

In October 2022, the Department of Revenue completed the implementation of the Philadelphia Tax Center with the rollout of the second phase.

### General FAQs

#### *What taxes can I pay in the Philadelphia Tax Center?*

You can pay the following Philadelphia taxes and fees in the Philadelphia Tax Center:

- Real Estate Tax
- Business Income & Receipts Tax
- Wage Tax &
- Earnings Tax
- Net Profits Tax
- School Income Tax
- Liquor Tax
- Beverage Tax
- Tobacco Tax
- Use & Occupancy Tax
- Realty Transfer Tax
- Hotel Tax
- Hospital Tax
- L & I Abatement Work Invoices
- Commercial Trash (Refuse) Fees
- Police Fees
- Parking Tax
- Valet Parking Tax
- Amusement Tax
- Mechanical Amusement Tax
- Vehicle Rental Tax
- Outdoor Advertising Tax

Sign up for a Philadelphia Tax Center account today!

#### *What is the fastest way to address any technical issues or questions about my tax account?*

If you have a username and password, the best way to contact Revenue is to send us a message via the Philadelphia Tax Center's message center. To send us a message via the Tax Center:

1. Log in
2. Select the "More Options" tab
3. Find the "Messages" panel
4. Select "View Messages"
5. Select the link that says "Send a Message." The website will walk you through the steps to get your message to the right team within the department.

If you do not have a username and password for the Tax Center, email [revenue@phila.gov](mailto:revenue@phila.gov) or call Customer Service, dial (215) 686-6600 for business taxes or (215) 686-6442 for Real Estate Tax.

### Log in & first-time use

#### *What if I can't reset my password using the Forgot Password link?*

Try checking your email immediately after resetting your password. Reset password links expire after four hours. If you do not click the link within 4 hours, you'll have to repeat this step.

If you forgot the answer to your secret question, call Taxpayer Services and ask that they reset your password. Once you have reset your password, update your secret question to something you'll remember by selecting the yellow "My Profile" icon at the top right, then selecting "update your secret question."

### ***What if I am registering a new taxpayer in Philadelphia, do I still need to wait for a verification letter to get access to my accounts?***

No – if you are registering a new business or taxpayer that has never paid taxes or fees to the City of Philadelphia before, you will have access to log in immediately. Only existing customers need to request a verification letter to gain access to their accounts.

## **Account Information**

### ***Can I use Philadelphia Tax Center for my Real Estate Taxes?***

Yes! You can use the Tax Center to:

- Make a Real Estate payment
- Apply for Real Estate assistance programs
- View past and current balances
- View liens and delinquencies
- Request a payment agreement

You do not need a username and password to manage your Real Estate Tax. Start at the Philadelphia Tax Center homepage and find the “Search for a property” link under the “Property” panel.

If you only want to make a payment, you can also select “Make a payment” under the “Payments” panel. If you have a bill ready, you can enter the Letter ID at the top right of the bill. Otherwise, select Real Estate Tax from the list of taxes and search for your property to pay off unpaid balances.

You may want to create a username and password for the Tax Center if you are managing multiple Real Estate accounts.

## **Refunds and Other**

### ***I want to save my work (filing or applying for an account online) because I need to go get some other documents. If I select "Save Draft" on the website, how do I get back to where I left off?***

When you save a draft of your work, you will receive a Confirmation code via e-mail. Confirmation codes will help you easily pick up wherever you left off in the Philadelphia Tax Center. On the Philadelphia Tax Center homepage, find the "Saved drafts and submissions" panel. Select "Find a saved draft or submission." Enter your Email and the Confirmation Code, then select "Submit." This will take you back to your saved draft. Note, this is different than a confirmation number. For information on a confirmation number, call customer service at (215) 686-6600.

## **Bills and Letters**

### ***I'm trying to respond to a letter on the Tax Center, but my letter ID isn't working!***

Make sure you're including the entire number, including the letter “L” at the beginning of the number.

***My client received a letter from the Department of Revenue; can I respond to the letter online?***

Yes! You do not need a Philadelphia Tax Center login to respond to most letters. On the Philadelphia Tax Center's homepage, find the "Saved drafts and submissions" panel, and select "Respond to a Letter." The next page names many of the letters that you can respond to using this link. Next, enter the Letter ID, which can be found in the top right corner of the letter (beginning with the letter "L").

***How can I pay my bill?***

You can pay any Philadelphia tax bill on the Philadelphia Tax Center. If you have a username, log into the website and select "Make a payment" next to the account you would like to pay for. You can use a bank account with no fee (eCheck) or you can make a credit card payment with a fee.

If you do not have a username, select "Make a payment" under the "Payments" panel on the homepage to get started. You can either pay using the Letter ID of a specific bill you received, or select the account type to pay. Please note, some account types now require a return to be submitted on the Tax Center in addition to a payment. Those tax types are:

- Use & Occupancy
- Parking
- Valet Parking
- Hotel
- Amusement
- Mechanical Amusement
- Vehicle Rental
- Outdoor Advertising

To submit a return on the Tax Center, you must first create a username and password and request access to your accounts.

**Third-Party Access*****The site says: 'Cannot verify the ID provided' when I request access to a client's account. What do I do?***

The Social Security Number or Federal Employer ID number, as well as the Full Legal Name, you enter must match what we have in our records.

First, check you have correctly entered the numbers and name. To get the exact spelling of the Full Legal Name in our records, call (215) 686-6600.

***How can I make a payment on the Tax Center the fast and easy way?***

You can make payments without a username and password by selecting "Make a payment" under the "Payments" panel on the Tax Center homepage.

- If you have a current bill, all you need is the Letter ID found on the payment voucher portion of the letter you received.
- If you don't have a current bill, select the tax type, enter the appropriate ID (usually your Social Security Number, Federal Employer Identification Number, Philadelphia Tax

Identification Number, or Office of Property Assessment # for Real Estate Tax, which can also be found by searching for the address), confirm if you are paying unpaid balances and finally, enter your payment information.

- Please note, some account types now require a return to be submitted on the Tax Center in addition to a payment. Those tax types are:
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  - Parking
  - Valet Parking
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To submit a return on the Tax Center, you must first create a username and password and request access to your accounts.

### ***My client received a letter from the Department of Revenue. Can I respond to the letter online?***

Yes. You do not need a Philadelphia Tax Center login to respond to most letters.

On the [Philadelphia Tax Center's](#) homepage, find the "Saved drafts and submissions" panel, and select "Respond to a Letter." The next page names many of the letters that you can respond to using this link. Next, enter the Letter ID, which can be found on the top right corner of the letter (beginning with the letter "L").

### ***Can I update my client's tax account information online, such as an address?***

Yes! Now third-party users can update their clients' names and addresses on the Philadelphia Tax Center.

To do so, log in from the homepage, select the client you would like to change, select the "More Options..." tab, find the "Names and Addresses" panel, and select the "Manage Names and Addresses" link.

Select their name or address, then "Change this name/address," and enter a new name or address. Legal name changes must be reviewed and approved by the Department of Revenue.

### ***What services am I NOT allowed to complete on behalf of my client online?***

You cannot:

- Manage third-party and secondary logons on the client's account.
- Add or close client accounts.
- Request a waiver of your client's interest and penalties.

### ***Can multiple people have access to the same taxpayer accounts?***

Yes. Multiple third-party users can request access to the same taxpayer accounts and manage the accounts if the taxpayer grants access. If you already have a third-party username, log into the Tax Center, select the "More options..." tab, and select "Request taxpayer access" under the Third-party

access panel. You will need to select “Verify taxpayer access” under the same panel to gain access to the accounts.

If you do not have a third-party username and want to request access to multiple taxpayers, go to the Tax Center homepage and select “Create username and password” under the “Existing taxpayers” panel. Select “Yes” when asked “Are you a third-party tax professional?”

Additionally, two or more accountants working for the same firm can access one client’s accounts, or multiple clients’ accounts. Each accountant will use their own username and password to do this. This is called a “secondary logon.”

However, a secondary logon can only be added by the “primary” user, or the original login created for the taxpayer’s accounts. To create a secondary logon, the primary user must:

1. Log in to the Philadelphia Tax Center
2. Select the “View Profile Menu” icon
3. Select “My profile.”
4. Select the “More options...” tab
5. Find the “My users” panel
6. Select “Manage secondary logons”
7. Select “Add,” and follow the on-screen prompts to provide new user information and access levels.

An email will be sent to the address you provided with instructions to finalize the secondary logon.

## Payments

### ***Do I have to log into Philadelphia Tax Center to make a payment?***

No! You can make payments without a username and password by selecting “Make a payment” under the “Payments” panel on the Tax Center homepage.

- If you have a current bill, all you need is the Letter ID found on the payment voucher portion of the letter you received.
- If you don’t have a current bill, select the tax type, enter the appropriate ID (usually your Social Security Number, Federal Employer Identification Number, Philadelphia Tax Identification Number, or OPA# for Real Estate Tax, which can also be found by searching for the address), confirm if you are paying unpaid balances and finally, enter your payment information.
- Please note, some account types now require a return to be submitted on the Tax Center in addition to a payment. Those tax types are:
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***I would like to see how much I have paid in interest, penalty, and principal for my taxes. Can I find this information online?***

Yes!

1. Log in to the Philadelphia Tax Center
2. Select the "More Options..." tab
3. Find the "Payments and Returns" panel.
4. Select "Manage Payments and Returns." You can search your accounts and choose to show payments.
5. Select any of the dates to see a summary of interest, penalty, and principal payments for that period.

***How can I dispute my interest and penalty?***

1. Log in to the Philadelphia Tax Center
2. Select the "More options..." tab
3. Find the "Appeals" panel
4. Select "Request a Petition for Waiver of Interest and Penalty." The website will walk you through the steps to dispute your interest and penalty.