



PRESS RELEASE

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NH Department of Revenue Administration Continues to Update, Upgrade Taxpayer Services

User feedback leads to next phase of improvements to RIMS and Granite Tax Connect

CONCORD, NH – Continuing its user-centered approach to its resources and systems, the New Hampshire [Department of Revenue Administration](#) (NHDRA) has again updated its Revenue Information Management System (RIMS) and Granite Tax Connect (GTC) web portal. The latest RIMS and GTC upgrade, which went live on Monday, October 7, increases security, efficiency and ease of use for both taxpayers and NHDRA staff, and allows NHDRA to expand its transparency and real-time information sharing.

NHDRA's GTC online portal, now with more than 48,000 active web logons for New Hampshire taxpayers and practitioners, allows users to file tax returns and schedule automated estimate, extension, return and bill payments. The upgraded portal also allows users to view NHDRA correspondence, check on the status of returns, payments, and requests for refund or credit. In addition, GTC offers many more self-service options without the need to create a web logon, all accessible with a computer or mobile device. Since its launch in 2021, more than 845,000 requests have been filed through GTC, and nearly \$6 billion in tax payments have been made through the portal.

“We are always focused on enhancing and improving the user experience for New Hampshire taxpayers and this latest RIMS upgrade features intuitive solutions and functionality that makes things easier on our customers, while at the same time providing more security. We have been encouraged by the response to this upgrade, which we also expect to enhance internal efficiency,” said NHDRA Commissioner Lindsey Stepp. “Our ongoing dialog with our customers, who continue to share their experiences, suggestions and questions with us, has been extremely insightful and helpful as we continue to add features our customers want at their disposal.”

Key features of the latest RIMS upgrade include:

- A secure passkey sign-on process using an authenticator application—an important feature both taxpayers and NHDRA have requested.
- A simplified process for creating a user login with a single username and password, providing the ability to request access to taxpayer accounts as needed.
- The ability to pay, review, or update payment plans.
- The ability to review Power of Attorney information on file.
- Request paper forms online.
- Request certifications of good standing, withdrawal, or dissolution for New Hampshire businesses.
- Review the real-time status certification requests filed through GTC.
- Submit an appeal or dispute request.

The current version of RIMS was launched in late 2021 after an intensive 36-month effort, replacing a 30-year-old system by upgrading and consolidating the functionality of its tax administration processes. Earlier this year, NHDRA also updated and improved the agency website with a focus on mobile users, an increasing segment of NHDRA's customer base and is dedicated to finding ways to ease the stress for New Hampshire customers.

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 2023, NHDRA collected \$2.8 billion in taxes, most of which went to the New Hampshire General Fund and Education Trust Fund. NHDRA also assists 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.