



**Sales / Use Tax Database Accuracy and Accessibility Survey 2009**

Dealership Name and Contact person (*OPTIONAL*) \_\_\_\_\_

**Multiple Dealerships:**

This survey is for \_\_\_\_ (#) dealerships

In order to better understand the current challenges dealerships face in identifying all correct sales/use tax rates that should be collected for a particular address, please complete the questions below.

**We need to obtain this valuable input for the Colorado Legislature’s interim committee that is studying this matter.** Legislation passed last year requires this committee to evaluate the:

- Accuracy, availability, and consistency of state approved tax jurisdiction databases
- Efficiency of the collection process for home rule cities
- Frequency of title processing paperwork rejections

*Thank you for your time and attention to this survey—it will allow us to better serve you.*

**QUESTIONS**

**1. What database or computer system / web site do you regularly use to obtain sales/use tax rates by address (if you use more than one; please break up by percentage and explain below)?**

\_\_\_\_\_ % Group1 / Pitney Bowes available at <http://taxco.g1.com/COTaxLookup/CentrusDemo.aspx>  
(Third party/private company; covered under the certified database hold harmless statute)

\_\_\_\_\_ % Proxix available at [www.proxix.com](http://www.proxix.com)  
(Third party/private company; covered under the certified database hold harmless statute)

\_\_\_\_\_ % Integrated Data System (IDS; state-provided system; Locator Address Tax Records (LATR); available at <http://ids.dor.state.co.us/>)

NOTE: This system was scheduled to be replaced in 2006/07 by CSTARs but was not.  
*The state indicates IDS is now being updated regularly and is the ‘most accurate’ information.*

Please explain if you use more than one service and any general comments on each system. Also note if you have switched services in the past few years.

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**2. For the state-provided IDS system, do you experience difficulty accessing it on nights or weekends? Several years ago many dealerships reported this being a major problem, but the Department of Revenue has indicated these availability problems have been resolved. Please estimate the percent of time the system(s) you use are readily available during the hours you need them.**

\_\_\_\_\_ % Group1 / Pitney Bowes available at <http://taxco.g1.com/COTaxLookup/CentrusDemo.aspx>  
(Third party/private company; covered under the certified database hold harmless statute)

\_\_\_\_\_ % Proxix available at [www.proxix.com](http://www.proxix.com)  
(Third party/private company; covered under the certified database hold harmless statute)

\_\_\_\_\_ % Integrated Data System (IDS; state-provided system; Locator Address Tax Records (LATR); available at <http://ids.dor.state.co.us/>)

Any addition comments below related to system/database availability.

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3. **What percentage of your deals' title processing paperwork is initially rejected at the county-level?** [An overall percentage on an *annual* basis; estimate if you need to].

Estimated     Data currently tracked

\_\_\_\_\_ %    Rejected for at least one error initially

\_\_\_\_\_ %    Rejected more than one time

\_\_\_\_\_ %    Accepted / okay on first try

\_\_\_\_\_ %    Rejected due to sales/use tax errors (even if this was just one of other reasons)

NOTE: If you run across examples of rejections for small sales/use tax discrepancy amounts (under \$15 or so), please fax those to CADA at 303-831-1900).

Any additional comments related to title paperwork rejections and the key reasons for rejection:

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4. **Our understanding is that any additional sales/use tax that was unidentified at the time of the sale, dealerships typically pay-out in order to ensure the title paperwork is processed in a timely manner. Do you subsequently attempt to collect these additional sales/use tax amounts owed from the customer?**

Yes     No

*If you answered YES, is there a threshold dollar amount at which you will seek to collect from the consumer?*

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5. **If there is additional sales/use tax that was unidentified at the time of the sale, is there a threshold dollar amount at which you will seek to completely re-contract the deal in order to collect the correct amount?**

Yes     No

*Any additional comments below:*

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6. **Do you handle title processing paperwork for cash deals as well as financed deals as a service to your customer?**

Yes     No

*Any additional comments below:*

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7. To the extent that you track the following, it would provide CADA with valuable information to begin to document the sales/use tax collection challenges that dealers face. Select one month, or track by month over a period of several months– whatever you are able to provide us.

→ *Please provide any data you may track already; otherwise, any data you can gather between now and the end of the year would be extremely helpful! THIS SECTION CAN BE COMPILED AND RETURNED SEPARATELY BY DECEMBER 31, 2009! \*\*Email [tammi.mccoy@coloradodealers.org](mailto:tammi.mccoy@coloradodealers.org) to request a separate form if you are willing to do track this.*

Month	Total # of deals submitted for title processing	Total # of rejected deals	Percent rejected	Smallest dollar amount of deal rejected for tax discrepancy	Total dollars of any additional taxes due	Total dollars unreimbursed By consumer

Comments: \_\_\_\_\_

**OTHER COMMENTS**

11. Please list or comment on any other aspects of sales/use tax collections that you would like to provide: any suggestions or ideas you have or other input.

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**Please return this survey to:**

MAIL: CADA  
290 East Speer Blvd  
Denver, CO 80203

FAX: 303.831.9100

→ Please Return by: September 17, 2009

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY