eCLIPSE and Tax Account Issues
FAQ

All license holders are required to file returns and make payment of any monies due as a result of taxes imposed by the City or School District of Philadelphia. Tax compliance is automatically verified with the Department of Revenue (“Revenue”) during license application and license renewal.

This document is intended to address the most frequently asked questions related to tax information or issues encountered during the license application or renewal process.

1. I am associating or applying for a new Commercial Activity License. eCLIPSE is prompting me for my tax account number.

   a. Where do I find this information?
      Contact Revenue at (215) 686-6565 or tax.clearance@phila.gov.

   b. I entered my tax account number, but eCLIPSE is stating that my account is flagged for inaccurate information on file or tax compliance reasons. What does this mean and how can I correct it?

      There are several possible reasons for this flag:

      • Your associated tax account may be non-compliant. Check your tax status at https://rev.phila.gov/taxcompliance/ and contact Revenue at (215) 686-6565 or email tax.clearance@phila.gov with any questions.

      • Make sure that you enter your City of Philadelphia tax account number in the tax account field. If you do not have a tax account, you must open an account before proceeding.

      Do not enter your federal EIN in this field. The federal EIN information should be entered in a separate field.

      • There may be a disparity in L&I records. You must submit a help request through 3-1-1 at (215) 686-8686 or submit an online help form to resolve any disparities between your tax account and license record. Please ensure that you provide your tax account number and the last four digits of your EIN (if applicable) with your request.

   c. I am a non-profit company and do not file Business Income and Receipt taxes.

      If you are registered with Revenue as a 501c-3 company, you must select the ‘non-profit activity license’ option when applying for a new activity license. If you are not yet registered, contact Revenue at (215) 686-6565 or email tax.clearance@phila.gov.
2. **eCLIPSE is flagging my account for tax issues, but I paid my taxes.**

Check your tax status at [https://rev.phila.gov/taxcompliance/](https://rev.phila.gov/taxcompliance/). If your account is non-compliant and you do not know how to resolve, contact Revenue at (215) 686-6565 or email tax.clearance@phila.gov with any questions.

If you recently made payment online or in-person, then allow four (4) business days for the processing of payment.

3. **I received a compliant tax certificate from the website, or a Revenue representative informed me that my account is already compliant; however, eCLIPSE is still flagging my account. Why am I receiving this error and how can I resolve it?**

There are several reasons why you may receive tax clearance from Revenue while your eCLIPSE account is still flagged.

- Processing of on-line or in-person tax payments may take up to four (4) business days. Allow this time to lapse and check back on your eCLIPSE account.
- The tax account linked to your Commercial Activity License may be different from the tax account verified by Revenue.
- The tax account linked to your Commercial Activity License may be closed.
- There may be an error in tax account information in L&I records.
- Your company is a disregarded entity and your clearance is for this entity’s wage tax account and not the primary company’s tax account.
- Your company became a disregarded entity and never obtained a new Commercial Activity license and business or trade license under the primary company’s tax account.

You must submit a help request through 3-1-1 at (215) 686-8686 or submit an [online request form](#) to resolve any disparities between your tax account and license record. Please ensure that you provide a copy of your tax clearance, your tax account number and the last four digits of your EIN (if applicable).

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1 A disregarded entity is a **business that is separate from its owner**, but which elects to be disregarded as separate from the business owner for [City Business Income and Receipt](#) tax purposes.

If the disregarded entity has employees, it must separately register for a City business tax account number under the disregarded entity’s name. [Wage Tax](#) must be filed and paid with this separate tax account number.

The business or trade license must be associated with the Commercial Activity License for the primary company.