



## **DEPARTMENT OF REVENUE**

*Andrew Jackson State Office Building  
Nashville, Tennessee 37242-1099*

*(615) 741-2461*

*Tennessee.gov/revenue*

**Loren L. Chumley, Commissioner**

As Tennessee's chief tax collector, the Department of Revenue is charged with administering taxes ranging from sales and use taxes to mineral severance tax. The Department of Revenue collects approximately 92 percent of total state tax revenue. During the 2004-2005 fiscal year, the department collected \$9.6 billion in state taxes and fees. In addition to collecting state taxes, \$1.7 billion of local sales tax was collected by the department for local governments during the 2004-2005 fiscal year.

The magnitude of collections by the department makes possible a lower cost of collection per tax dollar than local communities could achieve. The funds collected by the Department of Revenue help educate children, build highways and state parks, rehabilitate disabled citizens, and operate city and county governments.

More than 900 people work for the Department of Revenue in jobs ranging from taxpayer assistants to tax auditors. It is the responsibility of these employees to provide fair, firm, and effective enforcement of the tax laws with courteous and friendly service. Personnel in the department receive tax payments, process returns, maintain detailed records, issue administrative rulings, and perform audits to ensure accuracy and propriety.

### **History**

In 1923, as part of a general reorganization of state government, the then three separate tax-collecting agencies were combined to form the Department of Finance and Taxation. The new department collected \$17.6 million that year, and the work was handled by only three divisions. The Department of Finance and Taxation was renamed the Department of Revenue in 1959. In 1991, the Department of Revenue underwent a major reorganization in order to serve taxpayers in a more efficient manner.

### **Services**

The department's vision is to operate as a dynamic team striving to achieve total compliance with Tennessee's tax laws. The department's organizational structure functions in a team-oriented environment and provides services geared toward achieving total compliance. The department's initiatives include educating and assisting taxpayers, enforcing tax laws fairly and consistently, promoting and implementing electronic commerce to improve timeliness and accuracy in accounting for all collected funds, and using automation and innovative methods to improve services.

***Taxpayer Education and Assistance*** — Taxpayer assistance is available via the agency's Web site at [Tennessee.gov/revenue](http://Tennessee.gov/revenue), by telephone from 7 a.m. until 5:30 p.m. Central time, or by visiting Department of Revenue offices throughout the state. Tax help is available by E-mail at [TN.Revenue@state.tn.us](mailto:TN.Revenue@state.tn.us). The agency's Web site provides taxpayers on-line tax filing options and access to vital tax information, forms and publications, and fiscal information. During fiscal year 2004-2005, the Web site was accessed more than 9.24 million times. Tax help is available by telephone in-state via toll-free number (800) 342-1003. Nashville area residents and out-of-state callers should call (615) 253-0600. The tax practitioner hot line is available statewide toll-free by calling (800) 397-8395; Nashville-area and out-of-state callers should call (615) 253-0700. The department's Streamlined Sales Tax hot line is also available in Tennessee by calling (877) 250-2299. In Nashville and outside Tennessee, callers should dial (615) 253-0752. Streamlined Sales Tax on-line assistance is available by e-mail: [Streamlined.Salestax.QandA@state.tn.us](mailto:Streamlined.Salestax.QandA@state.tn.us). Revenue also provides updates and information via e-mail list services. Visit the Web site to subscribe. The department offers the public a wide range of information through its seminars for taxpayers and tax practitioners. Speakers are available through the Speakers Bureau at (615) 741-2461.

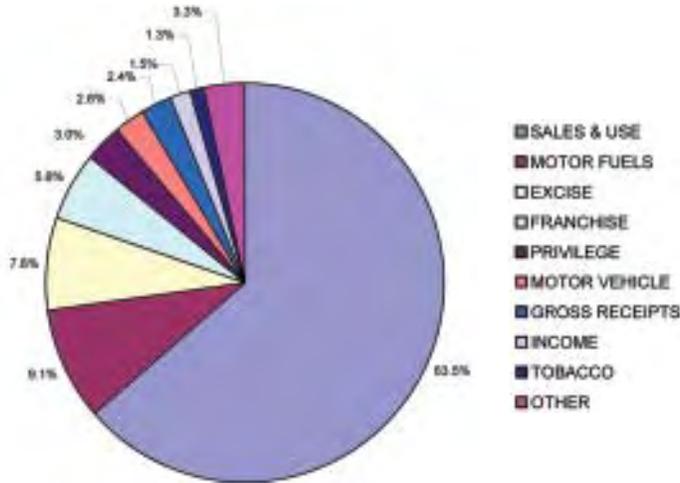
***Local Government Assistance*** — The Department of Revenue works hand-in-hand with counties and cities to answer questions, prepare reports, and ensure that taxes are distributed correctly among the 445 local governments in the state of Tennessee.

***Research Assistance*** — The Department of Revenue conducts tax research and economic analysis to assist decision makers in other areas of state and local government. The Research Division estimates potential revenue impacts of proposed legislation, helps develop state tax revenue forecasts, and evaluates comparative tax policies to determine fiscal effects.

***Enforcement and Compliance*** — The Audit, Tax Enforcement, and Special Investigations Divisions handle many aspects of the department's enforcement and compliance activities. The Audit Division has offices across the state as well as five offices located outside Tennessee. The Audit Division primarily reviews taxpayer records to determine compliance with state tax laws and educates taxpayers about tax requirements. The Tax Enforcement Division manages and tracks delinquent taxpayer accounts for collection. The Special Investigations Division detects, investigates and seeks prosecution of tax-related fraud. To report tax fraud, call (800) FRAUDTX (372-8389). Both Tax Enforcement and Special Investigations employees are located across the state of Tennessee.

***Revenue Processing*** — Approximately 1.9 million checks and 2 million tax return documents flow through the Processing Division annually. This division also handles returns and payments filed electronically, and performs lockbox services for other state agencies. The department is undergoing a major initiative to promote filing either through electronic data interchange or through the state's Web portal. Currently, electronic filing of the individual income tax, professional privilege tax, sales and use tax, consumer use tax, and franchise and excise tax minimum and estimated payment returns and extensions is available via the department's Web site. The newest application launched allows bill payments to be made on-line. Many business tax registration activities also can be done on-line. Information about motor fuel tax electronic data interchange and sales and use tax certified software providers is available on Revenue's Web site. Electronic funds transfer is also available on the Web site.

**Actual Tax Collections for Fiscal Year 2004**



**Regional Offices**

3150 Appling Road  
Bartlett, TN 38133  
(901) 213-1400

P.O. Box 739  
Columbia, TN 38402  
2486 Park Plus Drive  
Suite A  
Columbia, TN 38401  
(931) 380-2523

540 McCallie Avenue  
Suite 350  
Chattanooga, TN 37402  
(423) 634-6266

Fountain Court  
370 South Lowe, Suite 2  
Cookeville, TN 38501  
(931) 526-9699

Lowell Thomas State Office Building  
225 Dr. Martin Luther King Jr. Drive  
Suite 340  
Jackson, TN 38301  
(731) 423-5747

204 High Point Drive  
Johnson City, TN 37601  
(423) 854-5321

531 Henley Street  
Room 606  
Knoxville, TN 37902  
(865) 594-6100

P.O. Box 144  
Shelbyville, TN 37162  
321 Bethany Lane  
Shelbyville, TN 37160  
(931) 685-5010

1321 Murfreesboro Road  
Nashville, TN 37217  
(615) 360-0380

**Commissioner Loren L. Chumley**  
Tennessee Department of Revenue

**Loren L. Chumley** was appointed Commissioner of the Tennessee Department of Revenue by Governor Phil Bredesen on January 18, 2003. Commissioner Chumley originally joined the Department of Revenue's legal staff in 1994, supervising the section of bankruptcy attorneys and then the sales and business tax attorneys. In 1997, she was appointed as the department's hearing officer to handle informal conferences and administrative hearings. Chumley served as the department's audit director from November 1999 through December 2002. Commissioner Chumley is president of the Southeastern Association of Tax Administrators and is a member of the Board of Trustees for the Federation of Tax Administrators, the CCH State Tax Advisory Board, and the State Board of Equalization. Prior to joining state government, Commissioner Chumley practiced law in Washington, D.C., and in Nashville, Tennessee, focusing in the areas of bankruptcy reorganization, creditors' rights, and commercial litigation. She received a bachelor's degree from the University of Tennessee and a law degree from the American University Washington College of Law.

