



## PMC Community Connection

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

Date: Wednesday, June 16, 2021

Time: 12:00pm – 1:00pm

Attendees: Adrienne Sloat – Deputy Assistant Director – Education & Outreach  
Roshawna Madrid – Licensing Administrator  
Stephanie Jones – Licensing Specialist  
Megan Hawker – Education Unit Manager  
Sarah Vigon – Community Relations Liaison  
Kaley Moyer – Community Outreach Coordinator

### Agenda Items

1.	Welcome and Introductions
2.	Open Session: Question and Answer
3.	PMC Workshop 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>

### Question and Answer Session:

Q: As a PMC we have been experiencing a lot of problems with certain renewals of the TPT licenses and also how to gain admin access to our property owners’ accounts. Presently we receive a property with a current license so we don’t request a license on the owner’s behalf but the owner doesn’t have access to his TPT profile. Neither he nor we received this information from the prior PMC. So we do engage to the license so we can file and pay but we don’t have access to complete the online

renewal. What can we do in this case when the owner doesn't have access to his own TPT profile?

A: It sounds like the prior PMC is the security administrator or primary on the owner's account. Submit a Business Account Update form (Form 10193) asking the department to change the security administrator. In order to complete this, the owner first needs to complete the new user enrollment on AZTaxes.gov so that we may link the owner's email address to the TPT license and replace the prior PMC. Once this is complete, the owner will have access to the account and then can grant the PMC delegate user access. This is one of the main reasons we do not want the PMC to be the primary on the owner's account. In the event you ever choose to not represent the owner anymore, you would still have access to all of the owner's information. The property owner should be the security administrator/primary on the account so they still have oversight and then can grant the PMC delegate user access to complete the renewal process.

Q: Is this something that we can send directly to the [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) or should we send this elsewhere?

A: Go ahead and send to [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) for processing.

Q: For those licenses where we are already the security administrator, if the owner chooses to go with a different PMC, delegate will not relieve us of this account, correct?

A: Correct. This is why the owner should always be the security administrator/primary on the account. So PMCs should never really be the primary. So if you are set up like that right now, I would recommend going ahead and switching this over to the owner and simply having delegate user access. As a delegate you can have almost the exact same functionality as the primary.

Q: Then this would be the same for this scenario: We were doing renewals by mail over a year ago and then we changed everything to do it online. But somehow we only had access to a portion of the licenses which made us escape some 2021

renewals. So I guess if we did the same thing and sent the update form, and had the owner be the primary we could gain access this way, right? It is the same fix for this scenario?

A: Correct. Once the owner is the primary and it is no longer the prior PMC, they can grant you delegate user access so that you may complete the renewals online. Otherwise it is the paper renewal process for our PMCs.

Q: I just realized I have primary access to quite a few of my owners. It just made it easier to check the balances on the account and see what needed to be paid, because a lot of the owners just don't get it. Even delegating access. The main thing that I just realized is, instead of doing a BAU to add a new location, I just went in and now there is an option online to add a new location. Is this something new?

A: No, this is not a new function. You were able to add a new location under the business account update tab. The difference is that you were linked to the account so now you can see it. I would like to state that most of the challenges comes when adding a location, you have to follow through to the payment and pay for the location or it will show as pending. It will not ever be added if you don't complete the payment.

Q: If we were to have delegate access, is this something that we could still do?

A: Yes! The primary is the owner. The primary has access to multiple accounts if they exist. The primary can give delegate rights to someone who can have the same rights as the primary but will not be able to see multiple accounts. Or they can limit to what they can do on the account.

Q: If we had the owner get a new license and they are out of country and they want us to be the primary, if we are trying to do this and it is a business, I'm having a hard time being able to link. When I go to link it says there is no primary and it can't find the license even though I have it engaged. So, I'm not sure where the disconnect is but it keeps telling me it is not valid and when I go to delegate access, it says it needs a primary. That is for two businesses.



A: In this case, you can submit a BAU so that we can review the account. There could be multiple things going on with the account. I do want to state another challenge when a PMC is requesting primary access to an owner's account... If the owner has multiple PMCs with multiple locations under one legal umbrella (EIN or SSN) only one PMC can be a primary. You wouldn't be able to gain access if the owner has multiple PMCs. This is another reason why we recommend the PMC to not be the primary. If there are multiple PMCs for multiple properties, only one PMC would be able to be the primary. That PMC would see all of the accounts.

Q: The reason why is so I can go in and pay the license fees. I would be able to see the outstanding balance and pay it. With delegate access, can I still see this and pay?

A: Yes, you could have the same rights as the primary. They just have to provide you with those access levels. There are multiple levels to one license and they can give you all, or they can say we just want you to process a return or make a payment. As long as the primary gives you the access to all of that, you can see what the primary sees.

Q: Is there a step-by-step we can send to all owners to tell them how to do this?

A: We do not have one at this point in time but we can put something together.

Q: So these owners will get these bills. I just got an email from an owner and it basically says period, and then there is a tax amount and a penalty. How do we find out what this is from?

A: Send a copy of the notice to [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) so that we can review it and then we can let you know what it is for.

Q: We don't have delegate access for most of our clients. We just have them engaged under our master license and then we file and pay on their behalf. I've never done the renewals online. Traditionally I have filled out an Excel spreadsheet that I received from you guys. That is what I did this year in January and I have not received notice that any of them have been processed. Last year when we did it they processed it and sent the spreadsheet back

and they showed us what amount we needed to send for each licenses. That hasn't happened this year. I reached out in March and they said they were still working on it. I reached out again and I still haven't heard back. And now I'm getting and my clients are getting notices with the renewal amount listed with penalties attached. Probably because it has taken so long to pay but we've never been notified when to pay and how much to pay like we were last year.

A: Please provide the email address of who sent the spreadsheet so that we can look into this. This is still the way for PMCs to renewal on behalf of their property owners. There are two ways to complete this: PMCs can be delegates on the property owner's account and can complete the renewal this way OR the PMC can complete the paper spreadsheet and email it to us for processing.

Q: I've sent a few other things to PMCdata and in the past I was getting responses within a couple of days and I've sent stuff in over the past month and a half and haven't gotten any responses from anybody. Is this just a staffing issue or is it getting lost in the shuffle?

A: I will review this info and get back to you.

Q: Our practice has been to be the primary for several of our properties, I'd say 80% or more of the properties that we currently manage. What is easiest for you – do a mass request to change the primary or one email per property?

A: On the AZDOR.gov website there is a PMC Client List under Property Management that PMCs can utilize to send over to License & Registration for multiple accounts to be addressed.

Q: For new licenses and business updates, do we have to mail it in or can we just send it to a general email after we scan it?

A: No, you do not have to mail it, you can email it to [PMCData@azdor.gov](mailto:PMCData@azdor.gov) and we will reply with, if it is an application, a copy of the license and the fee amount that will be due.

### **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 three workshops that cover everything from PMC licensing to filing/paying on behalf of your property owners. We hope that you all will join us! Continue to watch the [Taxpayer Education](#) page of [AZDOR.gov](http://AZDOR.gov) for more information!

## **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/>

