



# INTIME Guide for Business Tax Customers

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# Welcome to INTIME

The Indiana Department of Revenue's (DOR) e-services portal, [INTIME](#) (Indiana Taxpayer Information Management Engine) offers customers the ability to manage all their business or corporate tax accounts in one convenient location, 24/7. This includes filing returns, making payments, and secure messaging with DOR Customer Service. This guide serves as a resource to help customers set up their INTIME account and explore the functionalities available with step-by-step instructions, screenshots, and helpful tips.

The [INTIME Functionality chart](#) provides a list of tax accounts that can be managed via INTIME along with the functionalities available.

Business customers can log in to [INTIME](#) to access the following additional functionalities:

- Electronic delivery of correspondence from DOR
- Make payments using a bank account or credit card
- Online customer service support through INTIME secure messaging
- Request and print return transcripts as needed
- Update contact and mailing information
- Upload bulk file submissions of less than 10 MB directly through INTIME. More [information on bulk filing](#) is available.
- View and respond to correspondence from DOR

[Additional resources](#) are also available.

## INTIME for Corporate and Business Customers

[INTIME](#) is available to manage corporate and business tax obligations.

A complete list of all of [DOR's Electronic Tax Filing Options](#) and the tax obligations that can be filed via INTIME, as well as by SFTP bulk filing and Modernized E-File, is available.

## Getting Started

- A new business must be registered through [INBiz](#) before creating an INTIME user login.
- You will need the unique Letter ID found on a letter from DOR (located in upper right-hand corner). If you do not have one, a "Welcome letter" can be requested during the login creation process.
- You will be asked to provide the business name and ID (TID / RRMC / FEIN / SSN / PTIN).

# Username and Password Creation Overview

## Create a master login for your organization

The first person to create a username for your organization will be assigned the role of "Master Logon." This user will be able to manage access for other users in your organization, if appropriate, and will have full access to your company's own tax accounts. INTIME usernames are specific to each person, and passwords should not be shared with anyone.

## Create your INTIME login

[Go to INTIME](#) and select "New to INTIME? Sign up." to create a master login username and password for access to INTIME. Follow the steps on your screen to [register and create your login](#).

Create a unique username (may be an email address) and password. Note that the password:

- Must be at least eight characters long
- Must include at least one uppercase letter
- Must include at least one special character
- Cannot be the username or email address

Enter your business information and validate access using a unique DOR Letter ID, recent payment amount, or return line item. If these items are not available, a "Welcome letter" can be requested on the "Account validation" screen to complete the registration. This is an essential step in protecting customers' sensitive information.

An email acknowledgment will be sent once a login has been created.

## Log in for the first time

Once the username creation process has been completed, you will be directed back to the INTIME landing page to log in for the first time. Enter your newly created username and password.

## Two-factor authentication

Access security for INTIME is enhanced with two-factor authentication. This means that you will be required to enter an access code upon logging in that can be received by email, text message (standard text message rates apply), or authenticator application. Information on each of these options is included on the registration screen.

## Power of Attorney Access

A Business tax customer can grant a tax practitioner access to their INTIME account with an electronic Power of Attorney (ePOA). Once ePOA access has been requested through INTIME and approved by the business tax customer, a tax practitioner will be able to see and perform the same actions as their client.

An ePOA request is separate from a Form POA-1 request. Granting an ePOA allows a tax practitioner to view an INTIME account(s) and payment history, provide necessary documents, and access letters

and messages from DOR. An ePOA ensures the security of your INTIME account and DOR considers it equivalent to Form POA-1 for the purpose of discussing tax matters.

## Initiating ePOA

To initiate an INTIME ePOA access request, a tax practitioner will log in to their own INTIME account, go to the "All Actions" or "Preparer Actions" tab, locate the "Power of attorney" panel, then click on the "Request POA Access" hyperlink and follow the prompts. The Business tax customer (client) will receive an email soon after that instructing them to log in, review, and approve (or deny) the request.

Detailed instructions for tax practitioners and clients are available:

- [INTIME ePOA Guide for Tax Practitioners](#)
- [INTIME ePOA Guide for Clients](#)

DOR will consider an INTIME ePOA equivalent to the Form POA-1 for the purpose of discussing tax matters. DOR reserves the right to request Form POA-1 in certain circumstances, but in general, Form POA-1 is not required in addition to an approved INTIME ePOA access request.

Information is available on [power of attorney procedures and Form POA-1](#), the [various POA options](#), as well as answers to [frequently asked questions](#).

## INTIME ePOA Access Request Processing Time

If a Business tax customer can create a username and access INTIME, they can approve a tax practitioner's request and provide immediate access.

If you cannot access INTIME to approve an ePOA request, DOR will mail an access request letter to your legal address on file with DOR. Information in the letter can be used to approve the tax practitioner's access request.

Mailed access approval forms may take several weeks to be received and processed. In either case, the Business tax customer will be notified by email when the access is granted to their tax practitioner.

## Helpful Hints and Reminders for Tax Practitioners

Once the ePOA access request has been approved, the Business tax customer will be added to the tax practitioner's client list. When that process is complete, a tax practitioner can:

- View any outstanding actions for each client, including new letters or messages from DOR
- File returns and make payments
- Search the client list
- Manage which customers are initially visible using the "Manage Favorites" button

Each member of a tax practitioner's team will request INTIME ePOA access to their own client accounts.

Creating additional users from a “Master Logon” account allows the amount of access to be limited. Team access can be managed as needed using this method, including deactivating accounts when necessary.

Some practitioners may prefer to register all their clients upfront for the INTIME ePOA in order to see and be notified when new messages or letters are received from DOR.

## Managing Security & Access to Accounts

Security is handled independently for each user. A “Master Logon” may create additional usernames for an organization and manage the level of access allowed to your own tax records.

Keep in mind that additional users:

- Will perform work as themselves
- May have access to customers and accounts that you do not have access to (each user has his or her own set of INTIME ePOAs)

**Tip:** As a “Master Logon,” you may only manage access for other users whose accounts you have access to.

## Revoking Access to Account

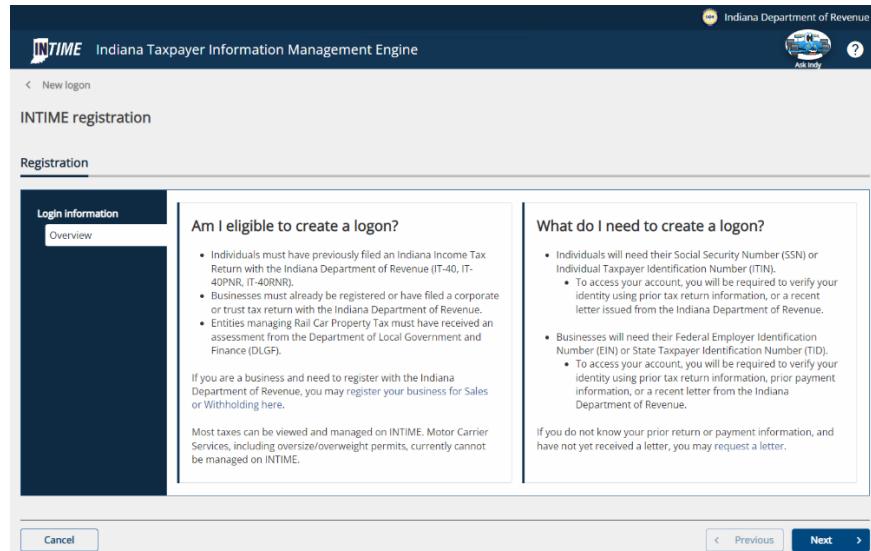
Business tax customers can manage and modify a tax practitioner’s level of access, including revoking ePOA access. To revoke a tax practitioner’s access to your account, go to the “All Actions” tab and select “Manage POA access.”

Tax practitioners can easily revoke their own INTIME ePOA access (thus ending the ePOA):

1. Enter the client’s INTIME account and go to the “Settings” tab.
2. Cancel access to the client or tax accounts you no longer wish to have. If you cancel access to the client, access to all their accounts will automatically be removed. When canceling access to a specific tax account, access to the customer and any remaining tax accounts will be maintained.

## INTIME Registration

The registration screen provides context for creating a username and password for INTIME.



INTIME Indiana Taxpayer Information Management Engine

Indiana Department of Revenue

Ask Indy

INTIME registration

Registration

Log in information

Overview

Am I eligible to create a logon?

- Individuals must have previously filed an Indiana Income Tax Return with the Indiana Department of Revenue (IT-40, IT-40PNR, IT-40RNR).
- Businesses must already be registered or have filed a corporate or trust tax return with the Indiana Department of Revenue.
- Entities managing Rail Car Property Tax must have received an assessment from the Department of Local Government and Finance (DLGF).

If you are a business and need to register with the Indiana Department of Revenue, you may register your business for Sales or Withholding here.

Most taxes can be viewed and managed on INTIME. Motor Carrier Services, including oversize/overweight permits, currently cannot be managed on INTIME.

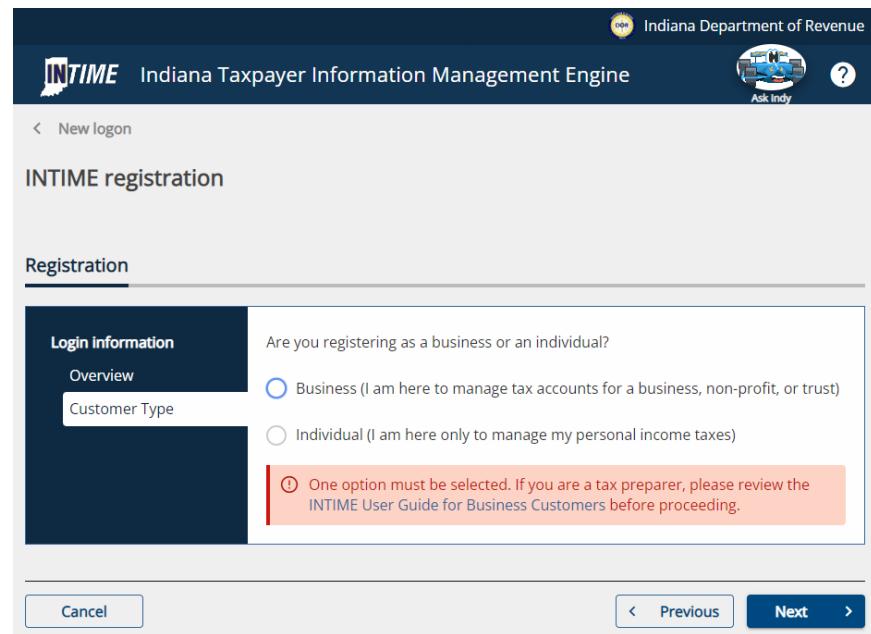
What do I need to create a logon?

- Individuals will need their Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).
  - To access your account, you will be required to verify your identity using prior tax return information, or a recent letter issued from the Indiana Department of Revenue.
- Businesses will need their Federal Employer Identification Number (FEIN) or State Taxpayer Identification Number (TID).
  - To access your account, you will be required to verify your identity using prior tax return information, prior payment information, or a recent letter from the Indiana Department of Revenue.

If you do not know your prior return or payment information, and have not yet received a letter, you may request a letter.

Cancel Previous Next

Select "Business" to manage tax account for a business, nonprofit, or trust.



INTIME Indiana Taxpayer Information Management Engine

Indiana Department of Revenue

Ask Indy

INTIME registration

Registration

Log in information

Overview

Customer Type

Are you registering as a business or an individual?

Business (I am here to manage tax accounts for a business, non-profit, or trust)

Individual (I am here only to manage my personal income taxes)

**ⓘ One option must be selected. If you are a tax preparer, please review the INTIME User Guide for Business Customers before proceeding.**

Cancel Previous Next

Enter legal business information. ID type options: Indiana Tax Identification Number (TID) or Federal Employer Identifications Number (FEIN).

Registration

Login Information

Overview

Customer Type

Customer Information

Enter legal business information

ID type \*

Required

ID \*

Required

Legal name of business \*

Required

Cancel
< Previous
Next >

## Add Accounts

Follow the on-screen instructions to add tax accounts and verify access. If a customer is unable to validate using the available validation methods, they may use the link in the info box to request an INTIME welcome letter. By clicking this link, the customer is redirected to a new web request to fill out in order to receive the letter in the mail. With this letter, they may use the Letter ID validation method to create their INTIME login.

INTIME registration

Registration

Login Information

Overview

Customer Type

Customer Information

Add Accounts

Enter valid account details to verify access

If you are here to manage your Alcohol, Tobacco, Fuel Inventory or Vehicle Sharing accounts, use your Sales account details below.

Tax account type to be filed

Sales (ST-103, ST-103CAR, ST-103 ✓)

If gaining access to this account, you will also be granted access to all sales accounts currently registered to your organization. This includes the following tax types:

Alcohol, County Admissions, Charity Gaming Excise, Cigarette, County Innkeeper, Consumer Use, Cigarette Tax Stamps, Electronic Cigarette, Food and Beverage, Firework Public Safety Fee, Heavy Equipment Rental Excise, Fuel Inventory, Motor Vehicle Rental, Other Tobacco Products, Sales, Tire Fee, Type II Gaming, Utility Services Use, Vehicle Sharing Excise, Wireless Prepaid Cards

Account validation

If you are unable to complete any of the account validation methods available below, you may request an INTIME welcome letter.

Select account validation method

Return Line Item

Enter the amount on line 1 from one of your previously filed Sales (ST-103, ST-103CAR, ST-103MP) returns. This must be from a return filed after 7/6/2019.

Line item amount (cannot be a \$0 amount) \*

Required

Cancel
Save Draft
< Previous
Next >

## Tax Account Options

The customer must know what accounts they are registered for and select one of those account types from this list.

Aircraft Dealer accounts may only use the Letter ID validation method. They also must provide the 5-digit zip code associated with the account.

Aircraft Excise accounts may use any validation method and must provide the FAA number for the aircraft.

All other accounts may use any validation method.

Select account validation method \*

Required

Required

Letter ID

Payment Amount

Return Line Item

Tax account type to be filed \*

Required

Required

- Aircraft Dealer (AE-8)
- Aircraft Excise (AE-7)
- Alternative Fuel Decal (SF-801)
- Aviation Fuel (AVF-150)
- C Corporation (IT-20)
- Fiduciary Income (IT-41)
- Financial Institution (FIT-20)
- Gasoline Use (GT-103)
- Motor Fuels (MF-360)
- Nonprofit (IT-20NP, NP-20, NP-20A)
- Partnership (IT-65)
- Petroleum Severance (MF-600)
- Rail Car Tax (RC-1)
- S Corporation (IT-20S)
- Sales (ST-103, ST-103CAR, ST-103MP)
- Special Fuel (SF-900)
- Terminal Operator (FT-501)
- Transporter License (SF-401)
- Utility Receipts (URT-1)
- Utility Services Use (USU-103)
- Withholding (WH-1, WH-3)

## Account Validation: Letter ID

### Account validation

If you are unable to complete any of the account validation methods available below, you may request an INTIME welcome letter.

Select account validation method

Letter ID

Please provide the letter ID from correspondence received from DOR. The ID consists of an "L" followed by a 10-digit number and can be found in the top right corner of the letter.



INDIANA DEPARTMENT OF REVENUE  
PO BOX 6032  
INDIANAPOLIS IN 46206-6032

Indiana Department of Revenue  
Eric J. Holcomb, Governor  
Bob Grennes, Commissioner

**TAXPAYER NAME**  
123 MAIN STREET  
INDIANAPOLIS IN 46202

FEIN 12-3456789  
Taxpayer ID 0123456789  
Letter ID **L9999999999**  
Date Issued January 31, 2020

Letter ID \*

Required

[Cancel](#) [Save Draft](#) [Previous](#) [Next](#)

## Account Validation Method: Payment Amount

The info box will disclose the tax account selected by the customer. Please be advised that a special note will apply to Sales accounts. Payments in the amount of \$25 may not be used for validation, as this is the amount due for registration fees.

### Account validation

If you are unable to complete any of the account validation methods available below, you may request an INTIME welcome letter.

Select account validation method

Payment Amount

Enter one of the last 5 payment amounts that have been made for any of your Sales tax accounts.

If you do not have recent payment information for your Sales tax account(s), you may request an INTIME welcome letter.

Please note that \$25 payments cannot be used for validation, as these are always used for registration fees.

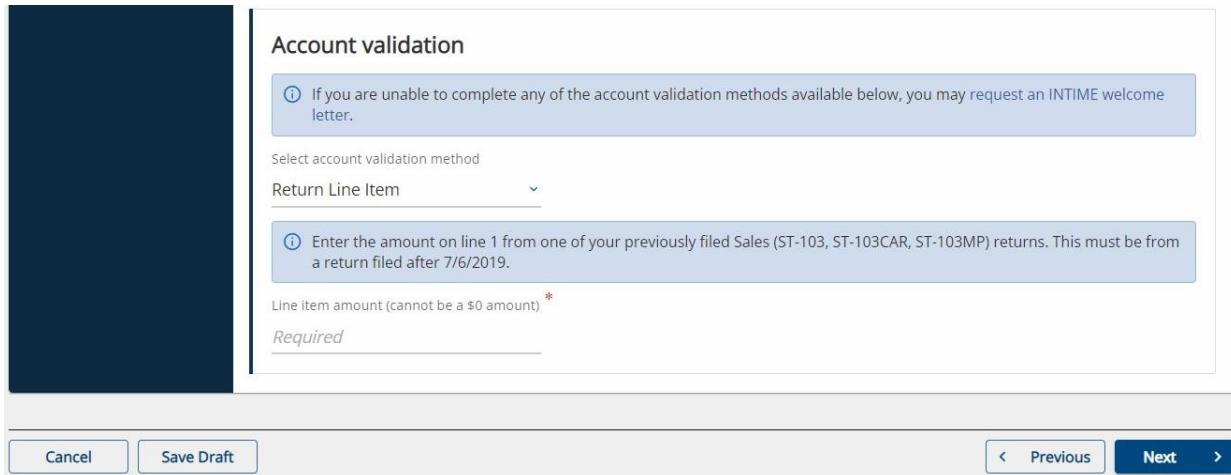
Payment amount \*

Required

[Cancel](#) [Save Draft](#) [Previous](#) [Next](#)

## Account Validation Method: Return Line Item

The info box will disclose the name of the return that is filed for the selected tax account. The date displayed will be three years before today's date.



Account validation

Select account validation method

Return Line Item

Enter the amount on line 1 from one of your previously filed Sales (ST-103, ST-103CAR, ST-103MP) returns. This must be from a return filed after 7/6/2019.

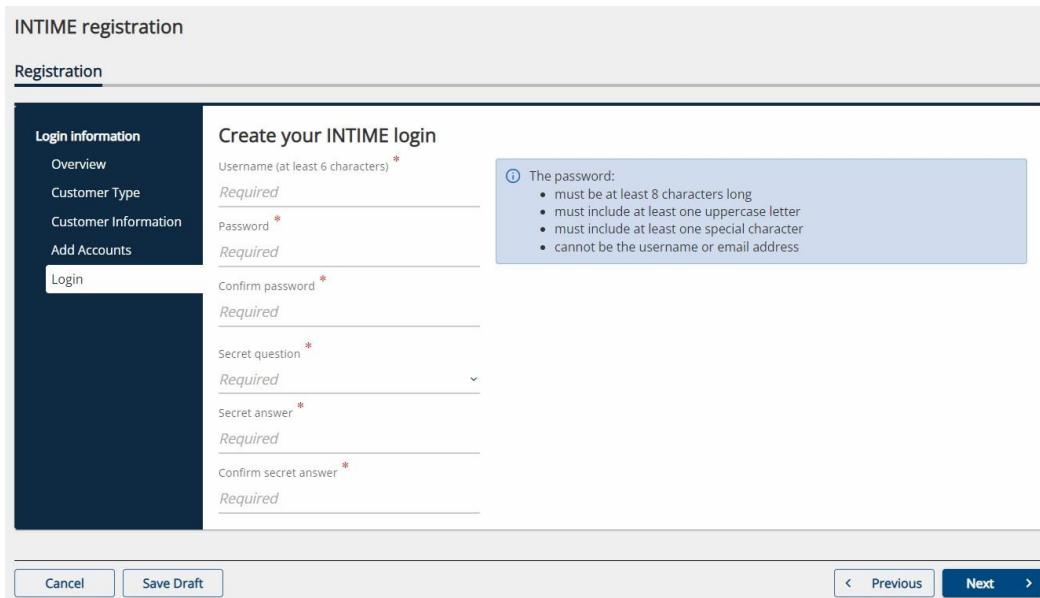
Line item amount (cannot be a \$0 amount) \*

Required

Cancel Save Draft < Previous Next >

## Create INTIME Login

Create an INTIME login and follow the password requirements. There is a real-time check to make sure the username chosen does not already exist.



INTIME registration

Registration

Login information

Overview

Customer Type

Customer Information

Add Accounts

Login

Create your INTIME login

Username (at least 6 characters) \*

Required

Password \*

Required

Confirm password \*

Required

Secret question \*

Required

Secret answer \*

Required

Confirm secret answer \*

Required

The password:

- must be at least 8 characters long
- must include at least one uppercase letter
- must include at least one special character
- cannot be the username or email address

Cancel Save Draft < Previous Next >

## Contact Information

Provide contact information and an email address. Only one email address can be associated with an account. There is a real-time check to make sure the email address provided is not associated with another account, even if it's one for a different customer.

INTIME registration

Registration

**Login information**

- Overview
- Customer Type
- Customer Information
- Add Accounts
- Login
- Contact**

**Enter your contact information**

First name \*  
*Required*

Last name \*  
*Required*

Email \*  
*Required*

Confirm email \*  
*Required*

Phone type \*  
*Required*

Country  
USA

Phone number

[Cancel](#)
[Save Draft](#)
[Previous](#)
**Next >**

## Review and Submit Registration

Business tax customers will have a chance to review the information they provided before submitting their registration. This means they can review all steps, if needed.

INTIME registration

Registration

**Login information**

- Overview
- Customer Type
- Customer Information
- Add Accounts
- Login
- Contact
- Review**

**Review submission**

Business name : SAMPLE COMPANY

FEIN : 00-0000000

INTIME logon summary

Name : JOHN SAMPLE

Username : username

Secret question : What is the first and last name of your favorite childhood friend?

[Cancel](#)
[Previous](#)
**Next >**

After selecting the “Next” button, a screen will display to confirm submission.

INTIME registration

Confirm Submission

**Confirm Submission**

Are you sure you want to submit?

[Cancel](#)
[Previous](#)
**Submit**

A confirmation message will be sent and will include a confirmation code to be used for future access along with the email provided. A printable view option is available and allows the customer to print or save a copy for their records.

## Confirmation

Your request has been submitted.

You will receive an email from the Department of Revenue when your request has been processed.

To access this request in the future use email: [sample@email.com](mailto:sample@email.com) and confirmation code: **m5zxgy**.

If you need further assistance, please call INTIME customer support at (317) 232-2240, Monday – Friday, 8:00am – 4:30pm.

[Printable View](#)

[OK](#)

## Two-step Verification

DOR knows the importance of customer account security and uses the two-step verification method for access to INTIME. Customers must choose their preferred two-step verification method before proceeding. The three methods include the use of an authentication app, the receipt of a text message, or email to get a one-time confirmation code. These unique security codes will be required for each INTIME login.

### Protect your Indiana Taxpayer Information Management Engine profile with two-step verification

Two-step verification is required to further protect your Indiana Taxpayer Information Management Engine profile. Once we have it setup you'll be asked to provide one of these methods to verify your identity each time you log in.

[Disable two-step verification in development environments only.](#)

#### Authentication App

Use an authentication app to generate a security code

No authentication app

[Set up an authentication app](#) >

#### Phones

Receive a security code by text message

No phones

[Add a phone](#) >

#### Emails

Receive a security code by email

No emails

[Add an email](#) >

## Entering Two-step Verification Security Code

When a customer chooses one of the three preferred two-step verification methods, they will be prompted to enter a security code.

Rollout Testing

INTIME Indiana Taxpayer Information Management Engine

Home

Two-Step Verification

An email with your Indiana Taxpayer Information Management Engine security code was sent to a@b.c. If you don't see the message, check your junk folder for an email from Do\_Not\_Reply@dor.in.gov.

Security Code \*

Required

Populate in development Required

Trust this device

Log In

Didn't receive your code?  
[Resend security code](#)

The page below may take up to two minutes before displaying.

Two-Step Verification

An email with your Indiana Taxpayer Information Management Engine security code was sent to a@b.c. If you don't see the message, check your junk folder for an email from Do\_Not\_Reply@dor.in.gov.

Security Code \*

We've recently sent an authentication code to a@b.c.  
Codes usually arrive quickly, but please allow a few minutes for it to arrive.

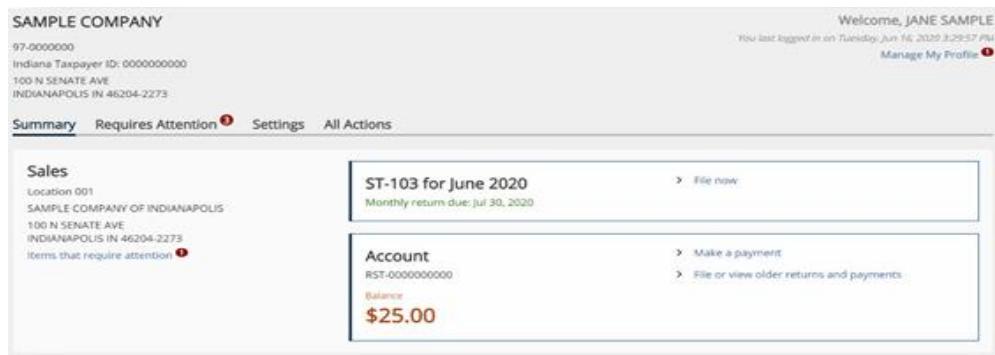
OK

Didn't receive your code?  
[Resend security code](#)

If the security code does not send to one of the selected methods, select "Resend security code".

## Landing Page After Providing Security Code

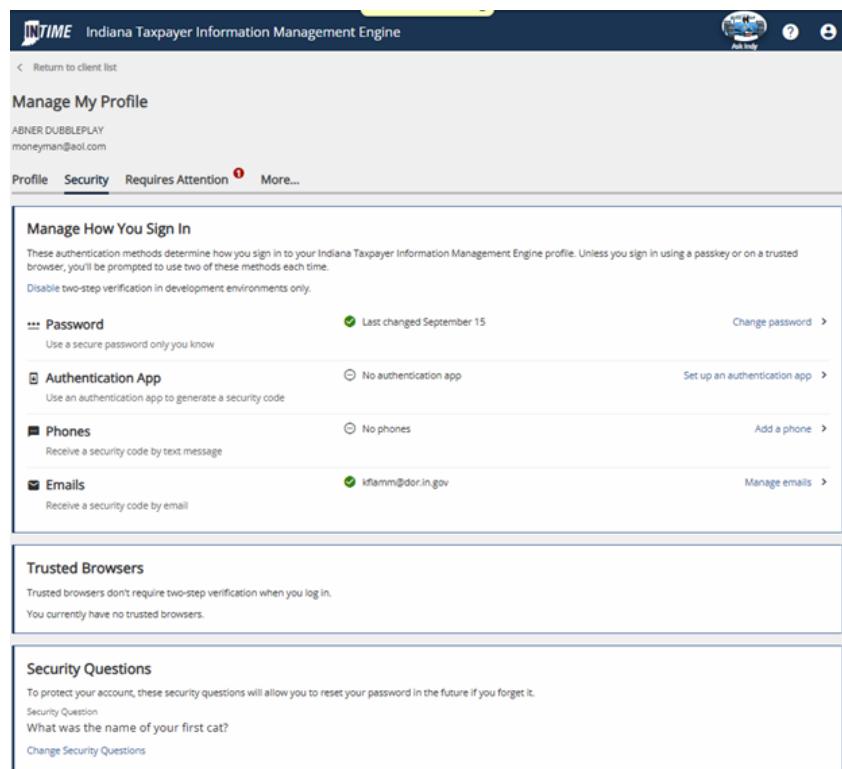
After logging in and entering the security code, INTIME's default home page is the "Summary" tab. All tax accounts and locations registered will be listed. From this screen, Business tax customers may file a return, view past returns, or make a payment. These actions are limited to the level of access the login has for the customer. Some logins may have "View Only" access, meaning they would only be able to view returns. They cannot file new ones or pay a balance.



The screenshot shows the INTIME Summary page for a company named "SAMPLE COMPANY". The company information includes a Taxpayer ID (97-0000000), Indiana Taxpayer ID (00000000000), and address (100 N SENATE AVE, INDIANAPOLIS IN 46204-2273). The page is titled "Welcome, JANE SAMPLE" and shows the last login date as "Tuesday, Jun 16, 2020 3:29:57 PM" and a "Manage My Profile" link. The "Summary" tab is selected. The "Sales" section shows "Location 001" with "SAMPLE COMPANY OF INDIANAPOLIS" and address "100 N SENATE AVE INDIANAPOLIS IN 46204-2273". The "Items that require attention" section shows a red notification icon. The "ST-103 for June 2020" section shows a monthly return due on "Jul 30, 2020" with a "File now" link. The "Account" section shows an account with ID "RST-0000000000" and balance "\$25.00" with links for "Make a payment" and "File or view older returns and payments".

## Manage My Profile

Under "Manage My Profile" customers can see their information regarding how they sign in, two-factor authentication, trusted browsers, security questions, and more.



The screenshot shows the "Manage My Profile" page in the INTIME system. The top navigation bar includes links for "Profile", "Security", "Requires Attention" (with a red notification icon), and "More...". The main content is divided into several sections: "Manage How You Sign In" (with sub-options for Password, Authentication App, Phones, and Emails), "Trusted Browsers" (with a note that trusted browsers don't require two-step verification and a message that none are currently set up), and "Security Questions" (with a note that security questions allow password reset and a list of questions including "What was the name of your first cat?").

# "All Actions"

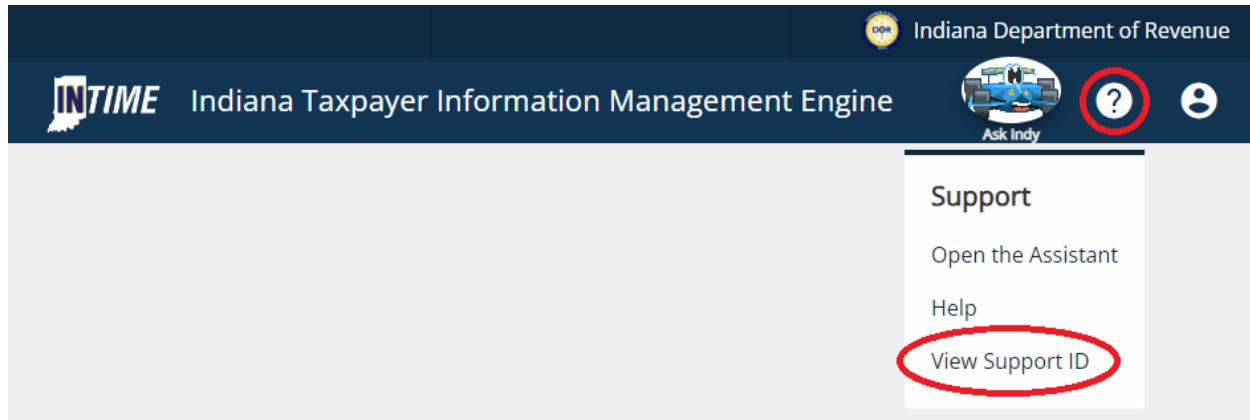
The customer can perform a number of tasks using the "All Actions" tab. Some links may not be available to all accounts; it depends on the account's level of access. Here's what the "All Actions" tab will look like for a "Master Logon".

Summary   Requires Attention   Settings   **All Actions**

Search our online services

<b>Letters</b> View all letters you've received from the agency.  » View letters » Respond to a letter, notice, or bill	<b>Messages</b> View messages I've received from the agency.  » View messages » Send a message	<b>Payment plan</b> Manage payment plans for all accounts.  » View all payment plans » Add a payment plan » Cancel a payment plan
<b>Where's my refund?</b> Request the status of your individual income tax return refund or verify your identity.  » Where's my refund? » Verify my identity	<b>Names &amp; addresses</b> View or update names and addresses associated to this customer.  » Manage names & addresses	<b>Power of attorney</b> Request power of attorney access.  » Request POA access
<b>Manage account access</b> Manage access for additional users or manage access that third party preparers have to your account.  » Manage access	<b>Submissions</b> Check the status of a previous INTIME return, payment, or submission or view past submissions.  » Search submissions	<b>Tax account registration</b> Register, renew or close a location or tax account.  » Register or renew a tax account
<b>Refund for tax on purchases</b> Request a refund for Indiana tax that you have paid on purchases.  » Submit a refund request on purchases » Submit a fuel tax refund claim	<b>Applications</b> Apply for either the Utility Sales Tax Exemption or the Physician Practice Ownership Tax Credit.  » Apply for Utility Sales Tax Exemption	<b>Individual extension</b> Request extension of time to file for individual income tax.  » Request extension
<b>How to file an individual return</b> DOR is unable to accept and process your Indiana individual tax return through INTIME. Send your completed return, including all schedules and wage statements to the address at the bottom of your return.  » Instructions for individual return filing	<b>Legal protests and abatements</b> Protest a notice of proposed assessment or refund denial or request an abatement of a penalty.  » Submit penalty abatement request » Submit protest documentation	<b>Submit WCE-1 Form</b> Apply for your Worker's Compensation Exemption Certificate.  » Submit WCE-1 Form
<b>Buying/Selling Business Assets?</b> File this form if you are the seller (transferor) or purchaser (transferee) that is transferring or receiving more than 50% of the tangible personal property of a business. This must be filed at least 45 days prior to the transfer or sale.  » Submit Notice of Transfer in Bulk	<b>Taxpayer Advocate Office (TAO)</b> Submit requests for assistance from the TAO.  » Submit a request for an offer-in-compromise » Submit a request for the Hardship Program » Submit a request for a tax warrant expungement » Submit a request for assistance from the TAO	<b>Bill Payment</b> Pay using Letter ID or Warrant number included on a bill.  » Bank payment (no fee) » Credit card (fee)

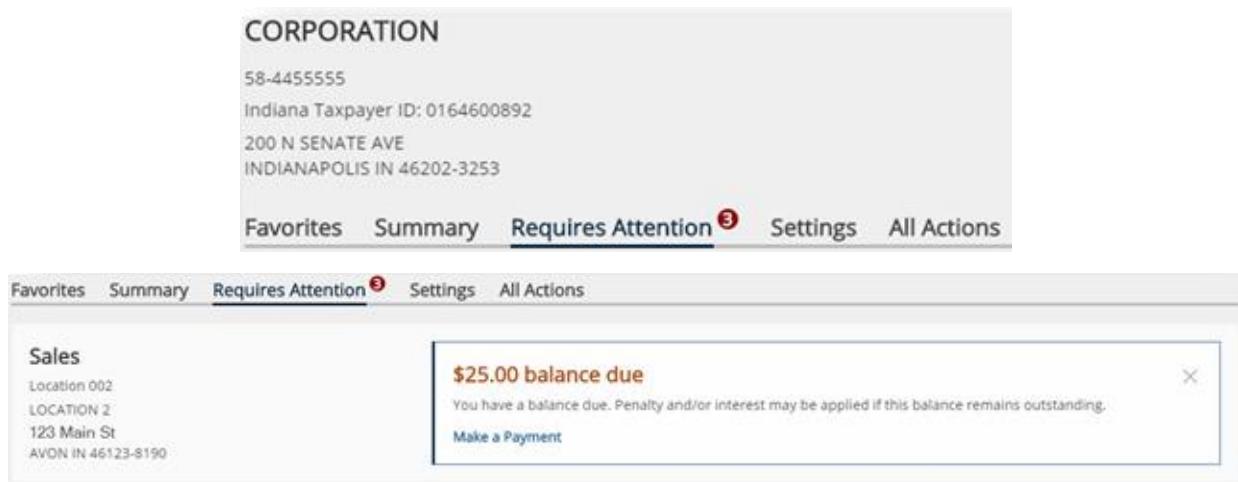
**Tip:** The question mark icon in the top right corner of the INTIME screen that links to DOR's "Contact Us" page allows the customer to view a support ID. If a customer is calling DOR with an INTIME question, a support person could use this ID to view the customer's INTIME session in real time.



The image shows the INTIME interface with a context menu open. The menu items are: Support, Open the Assistant, Help, and View Support ID. The 'View Support ID' option is circled in red.

## Alerts to Customers of Action Needed

INTIME provides alerts to customers for upcoming or overdue actions such as upcoming filing dates, upcoming or overdue payments and new unread correspondence. These alerts are listed under the "Requires Attention" tab.



The screenshot shows the INTIME interface with the 'Requires Attention' tab selected. A balance due alert is displayed for a sales account with a balance of \$25.00. The alert message states: "You have a balance due. Penalty and/or interest may be applied if this balance remains outstanding." and includes a "Make a Payment" button.

## Letters

Letters received from DOR can be viewed by going to the "All Actions" tab and selecting "View Letters."

Among the letters customers will find in this location will be the Registered Retail Merchant Certificate (RRMC). Upon renewal, customers can expect online delivery of the RRMC via INTIME.

**Tip:** If you have a question about a letter, notice, or bill you receive from DOR, use the "Respond to a Letter, Notice, or Bill" option to contact DOR customer service (rather than using the "Send a Message" option.) This will help DOR representatives research your specific issue and provide a quicker response.

# Sending and Receiving INTIME Messages

INTIME includes the ability to securely communicate with DOR customer service. Go to the "All Actions" tab and locate the "Messages" panel. From there you can view and respond to messages or create a new message by selecting the appropriate link.

When creating a new message, INTIME will ask for some specific information to get the message to the right person.

If looking to message customer service regarding correspondence from DOR, respond directly by going to the "Letters" panel and selecting "Respond to a letter, notice or bill."

The screenshot shows a step in the INTIME message creation process. At the top, there are two buttons: "Send a Message" and "Select Area". The "Select Area" button is highlighted with a blue bar. Below this is a table titled "Select Message Area" with a "Filter" input field. The table lists various categories and their descriptions:

Category	Description
Account	Question about registration, address updates, ownership changes, etc.
Online Services Assistance	Question about INTIME or assistance navigating the website
Returns	Question about a return
Payments	Question about a payment
Notice or Bill Questions	Question about a bill or notice I have received
Collection & Payment Plans	Question about a balance due, payment plan, collections, lien, levy, or garnishment
Refund and Utility Exemption	Question about a trust-related GA-110L, ST-200, or overpayment refund submission
Bulk Upload Support	Question about SFTP or Bulk filing via INTIME
Report a System Issue	I have encountered an issue with INTIME
Other: General tax questions that are not account specific	Question that doesn't fit into any of the other categories

At the bottom are "Cancel", "Previous", and "Next" buttons.

**Tip:** Tax practitioners can send messages to DOR about a client tax account(s) for which they have INTIME ePOA access by going to their client list and clicking on the client's name to enter their INTIME account.

The screenshot shows the "All Actions" tab selected in the navigation bar. Below it is a search bar with the placeholder "Search our online services". The main area is divided into two sections: "Letters" and "Messages".

- Letters:** View all letters you've received from the agency.
  - > View letters
  - > Respond to a letter, notice, or bill
- Messages:** View all messages you've received from the agency.
  - > Send a message
  - > View messages

**Tip:** You will receive an email alert when DOR responds to your message.

# Indiana Business Taxes

Use INTIME to manage, file, and pay Indiana Business taxes.

## File a Return

The "Summary" tab shows all the accounts the Business tax customer has access to view in INTIME. If they have access to file a return, there is a "File Now" link displayed for each account to file the most upcoming return for that account.

They can also use the "File or View Older Returns and Payments" link to see a list of all returns that can be or have been filed on this screen:

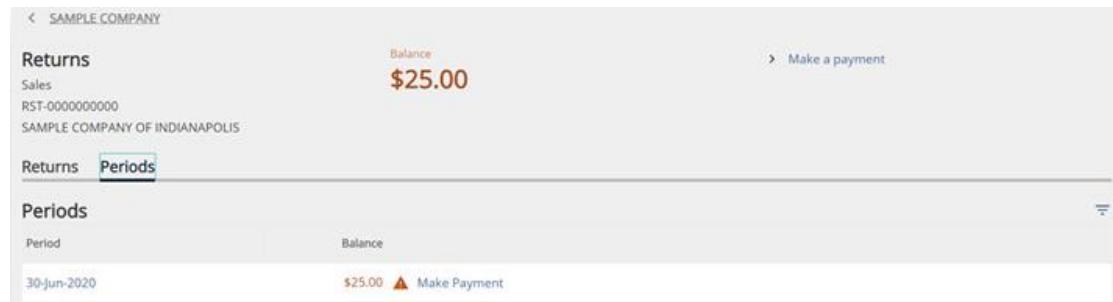


The screenshot shows the 'Returns' tab for a company named 'SAMPLE COMPANY'. The balance is listed as '\$25.00'. Below the balance, there is a table with three columns: 'Period', 'Return', and 'Status'. The first row shows '30-Jun-2020', 'ST-103', and a 'File Now' link. There is also a 'Make a payment' link in the top right corner.

Period	Return	Status
30-Jun-2020	ST-103	<a href="#">File Now</a>

By using the "File Now" link in the list of returns, they can file for the period indicated.

The "Periods" tab shows each valid period on the account, and its balance. From here, the customer can click on the "Make Payment" link to make an account payment.



The screenshot shows the 'Periods' tab for the same company. The balance is '\$25.00'. Below the balance, there is a table with two columns: 'Period' and 'Balance'. The first row shows '30-Jun-2020' and '\$25.00'. To the right of the '\$25.00' value is a red warning icon and a 'Make Payment' link.

Period	Balance
30-Jun-2020	\$25.00 <span style="color: red;">⚠</span> <a href="#">Make Payment</a>

# Make a Payment and View Payment History

The “All Actions” tab includes a “Payments & Returns” panel from which a customer can manage payments and returns for all their tax accounts.

 **Payments & returns**

Manage payments and returns for all customer accounts.

- Manage payments & returns
- Upload bulk WH-3 files
- Upload EDI files
- File your IVT-1 fuel inventory report

The “Manage Payments & Returns” link will direct the customer to this screen:

Manage Payments and Returns  
SAMPLE COMPANY  
97-00000000

Manage Payments and Returns

Accounts	Show	For Periods
All	Returns Not Filed	All

*Filter*

Status	Period	Return	Name	For	ID
File Return	30-Jun-2020	ST-103	SAMPLE COMPANY OF INDIANAPOLIS - Sales		RST-0000000000

The list can be filtered by account type in the “Accounts” menu. In the “Show” menu, the customer can toggle between returns, balances, and payments using the first drop-down. The second drop-down can further filter the list by type or status. Results can be limited to the current period only, or past periods using the “Periods” menu. Links in the list allow the customer to file or pay.

Each period is hyperlinked to view its balance and activity, shown below. From there, links to file/amend a return, and make a payment are available:

Manage Payments and Returns

30-Jun-2020      Balance: **\$25.00**

Sales  
RST-0000000000  
SAMPLE COMPANY OF INDIANAPOLIS

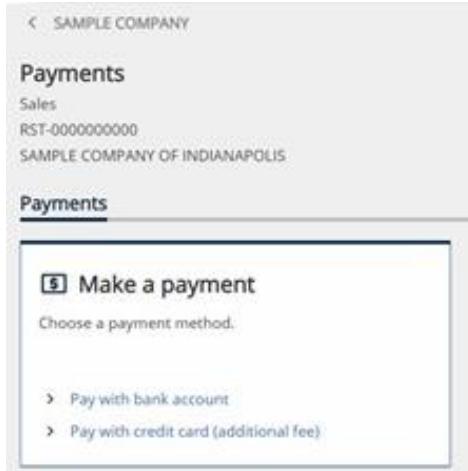
Period

Summary	Period Activity
Other \$25.00	There has been no activity.

➤ File or amend a return  
➤ Make a payment

# Making a Payment

From each of the payment links above, the customer will be directed to this screen to make a bank (no fee) or credit card payment (additional fee):



## Bank Payment

A customer begins their bank payment on this screen. The default payment date is today's date and the default balance to pay is the full balance amount. Customers can also choose not to pay in full and may enter another amount.

**Note:** Bank payment information may be saved for future use.

The screenshot shows a two-step process for bank payment. The first step, 'Payment information', is completed and shows a summary of the payment. The second step, 'Pay with Bank Account', is currently being filled out.

**Step 1: Payment information**

Summary:

- Sales: RST-0000000000
- SAMPLE COMPANY

Payment information:

Payment type	Required
Amount	25.00

Buttons: Cancel, Previous, Next

**Step 2: Pay with Bank Account**

Pay with Bank Account

Amount: 25.00

Confirm amount: Required

Payment date: 07-Aug-2024

Type: US Financial Institution

Routing number: Required

Populate Routing Number

Account number: Required

Confirm account number: Required

Bank account type:

- Checking
- Savings

Save this bank account for future use:

- No
- Yes

Buttons: Cancel, Previous, Next

## Credit Card Payment

This is the credit card payment landing page. The default amount is the full balance, but that amount can be changed. After selecting “Next,” the customer confirms the payment amount. After selecting “Next” again, the customer reviews the payment details and selects “Pay” to be redirected to DOR’s payment vendor website to fill out billing details.

Credit Card Payment

Sales  
RST-0000000000  
SAMPLE COMPANY OF INDIANAPOLIS

Payment

Payment

Enter payment information

Verify your payment information. When you click Next, you will be redirected to our third party partner where you will be prompted to enter your credit card information.

Please note that a processing fee will be assessed on all credit card payments. The fees are structured as follows:

Credit Cards

Card Type	Percentage	Additional fee
Individual	1.99%	\$1.00
Corporate	2.63%	\$1.00

Debit Cards

Payment amount	Flat fee
Less than \$100.00	\$2.75
Greater than or equal to \$100.00	\$3.75

Amount you wish to pay  
25.00

Cancel Previous Next >

< SAMPLE COMPANY

Credit card payment

Sales  
RST-0000000000  
SAMPLE COMPANY

Payment

Enter payment information

Please note that a processing fee will be assessed on all credit card payments. The fees are structured as follows:

Credit Cards

Card Type	Percentage	Additional fee
Individual	1.99%	\$1.00
Corporate	2.63%	\$1.00

Debit Cards

Payment amount	Flat fee
Less than \$100.00	\$2.99
Greater than or equal to \$100.00	\$3.75

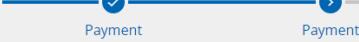
Amount you wish to pay  
25.00

Cancel Previous Next >

◀ SAMPLE COMPANY

### Credit card payment

Sales  
RST-0000000000  
SAMPLE COMPANY

Payment  Payment

#### Pay with Credit Card

Amount

Confirm amount **\***

Please note that a processing fee will be assessed on all credit card payments. The fees are structured as follows:

Credit Cards		
Card Type	Percentage	Additional fee
Individual	1.99%	\$1.00
Corporate	2.63%	\$1.00

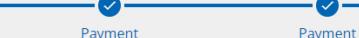
Debit Cards	
Payment amount	Flat fee
Less than \$100.00	\$2.99
Greater than or equal to \$100.00	\$3.75

[Cancel](#) [Previous](#) [Next](#) ➤

◀ SAMPLE COMPANY

### Credit card payment

Sales  
RST-0000000000  
SAMPLE COMPANY

Payment  Confirm Submission 

#### Confirm Submission

Payment Summary

Amount:	25.00
Payment date:	07-Aug-2024
Payment type:	Account Payment
Account ID:	RST-0000000000
Customer:	SAMPLE COMPANY
FEIN:	00-0000000

You will be redirected to our credit card vendor to complete this submission.

[Cancel](#) [Previous](#) [Pay](#) ➤

# Manage More in INTIME

## Update Business Name and Address

Business customers can update legal or mailing addresses, as well as Doing Business As (DBA) names while logged in to INTIME.

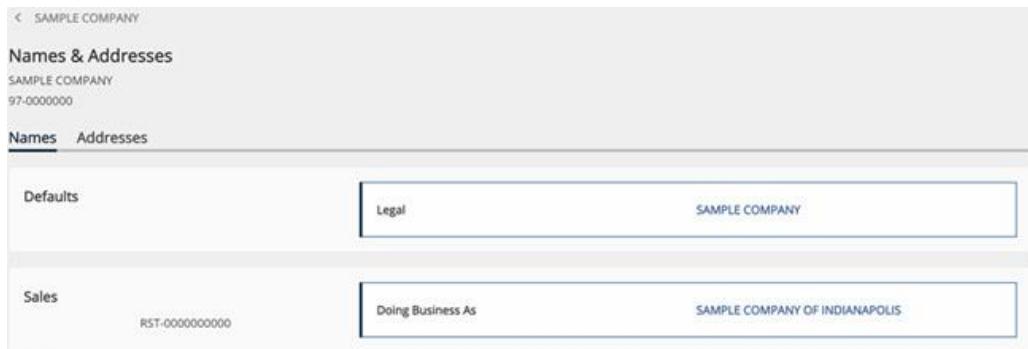
From the "All Actions" tab, select the "Manage Names & Addresses" link under the "Names & Addresses" group to manage any names or addresses associated to the customer.

### Names & addresses

Manage the names and addresses associated to this customer.

- › [Manage responsible officer information](#)
- › [Manage names & addresses](#)

Customers will see a list of names and addresses when clicking this link and are able to toggle between the two using the "Names" tab and the "Addresses" tab.



◀ SAMPLE COMPANY

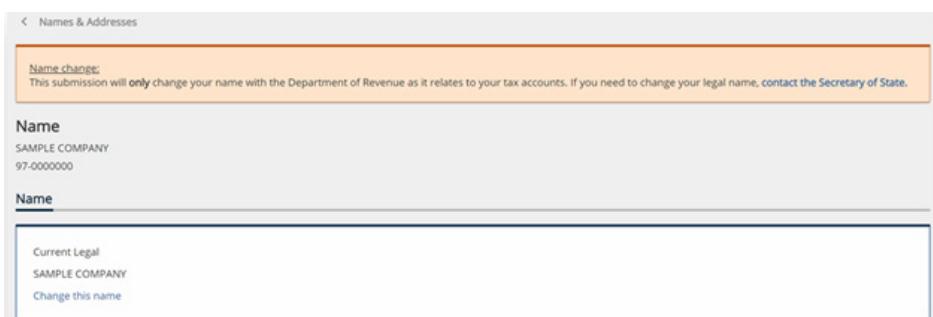
**Names & Addresses**

SAMPLE COMPANY  
97-0000000

Names Addresses

Defaults	Legal	SAMPLE COMPANY
Sales	Doing Business As	SAMPLE COMPANY OF INDIANAPOLIS

To change the name of a business, customers can select their legal name to view the name, then select "Change This Name." A warning will appear at the top of the screen noting that this is only a name change with DOR; a link to contact the Secretary of State is provided if their business name needs to be changed legally.



◀ Names & Addresses

**Name change:**  
This submission will only change your name with the Department of Revenue as it relates to your tax accounts. If you need to change your legal name, contact the Secretary of State.

**Name**  
SAMPLE COMPANY  
97-0000000

**Name**

Current Legal  
SAMPLE COMPANY  
Change this name

## Legal Change

This is where the customer can enter their new business name. The customer must attach a copy of their Articles of Amendment filed with the Secretary of State before submitting their name change with DOR.

The image displays three sequential screenshots of a web-based application for changing a business's legal name. The process involves three main steps: 1. Legal Name (initial state), 2. Legal Change (where the name is updated), and 3. Review and Submit (final state where the submission is ready).

**Step 1: Legal Name**

Names & Addresses

**Legal Name**

SAMPLE COMPANY  
97-0000000

**Step 2: Legal Change**

Legal Change

Name: JANE SAMPLE'S COMPANY

**Step 3: Review and Submit**

Names and Addresses

**Legal Name Change**

SAMPLE COMPANY  
00-0000000

**Legal Change**

\* Name:

Add Attachment

Please attach a copy of your Articles of Amendment filed with the Secretary of State.

In order to update your Legal Name, DOR requires the completed Articles of Amendment filed with the Secretary of State to be uploaded to this business account. The following steps will require this as a part of submission. Failing to complete the upload will negate the change to the Legal Name. Please contact the SOS to complete the Articles of Amendment before changing the Legal Name with DOR.

**Review and Submit**

This Name Change submission is ready to submit.

## Confirmation

An additional link to contact the Indiana Secretary of State is provided in case the customer missed the first warning about how this name change is only for DOR. This request follows the same steps to change DBA names for locations.

< Names & Addresses

### Confirmation

Your request to change your **Legal Name** has been submitted and your confirmation number is 0-000-000-000. By submitting this, you are only changing your name with the Department of Revenue as it relates to your tax accounts. If you need to legally change your name, contact the secretary of state.

Please note that your submission may take several days to process.

If you have any questions or concerns please send us a message or call us at (317) 232-2240, Monday – Friday, 8:00am – 4:30pm.

[Printable View](#)

[OK](#)

## Update Addresses

Customers may use the "Manage Names & Addresses" link as before to make updates to their addresses. The "Address" tab lists all addresses associated to the customer.

Location addresses cannot be changed from what is registered. However, a location's mailing address can be managed here, as well as the customer's legal address.

< SAMPLE COMPANY

**Names & Addresses**

SAMPLE COMPANY  
97-0000000

Names Addresses

Defaults	Legal	100 N SENATE AVE INDIANAPOLIS IN 46204-2273
Sales	Location	100 N SENATE AVE INDIANAPOLIS IN 46204-2273
	Mailing	Add

# Updating Mailing Addresses

Customers can make changes by selecting the "Add" link or update an existing mailing address.

## Mailing Address Update

◀ Names and Addresses

### Mailing Address

Sales  
RST-0000000000  
SAMPLE COMPANY

---

Change Address

**Mailing Change**

Country: USA

\* Street: *Required*

Street 2:

Unit Type:

\* State: *Required*

\* Zip: *Required*

\* City: *Required*

County:

Attention:

⚠ Address needs to be verified \*

[Verify Address](#)

---

[Cancel](#)

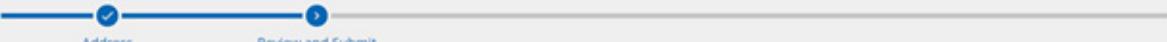
[Previous](#) [Next](#) >

## Review and Submit

< Names & Addresses

**Mailing Address**

Sales  
RST-0000000000  
SAMPLE COMPANY OF INDIANAPOLIS

Address  Review and Submit

This New Address submission is ready to submit.

[Cancel](#) [Previous](#) [Submit](#)

< Names and Addresses

**Mailing Address**

Sales  
RST-0000000000  
SAMPLE COMPANY

Change Address  Confirm Submission

**Confirm Submission**

Are you sure you want to submit this address change submission for your Mailing address?

[Cancel](#) [Previous](#) [Submit](#)

## Confirmation

< Names & Addresses

**Confirmation**

Your submission to change your Mailing Address has been submitted and your confirmation numbers is 0-000-000-000. By submitting this, you are only changing this address with the Department of Revenue as it relates to your tax accounts.

Please note that your submission may take several days to process.

If you have any questions or concerns please send us a message or call us at (317) 232-2240, Monday - Friday, 8:00am - 4:30pm.

[Printable View](#) [OK](#)

# Updating a Legal Address

From the addresses list after selecting the "Manage Names & Addresses" link on the "All Actions" tab, a customer can make changes to their legal address. A warning appears at the top to inform customers that this address change only applies to DOR. A link is provided to contact the Secretary of State to change their address legally. The customer would select the "Change This Address" link to begin.

Address change:  
This submission will only change your address with the Department of Revenue as it relates to your tax accounts. If you need to change your legal address, contact the Secretary of State.

Address

SAMPLE COMPANY  
97-0000000

Address

Legal

Current Legal  
100 N SENATE AVE INDIANAPOLIS IN 46204-2273

Change this address

## Legal Change

Names & Addresses

Legal Address

SAMPLE COMPANY  
97-0000000

Address Review and Submit

Legal Change

Country USA

Street 100 N SENATE AVE

Street

Unit Type

Unit #

City INDIANAPOLIS

State INDIANA

Zip 46204-2273

County MARION

Address needs to be verified

Verify Address

Cancel Previous Next

< Names and Addresses

### Legal Address

SAMPLE COMPANY  
00-0000000

Change Address

#### Legal Change

Country: USA

Street: 100 N SENATE AVE

Street 2:

Unit Type:

Unit:

City: INDIANAPOLIS

State: INDIANA

Zip: 46204-2273

County: MARION

Attention:

⚠ Address needs to be verified \*

[Verify Address](#)

[Cancel](#) [Previous](#) [Submit](#)

< Names & Addresses

### Legal Address

SAMPLE COMPANY  
97-0000000

Address Review and Submit

This Address Change submission is ready to submit.

[Cancel](#) [Previous](#) [Submit](#)

< Names & Addresses

### Confirmation

Your submission to change your **Legal Address** has been submitted and your confirmation numbers is 0-000-000-000. By submitting this, you are only changing this address with the Department of Revenue as it relates to your tax accounts. If you need to legally change this address, contact the secretary of state.

Please note that your submission may take several days to process.

If you have any questions or concerns please send us a message or call us at (317) 232-2240, Monday - Friday, 8:00am - 4:30pm.

[Printable View](#)

[OK](#)

## Add New Location to Existing Business

From the "All Actions" tab, a customer can add a new location to their business by using the "Register a New Location or Tax Account" link under the "Tax Account Registration" group.

**[+] Tax account registration**

Register, renew or close a location or tax account.

› Register or renew a tax account  
› Close business tax accounts

**Note:** Contact DOR Customer Service to change the address of an existing location as this cannot be done via INTIME.

## Registration type

The customer should select whether they are registering a new location for their business or adding a new tax type to an existing location.

Business Registration

SAMPLE COMPANY  
97-0000000

Registration

Business registration

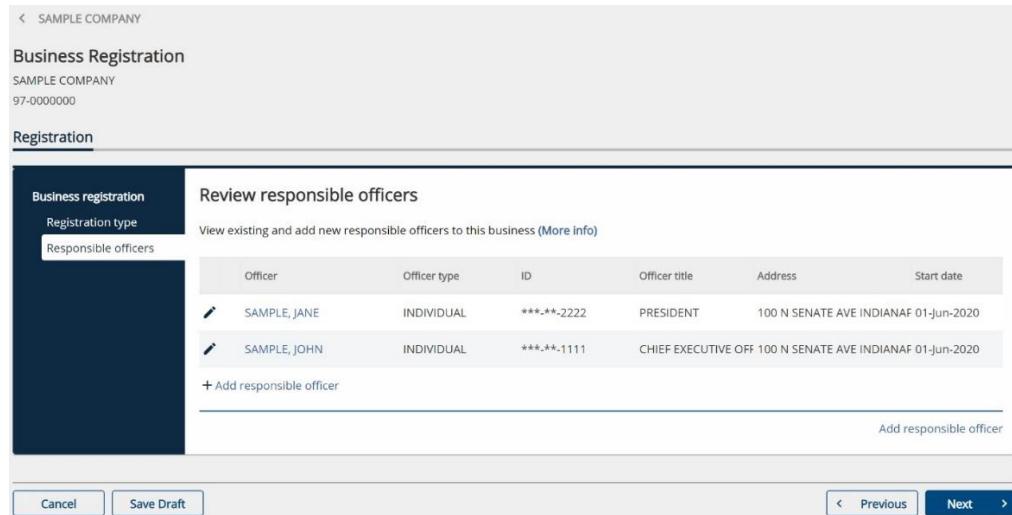
Select reason for this registration

Register a new location for this business  
 Add a new tax type to an existing location for this business

Cancel Save Draft Previous Next

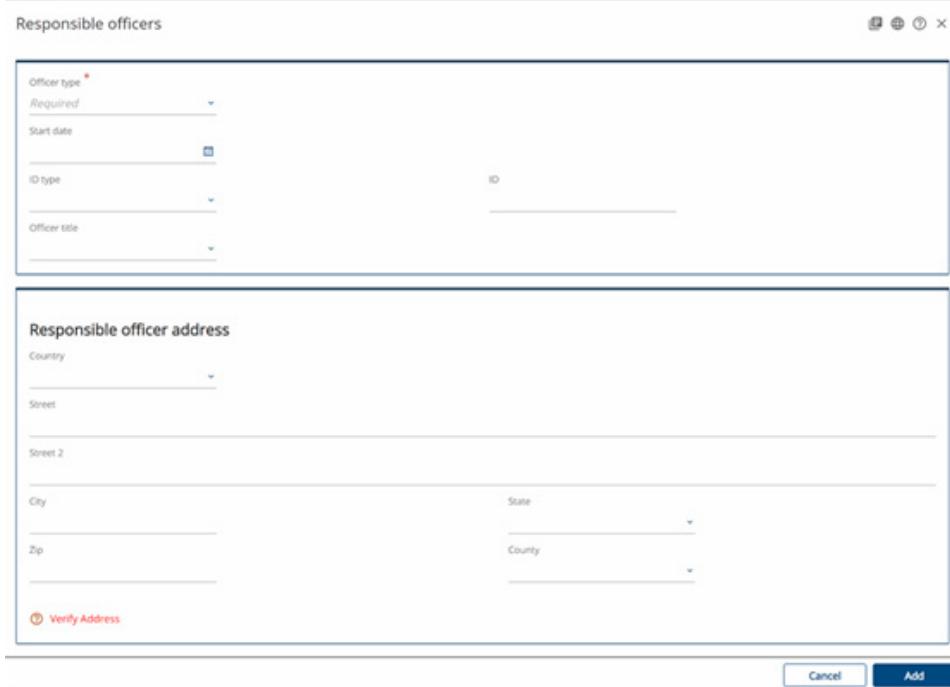
## Responsible Officers

Before proceeding with registering a new location, the customer has an opportunity to add a new responsible officer to their business.



The screenshot shows a 'Business registration' page for 'SAMPLE COMPANY'. The 'Responsible officers' tab is selected. A table lists two officers: 'SAMPLE, JANE' (INDIVIDUAL, ID: \*\*\*\*-\*\*2222, Officer title: PRESIDENT) and 'SAMPLE, JOHN' (INDIVIDUAL, ID: \*\*\*\*-\*\*1111, Officer title: CHIEF EXECUTIVE OFF). A link '+ Add responsible officer' is visible at the bottom of the list. Navigation buttons 'Cancel', 'Save Draft', 'Previous', and 'Next' are at the bottom.

Selecting the "Add Responsible Officer" link, either at the bottom of the list or in the bottom right-hand corner, will bring up a pop-up menu to input information:



The screenshot shows a 'Responsible officers' form and a 'Responsible officer address' form. The top form includes fields for 'Officer type' (Required), 'Start date', 'ID type', and 'Officer title'. The bottom form includes fields for 'Country', 'Street', 'Street 2', 'City', 'State', 'Zip', and 'County', with a 'Verify Address' button. Navigation buttons 'Cancel' and 'Add' are at the bottom.

Existing responsible officers cannot be updated through this request. To update an existing responsible officer, return to the "All Actions" menu and use the "Manage Responsible Officer Information" link under "Names and Addresses."

## Locations: Name and Address

The customer may add the location's name, address, and appropriate contact info during this step.

The screenshot shows a web-based form for business registration. At the top, a header bar displays 'SAMPLE COMPANY' and a back arrow. Below this, the 'Business Registration' section is shown with 'SAMPLE COMPANY' and '97-0000000' details. A 'Registration' sub-section is selected, showing a sidebar with 'Business registration', 'Registration type', 'Responsible Officers', 'Location registration', 'Locations' (which is selected), and 'Location'. The main content area is divided into two sections: 'Enter location name and contact information' and 'Enter location address'. The 'Enter location name and contact information' section contains fields for 'DBA name of this location' (Required), 'Contact name' (Required), 'Phone type' (Business Phone), 'Phone country' (USA), 'Phone number' (Required), and 'Extension'. The 'Enter location address' section contains fields for 'Country' (USA), 'Street' (Required), 'Street2', 'Unit', 'City' (Required), 'Zip' (Required), 'State' (INDIANA), 'County' (Required), and 'Township'. A 'Verify Address' button is located at the bottom of the address section. At the bottom of the page are buttons for 'Cancel', 'Save Draft', 'Previous', and 'Next'.

Business Registration

SAMPLE COMPANY  
97-0000000

Registration

Business registration

Registration type

Responsible Officers

Location registration

Locations

Location

Name and address

Enter location name and contact information

DBA name of this location \*

Required

Contact name \*

Required

Phone type

Business Phone

Phone country

USA

Phone number \*

Required

Extension

Enter location address

Country

USA

Street \*

Required

Street2

Unit

City \*

Required

Zip \*

Required

State

INDIANA

County \*

Required

Township

Verify Address

Cancel

Save Draft

Previous

Next

# Locations: North American Industry Classification System (NAICS)

< SAMPLE COMPANY

## Business Registration

SAMPLE COMPANY  
97-0000000

### Registration

Business registration  
Registration type  
Responsible Officers  
Location registration  
Locations  
Location

Name and address  
NAICS

Choose primary NAICS code for activity specific to this location  
Enter the NAICS code for the primary business activity at this location or enter a keyword to search for a code.  
⚠ You must select a NAICS code to continue

Search	Results
Keyword Enter a keyword to search. Search	Enter a keyword to search.

Cancel Save Draft < Previous Next >

< SAMPLE COMPANY

## Business Registration

SAMPLE COMPANY  
97-0000000

### Registration

Business registration  
Registration type  
Responsible Officers  
Location registration  
Locations  
Location

Name and address  
NAICS

Choose primary NAICS code for activity specific to this location  
Your selected NAICS Code is : 111110 - Soybean Farming

Search	Results
Keyword 111110 Search	Code Title 111110 Soybean Farming 111120 Oilseed (except Soybean) Farming

**111110 - Soybean Farming**  
This industry comprises establishments primarily engaged in growing soybeans and/or producing soybean seeds. Cross-References: Establishments engaged in growing soybeans in combination with grain(s) with the soybeans or grain(s) not accounting for one-half of the establishment's agricultural production (value of crops for market) are classified in U.S. Industry 111191, Oilseed and Grain Combination Farming.  
Soybean farming, field and seed production

Cancel Save Draft < Previous Next >

## Locations: Location Details

Select the tax types required for the business's new location and specify if your business will be filing seasonally, or if you are a marketplace facilitator.

The screenshot shows a web-based business registration interface. At the top, it displays the company name "SAMPLE COMPANY" and registration number "97-0000000". The main content area is titled "Registration" and contains the following sections:

- Seasonal business:** A question "Is this business seasonal?" with "Yes" and "No" buttons. "No" is selected.
- Marketplace facilitator:** A question "Are you a marketplace facilitator? (This is uncommon)" with "Yes" and "No" buttons. "No" is selected.
- Select the tax types to register at this business location (Check all that apply):** A list of tax types with checkboxes:
  - Withholding tax (More info)
  - Sales tax (More info)
  - County Innkeepers tax (More info)
  - Food and Beverage tax (More info)
  - Heavy Equipment Rental Excise tax (More info)
  - Motor Vehicle Rental Excise tax (More info)
  - Tire Fee (More info)
  - Wireless Prepaid Fee (More info)

At the bottom, there are "Cancel" and "Save Draft" buttons, and navigation arrows for "Previous" and "Next".

For each tax type the customer selects, there will be separate pages where they must fill in additional details, such as the date of first sales. Below are examples for Sales, Withholding, and Food and Beverage.

## Location Details: Sales

< SAMPLE COMPANY

### Business Registration

SAMPLE COMPANY  
97-0000000

#### Registration

**Business registration**

Registration type  
Responsible Officers

**Location registration**

Locations  
SAMPLE COMPANY\*

**Location details**

Retail Sales

#### Enter Retail Sales tax information

Date of first sales for this location \*

Required

Will all sales at this location be exempt from sales tax? (example: wholesaler) \*

Yes  No

Estimated monthly taxable sales to nearest dollar \*

Required

Will sales occasionally be made at fairs, flea markets, etc in Indiana?

Yes  No

Will special fuels be sold through a metered pump? (More Info)

Yes  No

Are you a motor vehicle dealer? (More Info)

Yes  No

Will alcoholic beverages, beer, wine, or packaged liquor be sold from this location? (More Info)

Yes  No

**Cancel** **Save Draft** **< Previous** **Next >**

## Location Details: Withholding

< SAMPLE COMPANY

### Business Registration

SAMPLE COMPANY  
97-0000000

#### Registration

**Business registration**

Registration type  
Responsible Officers

**Location registration**

Locations  
SAMPLE COMPANY\*

**Location details**

Retail Sales Tax  
Withholding tax

#### Enter Withholding tax information

Enter date taxes were first withheld from employees \*

Required

Enter anticipated monthly wages paid to employees \*

Required

Will you be using a payroll provider?

Yes  No

**Cancel** **Save Draft** **< Previous** **Next >**

## Location Details: Food and Beverage

The screenshot shows a registration interface for a business named 'SAMPLE COMPANY' with ID '97-0000000'. The 'Food and Beverage Tax' section is active, displaying fields for 'Name and address', 'NAICS', 'Location details', 'Retail Sales Tax', 'Withholding Tax', and a 'Food and Beverage Tax' section. The 'Food and Beverage Tax' section contains fields for 'Enter date of first sales in this county' (with a calendar icon), 'Do you agree to be registered for Food and Beverage tax in the county and/or municipality displayed above?' (with 'Yes' and 'No' buttons), and 'Will you be serving food or drink outside of the county and/or municipality in which this business is located?' (with 'Yes' and 'No' buttons). Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and 'Next'.

After entering all the details to register each tax type for their new location, customers will be given the option to register an additional location. Selecting "Yes" will return the customer back to Step 3A: Locations – Name and address. Clicking "No" will take them to a payment screen.

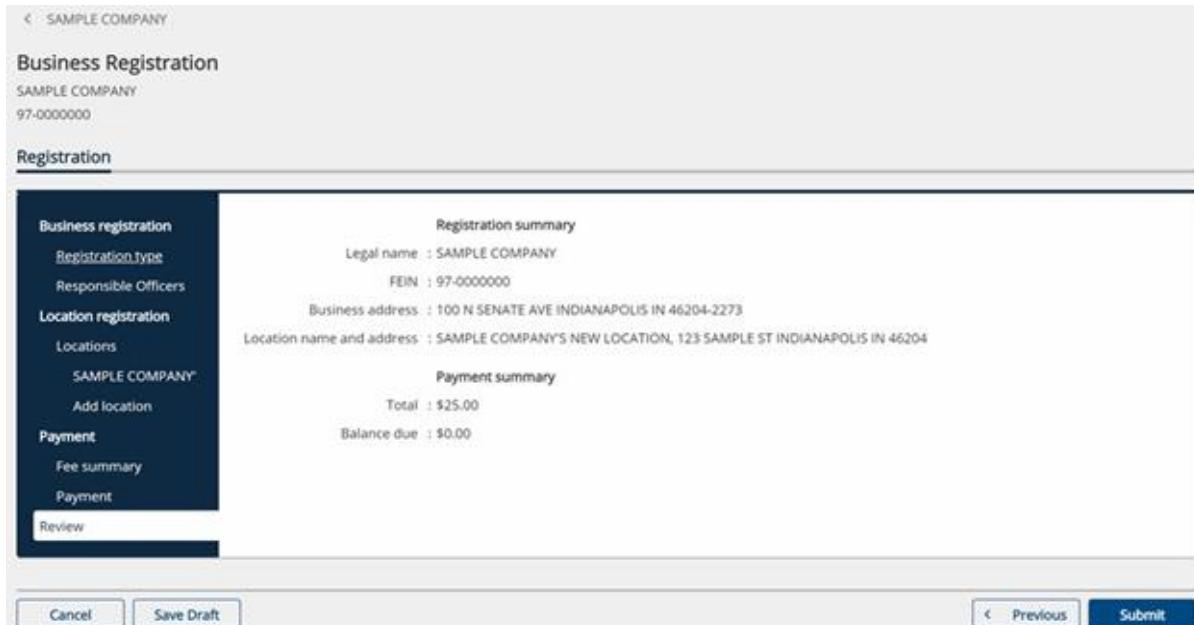
The screenshot shows a confirmation message: 'You have finished entering information for this location. Do you have another location to add?'. It includes 'Yes' and 'No' buttons. The left sidebar shows the 'SAMPLE COMPANY' registration details. Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and 'Next'.

## Fee Summary

Customers must pay a \$25 registration fee for each location registered. Payment methods using a bank account, or a debit or credit card are accepted. For card payments, the customer will submit their registration first, and the confirmation screen will direct them to select a credit card payment. Payment must be made after reviewing the registration summary.

## Review and summary

Each new location's name and address as well as payment information will appear here. When clicking the "Submit" button, a pop up will appear to confirm that all information provided is correct.



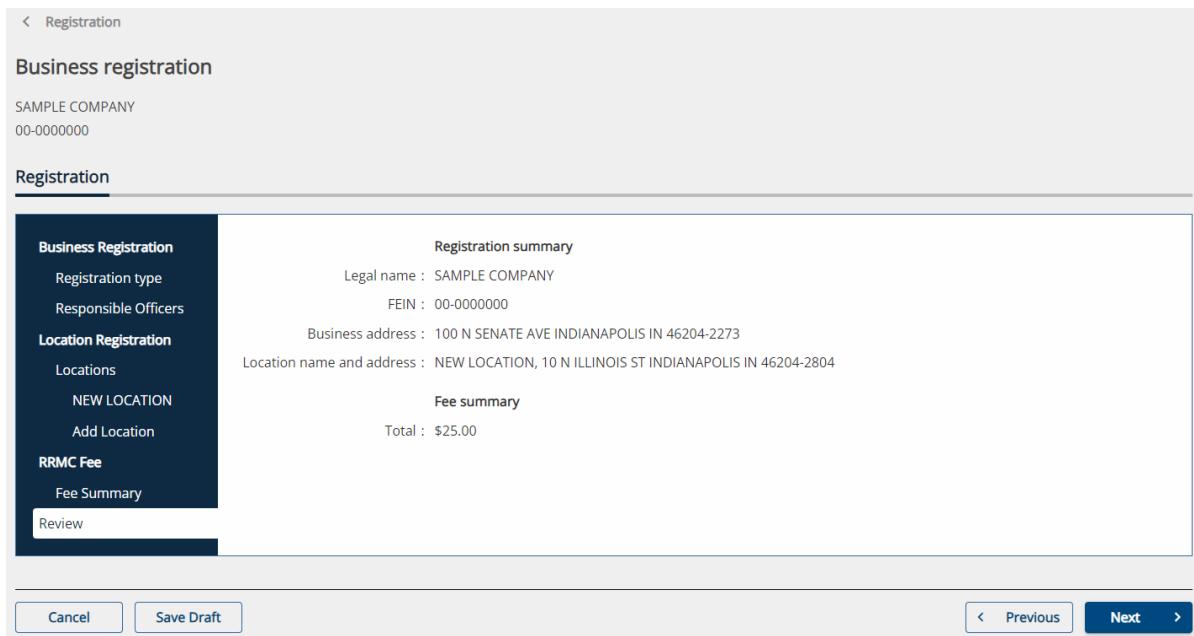
The screenshot shows the 'Business Registration' review page for 'SAMPLE COMPANY'. The left sidebar lists registration steps: Business registration, Registration type, Responsible Officers, Location registration, Locations, SAMPLE COMPANY\*, Add location, Payment, Fee summary, Payment, and Review. The main content area displays the 'Registration summary' with the following details:

- Legal name : SAMPLE COMPANY
- FEIN : 97-0000000
- Business address : 100 N SENATE AVE INDIANAPOLIS IN 46204-2273
- Location name and address : SAMPLE COMPANY'S NEW LOCATION, 123 SAMPLE ST INDIANAPOLIS IN 46204

The 'Payment summary' section shows:

- Total : \$25.00
- Balance due : \$0.00

At the bottom, there are buttons for Cancel, Save Draft, Previous, and Submit.

The screenshot shows the 'Business registration' review page for 'SAMPLE COMPANY'. The left sidebar lists registration steps: Business Registration, Registration type, Responsible Officers, Location Registration, Locations, NEW LOCATION, Add Location, RRMC Fee, Fee Summary, and Review. The main content area displays the 'Registration summary' with the following details:

- Legal name : SAMPLE COMPANY
- FEIN : 00-0000000
- Business address : 100 N SENATE AVE INDIANAPOLIS IN 46204-2273
- Location name and address : NEW LOCATION, 10 N ILLINOIS ST INDIANAPOLIS IN 46204-2804

The 'Fee summary' section shows:

- Total : \$25.00

At the bottom, there are buttons for Cancel, Save Draft, Previous, and Next.

# Payment Options

Payment can be made using a bank account or a credit card.

< Registration

**Business registration**

SAMPLE COMPANY  
00-0000000

**Payment Options**

**Payment Options**

How do you want to pay? \*

**Bank Account (no fee)**  
Use your bank account to make an ACH debit payment

**Credit Card (fee)**  
Use your credit or debit card to make a payment

[Cancel](#) [Save Draft](#) [Previous](#) [Next](#)

# Confirmation

< Registration

**Business registration**

SAMPLE COMPANY  
00-0000000

**Confirm Submission**

**Confirm Submission**

By submitting this application you are certifying under penalty of perjury that you are either the owner, general partner, corporate officer, or resident agent of this business and the foregoing information is a true and correct statement to the best of your knowledge and a full representation based upon the best information available.

[Cancel](#) [Save Draft](#) [Previous](#) [Submit](#)

< Registration

**Confirmation**

Your registration has been submitted and your confirmation number is **0-000-000-000**.

Please note that your submission may take several days to process.

If you have any questions or concerns you may submit a message by clicking 'Send a message' under the 'All Actions' menu or call (317) 232-2240, Monday – Friday, 8:00 a.m. to 4:30 p.m.

[Printable View](#)

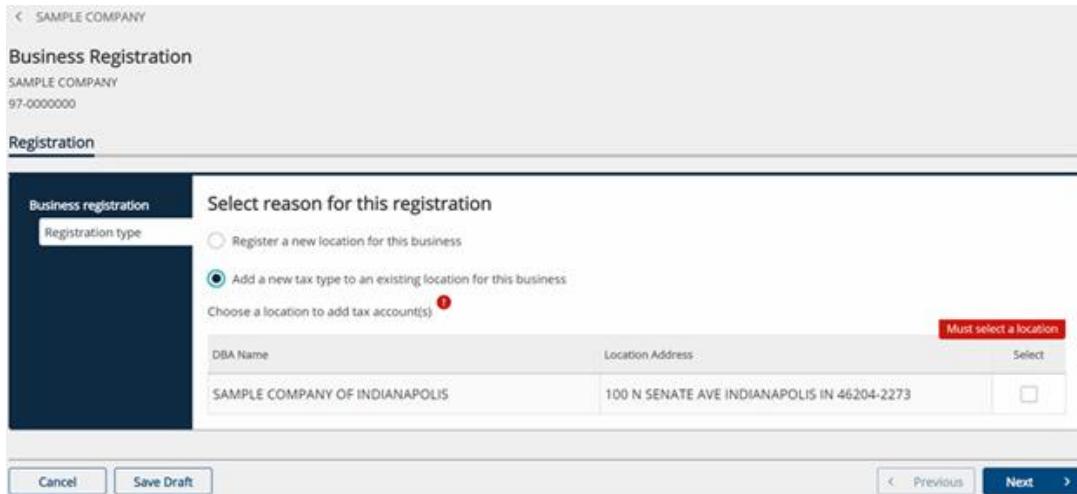
[OK](#)

## Add a Tax Type

Customers can add a tax type to an existing location by using the "Register a New Location or Tax Account" link under the "Tax Account Registration" group on the "All Actions" tab. This is the same link they would use when adding an entirely new location to their business.

## Registration Type

When a customer selects "Add a New Tax Type to an Existing Location for this Business" on this screen, a list of registered locations will appear. Select which additional tax type(s) to add to the location.



SAMPLE COMPANY

Business Registration

SAMPLE COMPANY  
97-0000000

Registration

Business registration

Registration type

Select reason for this registration

Register a new location for this business

Add a new tax type to an existing location for this business

Choose a location to add tax account(s) 1

DBA Name: SAMPLE COMPANY OF INDIANAPOLIS

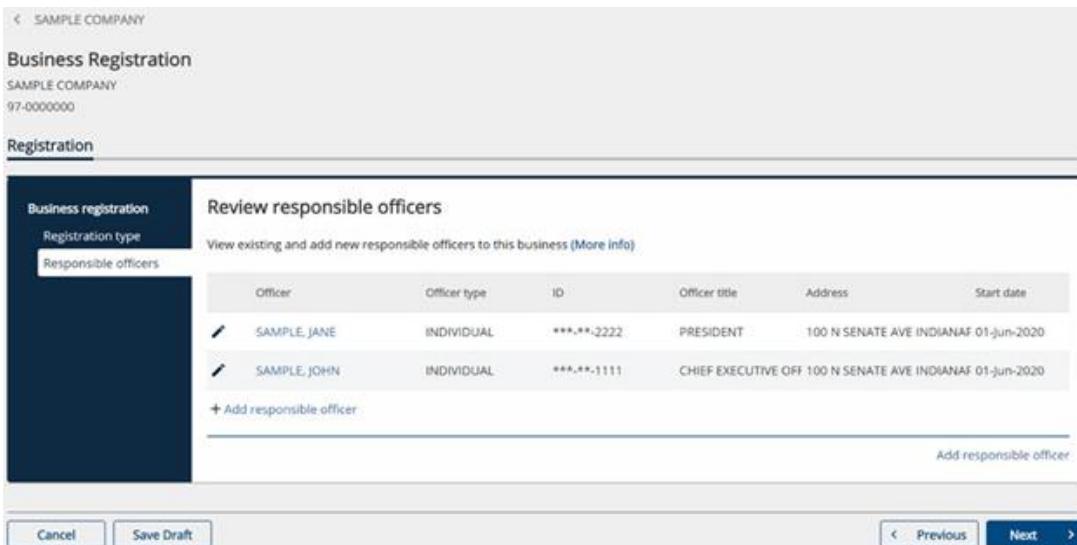
Location Address: 100 N SENATE AVE INDIANAPOLIS IN 46204-2273

Must select a location

Cancel Save Draft < Previous Next >

## Responsible Officers

Customers may add a new responsible officer but cannot edit existing ones during this step.



SAMPLE COMPANY

Business Registration

SAMPLE COMPANY  
97-0000000

Registration

Business registration

Registration type

Responsible officers

Review responsible officers

View existing and add new responsible officers to this business (More info)

Officer	Officer type	ID	Officer title	Address	Start date
SAMPLE, JANE	INDIVIDUAL	***,***-2222	PRESIDENT	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	01-Jun-2020
SAMPLE, JOHN	INDIVIDUAL	***,***-1111	CHIEF EXECUTIVE OFF	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	01-Jun-2020

+ Add responsible officer

Add responsible officer

Cancel Save Draft < Previous Next >

## Locations: Location details

A list of tax types that do not already exist for the given location will appear. Since this location already has a Sales account, Sales is not included in this list. Select the additional tax type(s) to add to the location.

The screenshot shows a registration interface for 'SAMPLE COMPANY' (ID 97-0000000). The 'Location details' section is active, displaying the DIB name as 'SAMPLE COMPANY OF INDIANAPOLIS' and the location address as '100 N SENATE AVE INDIANAPOLIS IN 46204-2273'. A list of tax types is provided for selection, including Withholding tax, County Innkeepers tax, Food and Beverage tax, Heavy Equipment Rental Excise tax, Motor Vehicle Rental Excise tax, Tire Fee, and Wireless Prepaid Fee. The 'Tire Fee' checkbox is selected. Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and 'Next'.

Business Registration  
SAMPLE COMPANY  
97-0000000  
Registration

Business registration  
Registration type  
Responsible Officers  
Location registration  
Locations  
Location

Location details

DIB name of this location  
SAMPLE COMPANY OF INDIANAPOLIS

Location address  
100 N SENATE AVE INDIANAPOLIS IN 46204-2273

Select the tax types to register at this business location (Check all that apply)

Select at least one tax type to register at this location

Withholding tax (More info)

County Innkeepers tax (More info)

Food and Beverage tax (More info)

Heavy Equipment Rental Excise tax (More info)

Motor Vehicle Rental Excise tax (More info)

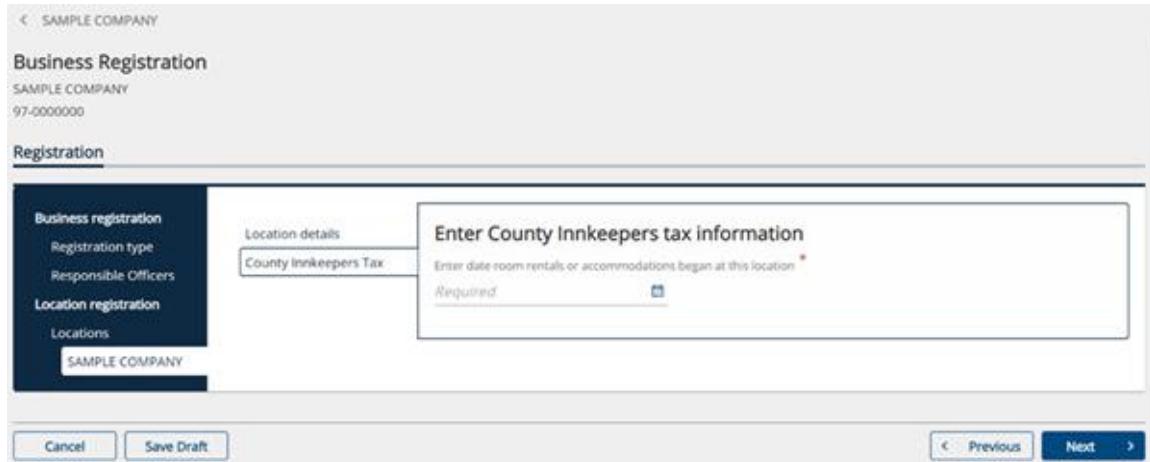
Tire Fee (More info)

Wireless Prepaid Fee (More info)

Cancel Save Draft < Previous Next >

## Locations: Account Details

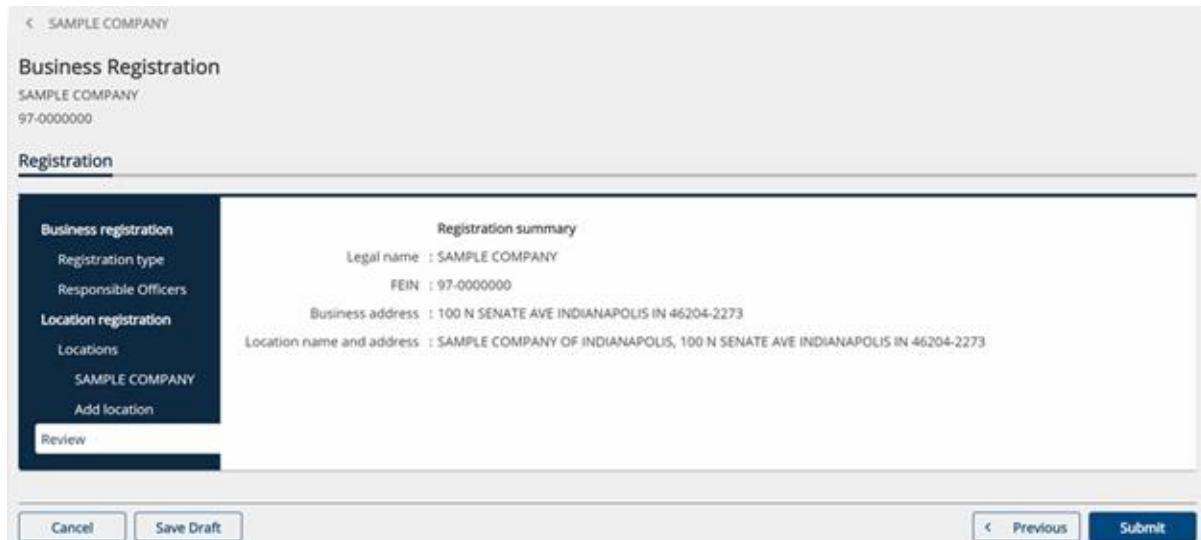
For each tax type the customer selected, they will be asked to provide additional details, such as date of first sales. Below is an example for County Innkeeper's tax, which asks the date room rentals or accommodations began at the location.



The screenshot shows a 'Business Registration' page for 'SAMPLE COMPANY' (97-0000000). The 'Registration' section is active. On the left, a sidebar lists 'Business registration', 'Registration type', 'Responsible Officers', 'Location registration', 'Locations', and 'SAMPLE COMPANY'. The 'Locations' item is highlighted. The main area shows 'Location details' for 'County Innkeepers Tax'. A text input field is labeled 'Enter County Innkeepers tax information' with the placeholder 'Enter date room rentals or accommodations began at this location.' A note says 'Required'. At the bottom are 'Cancel', 'Save Draft', 'Previous', and 'Next' buttons.

## Review & Summary

Unlike registering a new location, adding a tax type to an existing location does not require a fee.



The screenshot shows a 'Business Registration' page for 'SAMPLE COMPANY' (97-0000000). The 'Registration' section is active. The sidebar shows 'Business registration', 'Registration type', 'Responsible Officers', 'Location registration', 'Locations', 'SAMPLE COMPANY', and 'Add location'. The 'Locations' item is highlighted. The main area shows a 'Registration summary' with the following details:  
Legal name : SAMPLE COMPANY  
FEIN : 97-0000000  
Business address : 100 N SENATE AVE INDIANAPOLIS IN 46204-2273  
Location name and address : SAMPLE COMPANY OF INDIANAPOLIS, 100 N SENATE AVE INDIANAPOLIS IN 46204-2273  
At the bottom are 'Cancel', 'Save Draft', 'Previous', and 'Submit' buttons.

# Confirmation

< Registration

**Business registration**

SAMPLE COMPANY  
00-0000000

**Confirm Submission**

**Confirm Submission**

By submitting this application you are certifying under penalty of perjury that you are either the owner, general partner, corporate officer, or resident agent of this business and the foregoing information is a true and correct statement to the best of your knowledge and a full representation based upon the best information available.

---

[Cancel](#) [Save Draft](#) [Previous](#) [Submit](#)

< Registration

**Confirmation**

Your registration has been submitted and your confirmation number is **0-000-000-000**.

Please note that your submission may take several days to process.

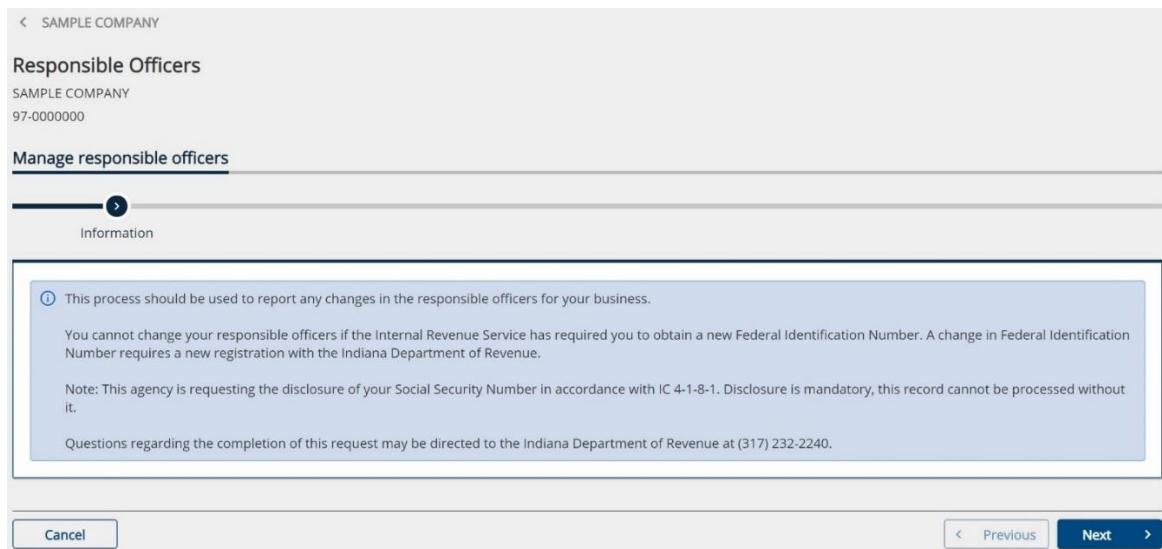
If you have any questions or concerns you may submit a message by clicking 'Send a message' under the 'All Actions' menu or call (317) 232-2240, Monday – Friday, 8:00 a.m. to 4:30 p.m.

[Printable View](#)

[OK](#)

# Managing Responsible Officers

A customer can manage their responsible officers by using the "Manage Responsible Officer Information" link on the "Names & Addresses" group under the "All Actions" tab. The customer must be using a "Master Logon" to perform this action, otherwise the link will be unavailable.



**Responsible Officers**  
SAMPLE COMPANY  
97-0000000

**Manage responsible officers**

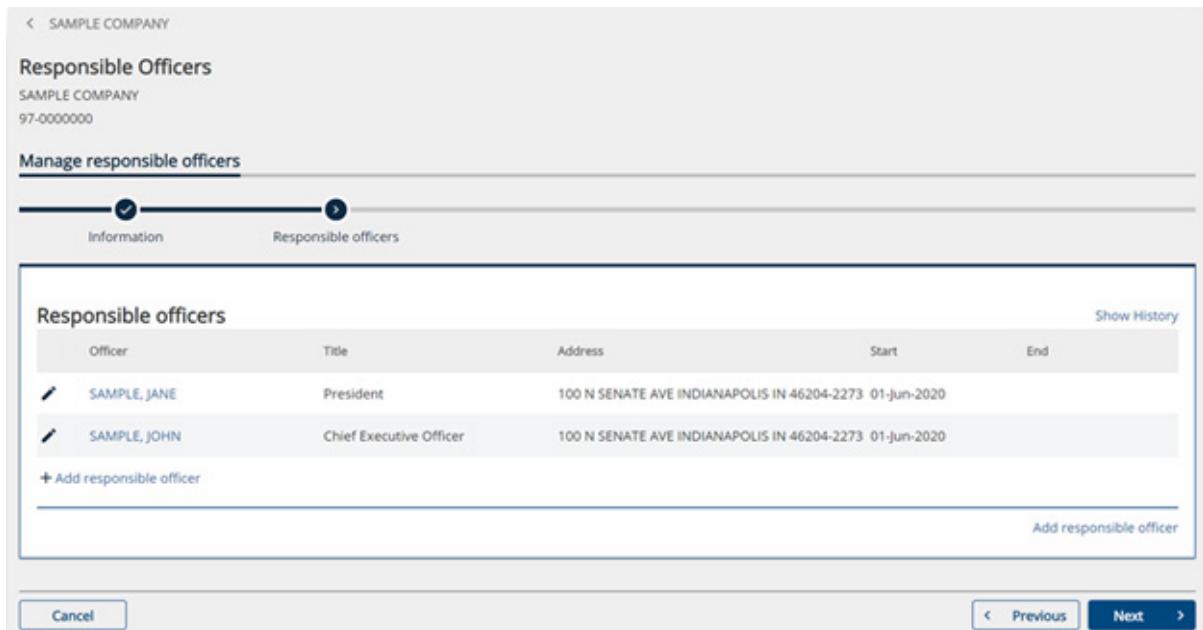
Information

This process should be used to report any changes in the responsible officers for your business.  
You cannot change your responsible officers if the Internal Revenue Service has required you to obtain a new Federal Identification Number. A change in Federal Identification Number requires a new registration with the Indiana Department of Revenue.  
Note: This agency is requesting the disclosure of your Social Security Number in accordance with IC 4-1-8-1. Disclosure is mandatory, this record cannot be processed without it.  
Questions regarding the completion of this request may be directed to the Indiana Department of Revenue at (317) 232-2240.

Cancel Previous Next

## Responsible officers

A list of existing responsible officers is available on this step. Existing officers cannot have their information changed; instead, a customer would have to "cease" the responsible officer and add a new one with the changed information.



**Responsible Officers**  
SAMPLE COMPANY  
97-0000000

**Manage responsible officers**

Information Responsible officers

**Responsible officers**

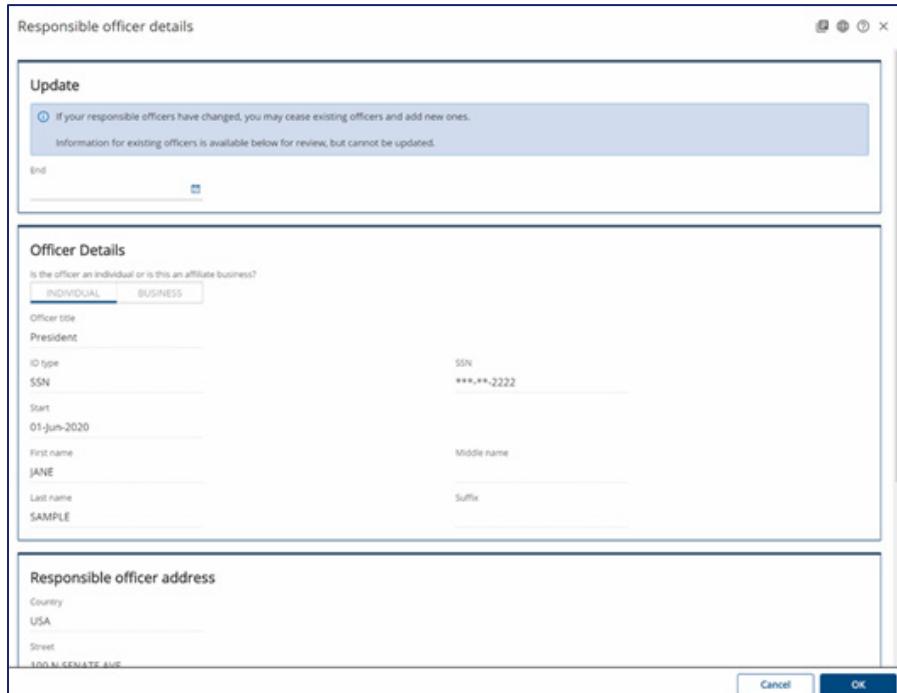
Officer	Title	Address	Start	End
SAMPLE, JANE	President	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	01-Jun-2020	
SAMPLE, JOHN	Chief Executive Officer	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	01-Jun-2020	

Show History

Add responsible officer

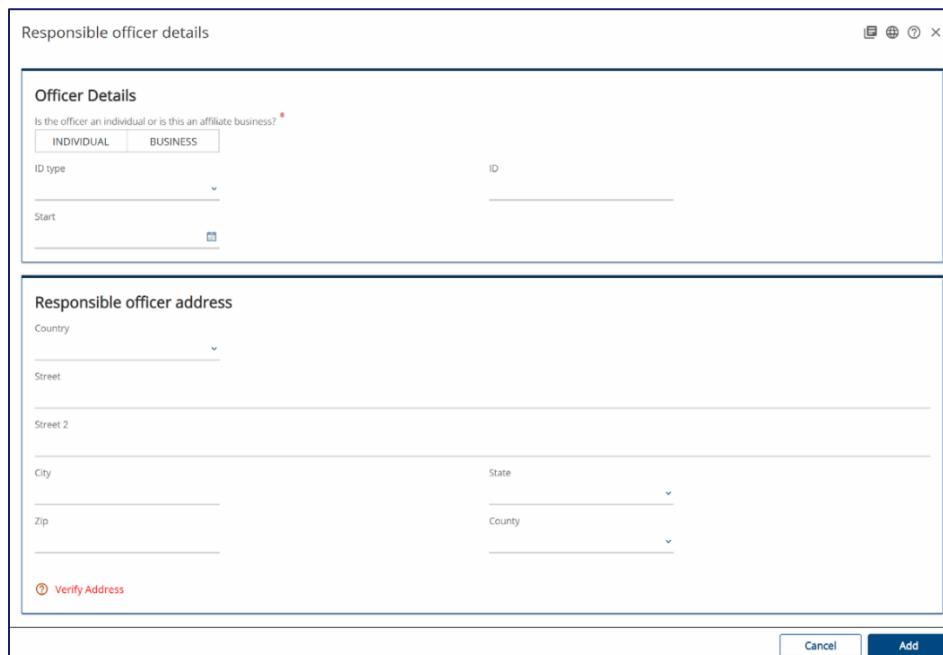
Cancel Previous Next

Selecting one of the responsible officer's names will bring up a pop-up window with all their information. From there, an end date can be added.



The screenshot shows a 'Responsible officer details' pop-up window. The 'Officer Details' section contains fields for Officer title (President), ID type (SSN), Start date (01-Jun-2020), First name (JANE), Last name (SAMPLE), Middle name, and Suffix. The 'Responsible officer address' section contains fields for Country (USA), Street (100 INGENIATE AVE), and optional Street 2, City, State, and Zip. At the bottom are 'Cancel' and 'OK' buttons.

A customer can add a new responsible officer by selecting the "Add Responsible Officer" links on the list. A pop-up window will appear for information to be added:



The screenshot shows a 'Responsible officer details' pop-up window. The 'Officer Details' section includes fields for Officer title (President), ID type (SSN), Start date (01-Jun-2020), and optional fields for Middle name, Suffix, and a note about verifying the address. The 'Responsible officer address' section includes fields for Country, Street, Street 2, City, State, Zip, and optional County. At the bottom are 'Cancel' and 'Add' buttons.

Additional fields appear in the "Officer Details" section based on whether the new responsible officer is an individual or a business.

## Individuals

**Officer Details**

Is the officer an individual or is this an affiliate business?

INDIVIDUAL  BUSINESS

Officer title **\***  
Required

ID type  
SSN  
Start **\***  
Required

First name **\***  
Required

Last name **\***  
Required

SSN **\***  
Required

Middle name

Suffix

## Businesses

**Officer Details**

Is the officer an individual or is this an affiliate business?

INDIVIDUAL  BUSINESS

ID type  
FEIN  
Start **\***  
Required

Legal name **\***  
Required

FEIN **\***  
Required

After adding a responsible officer using the pop-up menu, the new responsible officer is added to the list.

< SAMPLE COMPANY

**Responsible Officers**

SAMPLE COMPANY  
97-0000000

Manage responsible officers

Information Responsible officers

**Responsible officers**

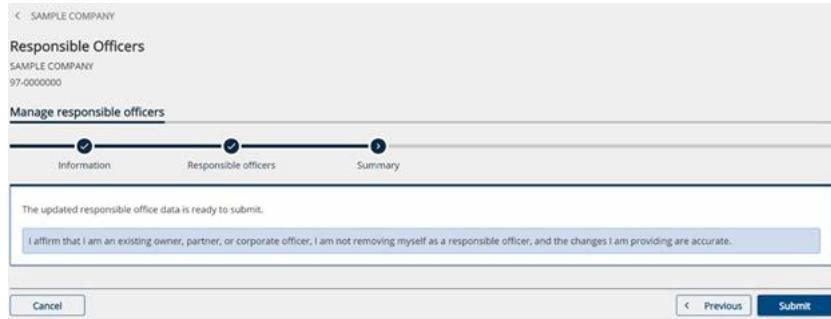
Officer	Title	Address	Start	End	Show History
SAMPLE, JANE	President	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	01-jun-2020		
SAMPLE, JOHN	Chief Executive Officer	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	01-jun-2020		
<input checked="" type="checkbox"/> SAMPLE, JOY	Chief Financial Officer	123 SAMPLE ST INDIANAPOLIS IN 46204	18-jun-2020		

+ Add responsible officer

Add responsible officer

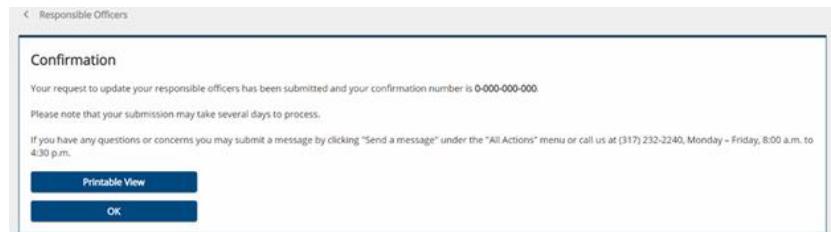
Cancel  Previous  Next >

## Summary



The screenshot shows a step in the 'Manage responsible officers' process. At the top, it displays the company name 'SAMPLE COMPANY' and its EIN '97-0000000'. Below this, a progress bar shows 'Information' and 'Responsible officers' as completed steps, while 'Summary' is the current step. A message box states: 'The updated responsible officer data is ready to submit.' A blue button contains the text: 'I affirm that I am an existing owner, partner, or corporate officer. I am not removing myself as a responsible officer, and the changes I am providing are accurate.' At the bottom are 'Cancel', 'Previous', and 'Submit' buttons.

## Confirmation



The confirmation page shows the message: 'Your request to update your responsible officers has been submitted and your confirmation number is 0-000-000-000.' It also includes a note: 'Please note that your submission may take several days to process.' and 'If you have any questions or concerns you may submit a message by clicking "Send a message" under the "All Actions" menu or call us at (317) 232-2240, Monday - Friday, 8:00 a.m. to 4:30 p.m.' Below the message are 'Printable View' and 'OK' buttons.

## Business Tax Account Registration Process

Customers wanting to register a new business or register a business that has not previously filed taxes with DOR, will need to register through INBIZ by visiting INBIZ.in.gov.

## Closing Business Tax Accounts

Customers can log in to INTIME to close all business tax accounts, specific tax types at a location, close a specific location, or close their entire business (Indiana Tax Closure Request Form BC-100 functionality).

Customers will use the "Close Business Tax Accounts" link under the "Tax Account Registration" group (see screenshot on page 34 for adding a location or new tax type) on the "All Actions" tab.

## What is being closed?

The same request is used to close a customer's entire business, a specific location, or specific tax types at a location. The customer must first specify what they would like to close.

< SAMPLE COMPANY

**Close business accounts**  
SAMPLE COMPANY  
97-0000000

**Request**

— 1 —

Account closure request

**What is being closed?**

A close type must be selected to continue.

All tax accounts  
 Specific location  
 Specific tax type(s) at a location

**Cancel** **Previous** **Next >**

When selecting "All Tax Accounts," the customer must enter a cease date for their business. This date cannot be any later than the end of the following month.

< SAMPLE COMPANY

**Close business accounts**  
SAMPLE COMPANY  
97-0000000

**Request**

— 2 —

Account closure request

**What is being closed?**

All tax accounts  
 Specific location  
 Specific tax type(s) at a location

**Enter date tax accounts are being ceased**

Cease date \*  
Required

**Cancel** **Previous** **Next >**

## Accounts that can close

A list of all the customer's accounts appears on this step. Those that can be closed using this request will be checked as eligible to close.

The screenshot shows a step in a process titled 'Close business accounts' for 'SAMPLE COMPANY' (ID: 97-0000000). The process has three steps: 'Account closure request', 'Customer tax accounts', and 'Account closure summary'. The 'Customer tax accounts' step is currently active, indicated by a checked checkbox. A table lists a single tax account: 'SAMPLE COMPANY OF INDIANAPOLIS' (ID: 0000000000-001) with address '100 N SENATE AVE INDIANAPOLIS IN 46204-2273', account type 'Sales', and jurisdiction 'IN'. The 'Eligible to close' checkbox is checked. Navigation buttons 'Cancel', 'Previous', and 'Next' are at the bottom.

ID	Name	Address	Account Type	Jurisdiction	Eligible to close
0000000000-001	SAMPLE COMPANY OF INDIANAPOLIS	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	Sales	IN	<input checked="" type="checkbox"/>

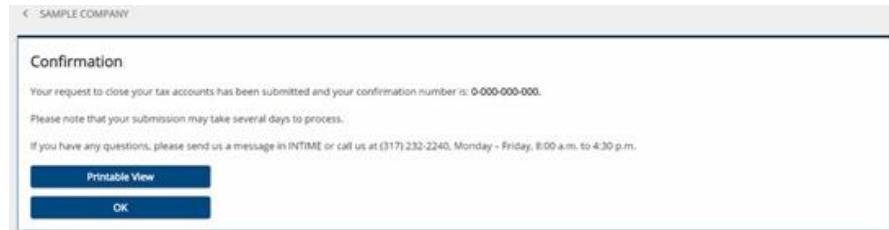
## Summary

The customer must select the checkbox certifying that they are out of business or do not need to be registered for the tax accounts listed.

The screenshot shows the final step of the process, 'Account closure summary', for 'SAMPLE COMPANY' (ID: 97-0000000). The process has three steps: 'Account closure request', 'Customer tax accounts', and 'Account closure summary'. The 'Customer tax accounts' step is completed, indicated by a checked checkbox. The 'Account closure summary' step is active, indicated by a checked checkbox. A summary table shows the same tax account as before. Below the table is a checkbox for a certification statement: 'I certify that I am out of business or am no longer required to be registered for the indicated tax types. I further certify no tax of the above listed nature has been collected since the cease date provided. I may also be responsible for all liabilities or unfiled returns proven to be due and owed at a later date.' The checkbox is unchecked. Navigation buttons 'Cancel', 'Previous', and 'Submit' are at the bottom.

ID	Name	Address	Account Type	Jurisdiction	Eligible to close
0000000000-001	SAMPLE COMPANY OF INDIANAPOLIS	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	Sales	IN	<input checked="" type="checkbox"/>

## Confirmation



Confirmation

Your request to close your tax accounts has been submitted and your confirmation number is: 0-000-000-000.

Please note that your submission may take several days to process.

If you have any questions, please send us a message in INTIME or call us at (317) 232-2240, Monday - Friday, 8:00 a.m. to 4:30 p.m.

[Printable View](#)

[OK](#)

## Corporate Dissolution Request

A request to dissolve an organization (IT-966) can be done by selecting the “Request a Corporate Dissolution” link under the “Records of Compliance” group on the “All Actions” tab. The dissolution must have the final corporate return completed prior to making the dissolution request.



### Records of compliance

Obtain a certificate of clearance for reinstatement, request clearance for corporate dissolution, or request a letter of good standing.

- [Request to reinstate your corporation](#)
- [Request a corporate dissolution](#)
- [Request a letter of good standing](#)

# Information

< SAMPLE COMPANY

**Dissolution Request**

SAMPLE COMPANY  
97-0000000

**Dissolution request**

Information

This request will act as an official notice of a corporation and or organization dissolving or liquidating in Indiana. A corporation may formally request the department issue a clearance to a corporation effecting dissolution, liquidation, or withdrawal if:

1. All necessary tax returns (including the final tax return) have been filed in a timely manner.
2. All tax payments and liabilities due or determined due to the department have been paid.
3. The form of notification (Form IT-966) was filed with the department within thirty days of the issuance of a certificate of dissolution, decree of dissolution, the adoption of a resolution or plan, or the filing of a statement of withdrawal.

Before continuing, make sure you have all of the following information available. If you do not provide all of the following documentation with your request, your request for dissolution may be denied:

- A copy of the minutes of the shareholder's meeting at which the plan or resolution was formally adopted
- A copy of the corporation's Certificate of Dissolution or a copy of the corporation's Certificate of Withdrawal
- A completed IT-966 Notice of Corporate Dissolution Liquidation or Withdrawal form
- A complete explanation of the plan of resolution

For any questions regarding this request, you may call the department at (317) 232-0129 Monday through Friday, 8:00 a.m. to 4:30 p.m.

[Cancel](#) [Save Draft](#) [Previous](#) [Next](#)

# Attachments

< SAMPLE COMPANY

**Dissolution Request**

SAMPLE COMPANY  
97-0000000

**Dissolution request**

Information  Attachments

Attachments

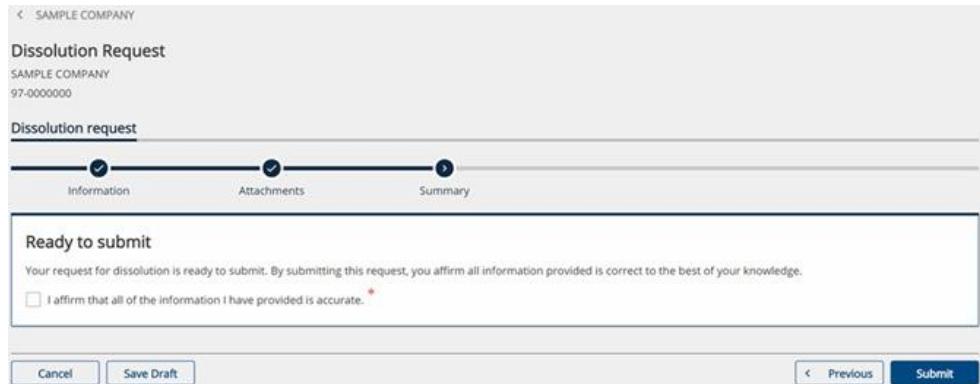
Please attach all of the following supporting documentation

Certificate of Dissolution or Certificate of Withdrawal attachment  
Dissolution minutes attachment  
IT-966 Notice of Corporate Dissolution Liquidation or Withdrawal form attachment  
Complete explanation of the plan or resolutions

[Add attachment](#)

[Cancel](#) [Save Draft](#) [Previous](#) [Next](#)

## Summary



K SAMPLE COMPANY

**Dissolution Request**

SAMPLE COMPANY  
97-0000000

**Dissolution request**

Information   Attachments   Summary

**Ready to submit**

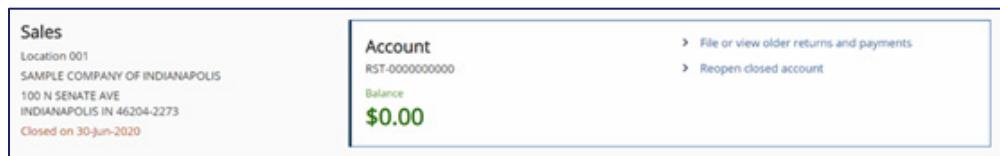
Your request for dissolution is ready to submit. By submitting this request, you affirm all information provided is correct to the best of your knowledge.

I affirm that all of the information I have provided is accurate. \*

**Cancel** **Save Draft** **Submit**

## Re-Opening a Closed Account

A customer can reopen a closed tax account from the "Summary" tab. The closed account will have a link "Reopen Closed Account" which they can file or view older returns and payments.



<b>Sales</b> Location 001 SAMPLE COMPANY OF INDIANAPOLIS 100 N SENATE AVE INDIANAPOLIS IN 46204-2273 Closed on 30-Jun-2020	<b>Account</b> RST-0000000000 Balance <b>\$0.00</b>	<ul style="list-style-type: none"><li>➤ File or view older returns and payments</li><li>➤ Reopen closed account</li></ul>
---	--	---

## Account information

Location addresses cannot be changed. If the location is reopening at a new address, the customer must register it as a new location and keep the prior location closed. The reopen date cannot be more than six months into the future.

< SAMPLE COMPANY

**Reopen closed account**

Sales  
RST-0000000000  
SAMPLE COMPANY OF INDIANAPOLIS

**Reopen closed account**

1

Account Information

**Verify address information**

Please verify that the address associated with this account matches the address we have on file below.

100 N SENATE AVE  
INDIANAPOLIS IN 46204-2273

If you need to update your address you must register a new location. To register a new location, you must navigate to the "Register a new location or tax account" in the "Business registration" panel under the "All Actions" tab.

**Verify responsible officer information**

Please ensure that your responsible officer information is still valid.

If you need to update your responsible officer information, you must navigate to the "Manage responsible officer information" in the "Responsible officers" panel under the "All Actions" tab.

**Enter reopen date**

Account reopen date

Required

Cancel

## Summary

The reopen date the customer chose on the first step will be shown here.

< SAMPLE COMPANY

**Reopen closed account**

Sales  
RST-0000000000  
SAMPLE COMPANY OF INDIANAPOLIS

**Reopen closed account**

1 2

Account Information Summary

**Summary**

Your account(s) will be opened as of 8/1/2020.

You will need to file returns for all periods from that date forward.

Cancel

## Request an Overpayment Refund

If a customer has a positive balance, shown in green, a link will appear (on the right) on the account panel on the "Summary" tab to request an overpayment refund.

## Instructions

## Select filing period

## Request a Refund for Tax on Purchases

1. Request a refund for tax on purchases from the "All Actions" tab and locate the "Request on purchases" panel to select "Submit a refund request."
2. If a customer is exempt from paying sales tax and has the documentation proving sales tax has been paid on exempt purchases, continue to use the submission to request a

refund. If a refund request is based on a prior sales tax filing, the prior return should be amended rather than submitting a request for a refund on purchases.

3. Enter claim information to explain why a refund is due and select the relevant tax type. Details must be entered about each period from which a customer wishes to claim a refund.
4. Attach supporting documentation for the refund request before proceeding. Each document attached will appear in the list.
5. Disclosure (Confirmation)
6. Once the request has been submitted, a confirmation message will be displayed.

## Request a Refund for Tax on Fuel Purchases

1. Enter the beginning and end dates of the refund claim period. Separate refund forms must be filed for different gasoline and special fuel tax periods with different fuel tax rates.
2. Enter how the fuel was used and specify if gas or special fuel was used for exempt purposes.
3. Indicate whether the fuel was consumed by commercial equipment being used on a vehicle that shares a common fuel reservoir.
4. Enter the exemption use details.
5. Indicate whether you would like to add your list of vehicles or equipment as an attachment. If not, enter the details in the table.
6. Enter vehicles that were used for exempt purposes and indicate the amount of gasoline or special fuel that was used for various activities.
7. Enter the proportional use exemption details and vehicles with proportional use exemptions.
8. If you have collection allowance credits from your invoices for special fuel, you may enter them on the refund summary.
9. Once the request has been submitted, a confirmation message will be displayed.

## Claim information

The customer will need to explain why a refund is due and select the relevant tax type.

The customer also must enter details about each period from which they wish to claim a refund.

◀ SAMPLE COMPANY

**Refund request**  
SAMPLE COMPANY  
97-0000000

**Refund request**

Instructions      Claim information

**Enter claim information**

Provide an explanation as to why a refund is due: Required

Tax type: Required

**Enter claim details**

ⓘ Enter summary details for the refund request. Documentation for the requested refund amounts must be provided later.

Period End Date	Requested Refund Amount - Date of Tax Payment
ID: X *	* 0.00

**Cancel** **Save Draft** **Previous** **Next** ➤

## Attachments

Customers must attach supporting documentation for their refund request before proceeding. Each document they attach will appear as a list underneath this menu.

◀ SAMPLE COMPANY

**Refund request**  
SAMPLE COMPANY  
97-0000000

**Refund request**

Instructions      Claim information      Attachments

**Attachments**

Include evidence to support your claim. Failure to attach all documentation with your claim may result in your claim being rejected or denied.

Examples include:

- Invoices showing tax paid
- Copy of exemption certificate if it is an exempt customer
- Purchase agreement and contract for items such as software and warranties
- Proof of payment (credit invoice or canceled checks)
- Utility bills showing meter number
- Use tax journal and any additional documentation to support your claim

**Add attachment**

Documentation supporting your claim must be attached.

**Cancel** **Save Draft** **Previous** **Next** ➤

## Disclosure



Refund request  
SAMPLE COMPANY  
97-0000000

Refund request

Instructions Claim information Attachments Disclosure

I hereby certify that the information entered is just and correct; that the amount claimed is legally due, after allowing all just credits; and that no part of the same has been paid. I further understand that this refund may be applied to any liability which I currently have outstanding. Under penalties of perjury, I declare that I have examined this form, including the accompanying schedules and statements, and to the best of my knowledge and belief it is true, correct, and complete.

Cancel Save Draft Previous Submit

## Additional Information and Resources

### Incorrect Information

If you need to update your INTIME contact information, select the user icon in the top right corner and then edit the contact information available on the screen (See the "More to Manage in INTIME" section of this guide on updating name and addresses).

### No Tax Is Due

You must file a return even when you have no tax due, unless your account has been closed. If you do not file a return, DOR will issue a tax bill based on the best information available.

### Due Date

If the due date on your return falls on a weekend or legal holiday, your payment and return are due on the next business day. [See a list of state holidays](#).

### Filing Frequency Status (Change)

DOR reviews taxpayer accounts annually. Based on these reviews, filing frequency status may change and can affect your due dates. To avoid penalty and interest, review the due dates on your returns and the filing status for each tax type in your INTIME account.

### Bulk Filing Methods

Customers submitting files with large numbers of transactions for certain [tax types](#) (listed below) can electronically bulk file these records with DOR via one of the following options:

**If a file size is under 10 MB, manually enter or upload via INTIME.** When filing securely via INTIME, bulk files do not require a file naming convention or encryption. Information is available in this [INTIME User Guide for Business Customers](#) or visit the [INTIME Resources page](#) for additional guides and resources.

**If a file size exceeds 10 MB, upload via SFTP.** Registering for SFTP can only take place if a file has been rejected by INTIME for exceeding the 10 MB size restriction. When bulk filing via SFTP, it is required to follow the file naming convention and file(s) must be encrypted. A [SFTP Bulk Filing Guide](#) is available.

Bulk File upload is available for the following tax types:

- [Alcohol](#)
- [Cigarette, Other Tobacco Products & E-Cigarette](#)
- [EDI - Fuel Tax \(INTIME only\)](#)
- [Gasoline Use](#)
- [Motor Vehicle Rental](#)
- [Withholding](#)

For more information on which tax types can be filed using INTIME or SFTP, and what options are available for upload, see the [Bulk Filing Methods & Options Chart](#).

## Streamline Sales Tax Filing

All Streamlined Sales tax participants will now be able to pay their Indiana sales taxes using INTIME. When paying via INTIME, sellers must use their Indiana Taxpayer Identification Number (TID), which can be found in the welcome letter that was sent after receiving the seller's SST registration.

Model 1 and Model 2 sellers must continue to file the Simplified Electronic Returns (SER) in Indiana and are required to do so on a monthly basis.

Model "Other" sellers who are self-filing are mandated to file electronically via INTIME. When filing a SER or payment for Model "Other" clients, a Certified Service Provider (CSP) can use either the client's Streamlined Sales Tax ID (SSTID) or TID. When filing for non-Streamline clients, a CSP should use the client's TID.

See more information on [SST filing](#). See guide specifically for SST filers.

## Contact Us

- [INTIME Resources](#)
- [Tax Practitioner Hotline Packet](#)
- [DOR News and announcements](#)
- [Subscribe to DOR's Tax Bulletin](#)

If you have questions, contact DOR Customer Service via secure INTIME messaging by logging in to your INTIME account.

Additional resources are also available. You may contact DOR Monday through Friday, 8 a.m. - 4:30 p.m. ET.

- DOR Customer Service: 317-232-2240
- Corporate Income Tax Customers: 317-232-0129
- Aircraft Owners & Dealers: 317-615-2544