



## PMC Community Connection

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

Date: Wednesday, March 10, 2021

Time: 12:00pm – 1:00pm

Attendees: Roshawna Madrid – License Administrator

Megan Hawker – Education Unit Manager

Kaley Moyer – Community Outreach Coordinator

### Agenda Items

1.	Welcome and Introductions
2.	Open Session: Question and Answer
3.	PMC Workshop Series Revamp Project
4.	Contact Information <ul style="list-style-type: none"><li>• <a href="mailto:PMCDData@azdor.gov">PMCDData@azdor.gov</a></li><li>• <a href="mailto:Educationunit@azdor.gov">Educationunit@azdor.gov</a></li></ul>

### 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](http://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](https://twitter.com/AZDORmedia)
  - b. Facebook – [www.facebook.com/azdor.gov](https://www.facebook.com/azdor.gov)
  - c. LinkedIn - <https://www.linkedin.com/company/arizona-department-of-revenue/>

## **PMC Workshop Series Revamp Project**

The Education Unit along with the PMC team are currently working to relaunch the PMC Training series. Once complete, this will be a series of four workshops that cover everything from PMC licensing to property tax classifications and the different implications of each. We hope that you all will join us! Continue to watch the [Taxpayer Education](#) page of [AZDOR.gov](#) for more information!

## **Question and Answer Session:**

Q: I have been recently been emailing a lot of questions in to [PMCCdata@azdor.gov](mailto:PMCCdata@azdor.gov) and am wondering if this is the best thing to do? Is this the best way to contact the team? Are people getting annoyed? I'm including a couple of different questions in each email, is that okay? Should I send one email per license that I have questions on?

A: You are absolutely fine! Don't ever hesitate to reach out to us. We are here to help. Taxes are a complicated subject and we are here to help as much or as little as needed. With COVID still lingering, many team members continue to telework. Email is the best form of communication. As far as sending multiple questions in one email, that is also fine. It is not necessary to send one email per license.

Q: A lot of questions I'm sending in right now pertain to an internal audit that I'm conducting with our new owners and managements that we've brought on within the past year. I'm finding that we've sent in applications for new licenses and nothing happens. I don't know if a license has been issued or if it has been mailed to the property owner. When I call in, I get caught in a vicious circle. The agent can't help because I don't have a POA on file for this property. They can't process my POA because I don't have a license number listed. I can't get the license number because I can't speak to anyone. How do I fix this?

Follow up question asked by ADOR: How are you applying for the licenses? Online or by paper?

A: By paper.

Q: When you are completing the application, whose address are you listing as the mailing address – the property owner's or the PMC's?

A: I've done it both ways.

Q: It could be an instance where the license was processed and mailed to the property owner but because they weren't expecting anything from us, they haven't opened the correspondence. We will go ahead and do some more research on this situation. We have your email address and will get back to you.

Q: If we email in to various departments, how long should we wait for a response until we try again?

A: That is going to depend on which department you are trying to reach. Many departments have an automated response that will tell you average turnaround time frames ([AZTaxHelp@azdor.gov](mailto:AZTaxHelp@azdor.gov) and [AskTaxPolicy@azdor.gov](mailto:AskTaxPolicy@azdor.gov).) Others don't and could respond more quickly. It is all going to depend on the volume of inquires that that specific department receives. The Education Unit does not receive a ton of external inquiries so if you have general knowledge questions, please feel free to reach out to us at [EducationUnit@azdor.gov](mailto:EducationUnit@azdor.gov).

Q: I have recently been told that I must file monthly. I tried to file monthly and then there was an error message that said I'm registered as an annual filer. What is going on? How do I fix this?



A: We would need to look into your account to see how it is set up. If you are receiving the error after having been told you are a different filing frequency, it could be that something didn't update on our end. When you reach out to us, include this information in your message and we will see what we can find.