



DEPARTMENT OF
ASSESSMENTS & TAXATION

The State of Maryland's IACA Merit Award-Winning Website...

MARYLAND BUSINESS EXPRESS



DEPARTMENT OF ASSESSMENTS & TAXATION



1. Process and maintain **Business Charter** filings
2. Administration of **Tax Credit** Programs
3. Assessment of **Property**

PAPER PROCESSES: **SLOW & INEFFICIENT**



In 2015, most transactions were completed either
by mail or in person:

- Forming a business, requesting document copies, or reserving a trade name in Maryland took over **10 weeks**.
- Reviewing annual Personal Property Returns took **14 weeks**.

BAD FOR BUSINESS!

Inefficient Use of Employees = Waste of Taxpayer \$\$\$

PAPER → ONLINE: **BUSINESS-FORMATION &** **TRADE NAME FILINGS**



January, 2016: Maryland Business Express (MBEx) begins to issue Certificates of Good Standing.

February, 2016: MBEx begins accepting formation filings for most types of business entities.

April, 2016: Customers may now submit UCC filings online.

April, 2017: MBEx begins accepting applications to reserve a trade name.

October, 2017: MBEx now issues Certificates of Good Standing immediately upon request.

April, 2018: MBEx now allows Resolutions to be filed online.

July, 2018: MBEx now allows Articles of Cancellation to be filed online.

PAPER → ONLINE: BUSINESS DOCUMENTS



June, 2016: *Copies of documents* can now be ordered online, or viewed for free on our website.

January, 2017: Began in-house *scanning* operations to upload paper documents (30,000 documents and 125,000 pages scanned per month).

April, 2017: *Certified copies of documents* now immediately available upon request, and stored in end-user accounts for future access.

May, 2018: Wells Fargo began scanning paper Annual Reports and Personal Property Tax Returns in record numbers.

PAPER → ONLINE: **ANNUAL REPORT & PERSONAL PROPERTY TAX RETURN**



June, 2017: Created signup for annual email reminders to file Annual Reports and other documents, and added PayPal as a payment option.

December, 2017: Annual Extension System now available.

January, 2018: Old “Form 1” separated into an “Annual Report” and “Personal Property Tax Return.”

- More clearly distinguishes the dual purposes of this filing.
- The majority of business owners do not own personal property.
- Filing online through MBEx automatically identifies whether a Personal Property Tax Return is necessary.

August, 2018: Up to 10 years of overdue Annual Reports and Personal Property Tax Returns can be filed online.

PAPER → ONLINE: FASTER AND MORE CONVENIENT



Since **2015**, thanks largely to newly implemented online services...

- Business-formation time reduced ~~from 10 weeks~~ to **4 weeks**.
- Personal Property Return review time reduce ~~from 14 weeks~~ to **5 weeks**.

Online services make it more convenient to do business in Maryland.

- **69%** of all documents are now filed online.
- **50%** of online filings occur outside of normal business hours.

With more than **200,000 transactions** and **40,000 Personal Property returns** being submitted annually, our employees can spend more time reducing backlogs and helping customers.

INTRODUCING: THE NEW MARYLAND BUSINESS EXPRESS



businessexpress.maryland.gov



[Business Resources](#) [Why Maryland?](#) [Search](#) [Help](#)



PLAN
your business

Turn your great idea into a great business



START
your business

Register, file and launch your business



MANAGE
your business

Run your business and prepare for success



GROW
your business

Find new funding, locations & customers



[Ask Our Chatbot](#)

MARYLAND BUSINESS EXPRESS: WORKFORCE EXPRESSWAY



Workforce development offers various education, training, employment, and regulatory services to connect businesses with a skilled workforce. These services provide both employers and employees with the opportunity to improve their performance and thrive in Maryland.



Talent Engagement Services

Maryland's workforce development experts can provide acquisition, retention, and management resources and services to ensure the success of both employers and employees throughout the workforce lifecycle.



Workforce Education

Explore Maryland's higher education programs and learn about apprenticeships, internships, and externships that can help employees maximize their potential.



Hiring Incentives

Find a Federal or State tax credit program to reduce your cost of doing business and increase profitability.



Workforce Training Grants

Discover grants available to help create and maintain the skilled workforce your business needs in order to compete and grow.



Labor & Industry Standards

Make your business a healthy and safe place for employees to earn a wage by adhering to employment standards.

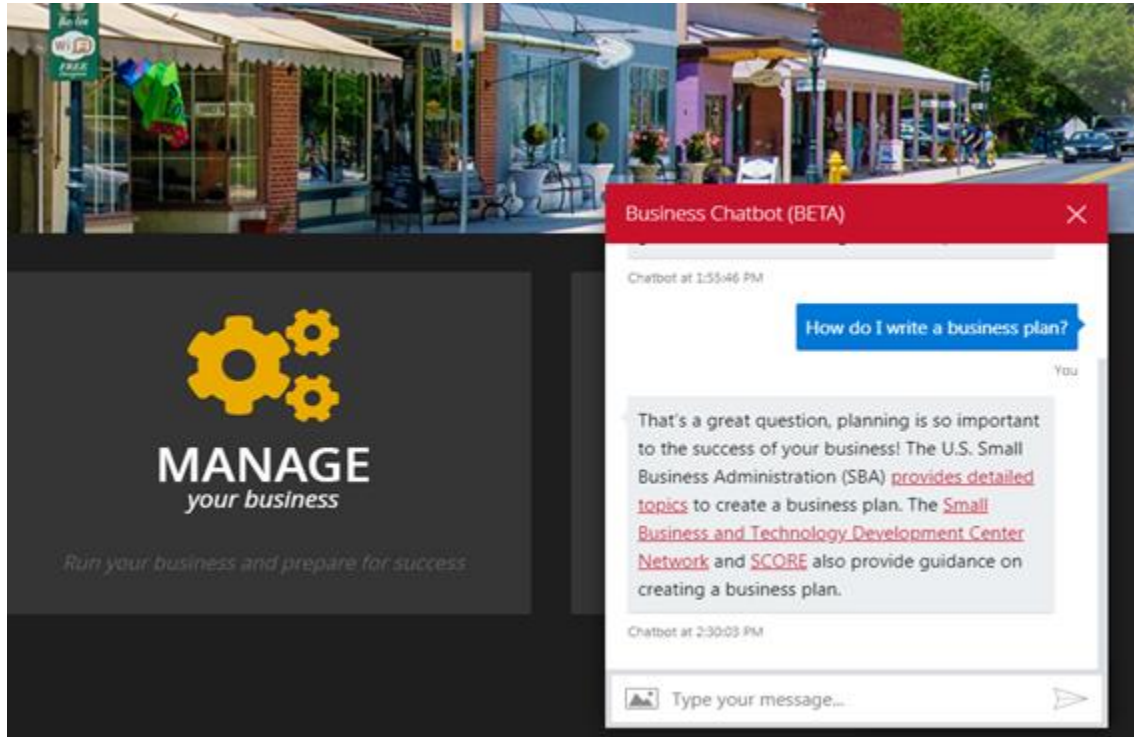


Reemployment

Find programs that can help alleviate the effect of reduced employment or help employees transition to new employment.

businessexpress.maryland.gov/workforce

MARYLAND BUSINESS EXPRESS: CHATBOT



businessexpress.maryland.gov

MARYLAND BUSINESS EXPRESS: MORE TO COME



- Easier-to-navigate and modernized user interface on filing portal.
- *Penalties* can be paid online.
- Short videos to give filing instructions to customers.
- 200 existing forms will be updated and consolidated into 50 *fillable PDFs*.
- Customers will be able to opt-in to receive Business Personal Property notices via email instead of physical mail.
- More options for expedited business document filing.

businessexpress.maryland.gov

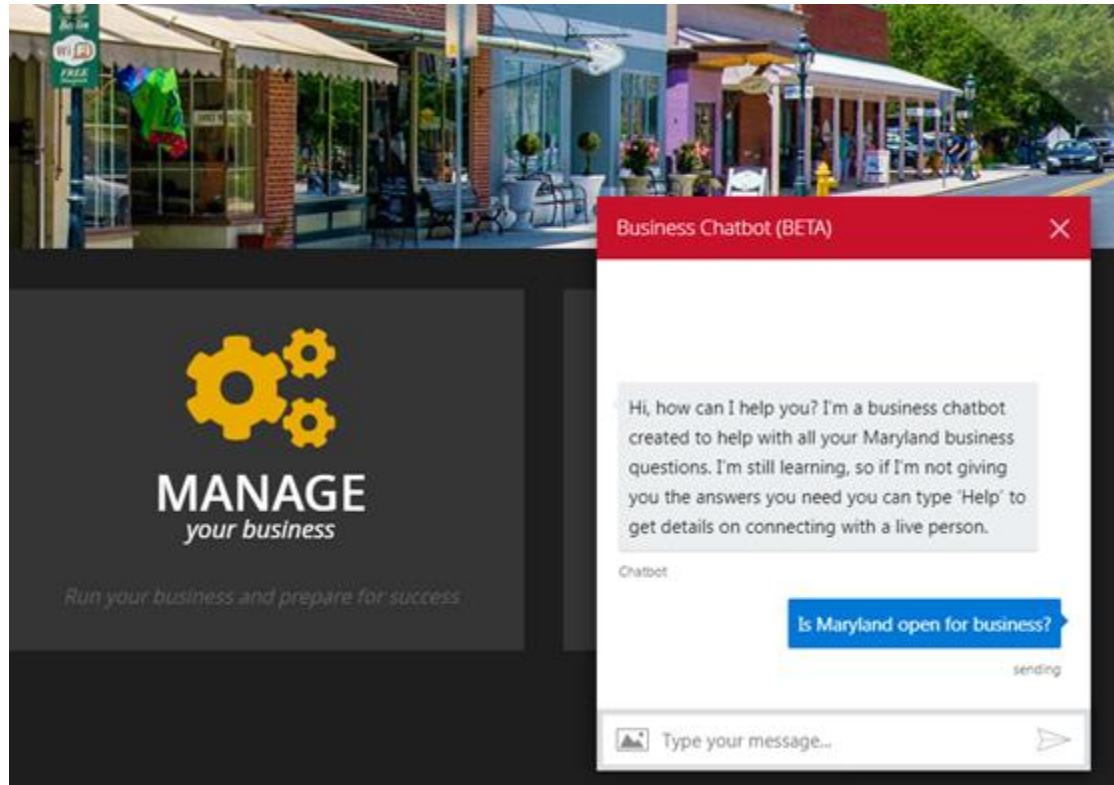
GET OFF THE MAINFRAME!



Our goal: allow all services to be completed online.

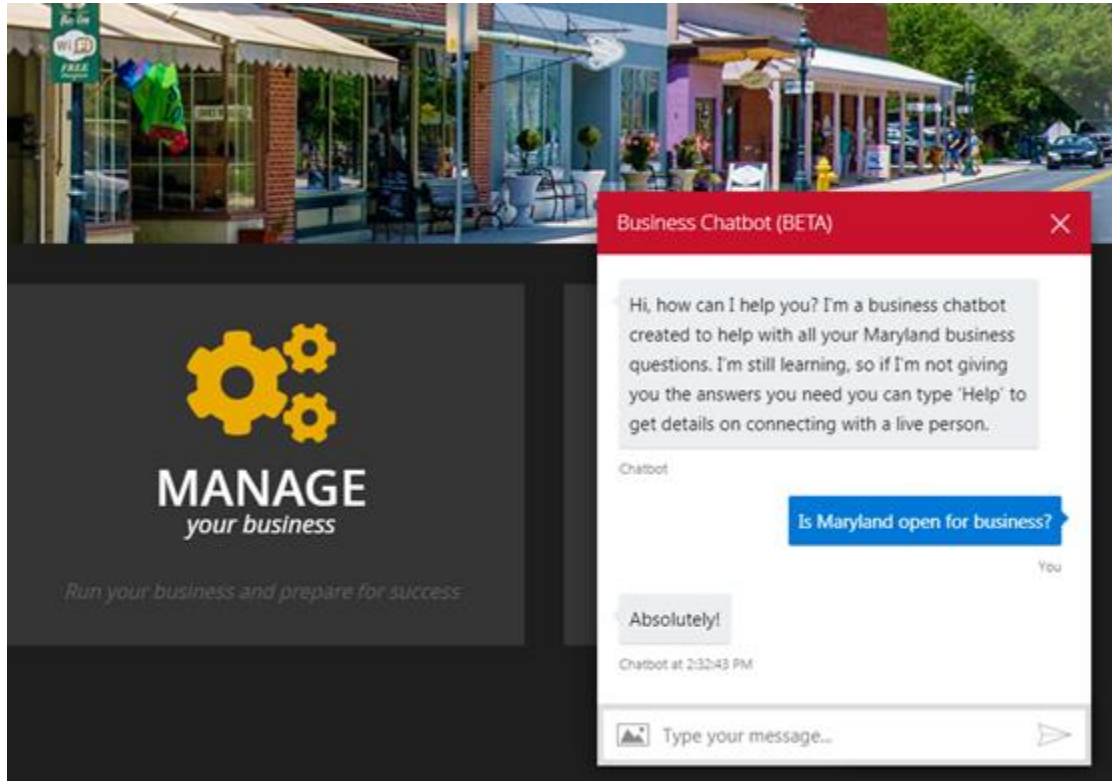
- Every dollar spent propping up legacy systems is a dollar that can't be spent on innovation.
- With over 100 Charter forms, and Tax Credits still remaining, current production rates would not see SDAT fully digital for at least a decade!
- **Agile** Processes / **Agile** RFP

MARYLAND BUSINESS EXPRESS: CHATBOT



businessexpress.maryland.gov

MARYLAND BUSINESS EXPRESS: CHATBOT



businessexpress.maryland.gov

MARYLAND BUSINESS EXPRESS:



businessexpress.maryland.gov



[Business Resources](#) [Why Maryland?](#) [Search](#) [Help](#)



PLAN
your business

Turn your great idea into a great business



START
your business

Register, file and launch your business



MANAGE
your business

Run your business and prepare for success



GROW
your business

Find new funding, locations & customers



[Ask Our Chatbot](#)