



STARS Project

Impact on Taxpayers and Practitioners



Agenda

- 1. Project Background
- 2. Objectives/Goals
- 3. Project Status
- 4. Impact on Taxpayers and Practitioners
- 5. Project Schedule
- 6. Communication Plan





Project Background

The STARS project is a major information technology initiative that will replace Maine Revenue Services' outdated computer systems with a single, modern integrated tax system.



Objectives/Goals

- Enhance taxpayer customer service and satisfaction.
- Better secure tax systems, taxpayer data and personal information.
- Increase operational efficiency and reduce processing time.
- Reduce the time and effort required to make system changes and quickly adapt to tomorrow's business challenges, including implementation of tax legislation.
- Avoid risks associated with an aging state workforce and widening skills gap.



Project Status



MRS has selected FAST Enterprises, LLC to implement its proven integrated tax system.



FAST is the industry leader in the integrated tax space.



More than 30 US states have selected FAST Enterprises to modernize their tax systems.



Project is expected to begin in October of 2020.



Impact on Taxpayers and Practitioners

STARS portal will address taxpayer frustrations with current e-Services applications:

Taxpayers must log into different MRS Internet applications to file and pay their various tax obligations.

The ability to view account status and filing history is very limited.

Simple questions about account status require the taxpayer to call MRS.



Impact on Taxpayers and Practitioners

Additional taxpayer frustrations with current e-Services applications:

Tax returns for most tax types and other required forms and schedules cannot be submitted online.

The design is outdated.



Impact on Taxpayers and Practitioners

Examples of STARS portal self-service functionality:



Third Party Agent Authorization



Enhanced transparency including viewing of account balance, return filing and payment history



**Viewing and updating account/
contact information (e.g. address)**



**Registration for
all tax types**



**Return and payment filing for applicable tax types
— including amended returns**



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Additional examples of STARS portal self-service functionality:

Viewing and paying fees, fines and bills

Electronic communications

Initiation of Service Requests

Establishment of payment agreements

License and Certificate reprint capability

Cigarette stamp orders, order status and notification



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Additional examples of STARS portal self-service functionality:

Access to publicly available tax data

Modern portal design that is simpler to navigate

A portal solution that continues to evolve

Capability to screen share w/ customer service agents

Multiple types of devices are supported



Modernized e-File (MeF)

STARS will continue to support MeF and the same tax types that MeF processes today:

Individual Income Tax

Corporate Income Tax

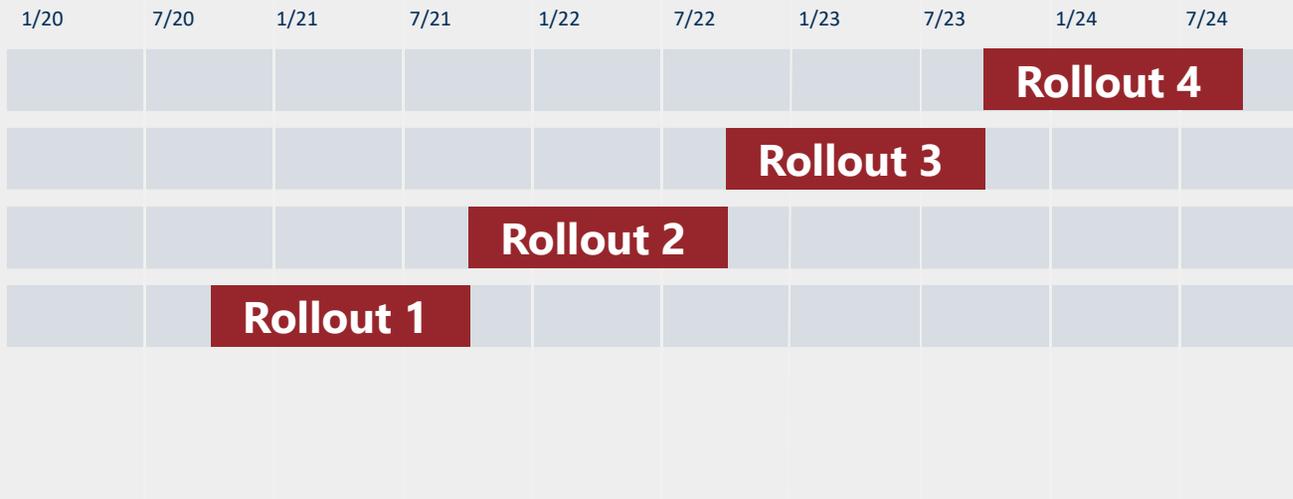
Pass Through Entity Tax

Fiduciary Income Tax



STARS Rollout Plan

- STARS will be implemented in four rollouts over a four-year period.
- Each rollout will be approximately twelve months in duration.
- Each rollout will include a distinct group of tax types.





STARS Rollout Plan

Rollout 1	Rollout 2	Rollout 3	Rollout 4
Corporate	Sales	Individual	Gasoline Excise
Franchise	Withholding	Fiduciary	Gasoline Distributor Annual Shrinkage
Estate	Use	Milk Handling Fee	Aviation Gasoline Refund Program
Insurance Premiums	Pass Through Entity W/H	Hospital	Political Subdivision Fuel Tax Refund
Fire Investigation and Prevention	Pre-paid Wireless Fee	Initiator of Deposit	Off-Highway Refund (Gasoline)
Non Admitted Premiums	Recycling Assistance Fee	Tobacco Products	Retail Dealer's Gasoline Shrinkage
Marijuana Excise	Diesel Engine Oils	Cigarette	Special Fuel Excise
Mahogany Quahog	Gasoline Engine Oils	Cigarette Tax Refund	Off-Highway Refund (Special Fuel)
Potato	Motor Vehicle Oil Premiums		Special Fuel Shrinkage
Blueberry	Pesticide Fee		Propane Shrinkage
Railroad Excise	Service Provider		Unorganized Territory Taxes
Health Care Provider	Commercial Forestry Excise		Bus Income Credit Programs
	Telecommunications Excise		
	Real Estate Transfer		
	Reimbursement Programs		



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Marijuana Excise	Diesel Engine Oils	Cigarette	Special Fuel Excise
Mahogany Quahog	Gasoline Engine Oils	Cigarette Tax Refund	Off-Highway Refund (Special Fuel)
Potato	Motor Vehicle Oil Premiums		Special Fuel Shrinkage
Blueberry	Pesticide Fee		Propane Shrinkage
Railroad Excise	Service Provider		Unorganized Territory Taxes
Health Care Provider	Commercial Forestry Excise		Bus Income Credit Programs
	Telecommunications Excise		
	Real Estate Transfer		
	Reimbursement Programs		





The STARS project includes a Communication plan that incorporates all MRS stakeholders — both internal and **external** — to prepare all constituents for the change that STARS will introduce.

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Thank
You

