



PRESS RELEASE

For Immediate Release

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NH Department of Revenue Launches Second Phase of Modernized Tax Collection and Payment System

Granite Tax Connect now available to taxpayers of Business Enterprise Tax, Business Profits Tax, Communications Services Tax, and Interest and Dividends Tax

Concord, NH – The [New Hampshire Department of Revenue Administration](#) (NHDRA) has launched the second phase of its new online user portal and revenue management system, providing approximately 148,000 New Hampshire taxpayers with an improved online experience. This is the largest of three total phases in NHDRA's modernized tax collection and payment system. NHDRA, which collects more than \$2 billion in taxes each year, expects the full implementation for all tax types to be complete by the end of 2021.

NHDRA launched phase two of the new Revenue Information Management System (RIMS) and [Granite Tax Connect](#) (GTC), its online user portal, on October 5, 2020, for taxpayers of the New Hampshire Business Profits Tax, Business Enterprise Tax, Interest & Dividends Tax, and Communication Services Tax – which equates to approximately 139,000 taxpayers. Granite Tax Connect allows taxpayers, operators and practitioners to complete tasks online, such as file taxes electronically, schedule automated online payments, schedule estimated payments, view correspondence from NHDRA, check on the status of returns, payments, refund and credit requests, web requests, and more. Taxpayers of the Meals & Rentals Tax, Medicaid Enhancement Tax, and Nursing Facility Quality Assessment, approximately 9,000 taxpayers, were included in the first phase, which launched on October 28, 2019. In less than one year, more than 6,700 taxpayers and their practitioners have enrolled in GTC.

“Our initial launch of RIMS and GTC has been an incredible success for taxpayers who have adopted GTC as their method of interacting with NHDRA, and we are excited to introduce this technology to the next group of taxpayers,” said NHDRA Commissioner Lindsey Stepp. “Beyond ease of use for taxpayers, GTC and RIMS has streamlined our processes internally, enabling us

to more effectively support our taxpayers and carry out our mission of fairly and efficiently administering the tax laws of the State of New Hampshire.”

GTC allows taxpayers and tax professionals to manage multiple accounts, file and amend returns, view balances, schedule payments, view correspondence, register new accounts and update information. Other user highlights include the following:

- Unique logins for different users under the same license, such as the owner and manager of one restaurant, with control over access to information for each user.
- Option to save bank and payment information.
- Pay assessments received by NHDRA electronically.
- Password recovery for forgotten passwords.
- Enhanced virtual customer support.
- Stored communication from NHDRA – provides relevant mail correspondence from NHDRA for users to view online through GTC.
- Connect multiple tax types to one user, such as a Meals & Rentals operator with an existing GTC account connecting his or her Business Profits Tax or Business Enterprise Tax information.
- Schedule a full year ahead of estimated payments with the option to adjust at any time.

Additionally, without logging in, users can apply for a payment plan, pay from a voucher, look up a license, apply for a Meals & Rentals license and, new in phase two, anonymously report suspected tax fraud, request certifications, such as certificates of good standing and dissolution, and submit a request to add a new, or modify an existing, Power of Attorney.

“We are especially excited to offer the new Power of Attorney request function through GTC in this phase, which we know taxpayers and practitioners will find much simpler,” Stepp said.

“Rather than printing, completing manually and faxing, the entire application process can be done online. Additionally, the new form will guide users through what information is required of them, and make sure those requirements are properly filled out before the request is submitted to NHDRA, which will help improve accuracy and reduce the amount of follow-ups needed between the applicant and NHDRA.”

Tax professionals and taxpayers of the Business Profits Tax, Business Enterprise Tax, Interest & Dividends Tax and Communication Services Tax can access and create a user profile on GTC by visiting <https://gtc.revenue.nh.gov/TAP>. Taxpayers with questions should contact NHDRA Taxpayer Services at (603) 230-5920, Monday through Friday, 8:00 am to 4:30 pm. Although extra staff will be on standby to assist with taxpayer inquiries following the second launch,

taxpayers could experience longer than usual wait times as NHDRA assists users through inquiries they may have regarding GTC.

NHDRA urges taxpayers with access to GTC to consider the following for a smooth transition:

- Log into GTC well in advance of filing deadlines to become familiar with the system.
- When creating a user account, have the Tax Identification and license number (if applicable) on hand, along with a secondary piece of information, such as a recent letter ID from NHDRA or last payment line from a recent filing.
- Explore and ask questions far in advance of the return/payment due date to allow for proper response.

NHDRA has been working diligently with [FAST Enterprises](#), the company contracted to develop this new technology, to prepare for this second phase of the rollout, communicating updates to taxpayers of all types, providing information on a dedicated [webpage with GTC resources](#) and conducting demonstrations. Twenty FAST Enterprises employees were relocated to New Hampshire to join the NHDRA team during implementation, which began in late 2018, and six NHDRA staff members are dedicated to the project full-time.

Phase three, the final phase, is expected to launch by the end of 2021 and will include all remaining tax types collected by NHDRA.

The technology FAST Enterprises developed to create RIMS and GTC is specifically designed to support government sector tax administration agencies, and its software is utilized in more than 50-percent of U.S. states, along with local and foreign government agencies.

More information on RIMS and GTC is available at www.revenue.nh.gov/gtc.



Photo 1: The New Hampshire Department of Revenue Administration (NHDRA) launched phase two of the new Revenue Information Management System (RIMS) and Granite Tax Connect (GTC), its online user portal, on October 5, 2020, for taxpayers of the New Hampshire Business Profits Tax, Business Enterprise Tax, Interest & Dividends Tax, and Communication Services Tax – which equates to approximately 139,000 taxpayers. Pictured from left to right, Lisa Crowley, Project Director, NHDRA, Carollynn Lear, Assistant Commissioner, NHDRA, Lindsey Stepp, Commissioner, NHDRA, and AJ Erickson, Project Director, Fast Enterprises, celebrated the launch with the RIMS “countdown clock” at zero.

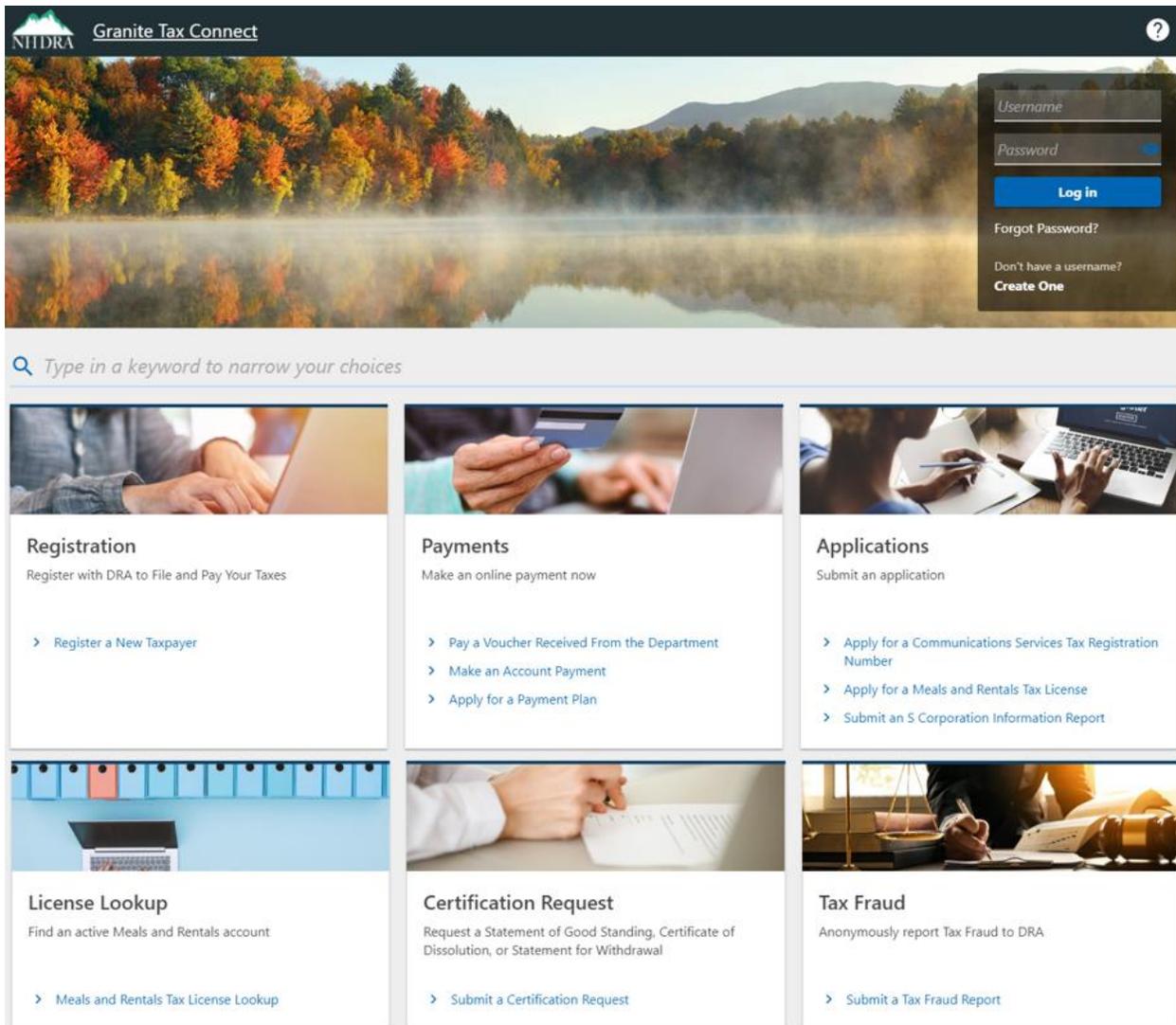


Photo 2: The New Hampshire Department of Revenue Administration (NHDRA) has launched the second, and largest, of three phases of its new Revenue Information Management System (RIMS) and online user portal (pictured), Granite Tax Connect (GTC), enabling taxpayers an improved online experience. GTC launched on October 5 for taxpayers of the New Hampshire Business Profits Tax, Business Enterprise Tax, Interest & Dividends Tax, and Communication Services Tax – which equates to approximately 139,000 taxpayers – to complete tasks online, such as file taxes electronically, schedule automated online payments, view correspondence from NHDRA, check on the status of returns, payments, web requests, and more.

About the New Hampshire Department of Revenue Administration

The New Hampshire Department of Revenue Administration (NHDRA) is responsible for fairly and efficiently administering the tax laws of the State of New Hampshire. NHDRA collects approximately 80% of New Hampshire’s general taxes. During Fiscal Year 2020, NHDRA collected \$1.80 billion in taxes, most of which went to the New Hampshire General Fund and

Education Trust Fund. NHDRA also provides assistance to municipalities in budgeting, finance and real estate appraisal.

NHDRA administers and collects the following taxes at the state level: Business Enterprise Tax, Business Profits Tax, Communications Services Tax, Interest and Dividends Tax, Meals and Rooms Tax, Medicaid Enhancement Tax, Nursing Facility Quality Assessment, Tobacco Tax, Taxation of Railroads, Utility Property Tax, Real Estate Transfer Tax; and the following taxes at the local level: Property Tax, Excavation Tax, Timber Tax. To learn more about NHDRA, please visit www.revenue.nh.gov.

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