

## PMC Community Connection – Question & Answer Session

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

Date: Thursday, June 18, 2020

Time: 12:00pm – 1:00pm

Attendees: Cynthia Ramey – Deputy Assistant Director with Licenses & Registration

Roshawna Madrid – License Administrator

Stephanie Jones – License Specialist

Megan Hawker – Education Unit Manager

Kaley Moyer – Community Outreach Coordinator with Education Unit

**Q:** How can I see my client’s amounts due when I file returns on AZTaxes? Under my PMC account, after I upload the spreadsheet, I wish to see the individual balances for each property. How do I do this?

**A:** AZTaxes will not give you a breakdown per location. It will provide a lump sum due per license instead of per location.

**Q:** How would I know the amount due per location?

**A:** When you create the spreadsheet to upload, that spreadsheet is yours. You can save it to your computer and you can filter how you would like, to see what is owed per property. When the spreadsheet is uploaded, it will only give you the amount due per license, not location. You can also request delegate access from each of your property owners. From the delegate account, you can see what would be owed per property. From the PMC account, you can file and see lump balances.

**Q:** Going forward, we may not be managing a number of properties that are currently listed under us on AZTaxes. All of the properties though are still connected to our PMC account. I’m assuming that I should disengage but then are there any further actions I need to take? I’m guessing those properties will continue to be rented. Do I just send those licenses to their owners?

**A:** Correct. The first thing is to disengage from the property on AZTaxes. Next, submit a completed 822 PMC Mailing Address form available on AZDOR.gov. If you complete this online, you can click the submit button and it will go directly to the [PMCDATA@AZDOR.GOV](mailto:PMCDATA@AZDOR.GOV) email address. Make sure to include License #, business name, and current mailing address. When

we receive this, we will update the mailing address to be the owner's address. Any further correspondences will be sent directly to the owner.

**Q:** Do I have to fill out the actual form or can I do it online?

**A:** You can do it online at AZDOR.gov. Go to the website and type in 822 in the search bar. Fill it out completely and click submit. If you don't want to submit via the website, you can print it and drop it off with us or mail it in. The easiest way is to submit via AZDOR.gov.

**Q:** Our PMC owns and manages their properties. Are there any resources as far as calculation spreadsheets or classes that can help my team learn how to properly report the tax?

**A:** We do have a Business Tax Basics workshop that will teach the basics of TPT: how to file, forms, deductions and exemptions. However, this is not specific to any one industry. If you would like to see the upcoming session, you can visit our taxpayer education webpage at <https://azdor.gov/taxpayer-education/upcoming-events>. There are no calculation spreadsheets at this time.

**Q:** I have requested delegate user access from my property owner but they don't know who they listed as their primary user when they applied for the TPT license. How do we figure this out or change it so that my PMC can have delegate access?

**A:** If the owner puts in the request to change the primary user we can change it since the owner is submitting the request. We can update this using the Business Account Update form (10193.) Complete section A with the business information then section 4: AZTaxes Primary User. Then sign and date and send in.

**Q:** Is there somewhere we can directly send that?

**A:** Yes! [PMCDATA@azdor.gov](mailto:PMCDATA@azdor.gov) or [AZTaxhelp@azdor.gov](mailto:AZTaxhelp@azdor.gov).

**Q:** We are going through and cleaning up our tax reportings. We have some credits that we are applying to our accounts. Tenants will get a credit on their rental charges and will have a net zero balance. No cash was received. Do we just pull all charges together and pay them? Are there any deductions for zero balance accounts?

**A:** For account specific information and questions on taxability please refer to [asktaxpolicy@azdor.gov](mailto:asktaxpolicy@azdor.gov). Include a very detailed description of your question and any supporting information. Tax Research and Analysis will be better able to guide you on this question.

**Q:** We've been attempting to get in touch with the PMC team via the main line. Every time we call we are asked to leave a detailed message and someone will return our call. We've mailed in documents in November and again a few months ago but nothing has changed on our account. Who can we contact to help us with this?

**A:** We are so sorry that no one has contacted you. In light of COVID-19 a number of our employees are currently teleworking and have limited access to the phone systems. The best form of communication is email. You can email your specific inquiries to [PMCdata@azdor.gov](mailto:PMCdata@azdor.gov) and we will be able to assist you.

**Q:** We are currently able to make payments but we cannot do renewals online. If the property owner doesn't have a direct login because the previous PMC set up the account, how can my PMC get access to that account? We requested delegate user access but the previous PMC isn't supplying us with any information.

**A:** The property owner would first need to complete the new user registration on AZTaxes.gov. Once they set up their account, they can complete the BAU requesting an update to the primary user and send it to us via [PMCdata@azdor.gov](mailto:PMCdata@azdor.gov). Once we receive the BAU, we can update the primary user. The property owner would then be able to grant your PMC delegate user access.

**Q:** We are currently auditing the licenses we manage. We pay the taxes for this one property but the payments apply to the incorrect month. Now we are incurring penalties and interest. How do we correct this?

**A:** Email [PMCdata@azdor.gov](mailto:PMCdata@azdor.gov). We will verify your POA and then be able to advise on how to proceed.

**Q:** Can we send attachments in the emails?

**A:** Yes! Absolutely.

**Q:** Is a management agreement enough for a Power of Attorney?

**A:** As long as you are engaged to the owner on AZTaxes.gov, you checked the box that indicates you can submit a POA when asked. We would not need a separate POA as long as you are engaged to the property owner online.

**Q:** I've done this before when I'm engaged with the property owner but I call in and they say they can't speak to me because I don't have a POA on file.

**A:** When you completed the PMC application, you submitted a MOU. This states you have a POA on file with the property owner that has similar language to ADOR's POA. As long as it has the same language, we can accept it. If you are calling the residential rental phone line (602-716-RENT) we can assist you. If you are calling the general line, there may be some training opportunities. The PMC lines should be your primary form of communication.

**Q:** We just recently applied for a brand new license. Due to us rushing, we made a typo on the EIN. We made the payment and then noticed the typo immediately. When we called in, they advised us to wait 72 hours and call back. By the time the 72 hours was up and we called in, the forms had already been processed. What should we do to resolve this?

**A:** As long as you have the IRS letter or something stating the correct EIN, submit this to [PMCdata@azdor.gov](mailto:PMCdata@azdor.gov). You will get a faster result and it will be a licensing specialist that will respond.

**Q:** When it comes to verifying a member of the LLC we have been using the Form W-9. Is that what we should be using?

**A:** Yes, a Form W-9 is a government document so it is fine for this request.

**Q:** I want to clarify on when payments are due. We pay most of our owner's TPT on an annual basis.

**A:** If you are an annual filer, your returns and payments would be due on January 20<sup>th</sup> for the previous year.

**Q:** So, if you are monthly and you don't collect rent for a month, is tax still due?

**A:** If you are a monthly filer and there was no rent collected, you must still submit the return indicating that there are no gross receipts to report. The department needs to know that the license is still in use. If you are an annual filer, you would need to indicate no rent was collected in your books and records in the event of an audit. Then you would submit annually like normal.

**Q:** Are the due dates for filing/paying online different than the due dates for paper filing/paying?

**A:** The due date for all TPT returns and payments is the 20<sup>th</sup> of the month following the reporting period. When filing/paying electronically we do allow a bit more time. When you do both actions online in a timely manner you have until the last business day of the month to submit the return and the next to the last business day of the month to submit the payment.

**Q:** I have a question about getting two licenses for one owner. In the PMC that I submit for there are two separate departments. One for short term vacation rentals and one for long term residential rentals. Most of our long term rentals are annual filers. Multiple owners have multiple properties. Some are short term and some are long term. One may be annual and one may be quarterly. I was successful in the past getting two licenses for the same owner but when I tried this time, one suspended. I ended up having to add the location to his annual license but this is now going to put him over the annual file threshold and he will have to file quarterly. My question is how do I separate these and get the third location on its own license?

**A:** If you have the suspended document locator number or the EIN/SSN of the property owner, email [PMCdata@azdor.gov](mailto:PMCdata@azdor.gov). Indicate that in the email and that it suspended and you didn't get the license you were trying to get. We can assist with this. If location 003 needs to be removed from the existing license, submit a BAU to close that location. You can attach that in the email as well. We will close this location and open the new license.

**Q:** Should I send different emails? Is there an order that this needs to be done?



**A:** Send one email indicating that the application suspended. Let us get the license open for this location. In the next email, attach the BAU telling us to close this location from the existing license.

**Megan Question:** Due to the implications of COVID-19 and people not being able to travel, we've seen some reportings of short term rentals being converted into residential rentals. Have your PMCs seen an influx in properties lately? We would like to conduct some outreach on this and would like to know if we should target the PMC community.

**No response from PMC community indicating no influx in properties.**

**Closing:** Thank you so much for joining us today! We appreciate the questions as it provides insight into what the PMC community is experiencing. If you would like to join us for the next session of the PMC Community Connection, you may sign up now by visiting <https://azdor.gov/taxpayer-education/upcoming-events>. Give us just a couple of hours and this meeting's minutes will be posted to the PMC Community Connection page. Thank you and have a great afternoon!