



PMC Community Connection

Location: 1600 W. Monroe Phoenix, Arizona 85007 – WebEx Connection

Date: Thursday, December 17, 2020

Time: 12:00pm – 1:00pm

Attendees: Roshawna Madrid – License Administrator
Maria Leyva – License Administrator
Megan Hawker – Education Unit Manager
Sarah Vigon – Community Outreach Coordinator
Kaley Moyer – Community Outreach Coordinator

Connect with ADOR

1. GovDelivery
 - a. To stay up to date on the Department’s news, events, and notices – subscribe to our GovDelivery service. You can input your email address or phone number and select which type of notifications you wish to receive. If you select, TPT, you will be notified when there is a change or update that impacts the property management company community.
 - b. If you no longer wish to receive these notifications, you may opt out and still access the information from the top portion of the AZDOR.gov website under the “News, Events & Notices” section.
2. Live Chat
 - a. ADOR has introduced a live chat feature to its AZTaxes.gov and AZDOR.gov website. The live chat feature offers another option for taxpayers seeing information about state taxes, the transaction privilege tax program or answers to a variety of questions.
 - b. The chat feature will provide customers with answers to general questions and offers navigational assistance.
 - c. Allows taxpayers to interact with department representatives in real-time! Currently available Monday-Friday 7:00am – 6:00pm.
3. Follow Us on Social Media
 - a. Twitter – twitter.com/AZDORmedia
 - b. Facebook – www.facebook.com/azdor.gov
 - c. LinkedIn - <https://www.linkedin.com/company/arizona-department-of-revenue/>

2021 PMC Renewal Process



Transaction privilege tax licenses are valid for one calendar year and must be renewed by January first for the next year, this includes residential rental licenses. To aid in this process, the PMC team developed and implemented the “Property Management Company 2021 Renewal Client List.” This spreadsheet is to help those PMCs that are not linked to their property owners’ accounts.

To obtain the spreadsheet, email PMCDData@azdor.gov. They will send you a blank spreadsheet like the one below. Complete as follows:

Arizona Department of Revenue
Property Management Company 2021 Renewal Client List

					AZDOR USE ONLY		
OWNER TPT LIC #	OWNER LEGAL BUSINESS NAME	LOCATION CODE	PROPERTY ADDRESS	REPORTING CITY	2021 RENEWAL FEE	DLN	CHECK #
A	B	C	D	E	F	G	H

- A. Enter the property owner’s TPT license number
- B. Enter the owner’s legal business name
- C. Enter the location code
- D. Enter the property address
- E. Enter the actual reporting city (For example: A property located on the border of Phoenix/Scottsdale may have a Scottsdale mailing address however, when using the [AZTaxes Tax Rate Look Up tool](#), the proper reporting city is actually Phoenix.)
- F. AZDOR will list the license fee associate with the property.
- G. & H. This space is reserved for if a payment is received before the spreadsheet is processed. If the payment is received beforehand, the document locator number will be placed in column G and the check number will be listed in column H.

Once the PMC has completed rows A-E for all properties, email completed spreadsheet to PMCDData@azdor.gov. Once received the spreadsheet will be assigned to a DOR agent that will research all properties. Once the renewal fee has been added to column F (if no payment has been received) DOR agent will email spreadsheet back to PMC.

PMC can then use this spreadsheet to reconcile their properties and send payment. If paying by check please ensure there is one check per license. On the memo line of the check, please list the appropriate property owner license number.

Questions on 2021 PMC Renewal Process

Q: Is this the normal process? I thought we were told to link our licenses. This year I was unable to do that. Normally, I go into AZTaxes and link the licenses and then login and pay the renewal. Does this mean I should change the way I do this process?

A: When this process was first rolled out a few years ago, we did instruct PMCs to link to their owners' accounts. Since then we have implemented a different solution and do not recommend a PMC to link directly to the PO account. However, if you have a conversation with the property owner, they can grant you delegate user access and you may complete the renewals from the delegate account.

Q: But I have a few new properties. I wasn't able to link to their accounts but they are showing under my license. How is that possible?

A: How did you apply for the license on behalf of your property owner? Did you license online at AZTaxes?

Q: Yes, I did it on AZTaxes.

A: That is why it is showing under your account. We still do not recommend linking to the license. Always be added as a delegate user on your owner's accounts (if you want to proceed that way.) This way the PO still has full access and oversight into their accounts but you still have access to renewals.

Q: So, each time we have a new PMC client, we have to submit this form? Even if it is just one person?

A: No, if you have a list of clients, this is for everyone that would need to renew for the 2021 calendar year. Do you have multiple property owners or just one? This is anyone that wants to remain licensed in 2021. So, if you have a new owner that you took over for in December (for example) you would want to add them to this list to ensure their license gets renewed for the next calendar year.

Q: Just to confirm, this form is specifically used for existing clients that want to renew for 2021?

A: Yes, if the PO wants to continue to rent their property out in 2021, they would be required to be renewed.

Q: Where do we get this form?

A: We will email it to you. Send a request for the 2021 PMC Renewal Spreadsheet to PMCDData@azdor.gov and we will email it to you.

Q: I've already paid all of my renewal fees. I'm wondering if I should fill out this form and use it as a reconciliation.

A: Yes, you can definitely do that. Go ahead and request a spreadsheet. Complete it with all of the information you have available and we will do some research and send it back.

Proper Disengagement Process

When a PMC and a Property Owner agree that the PMC will no longer manage his/her property, it is extremely important that the PMC disengage from the PO's license. This is important because only one PMC can be engaged to a license at a time. The disengagement date will default to 30 days from the date you are making the request in AZTaxes. This is to ensure that the last filing is submitted accurately.

- 1) From the AZTaxes.gov home screen, select "Login to AZTaxes."
- 2) Login to your account with the user name and password that were established during the new user registration process.
- 3) This will display your business list. Next to your PMC business, select the "view" link under the "actions" header.
- 4) This will display your business details. Next, select "account maintenance" under the "actions" header.
- 5) A list of your property owners' accounts will display on your screen. You will see the property owner license number, legal business name, engagement date, disengagement date (if applicable) and an "actions" callout.
- 6) To disengage a property owner's license, select the blue "disengage" button under the "actions header."
- 7) A message will display on your screen asking if you are sure that you would like to disengage this property. If you wish to continue, select "OK."
- 8) The selected property owner's information will auto-populate on your screen. The disengagement date will auto-populate with your current date plus 30 days. (This date is editable.)
- 9) After the appropriate disengagement date has been entered, select the "disengage" button at the bottom of the screen.
- 10) There will now be a date in the "disengagement date" field.
- 11) Ensure that the last return for which you are required to file on behalf of the property owner is filed timely.
- 12) Complete Form 822-PMC to update the mailing address of the property. This will help ensure that you no longer receive correspondences from the Arizona Department of Revenue in regards to a property that you no longer manage. If this step is not done, it is possible that you could continue to receive correspondence on this property after the disengagement date.

Question on the Disengagement Process

No questions at this time.



Open Session Questions and Answers

Q: Do you all have tutorials or videos on these topics? Like if I want my bookkeeper to learn more, are their videos she can watch?

A: At this time there are videos on the basics of AZTaxes.gov. We are currently in the process of revamping our training materials and will make them available to the public as soon as possible. The first round of trainings will be in person and then we hope to convert them to “on demand” shortly after that. Please continue to check the [Taxpayer Education](#) website for updates.

Contact Information

For questions or assistance from the PMC Team, please email: PMCDData@azdor.gov.

For more information on workshops and tutorials, please email: EducationUnit@azdor.gov.

Please be sure to take a look back through the prior meeting minutes available under the PMC Community Connection tab of the Taxpayer Education webpage. There is some great information that can be learned from reading prior minutes. Future sessions of the [PMC Community Connection](#) will also be listed here.