

PMC Community Connection

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

Date: Thursday, September 17, 2020

Time: 12:00pm – 1:00pm

Attendees: Cynthia Ramey – Deputy Assistant Director Inquiries and Requests

Roshawna Madrid – License Administrator

Maria Leyva – License Administrator

Stephanie Jones – License Specialist

Megan Hawker – Education Unit Manager

Steve McCance – Community Relations Liaison

Sarah Vigon – Community Outreach Coordinator

Yolanda Pickett – Program Project Specialist II

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/>



- Contact Information for PMC Group
 - a) Email: PMCdata@azdor.gov
 - b) Phone: 602-716-RENT

Questions and Answers

Taxpayer Questions

- When I made the tax payment for my client I put that it was for August instead of July. Is there an easier way to fix this? I've called and spoken to several people and it is taking a long time.
 - Whenever something like this happens do not call into the general line. That gets you into the call center. Send all of your information to PMCdata@azdor.gov. This email is manned by people with more training. Now, if the payment was misapplied, we have to go in and research every misapplied payment. This could be a lengthy process – especially if you manage numerous accounts. If you haven't done so already, send us your information and we will try to get this fixed as quickly as possible.
- When we send in a license application for a new property, sometimes the check doesn't get cashed. Can it be updated so that the PMC has to pay the license fees instead of the property owner?
 - Have your owner create an account on AZTaxes.gov as the primary user. Once they have created the primary account, they can grant you delegate user access as the PMC. This will allow you more insight into their account and will allow you to pay license fees online on their behalf.
 - We usually engage the license once we have the number... is that not right?
 - Engaging is still correct however, becoming a delegate user allows you to see more information. Becoming a delegate user also makes it easier during renewal season. If you are only engaged to the license, you will not have access to renew. But, you will have access to this if you are also a delegate user.
- We picked up an owner at the beginning of January. She already had a TPT license. She provided us with a copy and I have been trying every week to engage it but it says it is not an active license. When I use the license verification tool, it says it's active. What is going on? Is there someone that can get this license engaged to my PMC license? I've called and called and no one can seem to help me.
 - Send a copy of the license to PMCdata@azdor.gov. It may be that the license isn't coded as a residential rental/short term rental. If the license isn't coded appropriately, it will not allow you to engage as this feature is specific for property owners and PMCs. Go ahead and send it over and let us do the research.
- I have a property owner that had a different PMC managing their property. The owner wasn't even aware that they had a license. The owner stopped renting out the property and the license went unused for six months. That's when we came in and

started managing the property. We attempted to get a license for the property owner but it suspended because they already had a license. When we finally did get it reactivated and attempted to get the license caught up, we were hit with numerous fees. We wanted to be annual filers and this license was set up as monthly. How do I fix this for my owner? We have been attempting to get these penalties abated for months now. I've sent three or four requests and nothing has happened.

- Did you send this penalty abatement to PMCdata@azdor.gov?
 - No, we sent it directly to the penalty abatement address.
 - Usually what happens is, if you send it to us, we forward this along to the appropriate team but it lets us know that you've requested abatement. They are behind at the moment so, go ahead and send an email to PMCdata@azdor.gov and ask for an update. We will contact that team and ask for an update on your behalf and then we can reach back out to you. PRU does have a backlog at the moment and they don't usually respond to a taxpayer until they are working on your case.
- I've paid my owner's taxes. I have a confirmation number from the website but, when I log on, it still shows that the tax is due. What can I email to PMCdata@azdor.gov to get to the bottom of this and get the payment applied?
 - Send in a screenshot of the confirmation and allows us to conduct the research. We will be in touch once the research is complete.

General Help:

- Who do you contact to get request abatement of penalties for a property owner?
 - You should complete form 290 – Penalty Abatement Request. Send to PMCdata@azdor.gov so we can assist with the process.
- Who do you contact to verify payment of taxes for a property owner?
 - You should log onto www.AZTaxes.gov to see if there is a balance owed. If the payment has been made and you have confirmation, contact:
 - Email: PMCdata@azdor.gov
 - Phone: 602-716-RENT
- How do you get your questions or concerns addressed promptly with PMC?
 - Email: PMCdata@azdor.gov
 - Mark the email subject line as "URGENT". Also, briefly describe the nature of your inquiry. You will be contacted by the PMC team directly.

Closing Remarks

Cynthia Ramey – Deputy Assistant Director Inquiries and Requests

- Appreciated the attendees for their attendance, questions, and concerns
- Next PMC Community Session meeting will be December 17, 2020.