



BMF

**BUNDESMINISTERIUM
FÜR FINANZEN**

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**Eastern European eGov Days
FinanzOnline – Tax Office on the Internet**

Prague, 11 - 13 April 2007

- **withholding tax system**
 - wage tax
 - capital yield and interest tax
- **flat rate**
 - corporate tax: 25%
 - capital yield and interest tax: 25%
- **progressive tax rate**
 - income tax: 0% – 50%

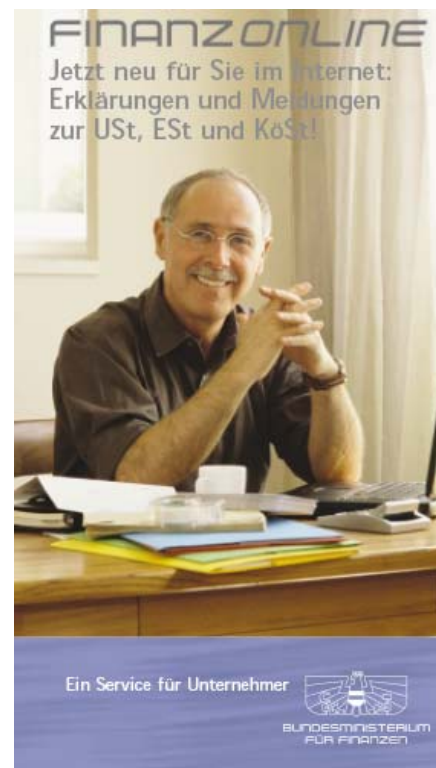
• Tax revenue	58,3 bil. € (2006)
- VAT	19,4 bil. €
- wage tax	17,7 bil. €
- excise duty	5,4 bil. €
- transaction tax	4,9 bil. €
- corporate tax	3,8 bil. €
- income tax	2,8 bil. €
- capital yield tax	2,0 bil. €
- other	2,3 bil. €

Statistics (2)

-
- **inhabitants** **8.1 mio**
 - **tax offices** **41**
 - **civil servants** **8.000**
 - **custom offices** **9**
 - **civil servants** **2.000**

Virtual tax office on the internet: FinanzOnline

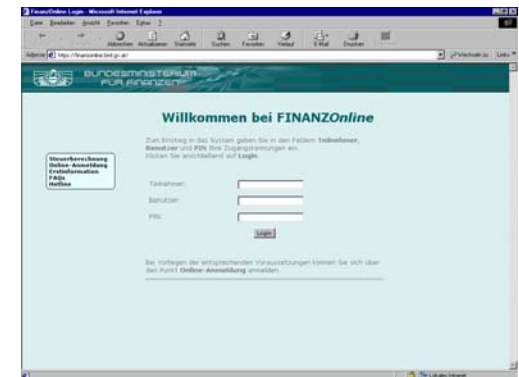
- **FinanzOnline is the Internet Front-end for all kinds of tax payers (employees, companies, tax advisors, municipalities)**



FinanzOnline Development



- as of 1998 FinanzOnline was made available for tax advisors only through an extranet solution
- starting 2003 all tax payers (employees, companies and municipalities) can access FinanzOnline via the Internet
- relaunch 2005



FinanzOnline

Basic Principles (1)

- **Complete integration in the Backoffice IT-systems of the tax offices**
- **Prerequisite: electronic file and electronic workflow**
- **User identification (UserID/PIN, electronic signature)**
- **structured data format (XML)**

FinanzOnline

Basic Principles (2)

- **No special Client-Software necessary**
- **Availability 7 x 24**
- **Security certificate**
- **FinanzOnline Hotline 0810 / 22 11 00
(Monday - Friday, 08:00 - 18:00)**

FinanzOnline features

- **online registration**
- **electronic filing of tax returns, balance sheet and other applications**
- **electronic assessment notice**
- **online inquiry to tax-files and tax-accounts**
- **online administration of personal data**
- **instant online tax calculation (also anonymous)**

FINANZONLINE
Ihr Steuerausgleich per Internet!



Ein Service für Steuerzahler



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Benefits for the Users



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- **ANYTIME – ANYWHERE – AT NO COST**
- **tax activities by ‚mouseclick‘**
- **no specific software needed**
- **paperless easy to use solution (incl. Online-Help, Hotline)**
- **instant tax calculation**
- **reduced handling time**
- **notifications delivery electronically into personal DataBox (upon request)**
- **online-inquiry of tax statements and account**
- **getting money back faster (within 1 week on the user's bank account)**

FINANZONLINE

Ihr Steuerausgleich per Internet!



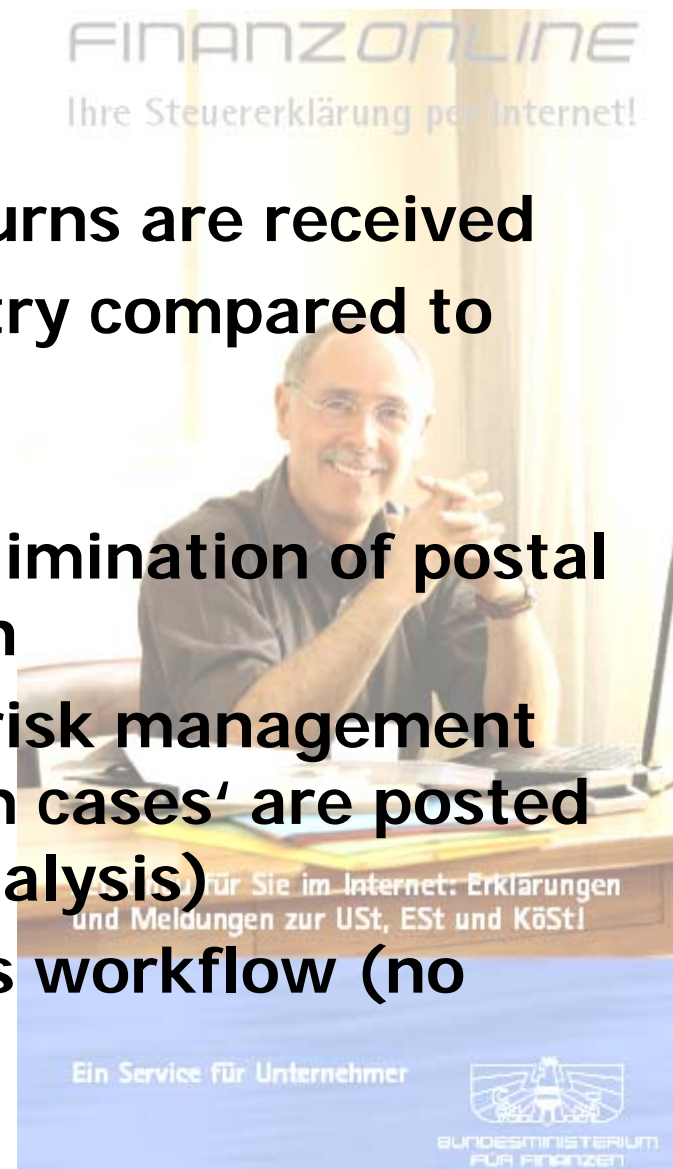
Ein Service für Steuerzahler



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Benefits for the Authorities

- enhanced quality of service
 - online validity checks up front
 - only correctly completed tax returns are received
 - reduced error rate upon data entry compared to paper based tax filing
- higher quantities handled
 - reduced handling times due to elimination of postal delivery and manual intervention
 - highly automated solution with risk management modules (only potential 'problem cases' are posted to the civil servant for further analysis)
 - integrated into the civil servant's workflow (no media gap)
 - synergy effects for personnel

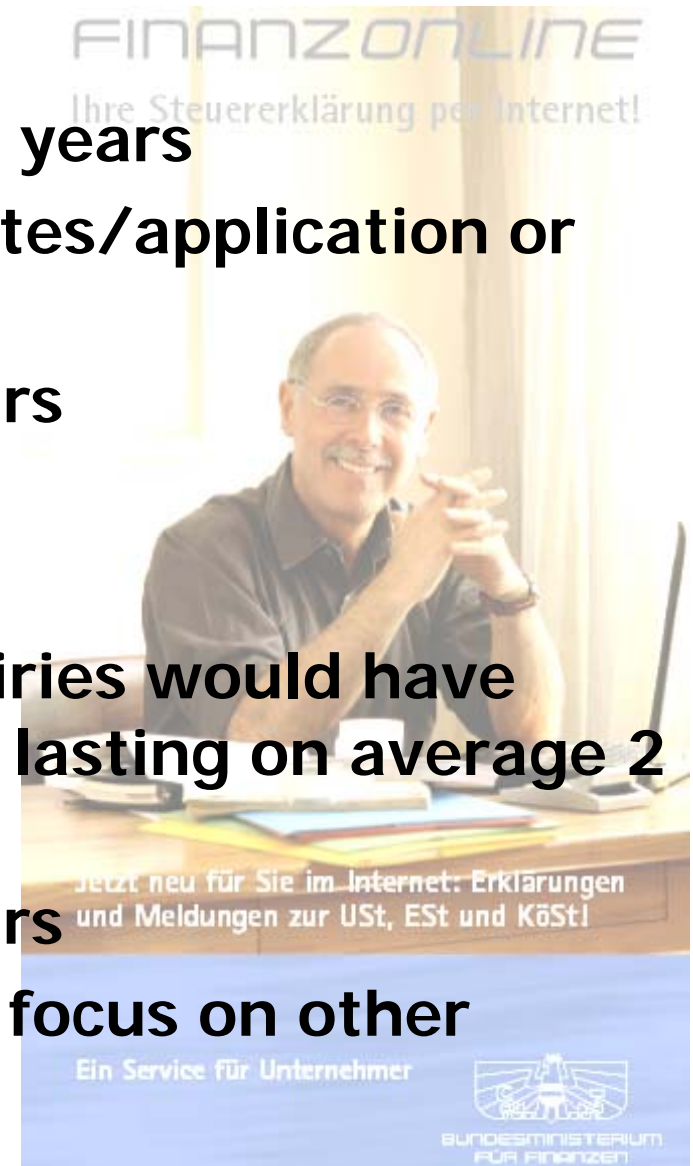


Benefits for the Authorities – Facts & Figures

- **online tax returns and applications:**
 - approx. 13.5 mio over the past 3 years
 - average handling time of 3 minutes/application or statement

savings of 482 person years
- **online inquiries:**
 - approx. 150.000 per week
 - presumption that 1/3 of all inquiries would have been by phone with a phone call lasting on average 2 minutes

savings of 186 person years
- **this man-power is now available to focus on other**
¹² **areas**



FinanzOnline Statistics (1)

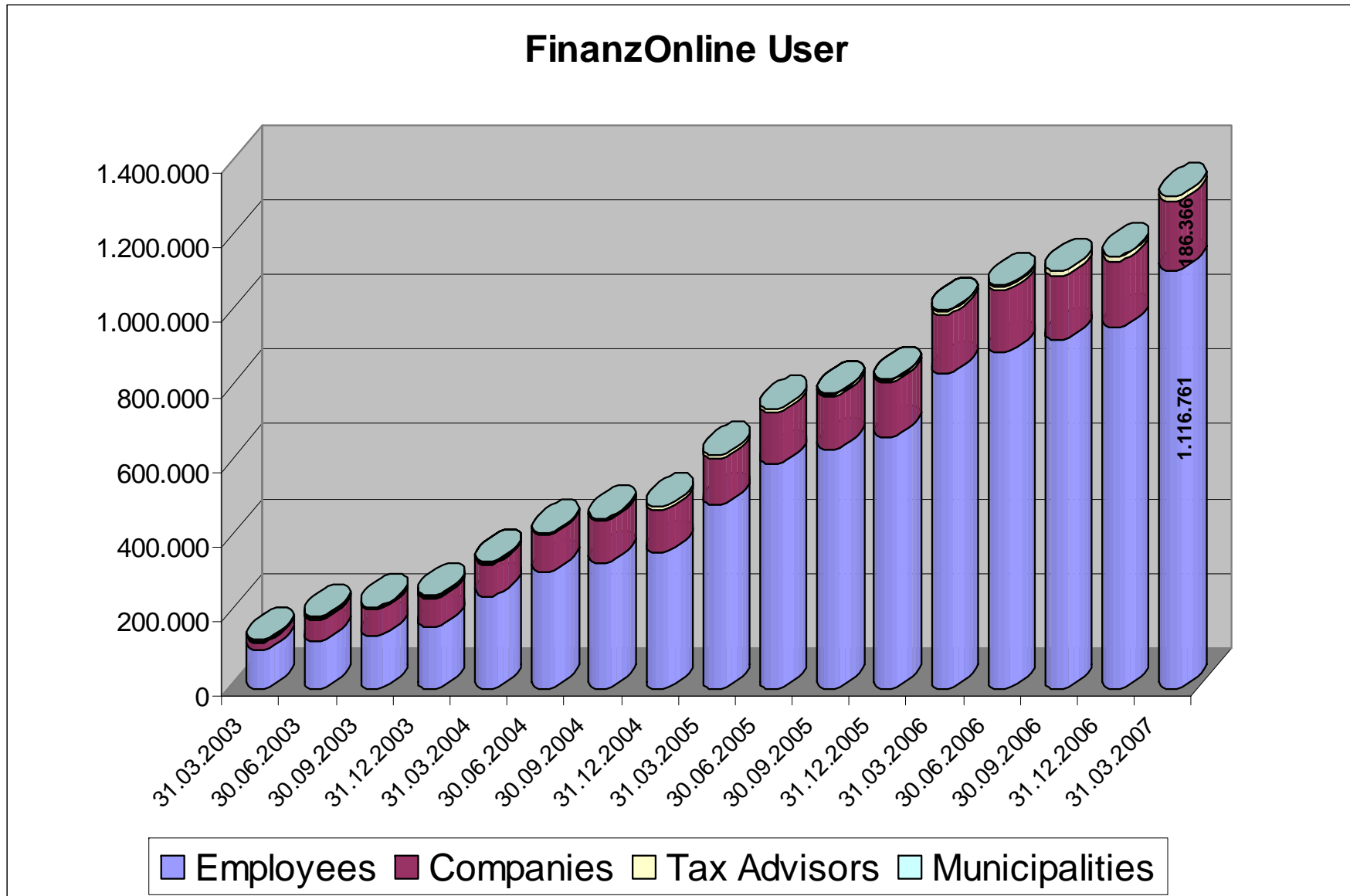
(as of: 01/2003 – 03/2007)



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- **1.300.000 Users**
 - **21,1 Mio. Tax returns/Applications**
 - **7,7 Mio. DataBox-Deliveries**
 - **Up to 1,2 Mio. Transactions/Day**
 - **Up to 25,0 Mio. Transactions/Month**

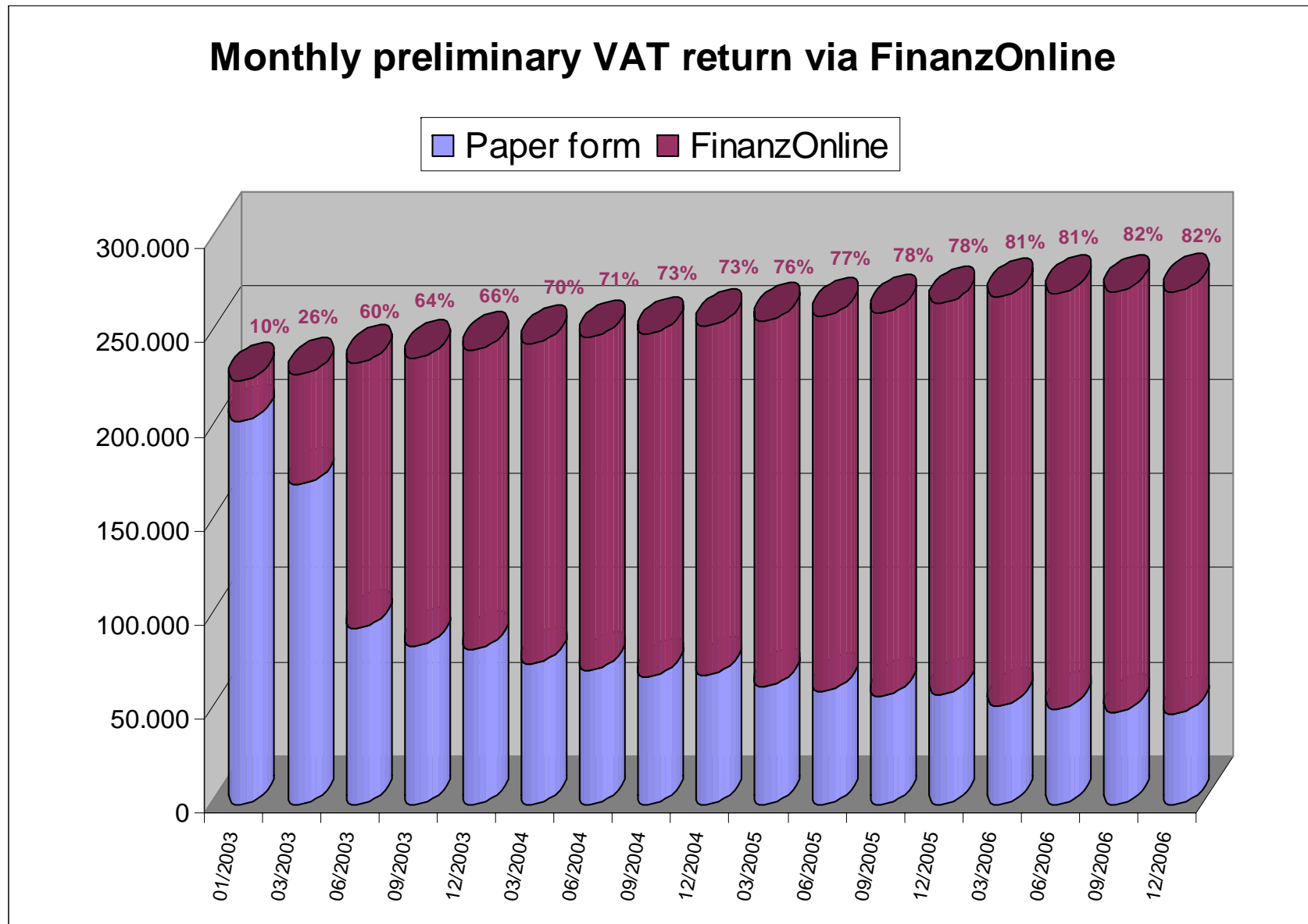
FinanzOnline Statistics (2)

(as per: 31.03.2007)



FinanzOnline Statistics (3)

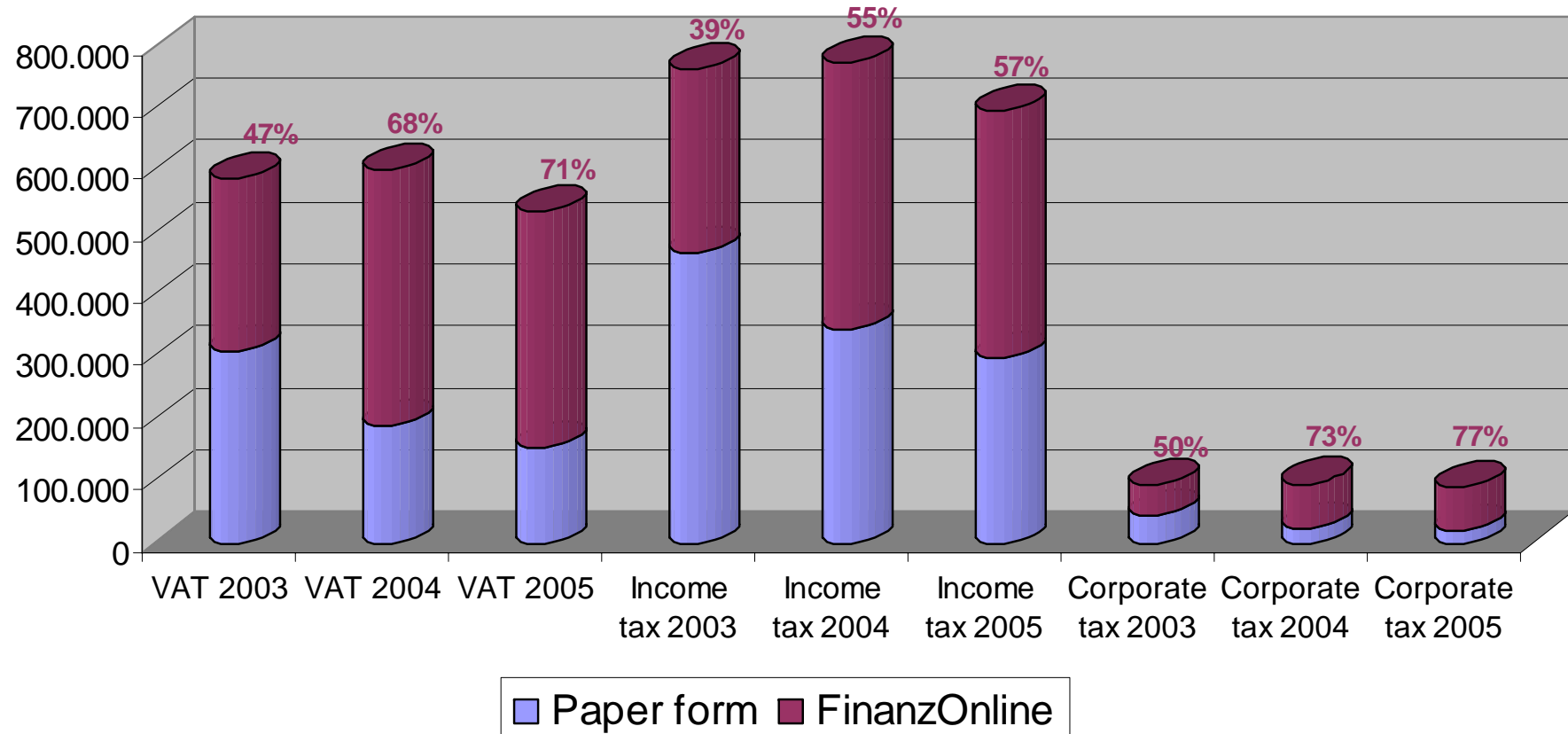
(as per: 31.03.2007)



FinanzOnline Statistics (4)

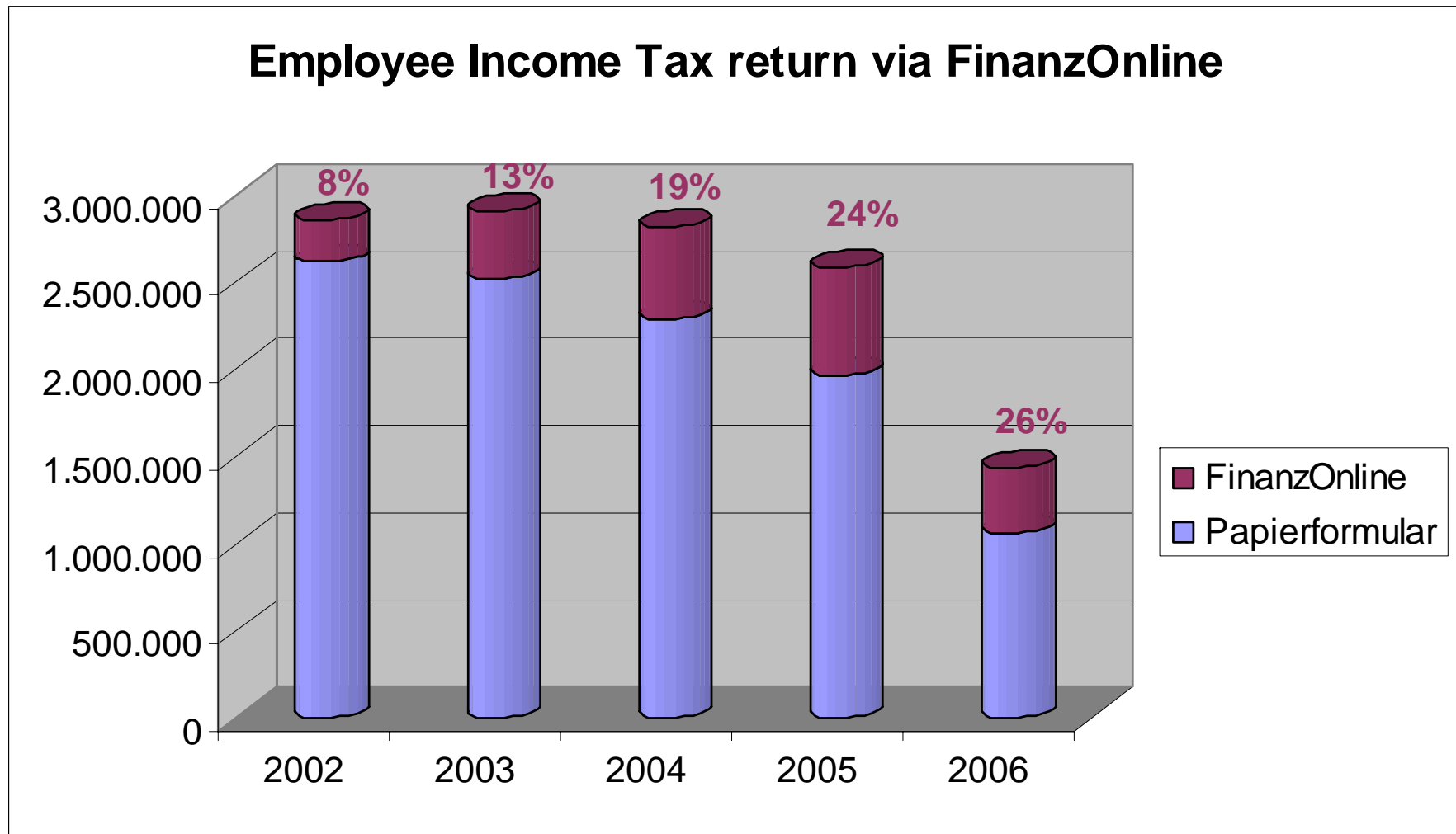
(as per: 31.03.2007)

Company tax return via FinanzOnline



FinanzOnline Statistics (5)

(as per: 31.03.2007)



Transaction distribution (monthly)

Time: 0 – 6	124.058	1,34%
Time: 6 – 12	3.521.301	38,04%
Time: 12 – 18	3.724.212	40,23%
Time: 18 – 24	1.888.237	20,40%
	9.257.808	100,00%

Ø 520.000 Transactions per weekend

Thank you for your attention.
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finanzonline.bmf.gv.at

Willkommen bei FinanzOnline

Über FinanzOnline

- [Erster Einstieg](#)
- [Hilfe](#)
- [FAQ](#)
- [Hotline](#)

7. Internationaler Speyerer Qualitätswettbewerb 2005
Information

Login mit Zugangskennungen

Geben Sie Ihre Zugangskennungen ein und klicken Sie anschließend auf **Login**.

Teilnehmer-Identifikation:

Benutzer-Identifikation:

PIN:

[Online-Anmeldung](#) | Erstanmeldung zu FinanzOnline für Nicht-Unternehmer

[PIN vergessen / gesperrt](#) | Online-Rücksetzen auf Start-PIN für Nicht-Unternehmer

Einstieg mit Bürgerkarte

[Auswahl der Bürgerkarte](#) | Einstieg mit Bürgerkarte ohne Anmeldung zu FinanzOnline

[Informationen](#) | Informationen zur Bürgerkarte

Service

[Anonyme Steuerberechnung](#) | Berechnung der Steuer ohne Anmeldung

[DEMO](#) | Animierte Anleitung zur Arbeitnehmerveranlagung

Vertrauenswürdige Sites