

Philadelphia Tax Center

Quick Reference Guide



This reference guide provides an overview of the Philadelphia Tax Center and walks you through how to register for a Philadelphia Tax Id Number and Tax accounts, create a username and password, respond to a letter, and make a payment.

The Philadelphia Tax Center

URL: <https://tax-services.phila.gov/>

Taxpayers can use the Philadelphia Tax Center (PTC) to register/access accounts and perform a variety of tasks. Through PTC, taxpayers can communicate with the Revenue Department, make payments, file returns, and manage account access.

Register A New Taxpayer

Taxpayers can register themselves and their businesses on PTC.

To register a new taxpayer:

1. View the Philadelphia Tax Center home page.
2. Click **Register a new taxpayer** hyperlink in the *New taxpayers* panel.
3. On the next window, click **Yes** or **No** to answer “Are you a third party professional registering on behalf of your client?”. Then, click **Next**.
4. Select **I know my entity classification** if you know the entity type.
 - If you don’t know the entity type, select **Help me figure out my entity classification**. Then, click **Next**.
5. Choose the appropriate entity selection. Then, click **Next**.
6. The next window will display the list of eligible tax types based off your entity type. Click **Next**.
7. Now, select the tax types you would like to register with the Dept. of Revenue. Then, click **Next**.
8. Choose the *ID type*, enter the information in the required(*) fields. Then, click **Next**.

Register A New Taxpayer (Continued)

11. Enter the Tax account start date. Click **Next**.
12. After reviewing the **Jump Start Philly** eligibility information, choose **Yes** or **No**.
 - a. If you select yes, you will be prompted to answer two additional questions.
13. After selecting **Next**, enter the *NAICS code* or click **Search by industry** for options
 - a. To search by industry, enter a keyword and click **Search**. Click on the appropriate code hyperlink and then **Ok**.
14. Select **Next**.
15. Complete the **Mailing Address** info. You will need to **Validate address** before clicking **Next**.
16. Answer the question(s) about adding a business location address. Click **Next**.
17. Answer the question(s) about adding a business location address. Click **Next**.
18. Answer the question(s) about adding rental properties. Click **Next**.
19. On the next window, you can select the **+Add a property** hyperlink to add properties you own in Philadelphia. Click **Next**.
20. Complete **Contact** information, then click **Next**.
21. Create a Username and Password for the Philadelphia Tax Center. Click **Next**.
22. Review the *Taxpayer registration summary*.
 - a. If you need to make any corrections, click the **Previous** button to go back and edit.
 - b. If the information is correct, **check** the box under *Confirm registration*.
23. Click **Submit**. Then, **Ok**.

Note: A printable Confirmation page will be displayed



Existing Taxpayers – Create PTC Login

Taxpayers who are already registered with the City of Philadelphia Dept. of Revenue can create a username and password to access their accounts online.

To create a username and password:

1. View the Philadelphia Tax Center home page.
2. In the *Existing taxpayers* panel, click the **Create a username and password** hyperlink. The PTC New User page is displayed.
3. Review the displayed information; click **Next**.
4. Click **Yes** or **No** to answer the *Verification* question.
 - a. If **Yes**,
 - i. Click **Next**.
 - ii. Enter your *Contact Information*.
 - iii. Complete the *Login Information*.
 - iv. Click **Next**.
 - v. Review the *Registration Summary* page. Click **Submit**.
The Confirmation page is displayed.
 - b. If **No**,
 - i. Select the appropriate *ID Type* from the dropdown menu.
 - ii. Enter and confirm your ID number in the required (*) fields.
 - iii. Click **Next**.
 - iv. Enter your *Contact Information*.
 - v. Complete the *Login Information*.
 - vi. Review the *Registration Summary* page. Click **Submit**.
The Confirmation page is displayed.
5. From the *Confirmation page*, click **Ok** to return to the home page to login with your new username and password.

Note: When you log in for the first time, you will need to request an access letter to gain access to your accounts.

Request PTC Access Letter

1. View the Philadelphia Tax Center Homepage.
2. Enter your *Username* and *password*; click **Login**.
3. Set up **Two-step Authentication**. Then, select **Save**.
4. Enter the 6-digit code from your authentication app. Click **Confirm**.
5. Click **Submit** to request an access letter.

Respond to a Letter

Taxpayers can respond to certain letters directly through PTC. This gives the taxpayer the ability to provide documentation, make payments, etc. based on what is requested in the letter.

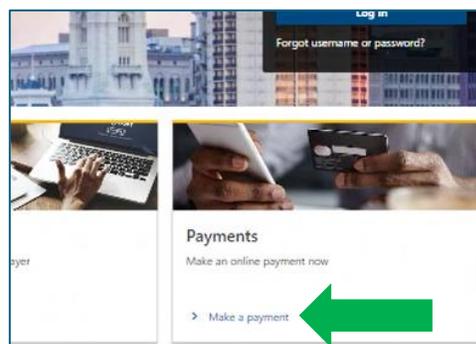
To respond to a letter:

1. View the Philadelphia Tax Center home page.
2. In the *Respond to a Letter* panel, click the **Respond to a letter** hyperlink. The Letter Search window is displayed.
3. Enter the **Letter ID** from the letter you received. Click **Search**.
4. Once the letter is verified, click the **Click here to proceed** hyperlink.

Note: Depending on the type of letter you are responding to, you will be prompted to attach documentation or provide additional information.

Make a Payment

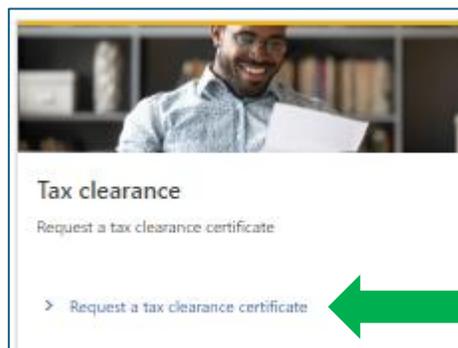
Payments can be made without logging in to PTC.



Note: Taxpayer must be logged in to PTC to manage and view a history of payments.

Request a Tax Clearance Certificate

You can request a tax clearance certificate without logging in to PTC.



Note: Taxpayers must be logged in to PTC to view non-compliance flags on the account.