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Maine Revenue Services Launches Portal to Improve Functionality, Citizen Experience

The Maine Tax Portal will integrate all taxes administered by Maine Revenue Services into a single online system over a period of four years

Augusta, MAINE – Maine Revenue Services has launched an online portal meant to improve functionality and access for Maine people – and integrate all taxes administered by the agency into a new, single online system. The Maine Tax Portal will both improve and increase the online capabilities for taxpayers and practitioners, and will gradually replace current online services.

The Maine Tax Portal will allow taxpayers and practitioners to make online payments, view bills and notices, and perform account maintenance activities, such as, adding or removing addresses and closing an account. Depending on access level, authorized representatives may view submissions, letters, messages, and submit payments and returns on a taxpayer's behalf.

The Maine Tax Portal's expanded online services will be implemented in four separate annual rollouts over the course of four years. The tax types included in the first rollout, and currently functional, include State of Maine:

- Corporate Income
- Franchise
- Insurance Premiums (including Fire and Non-Admitted Premiums)
- Estate
- Health Care Provider
- Blueberry, Potato, Mahogany Quahog, and Railroad Excise
- Marijuana Excise

The new system will also be used for internal processing, compliance enforcement, administering audits, and for case management including appeals.

All taxpayers currently registered for the tax types noted above will receive an invitation to set up an online account for the Maine Tax Portal via U.S. Postal Service in October or November. Taxpayers may create an online account and access the system. Full user instructions are available <u>here</u>. Visit <u>Maine.gov/Revenue</u> for full details.

In addition to this effort, under the Maine Jobs & Recovery Plan, the Mills Administration is slated to invest approximately \$50 million in Federal monies into safe and efficient State system upgrades to enhance the citizen experience and improve convenience. These Federal funds will support targeted upgrades for citizen-user friendly interfaces and systems, as well as the cyber security investments needed to ensure safe State operations.