

Business Tax Systems Changes for City Officials

2018

First of all... What is TNTAP?

TNTAP = Tennessee Taxpayer Access Point

- New portal for filing and making payments for businesses
- Can register new accounts for any Tennessee tax
- Schedule payments in advance
- Access returns, certificates, and letters
- Businesses can manage different tax types and information from one place



Systems Changes for City Officials

- Transfer of data from Revenue to your system will be "real time"
- Updating mailing addresses and other contact information will update Revenue's information as well
- Reports at your fingertips via Revenue's portal
 - Active location report
 - Closed location report
 - Unlicensed new location report
 - Renewal report



Setting Up A New Account

Old Process

or

Taxpayer requests business license through city official

Taxpayer registers for business account through Revenue Portal

City official keys information in portal

& issues license

Overnight, information picked up from Revenue

Is the information complete?

New account is set up on state computer information is sent

back to city official

Yes

City official is sent LBE error report to correct and resubmit

No

New Process

or

Taxpayer registers for business tax account through **TNTAP or TNDOR**

City official accesses report of unlicensed businesses and contacts taxpayer to pay the initial \$15 license fee

Taxpayer goes to city official to register business account

City official keys information into the state portal . Taxpayer information is immediately registered and available to Revenue

City official issues license via Revenue portal or copies the transaction ID and pastes it into their system to print off license

City official issues the business tax license to the taxpayer



Issuing a Renewal License

Old Process

Taxpayer files a return and pays what they report they owe, and it is at least \$22

Yes

No

A clearance file is sent to the City official who issues the renewal license issued

New Renewal with Portal

or

Bulk

City official generates a bulk renewal case in the Revenue Portal. May also deselect businesses from being renewed within this process.

Licenses are printed. All taxpayers are immediately updated in the system.

Manual

Taxpayer goes to city official and requests their business license(s) to be renewed

City official retrieves data that already exists with the opportunity to change it if needed

Taxpayer information is immediately updated, and information is available to the Department of Revenue

City official can immediately issue a business license for the taxpayer



Benefits of the New System

- No more duplication of information
- Quicker access to information for license renewals
- Less incomplete data
- Matching information between Revenue and cities
- When a city official registers a location that is also inside a city, the business is automatically registered with the county (and vice versa)

Less confusion!



Two Systems For Local Government Clients

Revenue Portal

- Revenue Portal is the "system of record"
- Always input information here first!
- Bulk renewals can be downloaded
- Reports for many uses are available

Local Gov System

- Enter transaction ID to save time
- Print off licenses here and use other systems functionality



Communication Efforts

- Taxpayers
 - Letters
 - Postcards
 - Brochures (please take some to your office)
- City Officials
 - Email sent on February 26th
 - Follow-up email again in early May
 - Training videos and other resources



Key Dates

May 16, 2018 – Revenue cannot make adjustments to existing business tax accounts until May 29th

May 18, 2018 – Revenue will suspend processing of registration applications for business tax in their offices until May 29th

May 21-23, 2018 – Data files received from clerks will be processed each business day

May 21, 2018 – Clerks should cease resubmitting error files – Revenue to work existing known errors

May 24 – 28, 2018 – No business tax registrations can be processed. Old system can no longer be used to send Revenue data. Hold all applications received on paper or electronically until May 29th to be keyed into new system.

May 29, 2018 - NEW BUSINESS TAX SYSTEM! Key and process any old work.



Thanks for your attention!



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