

PMC Community Connection Workshop

Meeting Minutes

Location: WebEx

Date: December 18, 2019

Time: Noon – 1:00 p.m.

Attendees: **ADOR Attendees:**

Roshawna Madrid – License and Registration

Maria Leyva – License and Registration

Stephanie Jones – License and Registration

Megan Hawker – Education and Outreach

Stephanie Michael – Education and Outreach

Brendan McMaster – Education and Outreach

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 8:00am – 5:00pm.
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/>

Agenda Items

1) PMC Split Rate Spreadsheet Updates

- a) The spreadsheet that PMCs use to file their returns on AZTaxes.gov has been updated in order to allow for split rates (rate changes) for annual and quarterly filers.
 - i) At the beginning of the year Scottsdale and Mesa had rate changes for residential rental properties.
 - ii) You may view these updates by reviewing the Tax Rate Table archives on the azdor.gov website.
- b) The old spreadsheet can no longer be used when uploading return information into AZTaxes.gov. Please ensure you download the new spreadsheet and use ONLY that sheet going forward.
- c) This is what the old spreadsheet looked like:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	C
	Property Owner License	Period End Date (mm/dd/yyyy)	Location Code	No Gross Receipt (Y or yes)	Region Code	Business Code	Gross	Deduction Code 1	Deduction Amt 1	Deduction Code 2	Deduction Amt 2	Deduction Code 3	Deduction Amt 3	Deduction Code 4	Deduction Amt 4	Accounting Credit	
1																	
2																	
3																	

d) The new spreadsheet has an added column to allow for the PMC to enter the tax rate:

Validate Data		Clear Data		Arizona Tax Rate Look Up													
	Property Owner License	Period End Date (mm/dd/yyyy)	Location Code	No Gross Receipt	Region Code	Business Code	Gross	Tax Rate	Deduction Code 1	Deduction Amt 1	Deduction Code 2	Deduction Amt 2	Deduction Code 3	Deduction Amt 3	Deduction Code 4	Deduction Amt 4	Accounting Credit
1																	
2																	

- i) Effectively immediately, the old spreadsheet (the one without the tax rate column) will not be accepted by AZTaxes.gov. Attempting to submit return information using this template will result in a rejected upload with error messages.
 - ii) The workbook is not able to be formatted. You cannot alter, add or delete columns.
 - iii) If you hover over the question mark directly below the tax rate title, a message will display indicating annual and quarterly filers to enter the original rate on one row and the new rate on a separate row. If you manage a property in one of the cities that had a rate change and you are an annual or quarterly filer, you will have two rows for one license.
 - iv) Please note that the tax rate column is NOT required for monthly filers. If you are a monthly filer, the system will input the tax rate information for you.
 - v) If a spreadsheet is submitted and the tax rate does not match the corresponding period, a message will display indicating the correct tax rate for that period.
- 2) PMC Renewal Process
- a) The PMC renewal process for 2020 has changed.
 - b) All PMCs will need to request a renewal spreadsheet from PMCCdata@azdor.gov.
 - c) Once the request is received, the PMC will receive the renewal spreadsheet in an emailed response.

- d) PMC to complete the spreadsheet for all managed properties. The spreadsheet must include: license number, legal business name, location code, property address associated with that location code and the reporting city.
 - e) Once the spreadsheet is complete, send back to PMCDATA@AZDOR.GOV.
 - f) The PMC group at ADOR will research and renew licenses listed. (Please note: if there are any questions, comments or concerns these will be listed in the comments section of the spreadsheet.) The PMC group at ADOR will then reply to the PMC with the list of renewed licenses and a balance due.
 - g) Balance can be paid one of two ways:
 - i) Mail a paper check to Arizona Department of Revenue Attn: License and Registration (Maria, Roshawna, Tamika) 1600 W. Monroe Phoenix, AZ 85007 OR
 - ii) Stop into an ADOR office and make payment in person.
 - h) Spreadsheets are worked in order of receipt. Please allow up to 5 business days for processing.
 - i) Payments are due by January 30, 2020.
 - j) Please ensure to include the best contact information for yourself when you send in the completed spreadsheet in the event we need to make contact.
- 3) Contact Information for PMC Group
- a) Email: PMCDATA@AZDOR.GOV
 - b) Phone: 602-716-RENT

Questions and Answers

- What is the version or date of the new workbook?
 - There is only one workbook available online now. Please replace any existing copies you may have saved with the updated version.
- Is this renewal processes for those that can't renew online?
 - Yes. This process is for all PMCs that cannot renew online.
- So, we aren't required to complete the renewals online?
 - Currently only PMCs that are *linked* to the property owner's account can renew online. If you are *delegate* user, you will not be able to complete the renewal online. So, correct, PMCs are not required to complete renewals online.
- I have already completed this spreadsheet. Is there a way my PMC license can be checked to make sure I did not miss anything?
 - We will review the spreadsheet and complete any necessary research. If something was missed, we will contact you. So please, ensure to include your best contact information so that we may reach you.
- Renewal letters were sent out without the renewal forms. How do you get the renewal paper form?
 - If you received the letter but no form, you are required to renew online. Log on to AZTaxes.gov to complete your renewal.
- How quickly will the spreadsheet be sent back to us for payment (after we send in the full list?)
 - We do our best to work these as quickly as possible but please allow for at least 5 business days for processing.

- I did some of my renewals online but a lot of the amounts were incorrect. How can I get that checked?
 - Go ahead and send us an email to PMCDdata@azdor.gov and we can look into that for you.
- If we already renewed the owners that are linked to our PMC, do we just fill out the spreadsheet to renew only the ones that are not linked?
 - Correct. Please only send in the information for those licenses that have not yet been renewed.
- Can you read off the list of data needed for the spreadsheet again?
 - The spreadsheet will need to include license number, legal business name, location code, property address associated with that location code and the reporting city.
- Will the spreadsheet let us know if the owner has more licenses? I have just found a few owners that have multiple license numbers.
 - When we complete our research, we will put important information in the comments to see how you would like us to proceed. We will also attempt to contact you.
- I have a couple of owners who do not have a standard social security number because they are in another country. They have an ITIN but that is not accepted when trying to get them a license.
 - Go ahead and complete the application and send it to PMCDdata@azdor.gov. We will assist you with this process.
- Some owners got a TPT a few months ago, new rentals, how can we find out to pay that TPT along with the renewal? Can you send that balance with it?
 - If you submit the spreadsheet and there is an existing balance outside of the renewal amount we will include that for you.
- Going back to the new spreadsheet for the PMC Split Rate, we need to use that for TPT returns due this month (November TPT,) is that correct?
 - Correct. The old spreadsheet will no longer work. From this point forward, the new spreadsheet must be used.
- Can we use that email for specific account questions instead of calling?
 - You can go ahead and send your account emails. If there is something we are not able to answer for you, we may refer you to other departments (such as collections.)
- If the renewals in the systems are in there but we don't manage the property any longer or the owner sold it can we just disengage the license?
 - Yes. Go ahead and disengage the license if you no longer manage that property.
- I just have one rental property. It used to be managed by a realtor but discontinued in the middle of the year. I've started received TPT letters but do not know how to proceed.
 - It sounds like you are receiving the TPT forms themselves. You need to complete those and send them in. If you need assistance filling those out, feel free to stop into one of our offices and we can assist you with that.
 - Phoenix – 1600 W Monroe Phoenix, AZ 85007
 - Mesa – 55 N Center St Mesa, AZ 85201



- Where can I find out about upcoming trainings?
 - Visit our Taxpayer Education website at <https://azdor.gov/taxpayer-education>