

# OBG

Municipal Tax Application



## Frequently Asked Questions

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## Document Version History

| <b>Version</b> | <b>Old Pages</b> | <b>New Pages</b> | <b>Date</b> |
|----------------|------------------|------------------|-------------|
| 1.0            |                  | All              | 12-01-04    |
|                |                  |                  |             |
|                |                  |                  |             |
|                |                  |                  |             |

## Tax Questions & Related Issues

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The Municipal Tax Application is designed to operate as a part of the Ohio Business Gateway (OBG). As such, it is an internet-based system providing a single point of contact for businesses with municipal tax liabilities within the State of Ohio to file and pay municipal taxes, and make extension requests.

Because the OBG is a **facilitating** entity, it *does not*:

- Collect municipal taxes
- Administer municipal taxes
- Audit municipal taxes
- Charge fees to cities
- Hold funds for municipalities

For answers to questions not listed in this FAQ, contact the OBG Help Desk.

**OBG Help Desk** is available from 8 am to 5 pm Monday through Friday (closed on State holidays). Call 1-866-OHIO-GOV (1-866-644-6468).

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## General Questions about tax laws, rules, filing obligations, and tax return calculations

### Q What is Safe Harbor?

Need a definition relevant to Muni Tax Can Brian provide this?

### Q Why does OBG say I owe an estimated payment of \$X?

The Municipal Tax Application calculates estimated tax liabilities based on information entered by the user. Using the estimated annual net profit, overpayments and credit amounts you entered, the system calculates your annual payment amount.

### Q Do I owe any interest or penalties?

Interest and penalties are owed when tax liabilities are not paid within the timeframe set by the taxing entity. Contact the specific municipality for information about interest or penalties.

**Q Was my extension request accepted?**

The OBG facilitates payments and extension requests to participating agencies, municipalities and other taxing authorities. The OBG can verify whether the request has been *delivered*; however, only the taxing authority can verify whether the request has been *granted*.

**Q How do I know what municipalities to file in?**

Only the taxing authority can definitively determine this; however, in general, you should file in every municipality in which your business has a tax obligation.

**Q Where do I go to find out what a municipality requires when filing my business taxes?**

Tax requirements vary from municipality to municipality. Contact the municipal tax office for each municipality in which your business operates for information on what that municipality requires.

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## Taxpayer Account Status Questions

**Q Why was a tax bill received after paying on OBG?**

It is possible that the bill was mailed prior to your filing a tax report via the OBG. Your confirmation number is your verification of payment through the OBG.

**Q How do payments show up on my bank statement?**

Because statements are controlled by the banks that issue them, the types of information that they contain will vary from institution to institution. However, OBG payments will generally be documented on your bank statement as an ACH transaction.

**Q Has my last payment been received?**

Typically, ACH payments made through the OBG post within two business days, however, bank processes vary by institution. Contact your bank for information regarding how these payments are processed and recorded on your bank statement.

**Q What's my current account balance?**

The OBG facilitates tax payments and requests to participating agencies; however, because it is not the "system of record" it does not maintain account balance information. Contact the municipality in question for account balance information.

**Q I just filed my form on OBG, did you get it?**

Your confirmation number is your verification of filing using the OBG.

**Q I've overpaid. How do I get a refund?**

You may request a refund check from the overpaid municipality, or deduct the refund amount from your next estimated payment.

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## Registration Questions

**Q How do I register with your municipality?**

Contact the municipality in question for instructions on registering with that municipality.

**Q What is my taxpayer (local) ID at your municipality?**

Not every municipality requires a local taxpayer ID. For those that do, it can typically be found on most documentation they have sent to you. Contact the municipality in question for information regarding your taxpayer identification code.

**Q How do I find my account number for your municipality?**

Contact the municipality in question for information regarding your taxpayer account number.

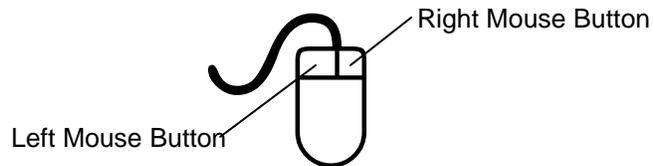
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## General Questions about Municipal Tax Application

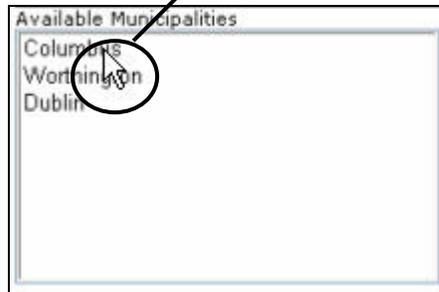
### Q How do I navigate within the Municipal Tax Application?

#### *Use of the Mouse*

Because the Municipal Tax Application is an internet-based tool, familiarity with the mouse, and other computer functions, is essential. Common mouse functions are outlined below.



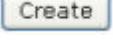
**Point** – Using the mouse, manipulate the cursor (an arrow or line) to the portion of the screen you want to address.



**Click** – With the cursor pointing at a specific area of the screen, quickly depress the left mouse button one time.

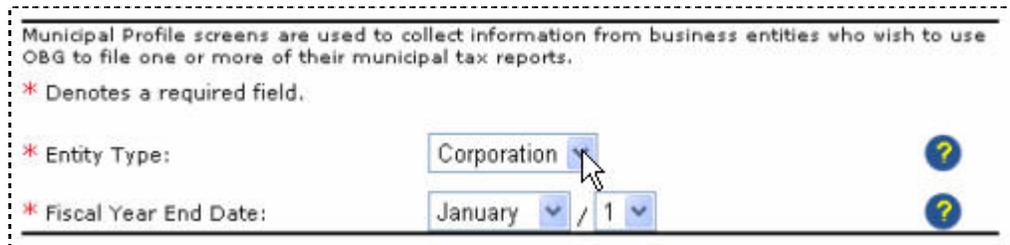
### Navigation Buttons

Navigation buttons are provided to facilitate moving from screen to screen, or to select desired functions/options. Typical navigation buttons include, but are not limited to:

|   |  |
|---|--|
|    | Returns to the previous page or step in the process.                                   |
|    | Abandons the selected function/process.  |
|    | Validates the selected function/process.   |
|    | Maintains the current functional path.   |
|    | Constructs a new profile/report.   |
|    | Moves to the next page or step in the process.   |
|    | Moves to the previous page or step in the process.                                     |
|    | Commits the currently entered information to the system.                               |
|    | Commits the entered information to the system and exits the Municipal Tax Application. |
|  | Sends the entered information through the business gateway.                            |

### Drop Down Lists

Drop down lists provide a list of predetermined choices from which you can select. Click the arrow to the right of the box to display the list, then move the cursor to highlight the desired item in the list.



Need a shot of a list that actually "drops down"

## Check Boxes

Check boxes are provided when several acceptable choices are available, and you are may need to pick more than one.

**NOTE: If you are selecting multiple reports, all reports will be created before the filing and payment process.**

**Department of Taxation Forms:**

- Ohio State, County, and Transit Sales Tax Returns (ST-10 or UST-1)
- Ohio Employer's Payment of Ohio Tax Withheld (ST-501)
- Ohio Employer's Annual Reconciliation of Income Tax Withheld (IT-941)
- Ohio Employer's EFT Quarterly Reconciliation of Income Tax Withheld (IT-942)
- Ohio Employer's Payment of School District Income Tax Withheld (SD-101)
- Ohio Employer's Annual Reconciliation of School District Income Tax Withheld (SD-141)

I like the municipalities boxes better – get a shot of those  
Also, it would be good to explain how to check/uncheck a box

## Radio Buttons

Radio buttons are provided when only one choice (either/or) is permitted.

Select the year for which the payment will apply and the method (guided or express) you would like to use to make it.

\* Denotes a required field.

\* **Fiscal Year End Date:** December 31, 2004

\* **Choose Navigation Path:**

Guided       Express

**Guided:**  
The "Guided" option will step you through the process by which tax estimates are calculated. You will be asked to provide information which can be used to estimate your tax liability for the year you have selected. Help and explanatory text will be provided.

**Express:**  
The "Express" option assumes that you already understand the process and the methodology by which municipal taxes are calculated. An interface with minimal help is provided which allows you to provide the data required by the municipalities in which you do business.

include a discussion of how to check/uncheck a radio button

## Q What is the Municipal Tax Application?

Municipal Tax Application is an internet-based system providing a single point of contact for businesses with municipal tax liabilities with the State of Ohio to file and pay municipal taxes, and make extension requests.

## Q Why is the OBG involved in municipal taxes?

The purpose of the Ohio Business Gateway (OBG) is to simplify Ohio Business's tax reporting and payment relationship. As an internet-based entity, Ohio Businesses can use this tool to simultaneously report and pay liabilities associated with Workers' Compensation, Unemployment Tax, Employer Withholding Tax, Sales Tax, Unclaimed Funds—and now—municipal taxes.

**Q I paid a previous quarter's tax through another means; can I pay this quarter through the OBG?**

Yes, however an account must be active and in good standing (not delinquent) with each participating OBG agency to file a return/report using the OBG. If you file a return/report through the OBG, you should not file the paper version of the return/report or file another electronic version fo the return/report (e.g. Dolphin applicaion through BWC) for the same period with the agency. [taken from the main OBG web site]

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## Registration and Profiles Questions

**Q How does a Muni/TPA request a change of file format?**

Contact the OBG Help Desk Service at 1-866-OHIO-GOV (1-866-644-6468).

**Q How does a Muni/TPA request a change of bank account information?**

TBD.

**Q What happens when a Muni changes their tax rate?**

The municipality contacts the OBG Help Desk, who will make the change in the Municipal profile. Once the profile change is made it is reflected in the application's calculations. Need to flesh out this process.

**Q What happens when a Muni changes their contact information?**

Changes in municipality contact information are done by contacting the OBG Help Desk and providing the new information. Once this information is received by the Help Desk, the changes are made to the municipalities profile.

**Q How do I register to use the OBG?**

To register with the OBG go to:

<https://ohiobusinessgateway.ohio.gov/hb202/login/login.asp>

**Q How do I add a new municipality to my profile?**

An "Edit Municpal Profile" button is provided on each page when you want to add a new municipality to your profile. Select that button and follow the instructions, or click the application Help for detailed instructions.

**Q Is there special hardware or software required to use the Muni Tax Application?**

To use the major features of the OBG, you must have an Internet Explorer or Netscape browser installed. Download the Internet Explorer browser for free at: <http://www.microsoft.com>.

Download the Netscape browser for free at: <http://channels.netscape.com/ns/browsers/download.jsp>.

Download the Adobe Acrobat software at: <http://www.adobe.com/products/acrobat/>.

You can also click on any of the icons to the left of the requirement to navigate to these locations. At this time, we are unable to support AOL or MAC users.



Microsoft Internet Explorer 5.5 or higher



Netscape Internet Browser



Adobe Acrobat 4.0 or higher

Adobe Acrobat Reader is software that lets you view and print Portable Document Format (PDF) files. In order to obtain an electronic BWC Certificate, you must have Adobe Acrobat Version installed on your PC.

**Q I don't see my Entity type, what do I do?**

Contact the specific municipality in questions for information on locating your entity type. [Confirm?](#)

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## Generic Payment Issues and Questions

**Q What is ACH and how does it work?**

An ACH Automated Clearing House transaction is a transfer system which provides for the interbank clearing of electronic entries for participating financial institutions. The ACH system is the primary electronic funds transfer (EFT) system used by agencies to make payments.

**Q Can I pay with a credit card?**

No. While some agencies served by the OBG network accept credit card payments, at this time, the Municipal Tax Application does not.

**Q Can I file on OBG, but pay by another means?**

Yes. Submit your payment report with a zero (0) dollar amount in the payment field. The system will submit the tax information to the appropriate municipality(s). Then you can pay by another means. When payment is made, you should inform the taxing entity that you have filed through OBG, and provide them with your OBG confirmation number.

**Q Can I pay an amount different than what's due?**

Yes. The Municipal Tax Application calculates the tax due based on the information you enter; however, you may overwrite the calculated payment amount.

**Q When I make a payment via the OBG, when does that payment usually post to my bank account?**

Typically, payments made through the OBG post within two business days, however, bank processes vary by institution. Contact your bank for information regarding when these payments are processed and recorded on your bank statement.

**Q What is the confirmation number for?**

The confirmation number is a unique identifier assigned to your filing transaction. This number verifies that the payment/request you authorized was delivered to its intended recipient.

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## Verifying Files have been Sent, Received, or Accurate

**Q I filed on OBG, but the municipality says it never received my data – what do I do?**

Contact the [OBG Help Desk](#) with your confirmation number and the date of the payment/transaction. Using this information, they are able to resolve the problem.

**Q My tax data file needs to be regenerated, how do I do that?**

Contact the [OBG Help Desk](#) with your confirmation number and the date of the payment/transaction. Using this information they can regenerate the file.

**Q There's an error with the tax data file I received, what do I do?**

Contact the [OBG Help Desk](#) with your confirmation number and the date of the payment/transaction. Using this information they are able to resolve the problem.

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## Accessing OBG and/or the Muni Tax Application

**Q I've lost/forgotten or need to reset my password, what do I do?**

Contact the [OBG Help Desk](#) to locate or reset your password.

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## Web Mailboxes

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*Note: OBG Web Mailbox functions are limited to participating agencies only, and are not open to use by the general public.*

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**Q How do I use the web mailbox?**

For general instructions on the use of OBG Web Mailboxes go to:

<HTTPS://esssng.ohio.gov/webmailbox> and enter your username and password.

**Q Why can't I access or login to my web mailbox?**

Contact the [OBG Help Desk](#). They are able to resolve web mailbox issues.

**Q I downloaded my file, but have since lost it. Can I get another one?**

For general instructions on the use of OBG Web Mailboxes go to:

<HTTPS://esssng.ohio.gov/webmailbox> and enter your username and password.

**Q I can't find my file, where is it?**

For general instructions on the use of OBG Web Mailboxes go to:

<HTTPS://esssng.ohio.gov/webmailbox> and enter your username and password.

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## Error and Misc. Problems

**Q The application appears to be performing calculations incorrectly.**

Contact the [OBG Help Desk](#) to resolve application calculation issues.

**Q Totals sent to the Municipality and the bank are out of balance.**

Contact the [OBG Help Desk](#) to resolve any discrepancy in information between the municipality and your financial institution.

**Q My PC crashed, or I lost my internet connection while attempting to file.**

Any information not saved prior to receiving a confirmation number is lost when your PC crashes or your internet connection is lost. Save your information during the filing process to prevent loss of data.

**Q The OBG web site is down.**

**If the web site is down, how will they be able to read this?** On rare occasions the OBG may be unavailable when new services are added or equipment updates are installed. Such outages are short, occur during non-business hours, and are announced in advance. Contact the [OBG Help Desk](#) to notify them when an unannounced outage is experienced.

**Q I've lost my confirmation number.**

While the confirmation number is the best way to locate file information within the system, the [OBG Help Desk](#) can locate information by other means (transaction date, etc.). Contact the Help Desk for assistance in locating lost transaction information.