



# INTIME 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:

## INTIME Functionality

	Register New Tax Account 	File Returns 	Amend Returns 	Make Payments 	View Correspondence & Send Messages 	Update Names & Addresses 
<b>Alternative Fuel User</b>	✓	✓		✓	✓	✓*
<b>Aviation Fuel</b>	✓	✓	✓	✓	✓	✓*
<b>Fuel Inventory</b>	✓	✓	✓	✓	✓	✓
<b>Gasoline Use</b>	✓	✓	✓	✓	✓	✓*
<b>Motor Fuel</b>	✓	✓	✓	✓	✓	✓*
<b>Petroleum Severance</b>	✓	✓	✓	✓	✓	✓*
<b>Special Fuel</b>	✓	✓	✓	✓	✓	✓*
<b>Terminal Operator</b>	✓	✓	✓	✓	✓	✓*
<b>Transporter</b>	✓	✓	✓	✓	✓	✓*
<b>Alcohol Tax</b>		✓	✓	✓	✓	✓
<b>Cigarette</b>	✓	✓	✓		✓	✓*
<b>Cigarette Stamps</b>	✓	✓		✓	✓	✓*
<b>Electronic Cigarette</b>	✓	✓	✓	✓	✓	✓*
<b>Other Tobacco Products</b>	✓	✓	✓	✓	✓	✓*
<b>Employment Agency</b>						
<b>Rail, Commuter or Electric</b>				✓	✓	✓*
<b>Vehicle Sharing Excise</b>		✓	✓	✓	✓	✓

\*Names and address for Cigarette, Tobacco, and Fuel tax accounts can be updated via INTIME. However, these updates will be reviewed by the Special Tax division and are subject to approval. A new license may be issued when approved.

New Features
Existing Features

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](#).

# 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: All Alcohol, Cigarette, and Other Tobacco Products tax accounts will appear on the "Summary" tab.

## Alcohol Tax Accounts

<b>Alcohol</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>ALC-DWS for July 2022</b> Monthly return due: Aug 22, 2022	> File now > Upload XML return
	<b>Account</b> ALC-0000193233 Balance <b>\$0.00</b>	> Make a payment > View all returns and periods

<b>Alcohol</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>ALC-FW for March 2022</b> Monthly return due: Apr 20, 2022	> File now > Upload XML return
	<b>Account</b> ALC-0000193233 Balance <b>\$0.00</b>	> Make a payment > View all returns and periods

<b>Alcohol</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>ALC-M for July 2022</b> Monthly return due: Aug 22, 2022	> File now > Upload XML return
	<b>ALC-FW for July 2022</b> Monthly return due: Aug 22, 2022	> File now > Upload XML return
	<b>Account</b> ALC-0000193233 Balance <b>\$0.00</b>	> Make a payment > View all returns and periods

<b>Alcohol</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>ALC-M for July 2022</b> Monthly return due: Aug 22, 2022	> File now > Upload XML return
	<b>Account</b> ALC-0000193233 Balance <b>\$0.00</b>	> Make a payment > View all returns and periods

<b>Alcohol</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>ALC-PS for July 2022</b> Monthly return due: Aug 10, 2022	<a href="#">&gt; File now</a> <a href="#">&gt; Upload XML return</a>
	<b>Account</b> ALC-0000193233 Balance <b>\$0.00</b>	<a href="#">&gt; Make a payment</a> <a href="#">&gt; View all returns and periods</a>

<b>Alcohol</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>ALC-W for July 2022</b> Monthly return due: Aug 22, 2022	<a href="#">&gt; File now</a> <a href="#">&gt; Upload XML return</a>
	<b>Account</b> ALC-0000193233 Balance <b>\$0.00</b>	<a href="#">&gt; Make a payment</a> <a href="#">&gt; View all returns and periods</a>

## Cigarette Tax Accounts

<b>Cigarette</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>CIG-M for June 2022</b> Monthly return due: Jul 15, 2022	<a href="#">&gt; File now</a>
	<b>CT-19 for June 2022</b> Monthly return due: Jul 15, 2022	<a href="#">&gt; File now</a>
	<b>Account</b> CIG-0000169294 Balance <b>\$500.00</b>	<a href="#">&gt; Make a payment</a> <a href="#">&gt; View all returns and periods</a>

<b>Cigarette</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>CT-19 for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">&gt; File now</a> <a href="#">&gt; Upload XML return</a>
	<b>CIG-NRM for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">&gt; File now</a> <a href="#">&gt; Upload XML return</a>
	<b>Account</b> CIG-0000169294 Balance <b>\$500.00</b>	<a href="#">&gt; Make a payment</a> <a href="#">&gt; View all returns and periods</a>

<b>Cigarette</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>CT-19 for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">File now</a> <a href="#">Upload XML return</a>
	<b>CIG-RM for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">File now</a> <a href="#">Upload XML return</a>
	<b>Account</b> CIG-0000169294 Balance <b>\$500.00</b>	<a href="#">Make a payment</a> <a href="#">View all returns and periods</a>

<b>Cigarette</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>CIG-TS for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">File now</a> <a href="#">Upload XML return</a>
	<b>Account</b> CIG-0000169294 Balance <b>\$500.00</b>	<a href="#">Make a payment</a> <a href="#">View all returns and periods</a>

<b>Cigarette Tax Stamps</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>CT-4A for April 1, 2022</b> Use this form to order cigarette stamps	<a href="#">File now</a>
	<b>Account</b> CTS-0000152910 Balance <b>\$0.00</b>	<a href="#">Make a payment</a> <a href="#">View all returns and periods</a>

## Other Tobacco Products Tax Accounts

<b>Other Tobacco Products</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>OTP-M for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">File now</a> <a href="#">Upload XML return</a>
	<b>CT-19 for July 2022</b> Monthly return due: Aug 15, 2022	<a href="#">File now</a> <a href="#">Upload XML return</a>
	<b>Account</b> OTP-0000176849 Balance <b>\$25.00</b>	<a href="#">Make a payment</a> <a href="#">View all returns and periods</a>

<b>Other Tobacco Products</b> Location 001 SAMPLE LOCATION 123 SAMPLE STREET APT 1 SAMPLE IN 46204	<b>OTP-PACT for July 2022</b> > File now Monthly return due: Aug 10, 2022
	<b>Account</b> > Make a payment OTP-0000176849 > View all returns and periods Balance <b>\$25.00</b>

- Step 3: Submission of returns and schedules of transaction can be done by manually typing in information (Step 3A) or by uploading XML return files up to 10 MB in size (Steps 3B/3C).
- Step 3A: To **manually type in** return and schedules of transaction information, select "File now" in the corresponding tax account. Alternatively, if uploading files, skip to Step 3B.
- 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.

< SAMPLE COMPANY

**XML upload**  
 Alcohol  
 ALC-0000193233  
 SAMPLE LOCATION

**XML upload**

Upload Files      Summary

**Upload forms**

You may upload your files below. The only acceptable file type is XML.

Converting/formatting a PDF or Excel spreadsheet to .XML is not accepted. You can find the specification in the below link:  
<https://www.in.gov/dor/business-tax/electronic-filing-for-alcohol-taxpayers/>

Please note that the file upload process may take some time depending on the size of the file. Larger files can take up to 30 seconds to load.

There is a Max file size limit of 10MB per file.

Return type  
 ALC-W

Filing period \*  
 Required

**Files**

File name

Please add an attachment to continue

Cancel      < Previous      Next >

**Note:** If there are any issues with the attachment, information about the error will appear at the bottom of the page.

The screenshot shows the 'XML upload' page for 'SAMPLE COMPANY'. The page includes a progress bar with 'Upload Files' and 'Summary' steps. The 'Upload forms' section contains instructions and a form with 'Return type' set to 'ALC-W' and 'Filing period' set to '31-Jul-2022'. Below the form is an 'Upload' button and a message: 'Please add an attachment to continue'. The 'Attachment errors' section displays a table with one error:

File Name	Line Number	Error
My ALC-W Return for July 2022.xml	12	The 'TaxPeriodEndDate' element is invalid - The value '2022-07-32' is invalid according to its datatype 'DateType' - The string '2022-07-32' is not a valid Date value.

At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

Step 3C: Once you are certain all information is correct and the file has been uploaded successfully, you are ready to "Submit."

The screenshot shows the 'XML upload' page for 'SAMPLE COMPANY' at the 'Summary' step. The progress bar indicates that 'Upload Files' is complete and 'Summary' is the current step. The 'Summary' section contains the text: 'Your request is ready to submit. Please ensure all information is correct before submitting.' At the bottom, there are 'Cancel', 'Previous', and 'Submit' buttons.

# 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.

- 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 converter or 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 DOR](#) 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](mailto: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](mailto:bulkfiler@dor.in.gov).

## INTIME

Questions? Log in to [INTIME](#) and [send a message to Customer Service](#).

### SFTP Registration

See the SFTP Guide on [DOR: Resources for Bulk Filing your Indiana Taxes](#)