



## PMC Community Connection

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

Date: Tuesday, December 14, 2021

Time: 12:00pm – 1:00pm

Attendees: Adrienne Sloat – Deputy Assistant Director – Education & Outreach

Stephanie Jones – Licensing Specialist

Megan Hawker – Education Unit Manager

Sarah Vigon – Community Relations Liaison

### Agenda Items

1.	Welcome
2.	New PMC Webpage and Available Resources
3.	PMC Renewal Checklist
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>

### New PMC Webpage and Available Resources

Over the last few weeks we have relaunched the PMC webpage and created several new resources to assist the PMC industry. The new webpage begins with a welcome video and an overview of the resources listed below. Our hope is that this page becomes the one stop shop for all things PMC. Please look it over and view it frequently. Let us know what works and what doesn't. If you feel anything needs to be added please email [EducationUnit@azdor.gov](mailto:EducationUnit@azdor.gov) and let us know.

Resource Review:

1. PMC Checklist



- a. 2 pages in length. Page 1 is all tasks associated with onboarding a new property owner. Page 2 is all tasks associated with offboarding a property owner.
  - b. Opens in a new window and was created in Adobe. You can download the checklist and save it to your computer. Use it frequently to assist with your tasks.
  - c. When speaking of a form or a tutorial, they are linked within the checklist.
2. Annual PMC Renewal Checklist
- a. Was created this year to assist PMCs with properly renewing their POs' TPT license.
  - b. Will cover more in depth in the next section.
3. PMC Penalty Abatement Procedure
- a. Created as a checklist to follow the same format as other resources.
  - b. Includes a sample of a completed checklist for reference.
  - c. When completing, ensure you have a POA on file for the POs for which you are requesting abatement. Complete the top portion with the PMC information. In the second section when it asks for the license number, please write in, see client list.
  - d. Download and complete the client list in order to seek abatement for multiple accounts. DO NOT complete a separate form 290 for each property owner.
  - e. Once complete, remit to the department. The best way to do this is through email - [penaltyreview@azdor.gov](mailto:penaltyreview@azdor.gov).
  - f. **QUESTIONS:**
    - i. Do we have to pay the penalty before requesting abatement? If I pay on behalf of my owner and the abatement is granted, the money will go back to them and not to me, right?
      1. Correct. You have the option of paying the penalty and then being reimbursed or letting the penalty stay active. If you had paid the penalty and the abatement was granted, the credit would be issued to the property owner's account. It would be between you and the property owner to distribute the funds to the correct party. If you allow the penalty to remain active, if the abatement is granted, the penalty will be reversed.
    - ii. One penalty I paid, and one penalty I didn't.



1. You don't have to pay the penalty in order to request abatement however, you will want to ensure all returns and liabilities have been paid. They will check the account before approving/denying the request.
- iii. Is there a way for us to check on the status of an abatement request?
  1. There is no way to check besides reviewing the account on AZTaxes.gov. If the penalty is abated and you have already paid, you will see a credit to the account. If the penalty had been abated and the penalty was not previously paid, the penalty will be credited back to the account negating the charge. If it has been several weeks and you have not received any word on the abatement, you can reach out to [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) or to [EducationUnit@azdor.gov](mailto:EducationUnit@azdor.gov) and we can assist with gathering additional information

### **Annual PMC Renewal Checklist**

This resource is new this year and allows for PMCs to have access to instructions and the renewal spreadsheet when needed. Again, this resource was created as a checklist to maintain the style of resource PMCs are accustomed to seeing.

1. Download the spreadsheet as noted in box 1 and complete with information named in the header columns.
2. Determine appropriate license fees.
3. Remit to the department in one of the manners noted in box three.
4. Mail ONE PAYMENT PER LICENSE to the department ensuring to include the license number and "2021 renewal" in the memo line of the check.
5. View the FAQ page for additional information.
6. **Questions:**
  - a. Do we leave column E blank if none of the options apply? Just a renewal?
    - i. Yes. If you are not adding a location, closing a location, or canceling a license, you leave this section blank.



- b. One more question about the renewal spreadsheet... In the option where you can add a location/close license, do we still need to submit a Business Account Update form to make that change?
  - i. No, no BAU would be needed.
- c. Would we cancel the license using this spreadsheet if it cancels in December?
  - i. Yes, you could use this spreadsheet to do that.
- d. We have a property that paid rent in December so I have to file in January for December's rent. So I haven't done anything for their renewal. I don't know how to handle this. I was going to do it on December 31st. I know last year you had the spreadsheet and was asking if we were doing that again this year but, I didn't know what to do with this property.
  - i. When you cancel or request to close a license, it won't be effective until the end of the period. Meaning, if you request to close the license today, 12/14/21, it will not actually close until 12/31/21. So, you are always welcomed to go ahead and file the return for December and cancel the license now in order to keep it from auto-renewing in January.
  - ii. So, I file for December and November taxes this month?
    - 1. On the bulk upload spreadsheet for filing, it will ask you for the reporting period. You can file for both periods in one upload, just make sure you have the dates correct.
- e. We have another owner that has an existing license. We collected for the month of November and were able to file. But, this month when we went to submit the taxes, there's an error message saying that I can't submit. But they are engaged to my PMC license. I don't understand why I'm having an issue with being able to do this. I've sent [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) a message but I haven't heard anything back. I'm unsure if I'm missing a step.
  - i. Which error message did you receive?
    - 1. I don't know because I use a Mac.



- ii. Go ahead and send us an email and we will see if we can find an answer for you.

## **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/>

## **Open Session Q&A**

- Can we send a license application and 285 to someone to get the license number before it is sent in the mail with a check? This is in order to pay the taxes for the month they begin renting.
  - Yes - [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov)