

Frequently Asked Questions (FAQ)

The City of Colorado Springs's sales tax office has compiled a list of frequently asked questions (FAQs) for use as a quick reference guide to help you navigate through our new online portal. Please review the questions and answers on the next four pages to assist you in Managing your Account(s) from the New Business Registration Notice page 1-2, Remitting **June Taxes** in the New Online System Portal page 2-3 and Maintaining or Updating Account(s) in the New Online System Portal page 3-4.

MANAGING ACCOUNT(S) FROM NEW BUSINESS REGISTRATION NOTICE

I have an active account. Will the system reflect my active license status?

Your active status will remain the same. You will not need to re-apply in the new system; you will be able to print your license(s) from MUNIRevs.

What does primary mean on the business registration letter?

If primary is marked as yes, this is the main account number for your business. If primary is marked as no, this is a subsidiary account.

Consolidated Accounts (Primary or Subsidiary):

If your account is marked as consolidated, you will have one primary account. The additional locations will be known as subsidiary locations, and the primary identifier will be marked as no.

- Primary Account: primary = yes, consolidated = yes
- Subsidiary Account: primary = no, consolidated = yes

What does consolidated mean on the business registration letter?

If consolidated is marked as no, your account is not set as a consolidated account. Consolidated accounts allow you to file taxes on multiple locations under one FEIN number. If consolidated is marked as yes, this is a consolidated account.

I have a consolidated account(s), how do I navigate the registration?

The main account will be referred to as the primary account. The additional locations will have a separate account number and activation code; these will be subsidiary accounts. You will need to repeat steps 6-8 to connect to each location. If you do not complete these steps, your accounts or licenses will not be visible in the business center.

I manage multiple accounts. Will I need a separate login for each account?

No, an owner, accountant, authorized agent or bookkeeper can manage all their accounts under one username, see steps 1-5. Once registered, repeat steps 6-8 to gain access to all your managed accounts.

Can I have multiple users on my account(s)?

Yes, each user for the account will need to register their email address and complete the user profile section, see steps 1-5. When a user is registered, they will follow steps 6-8 to add themselves to the account. The user will only need to register once.

I have an accountant, authorized agent or bookkeeper. Do I need to register? What do they need?

You do not need to register as a new user in MUNIRevs if you do not wish to. Your agent can manage your compliance for you in MUNIRevs. If you want your accountant, authorized agent or bookkeeper to handle your account, you can send them your activation code and account number. You can have multiple users on one account.

Will I be able to print my license or account letters with the new account number?

Yes, go to the business center, click the account name under the "Account & User Information" header, click on the PDF icon on the right hand of the screen under the "Licenses" header.

I am a construction contractor and do not have a license.

This information is to provide you with your new account number. This new number will replace your current contractor U number. You can make changes to your account through the business center such as mailing address, contact information, DBA etc. Please retain this new account number in your records to utilize when filing intermittent use tax on a construction project. If you need to file your use tax online, please contact our office at 719-385-5903, select option 3 to schedule. Use Tax Payments should continue to be mailed to City of Colorado Springs, Attn: Construction, PO Box 1575, Colorado Springs, CO 80901-1575.

I have a CAZ Exemption. I do not collect or remit sales tax.

This information is to provide you with your new account number. This new number will replace your current CAZ license certificate number. You will be able to print an updated license with the new number through the business center. You can make changes to your account through the business center such as mailing address, contact information, DBA etc. In the future, you will be able to file the annual report form through the business center. For questions contact 719-385-5903, select option 4.

I have an Exemption Letter. I do not collect or remit sales or use tax.

This information is to provide you with your new account number. This new number will replace your current E license certificate number. You will be able to print an updated letter with the new number through the business center. You can make changes to your account through the business center such as mailing address, contact information, DBA etc. For questions contact 719-385-5903, select option 1.

REMITTING JUNE TAXES IN NEW ONLINE SYSTEM PORTAL

How do I remit the June sales and/or use tax?

You may file your monthly or quarterly June 2021 (202106) tax form in MUNIREvs. The task will be available in your business center beginning July 12, 2021. The June 2021 taxes are due on or before July 20, 2021 and considered late if e-filed/postmarked after July 21, 2021. If you need to remit before July 12, 2021, you must do so manually. If manually, mail the completed City of Colorado Springs Sales Tax form to City of Colorado Springs, Department 2408, Denver, CO 80256-0001. Check payable to: City of Colorado Springs. Please check and confirm you are utilizing the new account number from this mailing on your tax return.

I have a consolidated account; can I file a single return for all locations?

While consolidated accounts will no longer reference a single account number, with coordinating locations, one return may be filed for all locations under the primary. You will not be able to file under a subsidiary location. The license renewals will be due separately, per location (primary and subsidiary).

Can I file a Zero Tax Return?

Yes, select the applicable tax form in your business center; complete the required information on the remittance, including gross sales, deductions, and then click submit. This will take you to your cart items where you will click the payment method button, verify you are checking out with no amount due and click the complete transaction button. You will be re-routed to a receipt to verify the transaction is completed.

What is the Debit Block ID?

The Debit Block ID (Originator ID) is 1522077581

Will I be able to pay by e-Check (ACH), Credit Card, or Debit Card?

The new system will allow you to file and pay online with either an e-Check (ACH) or a credit/debit card. Credit Cards available to use online: Visa, MasterCard, Discover and American Express. The City of Colorado Springs will continue to use our third party payment processor SIPA (The Colorado Statewide Internet Portal Authority) in this new system. There is no fee to the taxpayer for payments via e-check (ACH), there is a \$1.00 tax payment minimum required to process Electronic Checks. There will be an additional service fee for credit and debit card usage. The service fee is \$0.75 plus 2.25% of the order total for credit card payments. For your security, only the last four digits of your account number are visible to city staff and the third party processor after the transaction is completed. We do not store any payment information for future payments.

Will I be able to pay by ACH Credit or Wire Transfer?

The City of Colorado Springs will not be accepting ACH Credit or Wire Transfer payments at this time.

Can I schedule a payment?

No, for your security, MUNIREvs does not store any payment information in the system.

My Business Center is empty. I have no tasks to be completed.

Per your account filing frequency, your tax forms will be available to file on the 1st day of the month following the last day of the tax period. Here are some examples:

- Monthly Filer: Jul 1-31, 2021 tax return due Aug 20, 2021, August 1, your tax form will be available.
- Quarterly Filer: July 1-Sept 30, 2021 tax return due Oct 20, 2021, October 1, your tax form will be available.
- Yearly Filer: Jan 1-Dec 31, 2021 tax return due Jan 20, 2022, January 1, your tax form will be available.

If there is not a tax form available after the first of the new month, please contact us.

Can I see my tax return & payment history?

Yes, you can access this information in your business center under Account Filing History. Form and receipt data may not be available for imported/historical data from the prior system.

What tax forms or fees can I file online, pay?

You can file and pay for a Sales & Use Tax Return, Schedule C, Lodgers Tax, Automobile Rental Tax, Motion Picture Theater Tax, Bicycle Excise Tax, Consumer Use Tax Return (FF&E), License Renewals, Sales Tax License Fee, Returned Payments, Returned Payment Fee and Audit Assessments.

MAINTAINING OR UPDATING ACCOUNT IN NEW ONLINE SYSTEM PORTAL

Will I be able to remove myself from an account(s)?

Yes, through the business center, select "Add or remove yourself from businesses that you manage, or apply for a new account, HERE", locate the account number and click the red "Remove" button to the right of the screen. This will disconnect you as a user for the specified account.

Will I receive automated reminders?

Yes, automated email reminders will be sent to your authenticated email address for tax returns or license renewals. If you did not receive an automated reminder, please confirm the email address from your user registration and verify support@munirevs.com is listed as a safe sender and that the email is not in your junk folder.

My account needs updating or I need to cancel my account.

If any details for your business have changed such as mailing address, phone numbers, DBA, account closure etc., go to the business center, and click on your business name under Account & User Information. Then, on your business-specific page, click the blue link titled "Account Maintenance Form". This will allow you to update your business information or request to close your account.

I have a new user email.

New email for username, no problem! Go to the business center, and click on your business name under "Account & User Information". Then, on your business-specific page, locate the link below the header "User/login or email address update" to register a new user, follow steps 6-8 to reattach to your account(s).

I forgot my password.

Click the blue "Existing User Log-In button", click the link "Forgot your password", enter your email address and click the "submit" button. An email will be sent with instructions for creating a new password. If you have a spam filter enabled, be sure to add support@munirevs.com to your safe senders list. If you receive no email, contact MUNIREvs.

Can I amend a tax return online?

No, you cannot file an amended return online. You will need to continue to use our amended return located on our website www.coloradosprings.gov/salestax, click “Tax Returns”, scroll to the bottom of the webpage and locate “File an Amended Return”, click the link Instructions, Signature Page and Amended Return. You will need to remit the completed form to The City of Colorado Springs, Attn: Sales Tax, PO Box 1575, Mail Code 225, Colorado Springs, CO 80901-1575.

Will I be able to apply for a new license or add an additional location to my primary account online?

The new system will allow you to apply for a:

- Sales Tax License
- Use Tax Only Account
- Temporary Sales Tax License
- Exemption Letter
- CAZ Exemption License

Log into your business center, under the section “Account & User Information”, click the “Add or remove yourself from businesses that you manage, or apply for a new account”, on the next page scroll down and select the bubble “I have a new business, an additional location, or am moving and need to apply for a new license”. Complete the first business page, enter your entity, physical address of your new business, business type and your role, and click continue. You will be prompted to verify your address. Click the appropriate option and select continue. The next form is your business registration form. Answer all questions to the best of your knowledge and then click “submit”. This will take you back to your business center where, at the top of the page, you will see your new Account Number and Activation Code. Please keep this number in a safe place. When the business registration is approved, our office will add the applicable application to your task menu for licensing completion. You will not be able to print your license on the new account until all tasks and fees have been submitted, paid, and approved.

NEED FURTHER ASSISTANCE?

Contact MUNIREvs, Monday through Friday from 8 a.m. to 5 p.m. by phone at 1-888-751-1911 or send an email to support@munirevs.com. When contacting support, be sure to include the jurisdiction (Colorado Springs) and your account number in all emails or voicemails. This will help the MUNIREvs team assist you as promptly as possible.

City staff will be available at salestax@coloradosprings.gov or 1-719-385-5903. Select option 1 for additional support.