

Answers to Common Questions

Q: Will there be training on the new system?

A: The system is intuitive enough that extensive training will not be necessary, however certain training material will be provided in July and August. There are also help functions called “tip text” to assist while you are in the MiMATS system. Most importantly, we will continue to communicate as we approach our implementation date of **July 30, 2018 to ensure you have the necessary information you need to file your return and make your payment.** Please continue to check mail, email and Treasury’s website for more details.

Q: How do I get access into the new system?

A: You will receive a communication in mid-July with a website link and logon information. You will be able to manage your own access through the on-line portal, as well as have the ability to grant others access to your account. However, if you prefer, you can assign a Power of Attorney to grant others access to your account manually.

Q: What do I do if I have questions?

A: For the most up to date information and FAQ’s, please see the “What’s New” tab at michigan.gov/motorfueltax. Additionally, Treasury representatives will be available by phone to assist with questions.

Q: How soon can I log in to the new system?

A: The first day the MiMATS system will be available is July 30th. Treasury encourages you to log in as early as possible. The due date for the July return is August 20, 2018 and will be the first return required to be filed in the MiMATS system.

Q: I currently use ASCII to file my return. Since ASCII will no longer be accepted, what format will be closest to the ASCII format?

A: The ASCII File format will no longer be accepted after **July 20, 2018**. If you currently use the ASCII File format, Treasury recommends that you consider using the Excel Spreadsheet. The XML format will also be accepted, however it could require more extensive programming than the Excel Spreadsheet.

Q: Are there changes to the information that is entered on the return?

A: It was necessary to make certain changes to the file format to reduce errors and improve customer service. Some of the required changes include the inability to enter negative numbers, a different date format, certain field entry requirements, consolidation of some schedules and amendment changes. Any differences have been clearly identified in the column headings of the Excel Spreadsheets. It is important to closely follow the directions in these headings. A complete list of changes will be provided in the FAQs listed on our website.

Q: As a Statutory Refund Claimant, will I be required to file my claim in the new system?

A: Yes. Paper claims **postmarked by July 13th** will be processed in the current system, but after this date, all claims will need to be entered in the new MiMATS system. **DO NOT MAKE COPIES** of your current claim forms. Paper claim forms will not be accepted in the new system.

Q: As a Statutory Refund Claimant, what are the benefits of online claim submission?

A: The new online system is easy, convenient and available 24/7. You will be able to view the status of your claim, as well as any communications we have mailed to you.

Q: As a Statutory Refund Claimant, can I have my tax preparer/bookkeeper file my claim for me?

A: Yes. You can assign power of attorney to anyone you choose via your online portal.

Q: As a Statutory Refund Claimant, will I still have to send in my actual receipts once the new system is live?

A: Yes, you will still have to submit your receipts. You can either scan them and upload them through your online portal, or mail them to us. If you scan and upload, it is recommended you save your original invoices or receipts for four years. The Motor Fuel Tax Act refunds can be subject to audit per MCL 207.1048(3).