



**pennsylvania**  
DEPARTMENT OF REVENUE

# TAX UPDATE

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Tax Update is a bi-monthly e-newsletter published  
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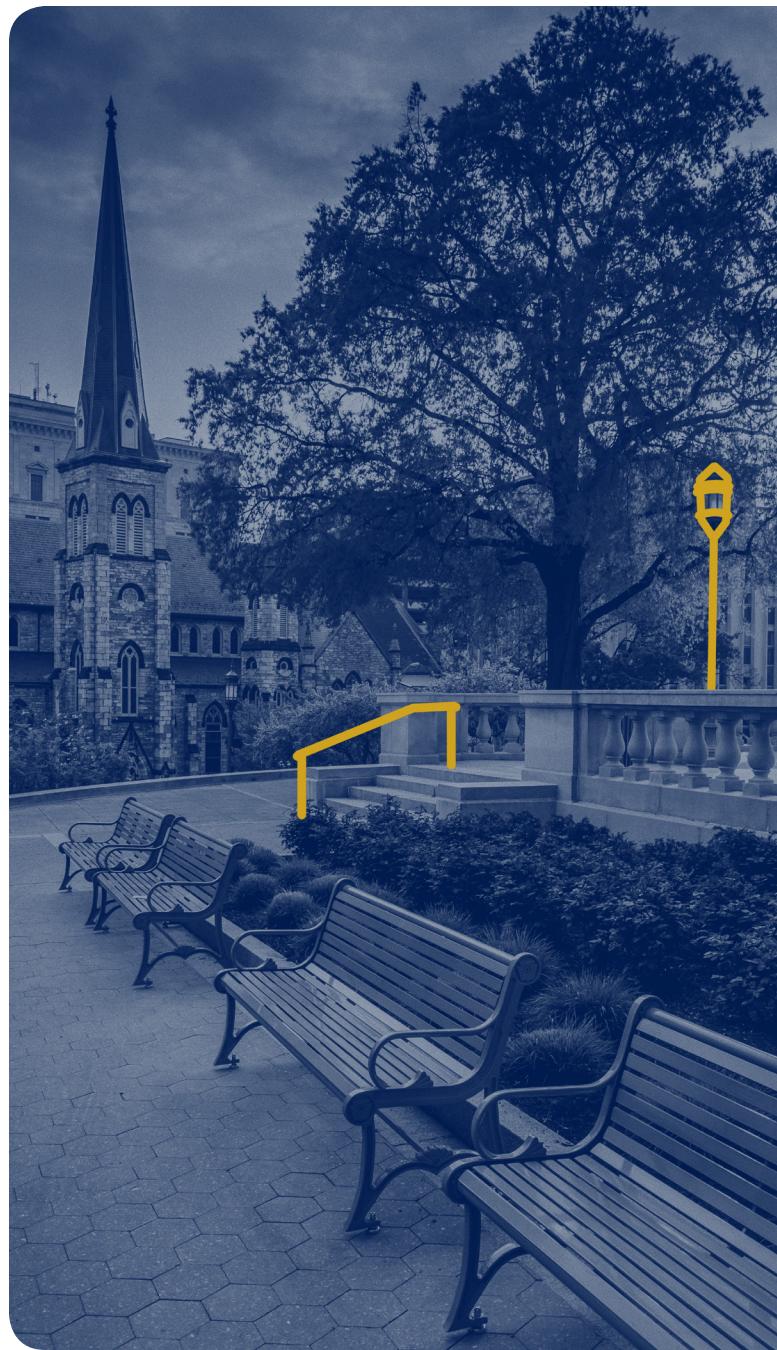
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**2018-19 GENERAL FUND REVENUES**



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***The No. 1 goal in the department's strategic plan is to continually improve customer service.***

– Revenue Secretary Dan Hassell

# DEPARTMENT OF REVENUE REACHES IMPORTANT MILESTONE IN MODERNIZATION PROJECT WITH LAUNCH OF NEW ONLINE SYSTEM

The Department of Revenue took a major step forward on February 4 with the launch of myPATH, which stands for My Pennsylvania Tax Hub. Initially, this e-services portal will support taxpayers with obligations to the department's Bureau of Motor and Alternative Fuels Taxes.

myPATH is a new, intuitive online system that is user friendly and allows certain taxpayers to register, renew, file returns, pay balances and manage their accounts online in a way that was not possible before. Prior to the system's launch, the department implemented GenTax, a commercial, off-the-shelf tax administration solution from Fast Enterprises, LLC, which included implementation of Fast's solution for taxpayer self-service over the internet. The department's version of this portal is myPATH.

This project helps the department achieve its goal of updating technology and computer systems while replacing several legacy tax systems that have been in use at the department for many decades.

"We expect the new system to provide both internal efficiency gains and improved customer service," Revenue Secretary Dan Hassell said. "We are very proud of the commitment and dedication from our project team, which worked closely with the department's vendor, Fast Enterprises, to get the system launched on schedule and on budget. This system will be a great benefit for many of our taxpayers."

As part of a first rollout, the myPATH system is now available for:

- International Fuel Tax Agreement (IFTA)
- Motor Carrier Road Tax (MCRT)
- Motor Fuel Tax
- Alternative Fuels Tax
- PA Fuel Transporter

Other taxes will be added to the system as the department moves forward with its modernization project. Work has begun on a second rollout that will modernize the Realty Transfer Tax and the Inheritance Tax administration system, improving the customer experience for those taxpayers.

Screenshot of Pennsylvania Tax HUB log-in.

The department will also embark upon a third rollout that will allow Pennsylvanians to use myPATH for their Personal Income Tax returns and Property Tax/Rent Rebate Program applications. This will be a major benefit for the department's customers who will have a better system to seamlessly file tax returns and PTRR applications, receive refunds and rebates faster and access more information online. Delivery of this third rollout is expected in 2020.

The department's implementation of GenTax and myPATH will increase efficiency, reduce risk of system failure, facilitate improved tax collection, reduce administrative costs and allow the department to respond more quickly to ever-changing tax laws while improving overall taxpayer service.

Additional information regarding myPATH, including how to register for an account, can be found at [revenue.pa.gov/mypathinformation](http://revenue.pa.gov/mypathinformation).



Revenue Secretary Dan Hassell and staff from the Department of Revenue's Bureau of Motor and Alternative Fuels Taxes attended a kickoff meeting on Jan. 23 prior to the launch of the My Pennsylvania Tax Hub (myPATH).

## NEW PA-100 ONLINE APPLICATION NOW AVAILABLE

The Department of Revenue recently launched an updated online application for the Pennsylvania Enterprise Registration Form (PA-100), which is used by individuals and organizations for certain taxes and services.

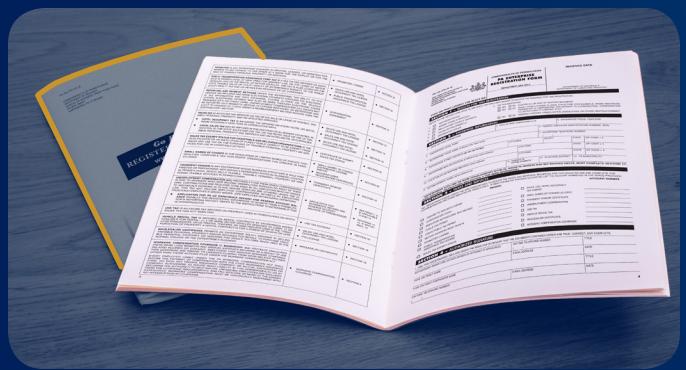
The updated online application for the PA-100 requires an e-Signature login, which allows taxpayers to use the same log-in information that they use for e-TIDES, the department's online system that business taxpayers use to file returns and pay taxes.

The new PA-100 online application also includes several enhancements, including a new look and application screen that provides a complete list of all current applications. Pre-filled fields containing information that users previously entered is also an added feature.

The PA-100 is available for the following taxes and services: Employer Withholding Tax; Promoter License; Public Transportation Assistance Taxes and Fees; Sales, Use and Hotel Occupancy Tax; Small Games of Chance License/Certificate; Tobacco Products License; Transient Vendor Certificate; Unemployment Compensation; Use Tax; Vehicle Rental Tax; Worker's Compensation Coverage; and Wholesaler Certificate.

As part of this transition, the department is strongly encouraging taxpayers to use the new PA-100 online application. Moving to electronic filing will improve processing times and help the department be more efficient.

For more information on which taxes and services require the PA-100 application, click the image below. 



## INNOVATIVE PILOT PROGRAM IMPROVES CUSTOMER SERVICE FOR COMPANIES DOING BUSINESS IN PA

In an effort to improve customer interaction and service for companies with large, unresolved Pennsylvania tax obligations, the Department of Revenue in June 2017 developed an innovative pilot program that brought together resources from the agency to creatively address this challenge.

The pilot program core group consists of one Tax Account Collections Supervisor and six Tax Account Collections Technicians (TACTs) detailed from the Harrisburg Call Center of the Bureau of Collections and Taxpayers Services. Known internally as the "Wild CATS," these employees work with two dozen field agents (referred to as Revenue Enforcement Collections Agents, or RECAs) deployed throughout the commonwealth to resolve large business tax accounts. Additionally, employees from the department's Bureaus of Compliance and Criminal Tax Investigations provide valuable assistance, as do team members from the Bureaus of Corporation Taxes and Business Trust Fund Taxes.

Over the last 20 months, these groups have focused specifically on large, complex business tax accounts with unresolved tax obligations, leading to important dialogues with those businesses' internal tax managers and the independent tax professionals representing the companies. The challenging cases often include the account liabilities — and credits — of many affiliates across multiple state taxes. Freeing up dedicated collection agents to look further into the "whole picture" of these companies has proven very successful. This group was responsible for collecting \$53.5 million in outstanding tax liabilities for the 2017-18 Fiscal Year. This specific initiative helps the department fulfill its mission of efficiently collecting the revenue that funds essential services and programs for Pennsylvanians.

The department intends to continue this successful pilot program, which has provided an invaluable service to Pennsylvania business taxpayers while reducing the department's costs. 

“

this group was responsible for collecting **\$53.5 million** in outstanding tax liabilities...

## DEPARTMENT OF REVENUE ANNOUNCES BUSINESS TAX BUREAUS TRANSFORMATION

The Department of Revenue recently announced a transformation strategy designed to realign staff in the department's business tax bureaus. The goal is to better align staff around department functions and help deliver improved customer service, one of the key components in the department's strategic plan.

As part of the plan, the Bureau of Business Trust Fund Taxes (BTFT) and the Bureau of Corporation Taxes (BCT) will become three new bureaus — the Bureau of Business Tax Returns Processing, the Bureau of Business Taxpayer Accounting and the Bureau of Taxation Support. Meanwhile, the Tax Registration Office (TRO) will be rebranded as the Bureau of Taxpayer Management.

This transformation will take place through most of 2019, with the new bureaus scheduled to officially launch in summer 2019. Below are brief descriptions of the new bureaus:

**Bureau of Business Tax Returns Processing** – This bureau aligns the core process of returns processing and will be organized to efficiently process returns that suspend and require a person to review the returns. Many types of errors (math and data capture errors) are common across all tax types, while other types require expertise in the specific tax type and tax form.

**Bureau of Business Taxpayer Accounting** – This bureau aligns the core process of taxpayer accounting and will be organized to efficiently and accurately apply payments to taxpayer accounts, correct misapplied payments posted to the system, apply and track taxpayer credits, process refund requests and manage taxpayer accounts.

**Bureau of Taxation Support** – This bureau is designed to provide information and support to senior management of the business tax organizations. This bureau will also manage special projects (i.e. tax code changes, restricted credit calculations, etc.) and monitor performance across the related business processes.

**Bureau of Taxpayer Management** – This bureau will continue to perform the functions of the current Taxpayer Registration Office, including registering business taxpayers across all tax types and maintaining the taxpayer's accounts over the lifetime of the business. The TRO will continue to streamline current processes so resources can be reallocated and begin to take on additional duties that fall within the taxpayer management purview. 

## Goals and Objectives



Reduce redundancy in functions across bureaus.



More efficiently administer the tax laws.



Realign, crosstrain, and maximize use of existing resources.



The ability to focus staff so that the most important tasks are being addressed timely.

## DEPARTMENT WELCOMES NEW DEPUTY SECRETARY FOR TAXATION

By Dan Hassell, Revenue Secretary

I am pleased to officially announce the appointment of Bryan Barbin as the department's new Deputy Secretary for Taxation.

Bryan brings a great deal of experience to the department, particularly in the area of tax administration. Earlier in his career, he spent six years working as a Deputy Attorney General in the Pennsylvania Office of Attorney General (OAG). As an attorney in the OAG's Tax and Finance Section, Bryan handled tax litigation, insurance and securities matters, including appeals in the Pennsylvania Commonwealth Court, the Pennsylvania Supreme Court and the U.S. Supreme Court.

Later in his career, Bryan worked in private practice where he represented individuals, businesses and local governments in tax, business and administrative litigation. From there, he went on to serve 10 years as a state representative for the 71st Legislative District, which includes parts of Cambria and Somerset counties. As he worked to represent his constituents, Bryan authored and advocated for a number of tax-related pieces of legislation, including one law that has given the department new authority to deliver court-ordered restitution to thousands of crime victims throughout Pennsylvania.

I am very much looking forward to working with Bryan. I am certain that his wide range of expertise will help us as we move forward with many department initiatives.

**Bryan Barbin**

**Deputy Secretary  
for Taxation**

I would also like to take some time to thank Don Bianchi for his work as the Acting Deputy Secretary for Taxation and his continued service to the department. He has done an excellent job working with his bureau directors on many projects that have kept us running smoothly and efficiently. As Don returns to his position as the Director of the Customer Experience Center, I am confident that we have the right person in place to lead the new bureau and help us work toward our main goal of continually improving customer service. 🏛



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# DEPARTMENT OF REVENUE OUTREACH & EVENTS

**DEPARTMENT  
OF REVENUE  
DISCUSSES  
LEGAL  
REQUIREMENTS  
FOR  
NONRESIDENT  
WITHHOLDING  
WITH  
PENNSYLVANIA  
ASSOCIATION  
OF REALTORS**



In November 2018, Radee Skipworth, the department's Deputy Secretary for Compliance and Collections, sat down with Michael McGee, the Chief Executive Officer of the **Pennsylvania Association of Realtors** to discuss legal requirements for nonresident withholding. The department has published additional information on the topic [here](#).



Pennsylvania Department of Revenue



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Tax Tips and Facts

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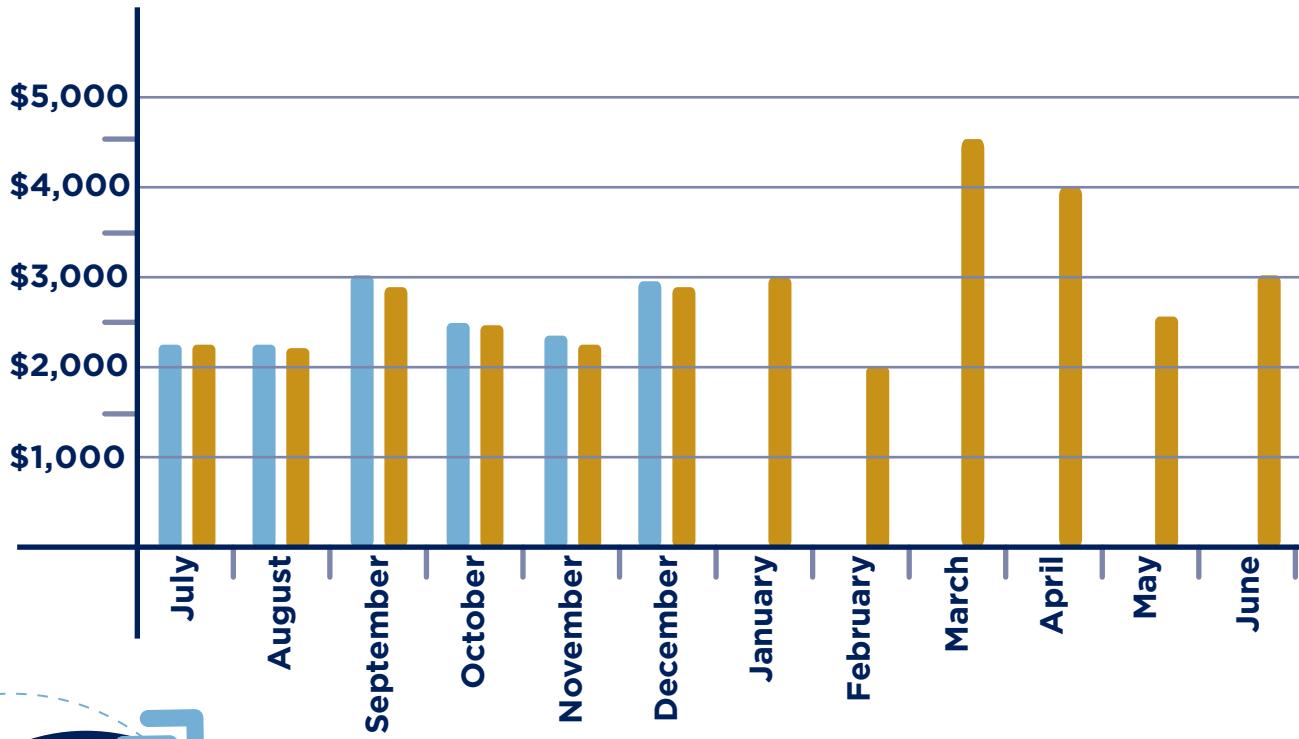
## 2018-2019 General Fund Revenues

*Estimated vs. Actual Revenue Collections (in millions)*

*General Fund collections totaled \$34.6 billion in 2017-18*

Actual Revenue

Estimated Revenue



GRAPH

ACTUAL  
FIGURES  
*(in millions)*

Month	Actual Revenues	Estimated Revenues
July	2,238	2,240
August	2,274	2,247
September	3,041	2,857
October	2,474	2,446
November	2,337	2,241
December	2,905	2,835
January		2,999
February		2,044
March		4,477
April		3,949
May		2,631
June		3,009