



PRESS RELEASE

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NH Department of Revenue Announces Details of First Revenue Information Management System Rollout

New online portal will be accessible to taxpayers beginning this fall

Concord, NH – New Hampshire taxpayers of the Meals & Rentals Tax, Nursing Facility Quality Assessment and Medicaid Enhancement Tax, more than 9,000 taxpayers, will have access to the Department of Revenue Administration’s (NHDRA) new online user portal, Granite Tax Connect, on October 28th, 2019. Granite Tax Connect will allow taxpayers, operators and practitioners to complete tasks online, such as file taxes electronically, schedule automated online payments, view correspondence, check on the status of payments, requests, and more.

Since announcing its contract with Fast Enterprises last year to modernize all aspects of the tax collection and payment process, NHDRA has been working diligently to prepare for the launch of its new Revenue Information Management System (RIMS). RIMS, which will house and consolidate taxpayer data for an all-inclusive view of information and processes, with direct online access for taxpayers, practitioners and DRA staff, will be rolled out in three phased implementations by tax type.

Twenty Fast Enterprises employees were relocated to New Hampshire to join the NHDRA team during implementation, which began in late 2018, through the final rollout, expected by the end of 2021. RIMS is currently in the testing phase to ensure that business processes configured in the system meet the needs of NHDRA and its taxpayers alike. Throughout the process, the

project team has established a number of internal resources to ensure NHDRA staff are adequately trained on the new system prior to the first rollout, including a digital newsletter, question and resource email account, and in-person demos.

NHDRA urges taxpayers to consider the following tips once Granite Tax Connect is live on October 28th:

- Meals and Rentals operators can continue to use E-File until December 31, 2019 to help with the transition. For the first two months that taxpayers can use one system or the other, they are encouraged to only file and pay in one system to avoid processing delays.
- Log into Granite Tax Connect well in advance of filing due dates to familiarize yourselves with the system.
- Explore and ask questions far in advance of the return/payment due date to allow for proper response.
- NHDRA is committed to dedicating extra staff to assist with taxpayer inquiries following the first rollout, however, taxpayers could experience longer than usual wait times on phones as NHDRA assists users through inquiries they may have regarding the Granite Tax Connect application.

NHDRA is encouraging taxpayers to look for communication on the timing of the upcoming rollouts and opportunities to learn more about Granite Tax Connect. Dedicated electronic communications and mailings have already been sent and will continue to be delivered to taxpayer groups prior to the launch. Additionally, a Granite Tax Connect page was established on NHDRA's website for taxpayers and tax professionals to track updates leading up to the first rollout: revenue.nh.gov/gtc, and an email distribution list is being created to send notifications of system updates. To receive more information about Granite Tax Connect directly to your inbox, email NHDRA at GTC@dra.nh.gov.

“NHDRA continues to focus on improving customer service, communication and technology, and RIMS is a major innovation that will have a significant positive impact in all three areas for taxpayers and for our internal efficiencies,” said NHDRA Commissioner Lindsey Stepp.

“Preparation for RIMS, which will replace TIMS, our current Tax Information Management System, has been underway for years and we’re excited for New Hampshire taxpayers to experience the benefits of this cutting edge technology.”

The technology Fast Enterprises developed to create RIMS 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.

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 2018, DRA collected \$2.3 billion in taxes, most of which went to the New Hampshire General Fund and Education Trust Fund. DRA 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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