

NEWS RELEASE

City of Mansfield, Ohio

Finance Department

Director Linn Steward, CPA

Income Tax Office to Undergo Systems Upgrade

Mansfield, Ohio – Mansfield Finance Director Linn Steward today announced systems upgrade to the Income Tax office computers that may cause a temporary disruption in service to customers.

“Toward our continuing effort to more efficiently serve our residents in processing income tax returns and payments”, Director Steward announced that, “the Income Tax office computer systems will be temporarily out of service on May 9th, 10th, and 11th while new software is installed and tested. During this period information will also be converted from the previous system. The Income Tax office will be closed on Monday May 14th for final system testing and personnel training.”

“Although personnel will be available to help our residents and customers, the inability to access information stored in our system may cause a service delay”, according to Steward.

The upgraded software referred to as MITS (Municipal Income Tax Solutions) will allow more efficient processing of information and ultimately online tax filings.

Additional reasons for the upgrade include:

- The software has not been updated in twenty (20) years and we are one of only two municipalities out of 70 (70) that have not upgraded.
- It is a low cost upgrade with the same software company.
- Has the capability to integrate with Microsoft Word, and document imaging to become near paperless and use bar code.

- Updating to Microsoft Backend makes it easier to maintain because of the expert IT staff on hand.
- Old IBM AS/400 based iSeries is expensive to maintain due to age
- Old system is becoming hard to find support for.
- Old system has little to no features or customizable options.

Director Steward stated future plans are to incorporate online filings and payments via the city website as well as other online features as they become available. This effort is aimed at reducing paperwork and increasing convenience for our citizens and taxpayers.

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