



STATE OF MICHIGAN
DEPARTMENT OF TREASURY
LANSING

RICK SNYDER
GOVERNOR

R. KEVIN CLINTON
STATE TREASURER

We wanted to provide you with a quick update regarding Sales, Use and Withholding (SUW) filing. As you are aware February 20th is the due date for many of our monthly and accelerated SUW filers. Typically there is a significant increase in volume in filings prior to the deadline, which we have seen over the past week.

Treasury has implemented a new on-line filing system for Sales, Use, and Withholding (SUW) taxes, converting from a decades-old Legacy system to SAP. The new on-line system offers taxpayers several convenient self-service options including the ability to file and pay taxes electronically (Tax Years 2015 and beyond), to review and update registration information, update, add or delete tax types, and add a payroll service provider, should a firm utilize one.

We are aware that some taxpayers have experienced difficulty getting registered on the new system and/or with filing their return and/or SUW payment(s). Treasury is committed to assisting taxpayers through this transition but is currently at capacity in our Customer Call Center. We added additional phone lines and temporary staff to address expected higher-than-normal call volumes. However, with many calls taking longer to resolve than typical tax season inquiries, we are experiencing longer-than-normal hold times.

It is important to note that SUW taxpayers, who have experienced systems issues which have kept them from filing returns and/or payments, will be held harmless and will not be assessed penalty and interest. With a few exceptions, taxpayers who are unable to register and file electronically may file paper returns, as they have in the past.

Over the past 5 months the Department has conducted significant outreach to the business community, to alert companies of the new system and their need to register for electronic filing and other self-service options it offers. We have shared information directly with taxpayers and their various professional associations as well as tax professional groups.

Treasury has made significant upgrades to its business website www.michigan.gov/mtobusiness. Here taxpayers can find an overview of SUW changes, details on how to register and access online services. There are also step-by-step tutorial guides on registration and navigation and videos that provide instruction. The goal here was to provide resources and guidance for taxpayers as they work through the transition and to help them successfully file and pay SUW taxes electronically.