



PRESS RELEASE

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Contact:

Grace McInnis

603.644.3200 x18

grace@montagnecom.com

NH Department of Revenue Modernizes Tax Collection and Payment Process

NHDRA launches new online taxpayer portal & revenue management system

Concord, NH – The [New Hampshire Department of Revenue Administration](#) (NHDRA) has launched the first of three phases of its new online user portal and revenue management system, overhauling decades old technology and providing taxpayers an improved online experience. 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.

The new Revenue Information Management System (RIMS) and [Granite Tax Connect](#) (GTC), its online user portal, launched October 28 for more than 9,000 taxpayers, including those who pay Meals & Rentals, Nursing Facility Quality Assessment and Medicaid Enhancement Taxes. Granite Tax Connect allows taxpayers, operators and practitioners 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.

“The launch of RIMS and GTC has been in the making for nearly four years, and this is NHDRA’s largest technology upgrade since our previous system was launched nearly 30 years ago,” said NHDRA Commissioner Lindsey Stepp. “We’re excited to introduce GTC to the people of New Hampshire, which truly provides an all-inclusive view of the information necessary for taxpayers to interact with NHDRA and streamline the process, right at their fingertips. We have listened

to feedback and suggestions from our taxpayers and incorporated it directly into our technology in order to provide the best service possible.”

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
- Save bank and payment information
- Pay assessments received by NHDRA electronically
- Password recovery for forgotten passwords
- Enhanced customer support / Support ID – a secure customer support feature allowing for NHDRA to provide improved customer service and screen sharing while protecting sensitive information, such as banking and passwords.
- Stored communication from NHDRA – Provides relevant mail correspondence from NHDRA for users to view online through GTC.

Additionally, without logging in, users can apply for a payment plan, pay from a voucher, look up a license and apply for a Meals & Rentals license.

Tax professionals and taxpayers of the Meals & Rentals Tax, Medicaid Enhancement Tax and Nursing Facility Quality Assessment can access and create a user profile on GTC by visiting <https://www.revenue.nh.gov/gtc/>. 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 first rollout, taxpayers could experience longer than usual wait times on phones 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 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.
- Be aware of existing deadlines:
 - Meals & Rentals Tax - November 15, 2019
 - Nursing Facility Quality Assessment - January 10, 2020

- Non-binding Medicaid Enhancement Tax estimate - January 15, 2020
- Special instructions for Meals & Rentals Tax operators:
 - Operators can continue to utilize existing filing methods (e-file and telefile) until December 31, 2019 if they choose. During this time, operators should only file and pay in one system to avoid processing delays, duplicate payment drafts, etc.
 - Beginning on January 1, 2019, the only electronic method of filing that will be available for Meals & Rentals taxpayers will be through GTC.

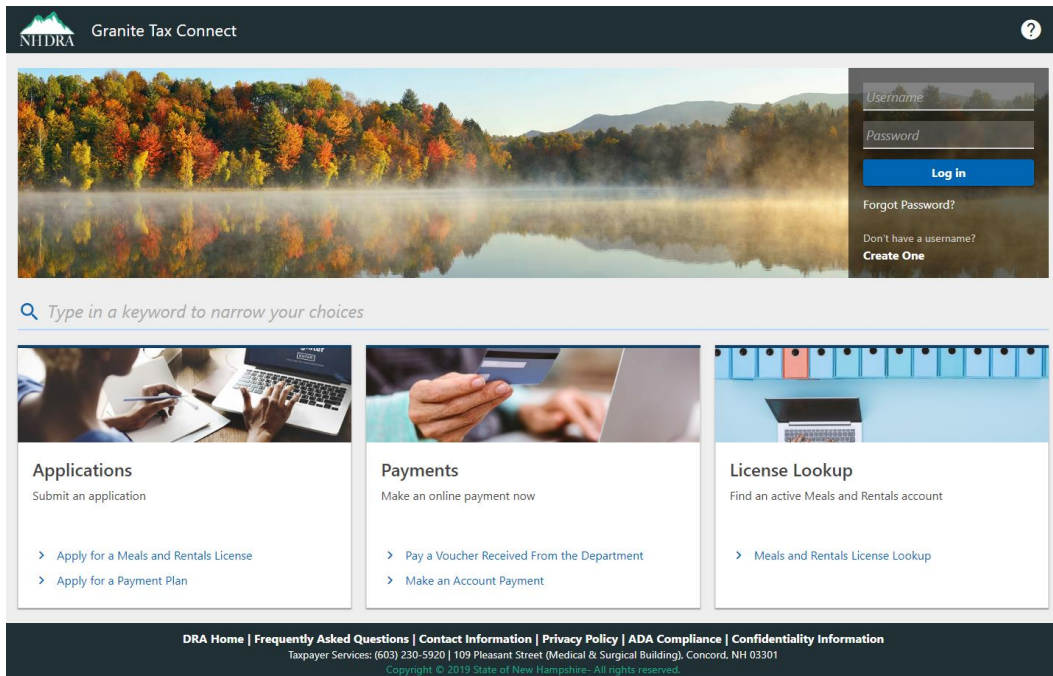
NHDRA has been working diligently to prepare for this first phase of the rollout, communicating updates to taxpayers of all types, creating a dedicated [webpage with GTC resources](#) and conducting in-person demonstrations. Twenty Fast Enterprises employees were relocated to New Hampshire to join the NHDRA team during implementation, which began in late 2018.

Phase two, the largest rollout phase, is expected to launch in fall of 2020 and will include the Business Enterprise Tax, Business Profits Tax, Communications Services Tax, and Interest and Dividends Tax, approximately 139,000 taxpayers. The third phase is expected to be complete by the end of 2021 and will include all remaining tax types.

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.



Caption: The New Hampshire Department of Revenue Administration (NHDRA) has launched the first of three phases of its new Revenue Information Management System (RIMS) and online user portal, Granite Tax Connect (GTC), enabling 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. Pictured from left to right, AJ Erickson, Project Director, Fast Enterprises, Karen Sampson, Agency Embedded DoIT Lead, Carollynn Lear, Assistant Commissioner, NHDRA, Lisa Crowley, Project Director, NHDRA, and Lindsey Stepp, Commissioner, NHDRA, celebrated the launch with the RIMS “countdown clock” at zero and GTC live on NHDRA’s website.



Caption: The New Hampshire Department of Revenue Administration (NHDRA) has launched the first 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 28 for taxpayers of the Meals & Rentals, Nursing Facility Quality Assessment and Medicaid Enhancement Taxes 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 2018, NHDRA collected \$2.3 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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