry has been made the red “x” mark will disappear and you be allowed to continue. For example, if you fail to enter a valid Connecticut physical address, you will be advised that this is an error.
- 23. I am trying to file my IFTA return and have several questions. What should I do? A:** The CT IPC IFTA System permits authorized licensees and DRS personnel to view and examine accounts, returns, payments, bills, and other business information related to an IFTA account in a real time, simultaneous fashion. While all actions (filing returns, making payments, changing account or business information, etc.) are subject to specific and detailed security requirements established by DRS, the basic viewing functions permit licensees and DRS to view the same screens at the same time. When you call DRS, our representative will be able to assist you and answer your questions more efficiently and thoroughly. For more information or for assistance, call DRS at (860) 541-3222.