

The preferred method of contact for statement inquiries is by e-mail to TAX@phoenix.gov. Please include the account number, Bill ID number, and phone number in your e-mail. This will give us time to research your request. General tax information is available phoenix.gov/plt.

<u>Section</u>	<u>Phone</u>	<u>Hours</u>	<u>Fax</u>
Collections/Payment Plans	602-262-6785 press 7	M-F 8:00 a.m.-5:00 p.m. MST	602-534-4241
Tax Accounting	602-262-6785 press 6	M-F 8:00 a.m.-5:00 p.m. MST	602-262-7151
Tax Licensing	602-262-6785 press 4	M-F 8:00 a.m.-5:00 p.m. MST	602-262-7786
Regulatory Licensing	602-262-4638 press 4	M-F 8:00 a.m.-5:00 p.m. MST	602-495-0783
Liquor Licensing	602-262-4638 press 3	M-F 8:00 a.m.-5:00 p.m. MST	602-534-9345
TTY – 602-534-5500 (for all)			

Mailing Address: City Treasurer, P. O. Box 29125, Phoenix AZ 85038-9125

OUTSTANDING CREDIT BALANCES

Credit balances can be applied to amounts due only on the account number printed on the credit statement. Credits may be the result of a calculation error on a tax return. If your records do not indicate that the credit is correct, you may need to file an amended return or contact us.

To correct a return – If you need to correct (amend) a return, make a copy of both sides of your copy of the tax return and in blue or black ink, write “AMENDED RETURN” at the top of both sides. In blue or black ink, cross out the incorrect information and write in the correct information, re-sign, and re-date it. Send a letter explaining the correction along with the corrected copy, of the tax return to Tax Accounting at the address above. If no payment is due, the return can be faxed to the number above. Do Not Use Red Ink.

Credits will be applied automatically against other balances, such as license fees or late fees.

We suggest verification of the credit balance by calling 602-262-6785, press 6, M-F 8:00 a.m.-5:00 p.m. MST.

You may apply the verified credit to your next tax period by entering the credit amount on line 10 of the tax return form and attaching the credit statement to the return.

Credits must be used within one year of the initial notice of credit and are normally not refunded if the credit can be applied against taxes or fees due within that period. To apply an outstanding credit, submit future tax return(s) without payment until the credit is exhausted.

A refund will only be issued if the account is current (no outstanding balances nor unfiled tax returns) and the refund request is signed by an authorized person.

To request a refund, complete the form below and mail it to the address above with a copy of the credit statement.

Outstanding Credit Balance Refund Claim Form

Unsigned requests will not be processed.

Business Name _____ Today's Date _____

Mailing Address _____ Account Number _____

_____ Amount _____ Period _____

E-Mail Address _____ Contact Phone Number _____

Signature of Taxpayer or Authorized Agent (Required) _____ Print your name so we may verify with name(s) on account

Title