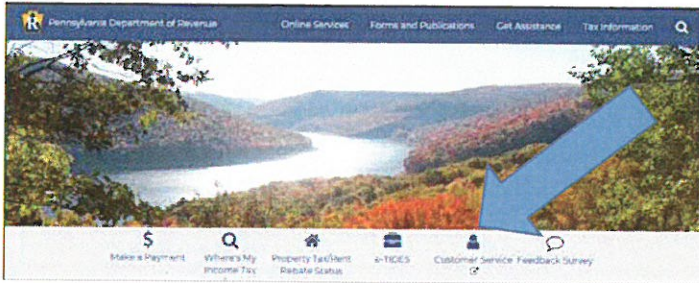


As a taxpayer we realize that your time is valuable and having to wait on hold for ten minutes during tax season is not something that you have time or want to do. So the Department of Revenue has set up a Customer Service Home page where you can get answers to 3,000 frequently asked questions or you can submit your own question. All you have to do is visit our web site www.revenue.pa.gov and click the "Customer Service" icon on our home page.

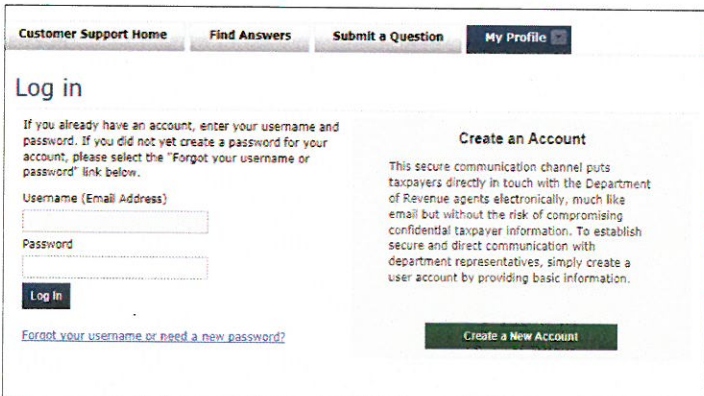


This takes you to our Customer Support Home page. From here you can search for an answer to your question, view the most popular answers to questions asked, peruse our featured support categories or conduct an advanced search.

If you don't find an answer you can select to "Submit a Question", from the menu choices at the top of the page.



If you have a profile already, just log in to the secure portal. If you have not created a profile you will be prompted to register.



Log in

If you already have an account, enter your username and password. If you did not yet create a password for your account, please select the "Forgot your username or password" link below.

Username (Email Address)

Password

Log In

[Forgot your username or need a new password?](#)

Create an Account

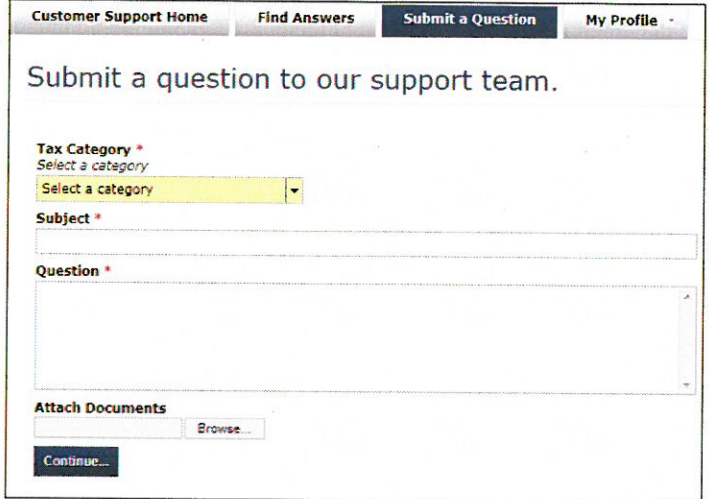
This secure communication channel puts taxpayers directly in touch with the Department of Revenue agents electronically, much like email but without the risk of compromising confidential taxpayer information. To establish secure and direct communication with department representatives, simply create a user account by providing basic information.

Create a New Account

Reasons to use this service to obtain answers to questions:

1. Reduce the need to call the department
2. Cut down the amount of time on the phone
3. Receive written confirmation of an answer instead of a verbal response, which could prevent the possibility of miscommunication from occurring.

Once you are logged in you will see the following screen.



Customer Support Home **Find Answers** **Submit a Question** **My Profile**

Submit a question to our support team.

Tax Category *
 Select a category
 Select a category

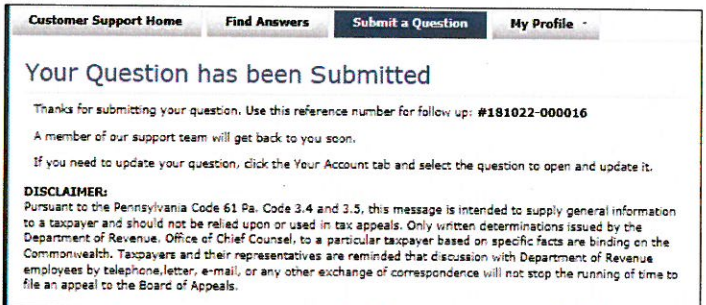
Subject *

Question *

Attach Documents

Next, select form the approximately 30 categories. Then just enter your subject, your specific question and feel free to attach any relevant files.

Lastly, you will see a screen that lets you know your question was submitted and you will be provided a reference number.



Customer Support Home **Find Answers** **Submit a Question** **My Profile**

Your Question has been Submitted

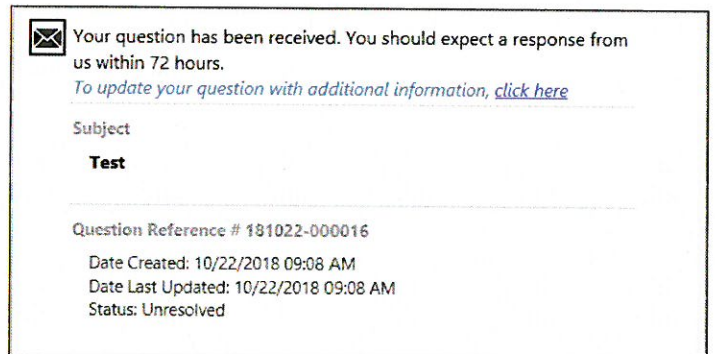
Thanks for submitting your question. Use this reference number for follow up: **#181022-000016**


A member of our support team will get back to you soon.

If you need to update your question, click the Your Account tab and select the question to open and update it.

DISCLAIMER:
 Pursuant to the Pennsylvania Code 61 Pa. Code 3.4 and 3.5, this message is intended to supply general information to a taxpayer and should not be relied upon or used in tax appeals. Only written determinations issued by the Department of Revenue, Office of Chief Counsel, to a particular taxpayer based on specific facts are binding on the Commonwealth. Taxpayers and their representatives are reminded that discussion with Department of Revenue employees by telephone, letter, e-mail, or any other exchange of correspondence will not stop the running of time to file an appeal to the Board of Appeals.

Once your question is answered you will receive an email notification, so you can log back into the secure portal and view the response.



 Your question has been received. You should expect a response from us within 72 hours.

[To update your question with additional information, click here](#)

Subject
Test

Question Reference # 181022-000016

Date Created: 10/22/2018 09:08 AM
 Date Last Updated: 10/22/2018 09:08 AM
 Status: Unresolved