



# INTIME User Guide for Business Tax Customers

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# Welcome to INTIME

The Indiana Department of Revenue's (DOR) e-service portal, Indiana Taxpayer Information Management Engine (INTIME) at [intime.dor.in.gov](http://intime.dor.in.gov), 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 that are available for each.

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 at [dor.in.gov/business-tax/bulk-filing-your-indiana-business-taxes](http://dor.in.gov/business-tax/bulk-filing-your-indiana-business-taxes)
- View and respond to correspondence from DOR

## INTIME for Corporate and Business Customers

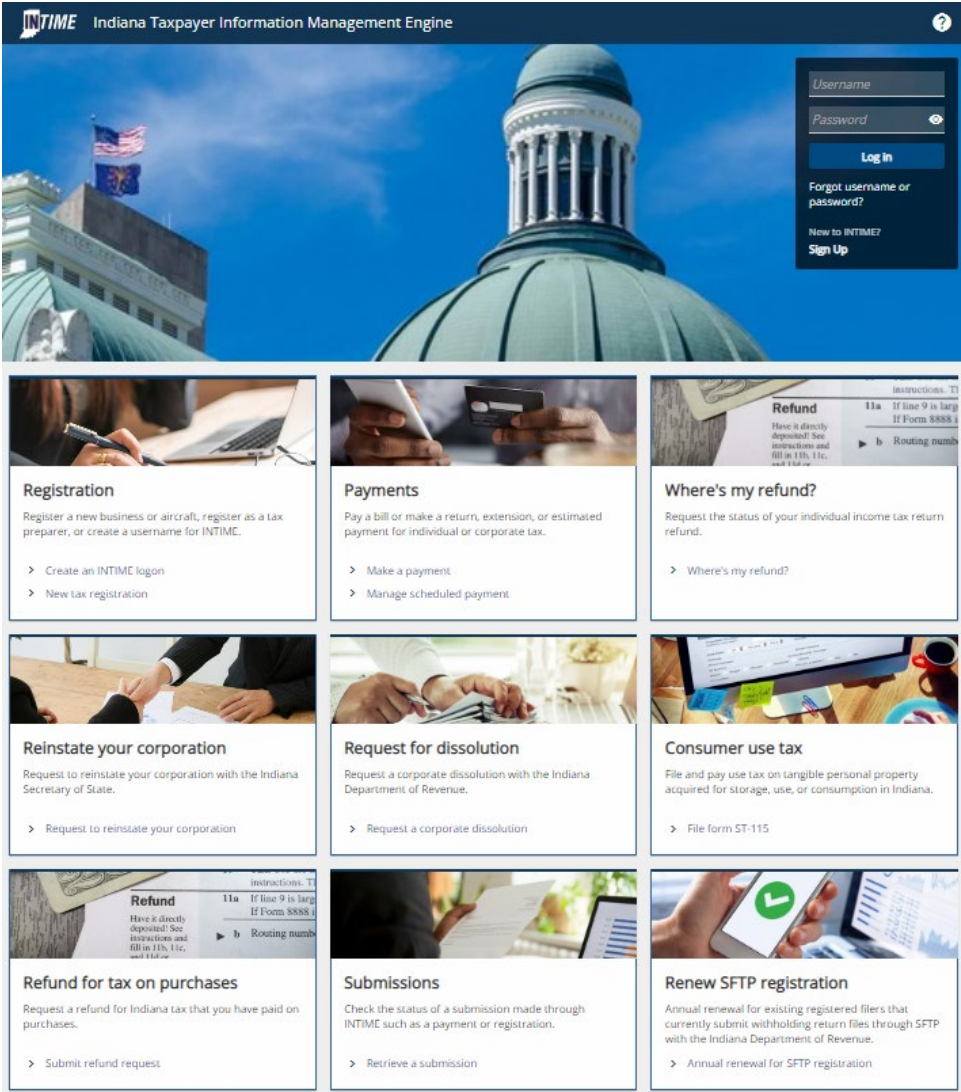
INTIME is available to manage corporate and business tax obligations.

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.

## To Get Started

- A [new business must be registered through INBiz](#) before creating an INTIME user logon
- 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 logon creation process.
- You will be asked to provide the business name and ID (TID / RRMIC / FEIN / SSN / PTIN).

# Username and Password Creation Overview



## Create a master logon 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 logon

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

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; and
- 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 logon 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 POA-1 form for the purpose of discussing tax matters. DOR reserves the right to request the POA-1 form in certain circumstances, but in general, a POA-1 form 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](#).

## How long does it take to process an INTIME ePOA access request?

If a Business tax customer is able to 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 quickly and easily, 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):

- Step 1: Enter the client's INTIME account and go to the "Settings" tab.
- Step 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 of 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.

The screenshot shows the INTIME registration page. The header includes the INTIME logo and the text "Indiana Taxpayer Information Management Engine". Below the header, there is a navigation bar with a "New logon" link. The main content area is titled "INTIME registration" and "Registration". On the left, there is a sidebar with "Login information" and "Overview" tabs. The main content is divided into two columns. The left column is titled "Am I eligible to create a logon?" and contains a bulleted list of eligibility criteria: individuals must have filed an Indiana Income Tax Return, businesses must be registered or have filed a corporate or trust tax return, and entities managing Rail Car Property Tax must have received an assessment. Below the list, there is a note for businesses and a note about taxes. The right column is titled "What do I need to create a logon?" and contains a bulleted list of requirements: individuals need their Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN), and businesses need their Federal Employer Identification Number (EIN) or State Taxpayer Identification Number (TID). Below the list, there is a note about requesting a letter if prior return or payment information is unknown. At the bottom, there are "Cancel", "Previous", and "Next" buttons.

Select "Business" to manage tax account for a business, non-profit or trust.

The screenshot shows the INTIME registration page at the "Customer Type" step. The header and navigation bar are the same as in the previous screenshot. The sidebar has "Customer Type" selected. The main content area is titled "Are you registering as a business or an individual?" and contains two radio button options: "Business (I am here to manage tax accounts for a business, non-profit, or trust)" and "Individual (I am here only to manage my personal income taxes)". A mouse cursor is pointing at the "Business" option. Below the options, there is a red warning box with a downward arrow icon and the text: "One option must be selected. If you are a tax preparer, please review the INTIME User Guide for Business Customers before proceeding." At the bottom, there are "Cancel", "Previous", and "Next" buttons.

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

The screenshot shows a web form titled "Registration" with a sub-header "Enter legal business information". On the left is a dark sidebar with navigation links: "Login Information", "Overview", "Customer Type", "Customer Information", and "Add Accounts". The main form area contains three input fields, each with a red asterisk and the word "Required" below it: "ID type", "ID", and "Legal name of business". A mouse cursor is hovering over the "ID" field, which has a small info box that says "Required". At the bottom of the form are three buttons: "Cancel", "Previous", and "Next".

## Add Accounts

Follow 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.

The screenshot shows a web form titled "INTIME registration" with a sub-header "Registration". On the left is a dark sidebar with navigation links: "Login Information", "Overview", "Customer Type", "Customer Information", and "Add Accounts". The main form area is titled "Enter valid account details to verify access" and contains several sections: 1. A blue box with a circular icon containing an 'i' and text: "If you are here to manage your Alcohol, Tobacco, Fuel Inventory or Vehicle Sharing accounts, use your Sales account details below." 2. A dropdown menu for "Tax account type to be filed" with "Sales (ST-103, ST-103CAR, ST-103)" selected. 3. Another blue box with a circular icon containing an 'i' and text: "By 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". 4. A section titled "Account validation" with a blue box containing text: "If you are unable to complete any of the account validation methods available below, you may request an INTIME welcome letter." The words "request an INTIME welcome letter" are circled in red. Below this is a dropdown for "Select account validation method" with "Return Line Item" selected. 5. Another blue box with text: "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." 6. A "Line item amount (cannot be a \$0 amount)" field with a red asterisk and "Required" label. At the bottom of the form are four buttons: "Cancel", "Save Draft", "Previous", and "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:

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)

Select account validation method \*

Required

- Required
- Letter ID
- Payment Amount
- Return Line Item

## 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	FEIN	12-3456789
123 MAIN STREET	Taxpayer ID	0123456789
INDIANAPOLIS IN 46202	Letter ID	L9999999999
	Date Issued	January 31, 2020

Letter ID \*

Required

## 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

*i* 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

*i* 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 <sup>\*</sup>

*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

*i* 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

*i* 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) <sup>\*</sup>

*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.

The screenshot shows the 'INTIME registration' interface. The 'Registration' section is active, and the 'Login' sub-section is selected in the left sidebar. The main area is titled 'Create your INTIME login' and contains several required fields: Username (at least 6 characters), Password, Confirm password, Secret question, Secret answer, and Confirm secret answer. A password requirements box on the right lists: must be at least 8 characters long, must include at least one uppercase letter, must include at least one special character, and cannot be the username or email address. Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and 'Next'.

# Contact Information

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

The screenshot shows the 'INTIME registration' interface. The 'Registration' section is active, and the 'Contact' sub-section is selected in the left sidebar. The main area is titled 'Enter your contact information' and contains several required fields: First name, Last name, Email, Confirm email, Phone type, Country (set to USA), and Phone number. Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and '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 any and all steps, if needed.

The screenshot shows the 'INTIME registration' interface. On the left is a dark sidebar with a 'Review' menu item highlighted. The main content area is titled 'Review and submit' and displays the following information: Business name : SAMPLE, FEIN : 00-0000000, INTIME logon summary, Name : JOHN SAMPLE, Username : username, and Secret question : What was the name of your first pet?. Below this information is the instruction 'Click submit to complete this request.' At the bottom of the page are buttons for 'Cancel', 'Save Draft', '< Previous', and 'Submit'.

After selecting the "Submit" button, a popup will display to confirm submission.

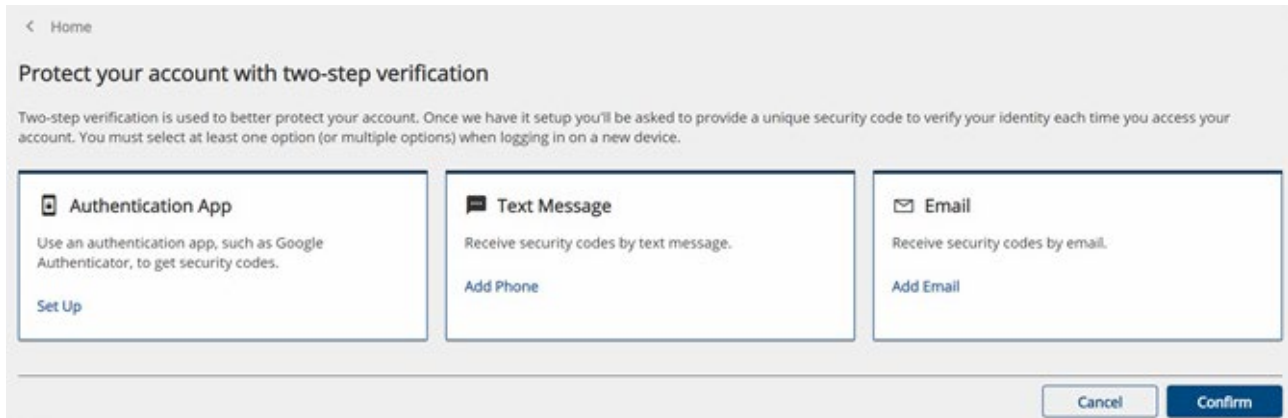
A confirmation dialog box with the title 'Confirmation' and a close button (X). The text inside asks 'Are you sure you want to submit?'. At the bottom are two buttons: 'Cancel' and 'OK'.

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

The confirmation message content is displayed in a box with the following text: '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** and confirmation code: **m5zxgy**.', and 'If you need further assistance, please call INTIME customer support at (317) 232-2240, Monday – Friday, 8:00am – 4:30pm.' At the bottom are two buttons: 'Printable View' and 'OK'.

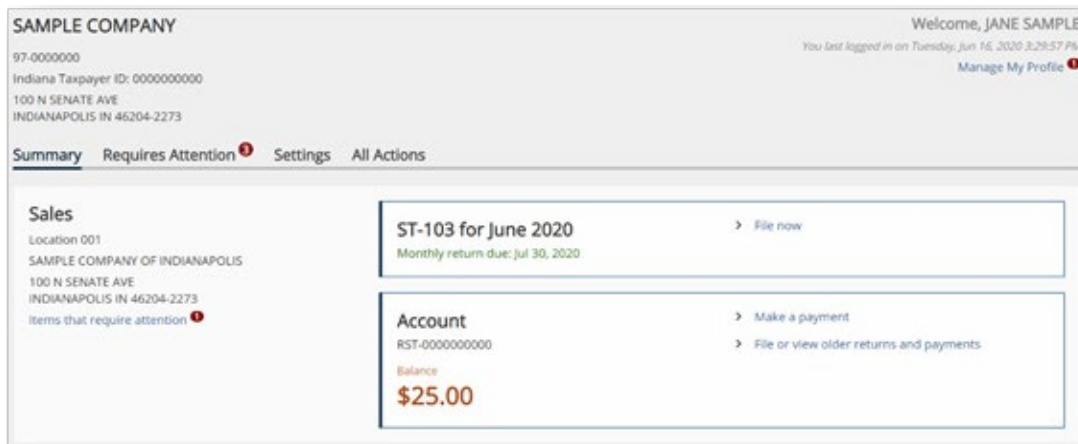
# Two-step Verification

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, or 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.



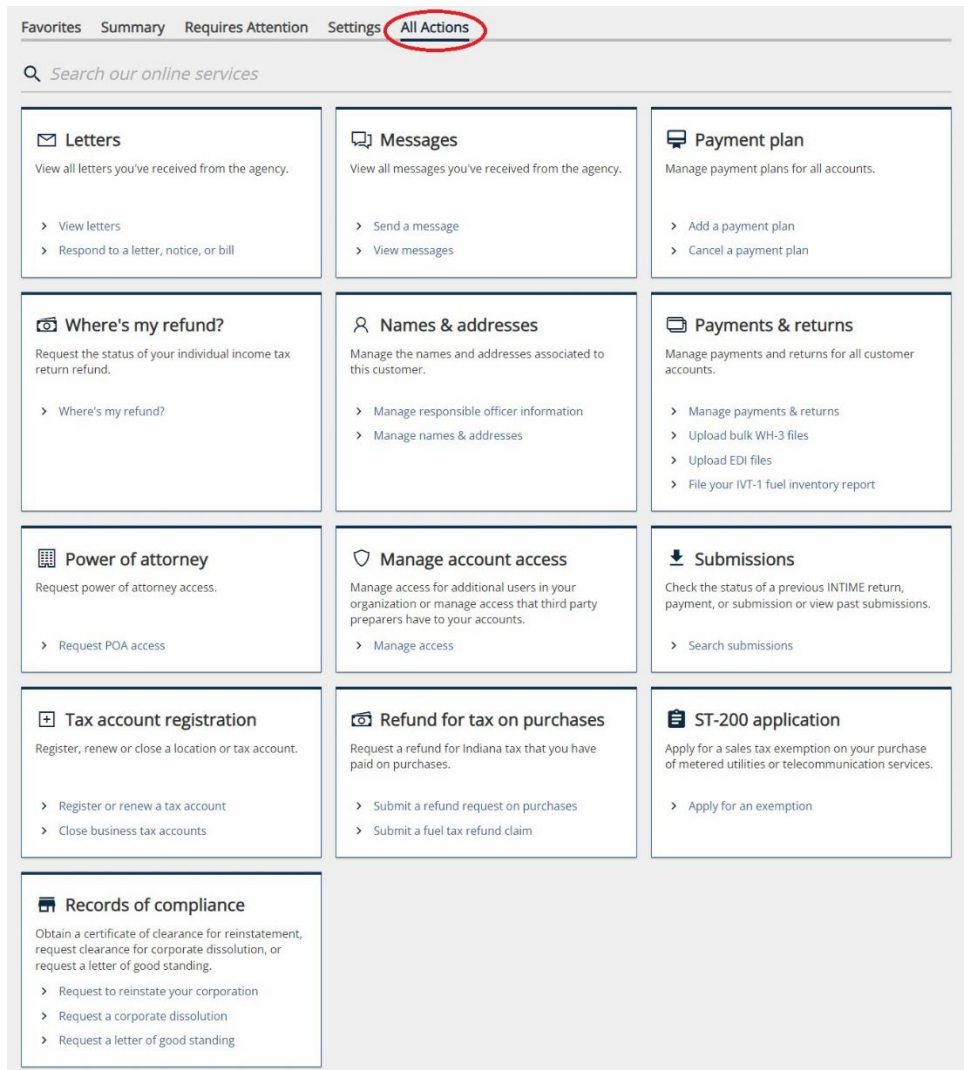
# Landing Page After Providing Security Code

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 logon has for the customer. Some logons may have “View Only” access, meaning they would only be able to view returns, and not file new ones or pay a balance.

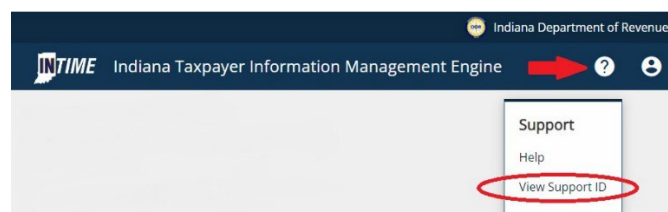


# "All Actions"

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



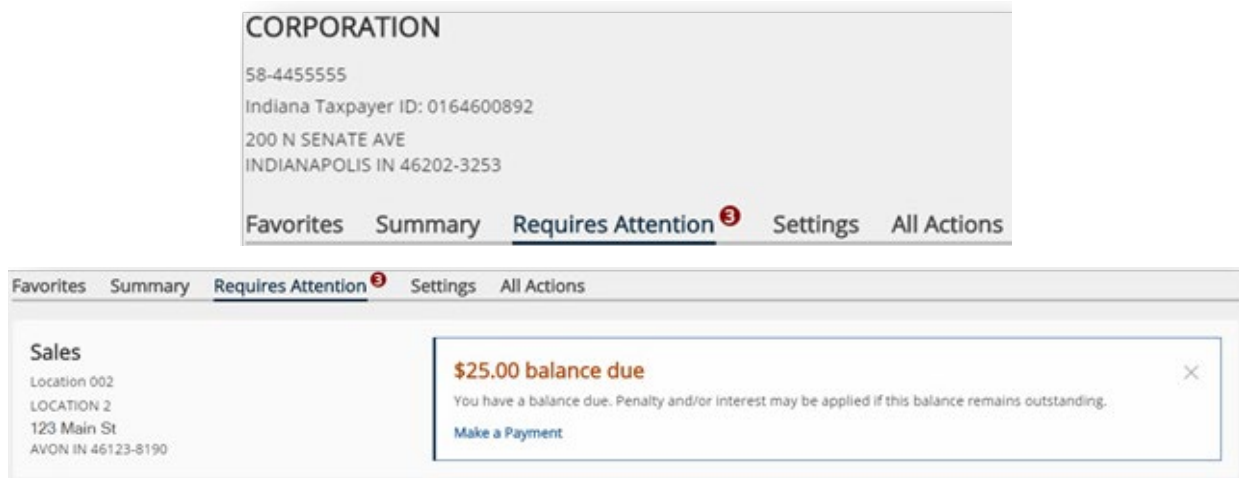
**Tip:** At the top right corner of INTIME screen is a question mark icon that links to DOR's "Contact Us" page. It also allows the customer to view a support ID. If calling DOR with an INTIME question, a support person could use this ID to view the customer's current INTIME session in real time.





## 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.



## 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.

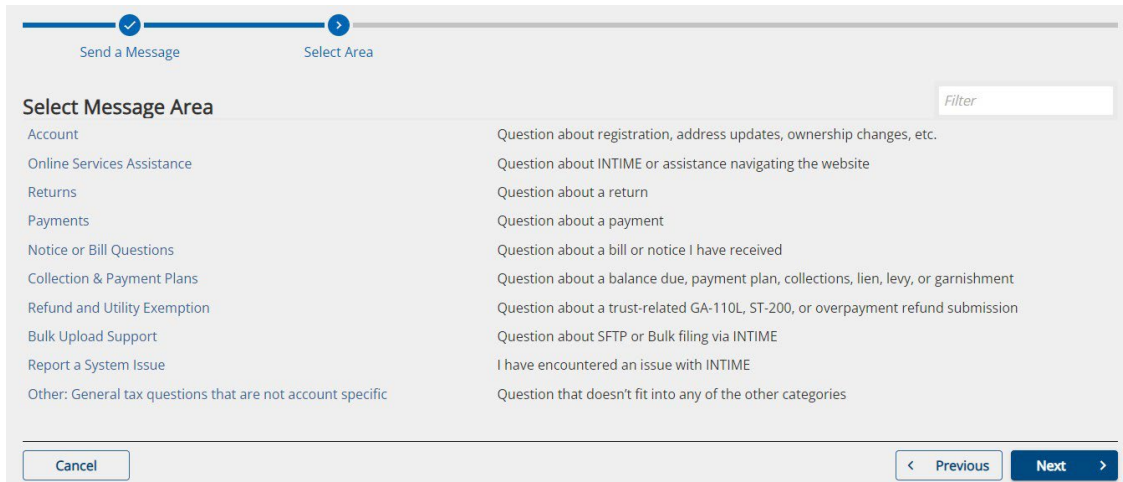
**Tip:** If you have a question about a letter, notice, or bill you receive from DOR, use the "Respond to a Letter, Notice or Bill" option to contact DOR customer service (rather than using the "Send a Message" option.) This will help DOR representatives research your specific issue and provide a quicker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

## Sending and Receiving INTIME Messages

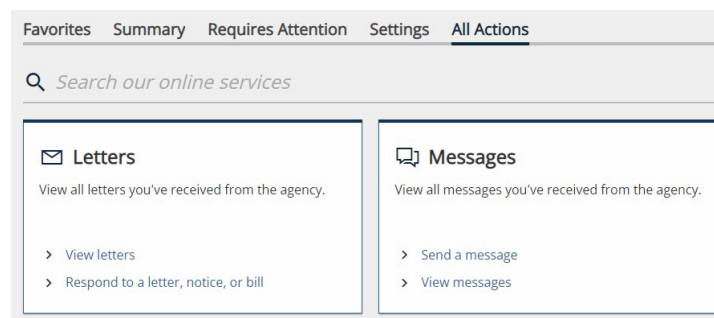
INTIME includes the ability to securely communicate with DOR customer service. Go to the "All Actions" tab and locate the "Messages" panel. From there you can view and respond to messages or create a new message by selecting the appropriate link.

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 instead and selecting "Respond to a letter, notice or bill."



**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 name to enter their INTIME account.



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

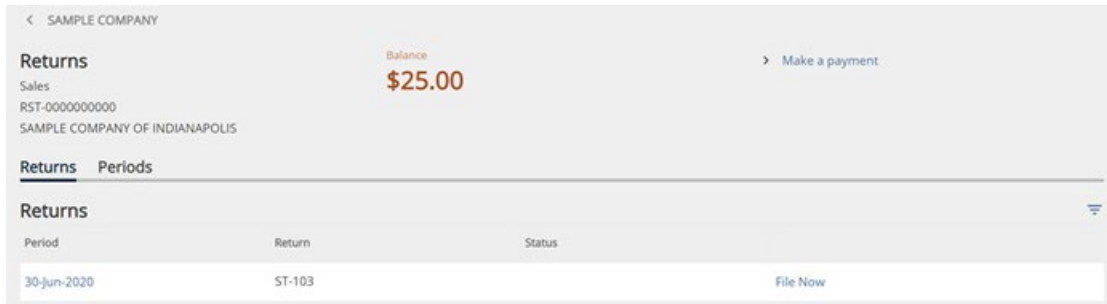
## Indiana Business Taxes

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

### File a Return

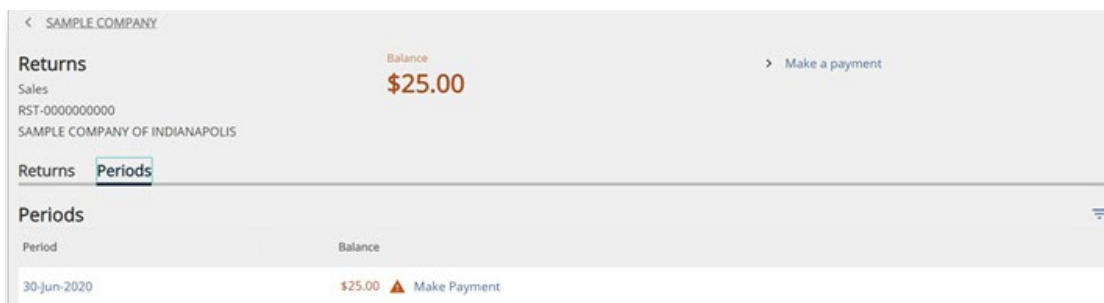
The “Summary” tab shows all the accounts the Business tax customer has access to view in INTIME. If they have access to file a return, there is a “File Now” link displayed for each account to file the most upcoming return for that account.

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:



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.



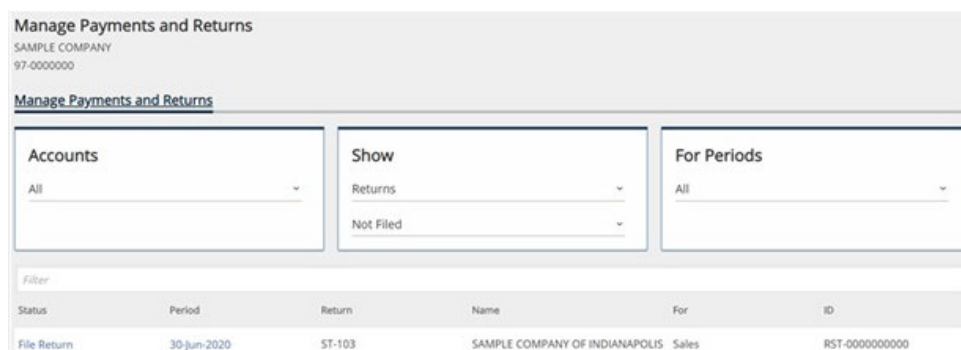
## Make a Payment and View Payment History

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.

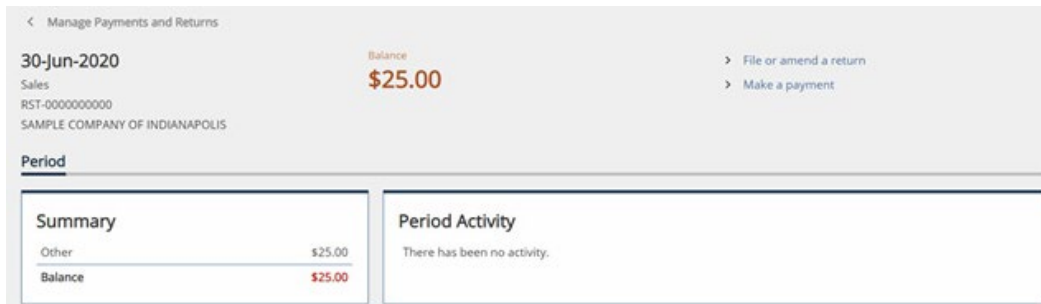
- > Manage payments & returns
- > Upload bulk WH-3 files
- > Upload EDI files
- > File your IVT-1 fuel inventory report

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



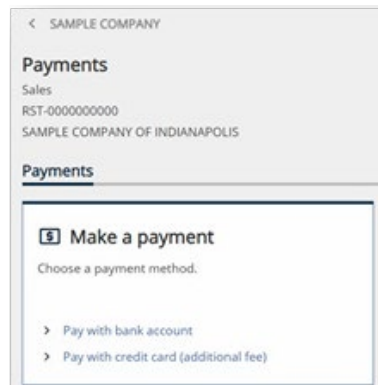
The list can be filtered by account type in the “Accounts” menu. In the “Show” menu, the customer can toggle between returns, balances, and payments using the first drop-down. The second drop-down can further filter the list by type or status. Results can be limited to the current period only, or past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



## 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.

< Returns

ACH Debit Block: If your bank account has a debit block, be sure to provide your bank with DOR's Company Identification Number, which is 9207000TAX. [Learn more about debit blocks](#)

**Bank Payment**  
 30-Jun-2020  
 Sales  
 RST-0000000000  
 SAMPLE COMPANY OF INDIANAPOLIS

**Payment**

Payment

**Enter payment information**

**Bank account**

Bank account type \*  
*Required*

Routing number \*  
*Required*

Populate Routing Number

Account number \*  
*Required*

Confirm account number \*  
*Required*

Save this bank account for future use

**Payment**

Payment type  
 Return Payment

ACH debit payment type for returns

Payment date  
 27-Jul-2020

Pay balance of 25.00

Amount  
 25.00

Confirm amount \*  
*Required*

## 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 clicking "Next," the customer is 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

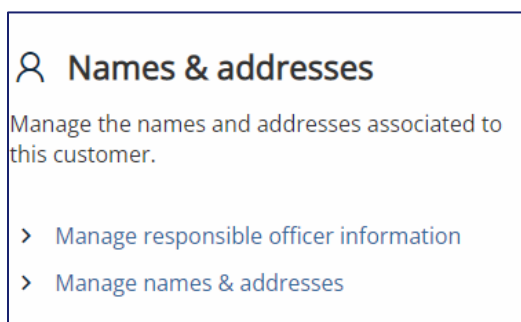
Amount you wish to pay  
 25.00

# Manage More in INTIME

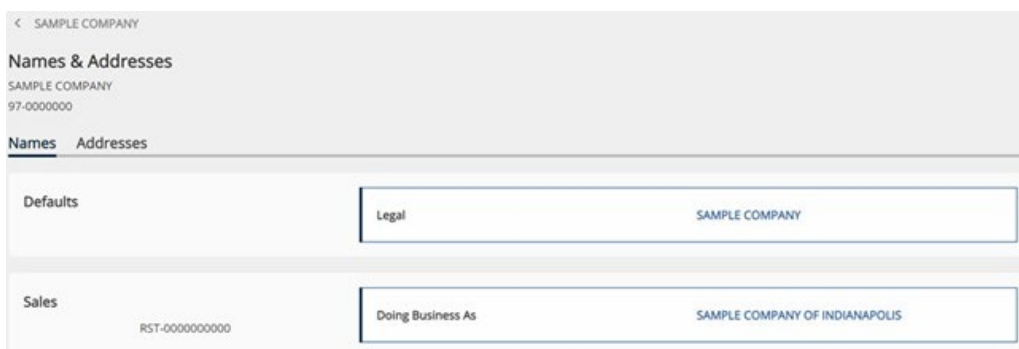
## Update Business Name and Address

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

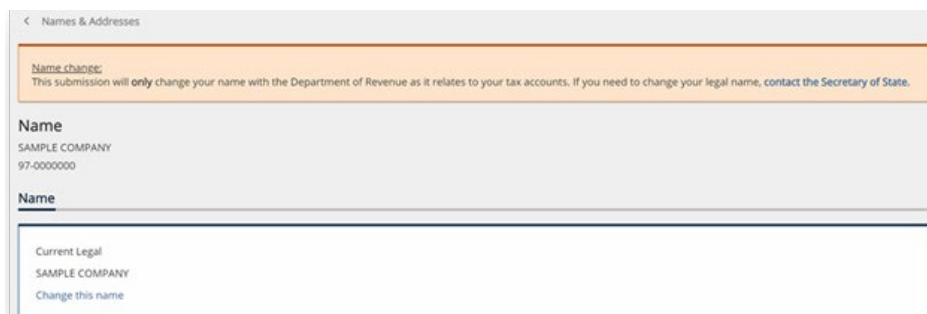
From the "All Actions" tab, select the "Manage Names & Addresses" link under the "Names & Addresses" group to manage any names or addresses associated to the customer.



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.



To change the name of a business, a customer can click on their legal name to view the name, and 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.



## Legal Change

This is where the customer can enter their new business name.

The screenshot shows a mobile application interface for 'Names & Addresses'. At the top, it displays 'Legal Name' with the current name 'SAMPLE COMPANY' and ID '97-0000000'. A progress bar below shows two steps: 'Name' (active, indicated by a blue circle with a right arrow) and 'Review and Submit' (inactive, indicated by a grey circle with a right arrow). The main content area is titled 'Legal Change' and contains a text input field with the value 'Name JANE SAMPLE'S COMPANY'. At the bottom, there are three buttons: 'Cancel', '< Previous', and 'Next >'.

## Review and Submit

The screenshot shows the same mobile application interface. The progress bar now shows 'Name' as a completed step (blue circle with a checkmark) and 'Review and Submit' as the active step (blue circle with a right arrow). The main content area contains the message 'This Name Change submission is ready to submit.' At the bottom, the buttons are 'Cancel', '< Previous', and 'Submit'.

## Confirmation

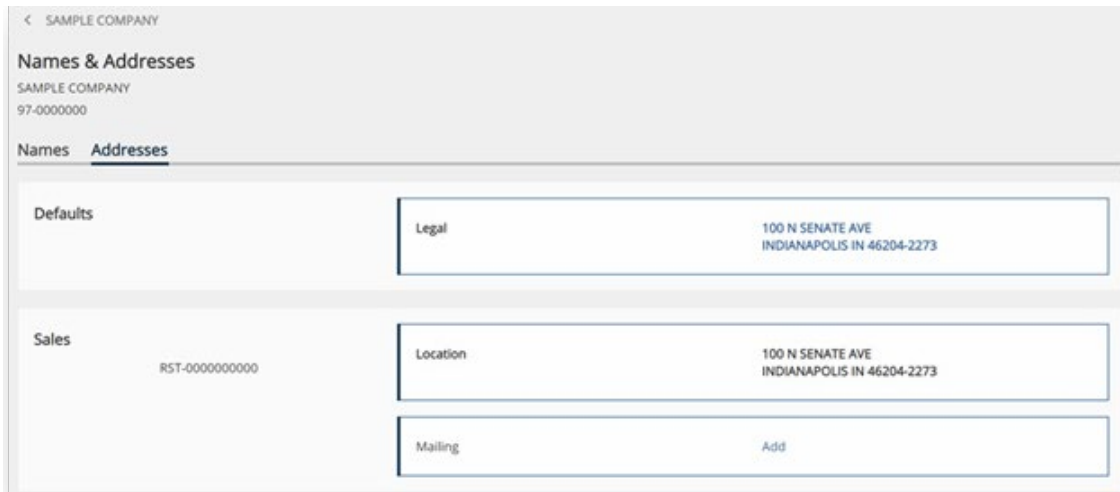
An additional link to contact the Indiana Secretary of State is provided in case the customer missed the first warning about how this name change is only for DOR. This request follows the same steps to change DBA names for locations.

The screenshot shows the 'Confirmation' screen. It displays the following text: '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.' At the bottom, there are two buttons: 'Printable View' and '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.

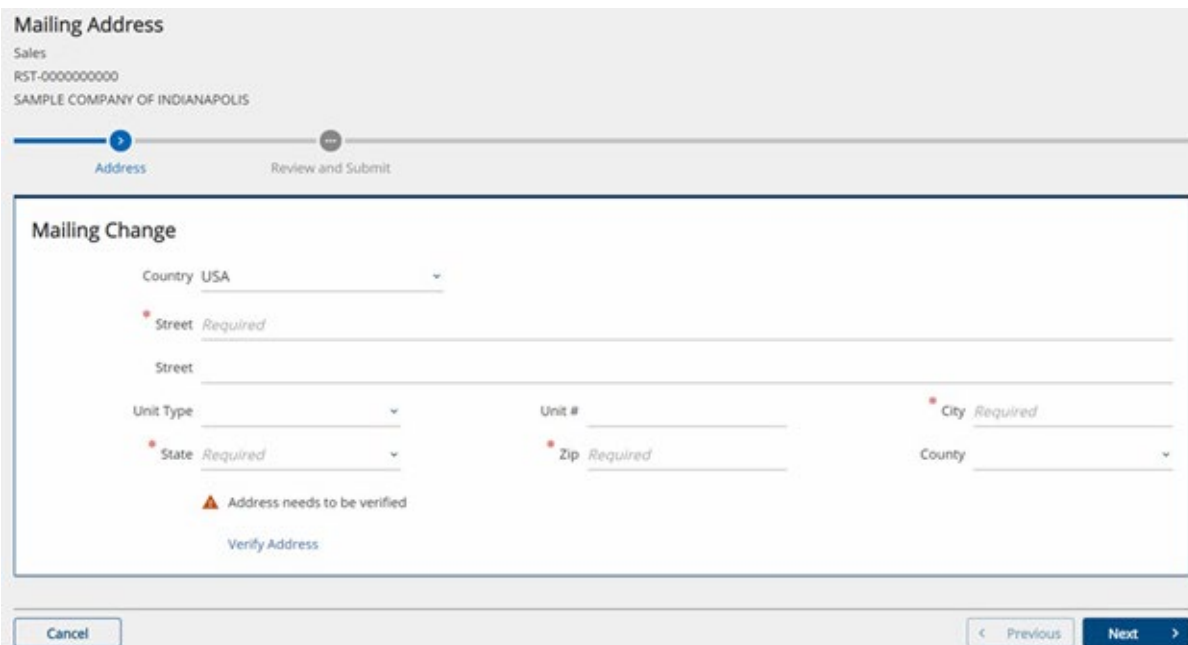
Location addresses cannot be changed from what is registered. However, a location’s mailing address can be managed here, as well as the customer’s legal address.



# Updating Mailing Addresses

Customers will be able to make changes by clicking the “Add” link or an existing mailing address.

## Mailing Address Update





## Review and Submit

The screenshot shows a mobile application interface for 'Names & Addresses'. The title is 'Mailing Address'. Below the title, it lists 'Sales', 'RST-000000000', and 'SAMPLE COMPANY OF INDIANAPOLIS'. A progress bar at the top has two steps: 'Address' (completed, marked with a checkmark) and 'Review and Submit' (current step, marked with a right-pointing arrow). A message box contains the text: 'This New Address submission is ready to submit.' At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Submit'.

## Confirmation

The screenshot shows a mobile application interface for 'Names & Addresses' with the title 'Confirmation'. The text reads: '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.' At the bottom, there are two buttons: 'Printable View' and 'OK'.

## Updating a Legal Address

From the addresses list after clicking the "Manage Names & Addresses" link on the "All Actions" tab, a customer can click on their legal address to make changes. 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 click the "Change This Address" link to begin.

The screenshot shows a mobile application interface for 'Names & Addresses'. At the top, there is an orange warning box with the text: '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.' Below the warning, the title is 'Address' and it lists 'SAMPLE COMPANY' and '97-0000000'. Underneath, there is another 'Address' section with the title 'Legal', 'Current Legal', and the address '100 N SENATE AVE INDIANAPOLIS IN 46204-2273'. At the bottom, there is a link that says '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](#)

# Review and 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.

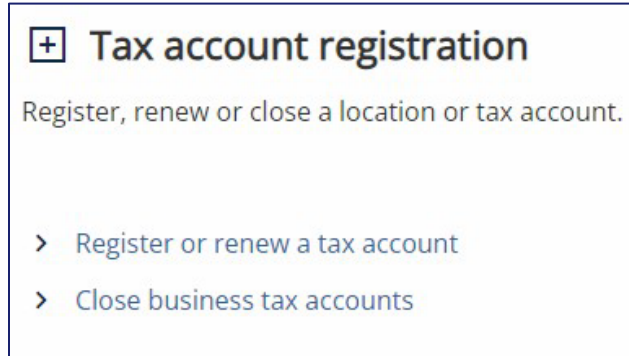
If you have any questions or concerns please send us a message or call us at (317) 232-2240, Monday - Friday, 8:00am - 4:30pm.

[Printable View](#)

[OK](#)

# Add New Location to Existing Business

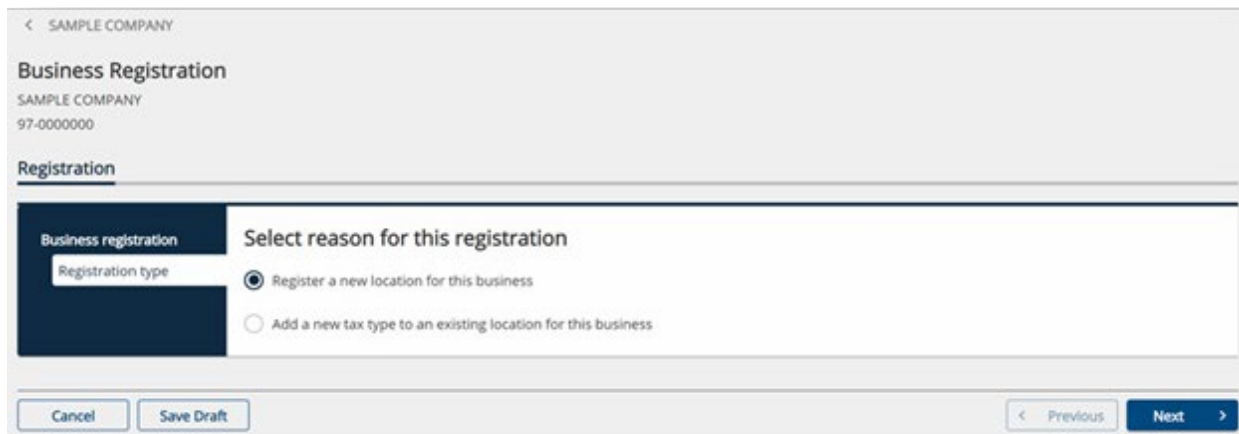
From the "All Actions" tab, a customer can add a new location to their business by using the "Register a New Location or Tax Account" link under the "Tax Account Registration" group.



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

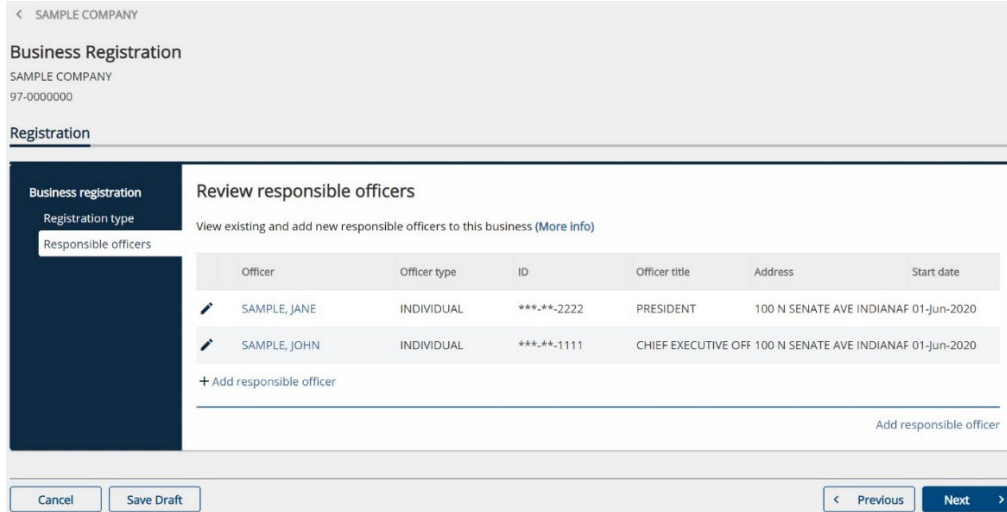
## Registration type

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

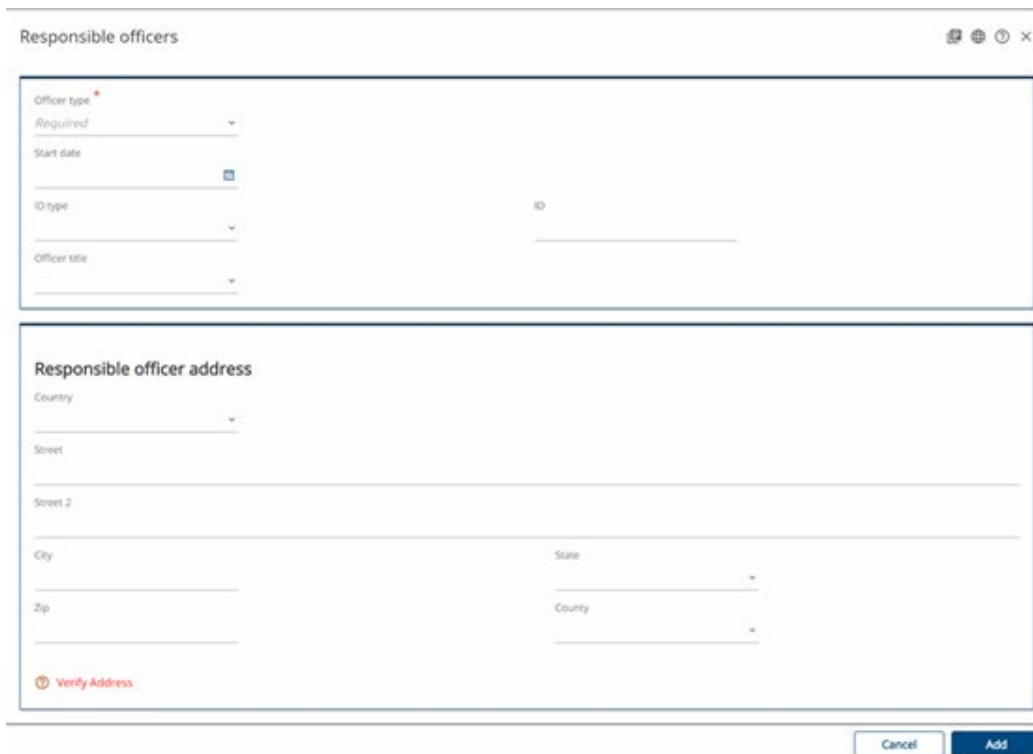


# Responsible Officers

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



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 enter information:



Existing responsible officers cannot be updated through this request. To update an existing responsible officer, return to the "All Action" 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.

< SAMPLE COMPANY

**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*

State  
INDIANA

Zip \*  
*Required*

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**

Keyword

Search

**Results**

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**

Keyword

111110

Search

**Results**

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 form for 'Business Registration' for 'SAMPLE COMPANY' (ID: 97-0000000). The 'Registration' section is active, and the 'Location' sub-section is selected in the left-hand navigation menu. The main content area is divided into three sections: 'Name and address' (with sub-sections for 'Name and address', 'NAICS', and 'Location details'), 'Seasonal business' (with a question 'Is this business seasonal?' and 'Yes'/'No' buttons), and 'Marketplace facilitator' (with a question 'Are you a marketplace facilitator?' and 'Yes'/'No' buttons). Below these is a section titled 'Select the tax types to register at this business location (Check all that apply)'. A red error icon and text state: 'Select at least one tax type to register at this location'. A list of seven tax types is provided, each with an unchecked checkbox and a '(More info)' link: Withholding tax, Sales tax, County Innkeepers tax, Food and Beverage tax, Heavy Equipment Rental Excise tax, Motor Vehicle Rental Excise tax, Tire Fee, and Wireless Prepaid Fee. At the bottom of the form are buttons for 'Cancel', 'Save Draft', '< Previous', and 'Next >'.

For each tax type the customer selected, 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\*

Name and address

NAICS

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

## Location Details: Withholding

< SAMPLE COMPANY

### Business Registration

SAMPLE COMPANY  
97-0000000

**Registration**

**Business registration**

- Registration type
- Responsible Officers

**Location registration**

- Locations
- SAMPLE COMPANY\*

Name and address

NAICS

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



## Location Details: Food and Beverage

The screenshot shows a web interface for 'Business Registration' for 'SAMPLE COMPANY'. The 'Registration' section is active, and the 'Food and Beverage Tax' option is selected in the left-hand menu. The main content area is titled 'Enter Food and Beverage tax information' and contains the following text and form elements:

- Text: "Based on your location, this business is required to register for a Food and Beverage tax account in the county and/or municipality displayed below"
- Text: "County" followed by a dropdown menu showing "Marion County"
- Text: "Enter date of first sales in this county" with a red asterisk and a calendar icon. Below it, the word "Required" is displayed.
- Text: "Do you agree to be registered for Food and Beverage tax in the county and/or municipality displayed above?" with a red asterisk. Below it are two buttons: "Yes" and "No".
- Text: "Will you be serving food or drink outside of the county and/or municipality in which this business is located? (More info)" with a red asterisk. Below it are two buttons: "Yes" and "No".

At the bottom of the form, there are buttons for "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. Clicking "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 the same 'Business Registration' interface, but now the 'Add location' option is selected in the left-hand menu. The main content area displays the text: "You have finished entering information for this location. Do you have another location to add?". To the right of this text are two buttons: "Yes" and "No".

At the bottom of the form, there are buttons for "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.

## 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 affirm that all information provided is correct.

The screenshot shows a web interface for "SAMPLE COMPANY" with a navigation menu on the left and a summary area on the right. The navigation menu includes: Business registration, Registration type, Responsible Officers, Location registration, Locations, SAMPLE COMPANY, Add location, Payment, Fee summary, Payment, and Review (which is highlighted). The summary area contains:

- Registration summary**
  - 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
- Payment summary**
  - Total : \$25.00
  - Balance due : \$0.00

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

## Confirmation

The "Make a Credit Card Payment" button will display on this screen if that payment option was chosen.

The screenshot shows a confirmation screen for "SAMPLE COMPANY" with the following text:

**Confirmation**

Your request 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, 8:00am - 4:30pm.

To make a credit card payment, click on the 'Make a credit card payment' button below.

Buttons displayed:

- Make a credit card payment
- 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.

The screenshot shows the 'Business Registration' screen for 'SAMPLE COMPANY' (ID: 97-0000000). The 'Registration' section is active. Under 'Business registration', the 'Registration type' is set to 'Add a new tax type to an existing location for this business'. Below this, there is a prompt to 'Choose a location to add tax account(s)' with a red error message 'Must select a location'. A table lists the available location:

DBA Name	Location Address	Select
SAMPLE COMPANY OF INDIANAPOLIS	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	<input type="checkbox"/>

Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and 'Next'.

## Responsible Officers

Customer may add a new responsible officer but can not edit existing ones during this step.

The screenshot shows the 'Business Registration' screen for 'SAMPLE COMPANY' (ID: 97-0000000). The 'Registration' section is active. Under 'Business registration', the 'Responsible officers' section is shown. It includes a table of existing officers and an option to add a new one.

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

Below the table is a '+ Add responsible officer' link and a text input field with an 'Add responsible officer' button.

Navigation buttons at the bottom include 'Cancel', 'Save Draft', 'Previous', and '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 web interface for 'Business Registration' for 'SAMPLE COMPANY' (ID: 97-000000). The 'Registration' section is active, with a sidebar menu showing 'Business registration' (Registration type, Responsible Officers) and 'Location registration' (Locations, Location). The 'Location details' form is displayed, showing the DBA name 'SAMPLE COMPANY OF INDIANAPOLIS' and the address '100 N SENATE AVE INDIANAPOLIS IN 46204-2273'. Below this, a section titled 'Select the tax types to register at this business location (Check all that apply)' includes a red notification icon and a requirement to 'Select at least one tax type to register at this location'. The list of tax types includes: 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), and Wireless Prepaid Fee (More info). At the bottom, there are 'Cancel', 'Save Draft', 'Previous', and 'Next' buttons.

## Locations: Account Details

For each tax type the customer selected, they will be asked 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.

< SAMPLE COMPANY

## Business Registration

SAMPLE COMPANY  
97-0000000

### Registration

Business registration

Registration type

Responsible Officers

Location registration

Locations

SAMPLE COMPANY

Location details

County Innkeepers Tax

#### Enter County Innkeepers tax information

Enter date room rentals or accommodations began at this location \*

*Required*

Cancel Save Draft
< Previous **Next** >

## Review & Summary

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

< SAMPLE COMPANY

## Business Registration

SAMPLE COMPANY  
97-0000000

### Registration

Business registration

Registration type

Responsible Officers

Location registration

Locations

SAMPLE COMPANY

Add location

**Review**

#### Registration summary

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

Cancel Save Draft
< Previous **Submit** >

## Confirmation

< SAMPLE COMPANY

### 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, 8:00am - 4:30pm.

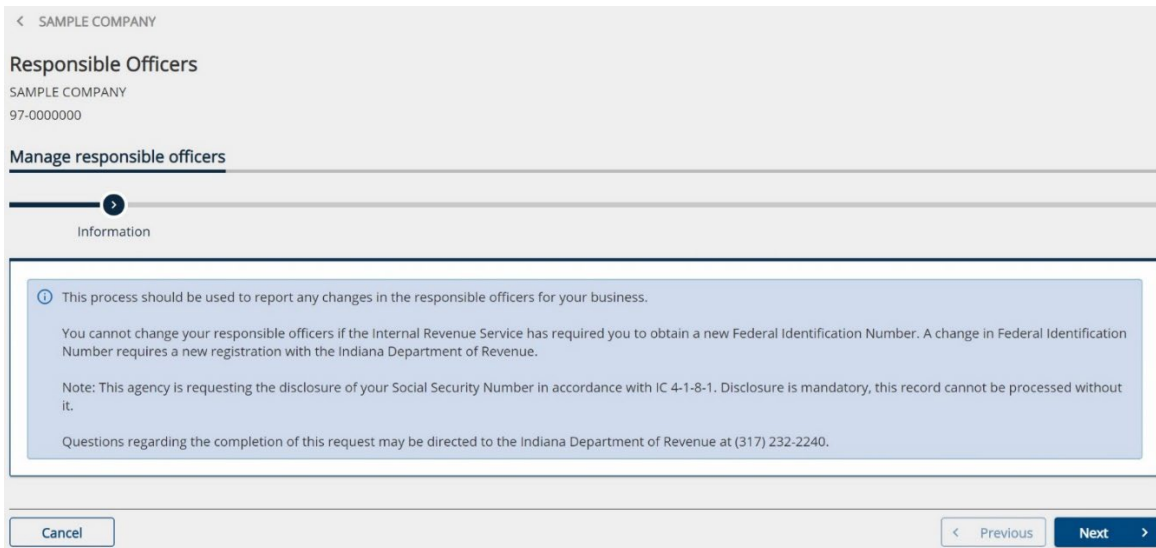
Printable View

OK

# Managing Responsible Officers

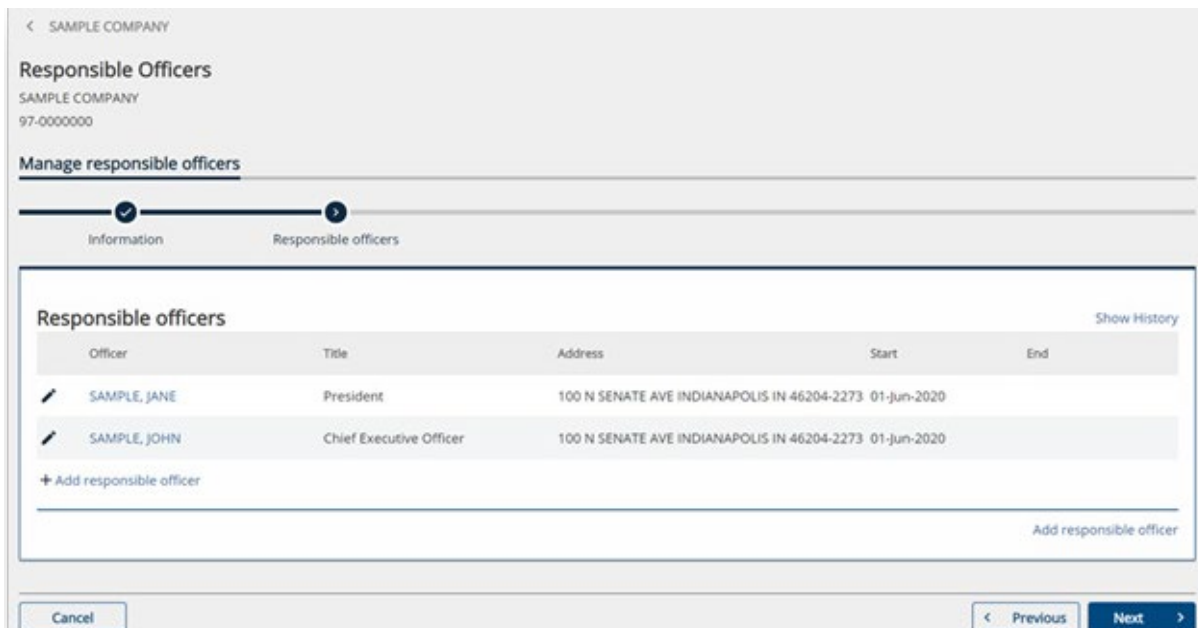
A customer can manage their responsible officers by using the "Manage Responsible Officer Information" link on the "Names & Addresses" group under the "All Actions" tab. The customer must be using a Master login to perform this action, otherwise the link will be unavailable.

## Instructions



## 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.



Selecting one of the 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 window titled "Responsible officer details" with a close button (X) in the top right corner. It contains three main sections:

- Update:** A blue banner with a circular icon and text: "If your responsible officers have changed, you may cease existing officers and add new ones. Information for existing officers is available below for review, but cannot be updated." Below this is a date field labeled "End" with a calendar icon.
- Officer Details:** A section with a question "Is the officer an individual or is this an affiliate business?" and two radio buttons: "INDIVIDUAL" (selected) and "BUSINESS". Below are fields for "Officer title" (President), "ID type" (SSN), "SSN" (\*\*\*-\*\*-2222), "Start" (01-Jun-2020), "First name" (JANE), "Middle name", "Last name" (SAMPLE), and "Suffix".
- Responsible officer address:** Fields for "Country" (USA), "Street" (100 ALLEGATE AVE), and "Street 2".

At the bottom right, there are "Cancel" and "OK" buttons.

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

The screenshot shows a window titled "Responsible officer details" with a close button (X) in the top right corner. It contains two main sections:

- Officer Details:** A section with a question "Is the officer an individual or is this an affiliate business?" and two radio buttons: "INDIVIDUAL" and "BUSINESS". Below are fields for "ID type" (dropdown), "ID" (text), "Start" (date with calendar icon), and "End" (date with calendar icon).
- Responsible officer address:** Fields for "Country" (dropdown), "Street", "Street 2", "City", "State" (dropdown), "Zip", and "County" (dropdown).

At the bottom left, there is a "Verify Address" link with a location pin icon. At the bottom right, there 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 <sup>\*</sup>  
Required

ID type  SSN <sup>\*</sup>  
Required

Start <sup>\*</sup>  
Required

First name <sup>\*</sup>  
Required

Last name <sup>\*</sup>  
Required

Middle name

Suffix

## Businesses

**Officer Details**

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

INDIVIDUAL  BUSINESS

ID type  FEIN <sup>\*</sup>  
Required

Start <sup>\*</sup>  
Required

Legal name <sup>\*</sup>  
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  
97-000000

**Manage responsible officers**

Information Responsible officers

**Responsible officers** Show History

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	
✓ X 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 web interface for 'Manage responsible officers' for 'SAMPLE COMPANY'. It features a progress bar with three steps: 'Information', 'Responsible officers', and 'Summary'. The 'Summary' step is currently active. Below the progress bar, a message states: 'The updated responsible office data is ready to submit.' A blue box contains the affirmation: '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, there are 'Cancel', 'Previous', and 'Submit' buttons.

Confirmation:

The screenshot shows a 'Confirmation' dialog box. The text inside reads: 'Your request to update your responsible officers 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 us at (317) 232-2240, Monday - Friday, 8:00 a.m. to 4:30 p.m.' There are two buttons at the bottom: 'Printable View' and 'OK'.

## 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 with INBiz by visiting [INBiz.in.gov](http://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 above 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.

The screenshot shows a web interface for 'Close business accounts' for 'SAMPLE COMPANY'. It features a progress bar with one step: 'Request'. The 'Request' step is currently active. Below the progress bar, a message states: 'Account closure request'. A section titled 'What is being closed?' contains a red error message: 'A close type must be selected to continue.' Below this are three radio button options: 'All tax accounts', 'Specific location', and 'Specific tax type(s) at a location'. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

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 next month.

The screenshot shows the 'Close business accounts' form for 'SAMPLE COMPANY' (ID: 97-0000000). The 'Request' section is active, with a progress indicator showing step 1 of 2. The form asks 'What is being closed?' with three radio button options: 'All tax accounts' (selected), 'Specific location', and 'Specific tax type(s) at a location'. Below this, there is a field for 'Enter date tax accounts are being ceased' with a 'Cease date' label, a 'Required' asterisk, and a calendar icon. Navigation buttons include 'Cancel', 'Previous', and '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 the 'Close business accounts' form for 'SAMPLE COMPANY' (ID: 97-0000000). The 'Request' section is active, with a progress indicator showing step 2 of 2. The form displays a message: 'All of the following tax accounts marked as "Eligible to close" will be closed'. Below this is a table with columns: ID, Name, Address, Account Type, Jurisdiction, and Eligible to close. One account is listed with a checked box in the 'Eligible to close' column. Navigation buttons include 'Cancel', 'Previous', and 'Next'.

ID	Name	Address	Account Type	Jurisdiction	Eligible to close
0000000000-001	SAMPLE COMPANY OF INDIANAPOLIS	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	Sales		<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.

Close business accounts  
SAMPLE COMPANY  
97-0000000

Request

Account closure request   Customer tax accounts   Account closure summary

Summary

Cease date  
31-Jul-2020

All of the following tax accounts will be closed

ID	Name	Address	Account Type	Jurisdiction	Eligible to close
000000000-001	SAMPLE COMPANY OF INDIANAPOLIS	100 N SENATE AVE INDIANAPOLIS IN 46204-2273	Sales		<input checked="" type="checkbox"/>

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.

Cancel   Previous   Submit

## 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

< 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 < Previous 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" under which they can file or view older returns and payments.

**Sales**  
Location 001  
SAMPLE COMPANY OF INDIANAPOLIS  
100 N SENATE AVE  
INDIANAPOLIS IN 46204-2273  
Closed on 30-Jun-2020

**Account**  
RST-0000000000  
Balance  
**\$0.00**

> File or view older returns and payments  
> Reopen closed account

## 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 this 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

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 < Previous Next >

## Summary

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

The screenshot shows a web interface for 'SAMPLE COMPANY'. The main heading is 'Reopen closed account'. Below it, the user is identified as 'Sales' with ID 'RST-000000000' and address 'SAMPLE COMPANY OF INDIANAPOLIS'. A progress bar shows two steps: 'Account Information' (completed) and 'Summary' (current). The 'Summary' section contains the text: 'Your account(s) will be opened as of 8/1/2020. You will need to file returns for all periods from that date forward.' At the bottom, there are three buttons: 'Cancel', '< Previous', and 'Submit'.

## 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.

The screenshot shows the account summary page for 'SAMPLE COMPANY'. The user is 'JANE SAMPLE', logged in on Friday, Jun 19, 2020 at 8:50:14 AM. The page has tabs for 'Summary', 'Requires Attention', 'Settings', and 'All Actions'. The 'Sales' section shows 'Location 001' at 'SAMPLE COMPANY OF INDIANAPOLIS'. The 'Account' section shows ID 'RST-000000000' and a balance of '\$4,875.00' in green. To the right of the account balance, there are two links: 'View or amend return' (for 'ST-103 for June 2020') and 'Request an overpayment refund' (for the account).

## Instructions

The screenshot shows the 'Overpayment Refund Request' screen. The user is 'Sales' with ID 'RST-000000000' and address 'SAMPLE COMPANY OF INDIANAPOLIS'. A progress bar shows three steps: 'Instructions' (current), 'Select filing period', and 'Request refund'. The main content area asks 'Should I request an overpayment refund?' and provides instructions: 'You may request an overpayment refund to be issued to this account's mailing address. If you wish for the overpayment to be redirected to a future period, you do not need to do anything at this time. Any overpayments that are not refunded will be automatically redirected to a future period once a return is posted onto that period.' At the bottom, there are three buttons: 'Cancel', '< Previous', and 'Next >'.

## Select filing period

The screenshot shows a mobile application interface for an 'Overpayment Refund Request'. At the top, it identifies the user as 'SAMPLE COMPANY' and provides details: 'Sales', 'RST-000000000', and 'SAMPLE COMPANY OF INDIANAPOLIS'. A progress bar indicates three steps: 'Instructions' (completed), 'Select filing period' (current), and 'Request refund'. A blue information box contains the text: 'Select an available period to request an overpayment refund. If no periods are displayed, an overpayment refund cannot be requested at this time. Please allow several days for recent payments to process before requesting an overpayment refund.' Below this is a 'Filing period' dropdown menu with 'Required' selected. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

## Request a Refund for Tax on Purchases

A customer can request a refund for tax on purchases by selecting "Submit Refund Request" under the "Request for Tax on Purchases" group on the "All Actions" tab.

## Instructions

The card features a camera icon and the title 'Refund for tax on purchases'. The text reads: 'Request a refund for Indiana tax that you have paid on purchases.' Below the text is a right-pointing chevron followed by the text 'Submit refund request'.

The screenshot shows a mobile application interface for a 'Refund request'. It identifies the user as 'SAMPLE COMPANY' with ID '97-0000000'. A progress bar shows the 'Instructions' step as the current and only step. The main content area contains the heading 'Am I eligible to submit a refund for tax on purchases?' followed by two paragraphs of text: 'If you are exempt from paying sales tax and you have documentation proving sales tax has been paid on exempt purchases, you may use this submission to request a refund.' and 'If you wish to request a refund based on a prior sales tax filing, you must log into your tax account and amend the prior return.' At the bottom, there are 'Cancel', 'Save Draft', 'Previous', and 'Next' buttons.

# 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: \*

Tax type \*

#### Enter claim details

i 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
<input type="checkbox"/>	<input type="text" value="x"/>	<input type="text" value=""/>	0.00
<input type="checkbox"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

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.

The screenshot shows a mobile application interface for a 'Refund request' form. At the top, it says 'SAMPLE COMPANY' with a back arrow. Below that, the title 'Refund request' is followed by 'SAMPLE COMPANY' and '97-0000000'. A progress bar shows three steps: 'Instructions' (checked), 'Claim information' (checked), and 'Attachments' (active). The main content area is titled 'Attachments' and contains the text: 'Include evidence to support your claim. Failure to attach all documentation with your claim may result in your claim being rejected or denied.' Below this, it lists 'Examples include:' followed by a bulleted list: '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', and 'Use tax journal and any additional documentation to support your claim'. A blue 'Add attachment' button is present. At the bottom of the content area, a red error message reads: 'Documentation supporting your claim must be attached.' The bottom navigation bar includes 'Cancel', 'Save Draft', '< Previous', and 'Next >'.

## Disclosure

The screenshot shows the 'Disclosure' step of the 'Refund request' form. The top header is identical to the previous screen. The progress bar now shows four steps: 'Instructions' (checked), 'Claim information' (checked), 'Attachments' (checked), and 'Disclosure' (active). The main content area contains a checkbox and the following text: '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.' A red asterisk is visible at the end of the text. The bottom navigation bar includes 'Cancel', 'Save Draft', '< Previous', and 'Submit'.

# Additional Information and Resources

## Incorrect Information

If you need to update your INTIME contact information, select the user icon in the top right 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, please 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](#) (also 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 Tax Center 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 taxes 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 Indiana Taxpayer Identification Number (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 into your INTIME account.

The following options are available as well, Monday through Friday, 8 a.m.–4:30 p.m. ET, if needed:

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