



User Guide for Alcohol, Cigarette, and Other Tobacco Products Tax Customers

Effective July 2022



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Welcome to INTIME

The Indiana Department of Revenue's (DOR) e-services portal, INTIME (Indiana Taxpayer Information Management Engine), offers Alcohol, Cigarette, and Other Tobacco Products* tax customers the ability to manage their tax accounts in one convenient location, 24/7. This includes filing returns, making payments, secure messaging with DOR Customer Service, and more.

This guide provides step-by-step instructions, images and tips specific to Alcohol, Cigarette, and Other Tobacco Products tax accounts and serves as an additional resource to the [INTIME Guide for Business Customers](#).

- * Effective for the tax periods of January 2027 and later, DOR will adopt the Federation of Tax Administrators (FTA) Uniformity Standards for Other Tobacco Products (OTP). For updated information about filing OTP tax, refer to the [XML Electronic Filing for Other Tobacco Products Data Implementation Guide](#).

Important

If you file through INTIME, there is no requirement to sign up for SFTP. INTIME accepts files up to 10 MB, but if a file exceeds that limit, then SFTP must be used.

A vendor code is not required when uploading XML files via INTIME. Leave "Vendor Code" field blank (XML file example: <VendorCode> </VendorCode>) or enter all ones (example: <VendorCode>11111</VendorCode>.)

Chart: All Tax Types and Bulk Filing Methods and Options

Testing via INTIME

Testing for INTIME-supported tax types is no longer required. However, you can test your file in INTIME by uploading it and viewing the errors it provides or, if it passes that validation, you will be able to proceed to the next step to submit the file. If you do not wish to submit the file at that time, you can cancel (or hit the back button) before fully submitting. This process is considered "testing" your submission before submitting. To see totals a production file would need to be submitted to your account. If the figures are incorrect, an amended return would need to be submitted to make the corrections.

Get Started with INTIME

Step 1: Log in to [INTIME.dor.in.gov](https://intime.dor.in.gov). (Sign up information is available in the [INTIME User Guide for Business Customers](#).)

Step 2: If your INTIME account is registered for any of the following tax types. All Alcohol, Cigarette, and Other Tobacco Products tax accounts will appear on the "Summary" tab.

Manually keying and xml file upload via INTIME

Submission of returns and schedules of transaction can be done by manually typing in information or uploading an xml file.

Step 1. Choose INTIME logged in summary tab

Step 2. Choose the specific tax type you would like to file for

Step 3. Choose "File now" to manually key submission of returns and schedules of transactions. Or, to upload your xml file upload you must select "File now" in the corresponding tax account and follow the prompts to submit

"Save Draft" option is available for manually keying your returns, this allows a user to log in and out to add additional information before fully submitting the submission.

- When "save draft" is used, you have 30 days to submit unless you hit "save draft" again it will reset the clock.
- You must choose "submit" and receive a confirmation number. If you do not receive a confirmation number, you should not assume your file has been submitted.
- You can view the reconciliation screen before fully submitting your returns
- Manually keying is limited to 30k lines. If you exceed 30k lines you must submit an xml file upload

Note: For manually keyed returns all errors with a red asterisk, must be corrected before moving on.

Return

CIG-TS

Do you have any activity to report?

Yes

No

Purchaser/seller information

Show Errors

Document number	Name	Type
123456	TEST TEST	Customer

+ Add a purchaser/seller

Show Errors

+ Add a purchaser/seller

Transactions

Show Errors

Schedule code	Price	Manufacturer	Brand family	Quantity	Sticks per pack	Total cigarettes
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+ Add transaction

+ Add transaction

Cancel

Save Draft

< Previous

Next >

Step 3B: To **upload** files, select the "Upload XML return" hyperlink to submit files up to 10 MB. Select "Return type" and "Filing period", then add attachment.

Note: Attachments are for information use only. Information regarding the return submission should be keyed in prior to this screen. If the return information is not keyed in and only the attachment is provided important information won't be on the return. Only what is keyed-in creates the return.

File validation

If you receive an error message, you must correct your file and resubmit until all errors have been correct. It is possible to correct errors and receive more errors on your second attempt, this is due to levels of validation.

XML files have two levels of validation:

1. Schema validations
2. Business rule validations

If your file does not meet our schema format, you will receive a vague error message. This occurs when our system cannot recognize the schema to validate against.

Submitting Amended Files and Returns via INTIME

The following steps outline how to submit amended returns for Alcohol Tax, Cigarette Tax, Other Tobacco Products Tax through INTIME.

Note: If you amend a previously manually keyed submission, you will log in and adjust the returns and submit. If you amend a previously uploaded xml file, you must submit the original file with the corrections applied.

- Step 1: Log in to INTIME.
- Step 2: Go to the "Summary" (tab) page and locate the tax account.
- Step 3: Click on the hyperlink "View all returns and periods."
- Step 4: Click on the "View or Amend Return" hyperlink next to the tax period you want to amend.

Note: For returns originally submitted for tax periods on or prior to June 30, 2022, you will need to contact your special tax customer service team member through INTIME messaging to update your account to enable the link to amend on INTIME.

- Step 5: Locate and click on the "Amend" hyperlink.
- Step 6: Follow the on-screen instructions.

Once the request has been submitted, the return will post, and the information will be updated within one to two business days.

Note: If CIG-M was originally submitted for tax periods after June 30, 2022, the CIG-NRM or CIG-RM schema must be used to amend the original via SFTP or INTIME file upload option.

Making Payments via INTIME

Payments can be made by going to the associated tax account on the "Summary" tab and clicking on the "Make a payment" hyperlink.

Select the preferred payment method type:

Bank Account: If bank account is selected, the customer will proceed to the next step to enter the payment details. There is no fee for an ACH (e-check) payment.

Credit Card: If a debit or credit card is selected, after entering the required information, a confirmation screen will appear. Select "Make a credit card payment" on the confirmation screen.

Note: If paying by credit/debit card, additional processing fees will be charged based on the payment 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

Contact Us

DOR Special Tax

For account questions regarding bills or letters, contact DOR Customer Service via INTIME's secure messaging by selecting the "All Actions" tab followed by clicking on the "Messages" section. A step-by-step [INTIME Guide to Secure Messaging with D OR](#) is available.

You can also contact DOR's Tobacco Tax Section, Monday through Friday, 8 a.m. - 4:30 p.m. ET, at:

(317) 615-2710

excisetax@dor.in.gov

Indiana Department of Revenue

Special Tax Division

PO BOX 901

Indianapolis, IN 46206-0901

For file-specific questions, file errors or upload issues, use [INTIME](#)'s secure messaging to contact the Electronic Services Team so that they can view your account and assist you more efficiently. Select "bulk filer" in the message options and provide details of your issue. Be sure to include a screenshot of any errors with your message.

You may also contact DOR's Electronic Services team at bulkfiler@dor.in.gov.