

**WELCOME TO THE MAINE REVENUE SERVICE TELEFILE SYSTEM**  
*PLEASE READ THIS ENTIRE DOCUMENT BEFORE FILING YOUR FIRST RETURN. IT  
CONTAINS IMPORTANT INFORMATION YOU NEED TO SUCCESSFULLY PROCESS YOUR TAX  
RETURN.*

The TeleFile system is used to report sales, use, and service provider tax information electronically using a touch tone telephone.

**IMPORTANT INFORMATION ABOUT YOUR PIN  
(PERSONAL IDENTIFICATION NUMBER)**

DO NOT SHARE your PIN with anyone not allowed to file returns for your business.

The TeleFile system allows users to go straight to the TeleDebit system to make an electronic payment. **If your business is signed up to use both systems, any person allowed to file a return will also be able to make a tax payment using TeleDebit.** Keep this in mind when you give your PIN to a tax preparer or employee.

Maine Revenue Service is not responsible for incorrect or unauthorized payments when the TeleFile PIN has been provided by a taxpayer to an unauthorized individual.

You can change your TeleFile PIN at any time.

**HOW DOES TELEFILE WORK?**

You need a touch tone phone to use this system. The system will ask a series of questions. You will use the key pad on the telephone to enter a response. The system has a type ahead feature. Experienced callers can make selections before hearing all options.

To answer a yes or no question, press 1 for “yes” and 2 for “no”.

Enter all amounts as dollars and cents. Use the star key (\*) as the decimal point. One hundred dollars is entered 1 0 0 \* 0 0. The system reads back each amount you enter. Press 1 if the amount is correct. Press 2 to enter a different amount. You will be asked to confirm each new amount before moving on to the next question.

**Listen closely to each question.** You have 5 seconds to respond or make a selection. The question will be read back to you if you pause for more than 5 seconds. After three failed responses, the system will hang up. You will need to call back to start again.

This packet contains a blank worksheet to use to complete your tax return. You should make extra copies to use as a guide to file your return. To make the filing process quicker, have the worksheet completed before calling. **Listen closely to each question.**

This packet contains blank payment vouchers. Make extra copies if you want to pay the amount due on your return by check. A completed voucher should be sent with each payment to ensure proper processing.

## HELPFUL HINTS

### How to Enter Account Numbers Beginning with a Letter

Some sales tax accounts begin with a letter instead of a number. If your account begins with an “A”, “S”, or “V”, use these instructions:

If the account number begins with “A”, enter a “2” in the place of the A.

If the account number begins with “S”, enter a “7” in the place of the S.

If the account number begins with “V”, enter an “8” in the place of the V.

For example, account number V123456 is entered as 8123456.

Account numbers beginning with an “R” can not use the TeleFile system.

### How to Enter Dollar Values

All amounts must be entered in dollars and cents. The star key (\*) is used as the decimal point. For example, enter \$100.00 (one hundred dollars) as 1 0 0 \* 0 0.

The system reads back each amount you enter. Press 1 to confirm the amount is correct. Press 2 to go back to enter the correct amount. The system will hang up after three failed attempts to enter a valid amount.

### What if I enter the wrong amount?

**It is important to listen closely when the system reads back the amount you entered.** You can press 2 to go back to enter the correct amount. The system will read back the amount entered and ask you to confirm that it is correct. When an amount has been confirmed, you can not go back to change it. If you later discover the amount was wrong, hang up to start over.

### What if I choose the wrong option?

**It is important to listen closely to system prompts and questions.** If you answer “No” to a question like “Do you have any exempt services to report?” you can not go back to change your answer. You will need to hang up and start over.

If you answer “Yes” to a question like “Do you have any exempt services to report?” but do not have any exempt services to report, enter the exempt services amount as 0 \* 0 0 to continue.

### Confirmation Numbers

The Telefile system reads a confirmation number when your tax return has been filed. Write the number on the paperwork used to file the return.

If you use the system to make an ACH payment, you will receive a second confirmation number for the payment. You should also write this number on the paperwork used to file the return.

## COMPLETING THE RETURN

The phone number for the TeleFile system is 207-624-7875.

### GENERAL INFORMATION

**7 digit tax number:** The service provider tax number is printed on your Retailer Certificate, Tax Return, and the TeleFile Registration Notification form you received when you registered for TeleFile. Read the HELPFUL HINTS section above if your account number begins with a letter.

**Account type:** Enter 410 for service provider tax.

**4 digit PIN:** Your PIN is printed on the TeleFile Registration Notification form you received when you registered for TeleFile. You can change the PIN at any time.

**To change the PIN:** Press 1 when asked if you want to change your PIN. Press 2 to keep the same PIN. The new PIN must be 4 digits. Be sure to note the changed PIN.

**Period end date:** This is the *last day* of your filing period. Enter dates using 2 digits for the month, 2 digits for the day, and 4 digits for the year. The date of July 31, 2009 is entered as 07312009.

*All amounts in the TeleFile system must be entered in dollars and cents. The \* key is used as the decimal point. Enter One hundred dollars as 1 0 0 \* 0 0.*

### SERVICES

**What is the gross services amount?** Enter all services including sales for resale and other exempt sales. Do not include service provider tax billed to customers.

**Do you have any exempt services to report?** Press 1 to answer yes. You will be asked for the dollar value of the exempt services. Press 2 if you do not have exempt services to report.

### BREAKDOWN OF TAXABLE SERVICES

**Do you need to report any Department of Health and Human Services revenue?** Press 1 if you provide any of the following services pursuant to a DHHS contract: Private Non-Medical Services/Personal Home Care Services, Community Support Services for persons with Mental Health Diagnoses, Community Support Services for persons with Mental Retardation or Autism, Home Support Services, or Group Residential Services for persons with Brain Injuries. Press 2 if you do not provide these DHHS services. You will skip the next 6 questions.

**Do you need to report any Private Non-Medical Institution/Personal Home Care services?** Press 1 to answer yes. You will be asked for the amount. Press 2 if you do not provide these services.

**Do you need to report any Community Support Services for persons with Mental Health Diagnoses?** Press 1 to answer yes. You will be asked for the amount. Press 2 if you do not provide CSS-MHD services.

**Do you need to report any Community Support Services for persons with Intellectual Disabilities or Autism?** Press 1 to answer yes. You will be asked for the amount. Press 2 if you do not provide CSS-MRA services.

**Do you need to report any Home Support Services?** Press 1 to answer yes. You will be asked for the amount. Press 2 if you do not provide HSS services.

**Do you need to report any Group Residential Services for Persons with Brain Injuries?** Press 1 to answer yes. You will be asked for the amount. Press 2 if you do not provide these services.

**Do you need to report any other services subject to the Maine Service Provider Tax?** Press 1 if you provide any of the following services: Extended Cable or Satellite TV, Fabrication Services, rentals of Video Media or Video Equipment, Rent to Own rentals, or Telecommunications services.

**Do you have any Extended Cable or Satellite TV services to report?** If yes, press 1. You will be asked for the amount. Press 2 if you do not provide Extended Cable or Satellite TV services.

**Do you have any Fabrication services to report?** If yes, press 1. You will be asked for the amount. Press 2 if you do not provide Fabrication services.

**Do you have any rentals of video media or video equipment to report?** If yes, press 1. You will be asked for the amount. Press 2 if you do not rent video media or video equipment.

**Do you have any rentals of furniture, audio media, or audio equipment subject to a rent to own agreement to report?** If yes, press 1. You will be asked for the amount. Press 2 if you do not provide rent those items pursuant to a rent to own contract.

**Do you have any Telecommunications services to report?** If yes, press 1. You will be asked for the amount. Press 2 if you do not provide Telecommunications services.

## **CREDITS**

**Do you have a credit carry forward from a prior period?** You must have a notice from Maine Revenue Service to support the credit. Press 1 if you have a credit notice from Maine Revenue Service. Press 2 if you do not have a credit OR you have not received a credit notice from Maine Revenue Service.

## **AMOUNT DUE**

**The TeleFile System will compute the amount due or credit balance.**

**If you have a credit,** you can carry the credit forward to the next period or get a refund. Enter 1 for a refund; enter 2 to carry the credit forward. You will be asked to confirm your answer.

The system will give you a confirmation number. Note the number in your records. Press 1 to hear the number again.

**If the return balance is zero,** the system will give you a confirmation number. Note the number in your records. Press 1 to repeat the number.

**If you have a tax amount due,** you will be told the amount due. The system will give you a confirmation number. Note the number for your records. Press 1 to hear the number again.

## **PAYMENT OPTIONS**

**To pay electronically:** You can make an ACH payment if you are registered to use TeleDebit.

Press 1 to pay the full amount. Press 2 to enter a different amount. You will receive a *payment* confirmation number. Note the number for your records. Press 1 to hear the number again.

To register to use the TeleDebit system, contact the Electronic Funds Transfer Unit at 207-624-5625.

**What is the settlement date?** The date Maine Revenue Service will take the payment from your bank account. Enter dates using 2 digits for the month, 2 digits for the day, and 4 digits for the year. April 15, 2010 is entered as 04152010. Failure to pay on or before the due date will result in interest and penalty charges. Returns and payments are due on the 15th of the month after the reporting period.

**To pay by check:** If you are not signed up to use TeleDebit or do not want to make an electronic payment, press 3. Make checks payable to **State Treasurer**. Write your account number in the memo field of the check. Include a completed payment voucher with the check. Be sure to enter the period begin and end dates on the form. **Mail the check to** Maine Revenue Service, PO Box 9119, Augusta, ME 04332-9119.

Failure to pay on or before the due date will result in interest and penalty charges. Returns and payments are due on the 15th of the month after the reporting period. The postmark date is used as the receipt date when determining interest or penalties for late payments.

**What if I do not agree with the amount due?** The tax due is based on the amounts you confirmed for each question. To pay a different amount, press 2 if making an electronic payment. Enter the payment amount you believe is correct. If you are paying by check, send the payment amount you believe is correct.

Contact Maine Revenue Service at 207-624-9693 for assistance *after waiting at least two business days for your return to process through our system*. Our staff will not have access to your return information before then.

## **ADDITIONAL INFORMATION**

Internet Application – Many users find that the Maine Revenue Service internet Tax application is faster and easier to use than the TeleFile system. The internet application can be found on our website at <https://portal.maine.gov/salestax/>. Contact Maine Revenue Service at 207-624-9693 for help.

## **HOW DO I GET HELP?**

Maine Revenue Service taxpayer help is available at 207-624-9693. Normal business hours are Monday through Friday between 8:00 AM and 5:00 PM. The office is closed on legal holidays. You may also email us at: [Sales.Tax@maine.gov](mailto:Sales.Tax@maine.gov) or fax us at 207-287-6628.