



PA TAX TALK

GET TO KNOW REVENUE'S NEW TAXPAYER SERVICE PORTAL: MYPATH

Tags: [Modernization \(Blog.aspx?tag=Modernization\)](http://blog.revenue.pa.gov/Blog.aspx?tag=Modernization), [Programs \(Blog.aspx?tag=Programs\)](http://blog.revenue.pa.gov/Blog.aspx?tag=Programs)

By: Revenue Communications Department

Roughly six months after the Department of Revenue launched myPATH (<http://mypath.pa.gov/>), its new online services portal, taxpayers with obligations to the department's Bureau of Motor and Alternative Fuels Taxes are greatly benefitting from the new system. Here are some highlights so far:

- The new portal provided International Fuel Tax Agreement (IFTA) customers with online self-service options for the first time. As of mid-August, nearly 50% of IFTA customers are using myPATH (<http://mypath.pa.gov/>), which has resulted in significant efficiency gains. Overall, there are roughly 13,300 IFTA filers each year.
- The department has realized an almost 90% reduction in the error rate in IFTA returns received via myPATH (<http://mypath.pa.gov/>) when compared to the legacy paper-based system.
- Users of myPATH (<http://mypath.pa.gov/>) have remitted over \$1 billion in tax revenue so far, helping the department fulfill its mission of responsibly collecting the tax revenue that funds essential government services and programs.
- There is a 74% reduction in the turnaround time for IFTA customers to receive their supplemental decals.
- myPATH (<http://mypath.pa.gov/>) has brought additional online self-service options to motor and alternative fuels tax customers, including the ability to file amended returns electronically, the ability to request refunds, and the ability to register electronically.

A Successful First Step Toward Modernization

"We're excited that many of our customers for motor and alternative fuels taxes are using the new system to access their accounts, make payments and save themselves time," Revenue Secretary Dan Hassell said. "We're looking forward to moving other tax types into the system to offer similar benefits to other taxpayers."

Revenue's modernization project officially commenced in May 2018 with the arrival of staff from Fast Enterprises, LLC, the vendor the department contracted with to update its tax administration system for certain tax types. Since then, the department has been working side-by-side with experts from Fast, a leading company in its industry, to implement a tax system proven to be successful with government agencies across the country and the world.

Pennsylvania's version of the software solution was named the Pennsylvania Tax Hub (PATH). After it was successfully implemented, that allowed the department to launch myPATH (<http://mypath.pa.gov/>) shortly thereafter. myPATH (<http://mypath.pa.gov/>) is a version of Fast's solution for taxpayer self-service over the internet.

Future Plans to Help Taxpayers

As part of a first rollout, myPATH (<http://mypath.pa.gov/>) was made available for IFTA, the Motor Carrier Road Tax (MCRT), Motor Fuel Tax, Alternative Fuels Tax and PA Fuel Transporter. The modernization project team is now moving ahead with a second rollout (<https://www.revenue.pa.gov/PATaxTalk/Pages/Article.aspx?post=10>), which will bring the Realty Transfer Tax, Inheritance Tax and Medical Marijuana Tax into PATH. The workflow system used by the department's Voluntary Disclosure Program will also be part of this second rollout, which is expected to occur in October 2019.

As part of the work on the second rollout, the department is communicating with county Registers of Wills, Recordors of Deeds, tax practitioner groups and other stakeholders to keep them informed of how the implementation of the new tax system will impact their operations.

The department also plans a third rollout that will allow Pennsylvanians to use myPATH (<http://mypath.pa.gov/>) 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 while accessing more information online. Delivery of this third rollout is expected in late 2020.

The department's implementation of PATH and [myPATH \(http://mypath.pa.gov/\)](http://mypath.pa.gov/), 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 \(http://mypath.pa.gov/\)](http://mypath.pa.gov/), including how to register for an account, can be found at [myPATH \(http://mypath.pa.gov/\)](http://mypath.pa.gov/).
