



Frequently Asked Questions for Online Sales Tax and Business Licensing

<https://montrose.munirevs.com>

What types of assistance can MUNIRevs provide to me?

MUNIRevs can assist you with all your system and account questions. Whether you have a question about your account or technical questions about how to do something in MUNIRevs, please reach out to our support team. We can always reach out to the City on your behalf if we need their assistance with one of your questions. You can reach MUNIRevs at support@munirevs.com and by phone at (888) 751-1911.

Where are my tax forms? My Action Center is empty?

Your tax forms will be available on the 1st day of the month following the last day of the tax period. For example, for monthly filers, the December, 2013 tax forms will be available in your Action Center on January 1, 2014. Fourth Quarter, 2014 forms will also be available on 1/1/14. If you do not see the forms you expected, simply contact MUNIRevs support for assistance.

Can I manage multiple businesses with one login?

Yes - to do so, click Add an additional business to your account. Select whether the business is an existing business or whether you are applying for a new business. You will need your 6 digit Business License Number and MUNIRevs Activation Code to connect to an existing business record.

Can a business have more than one user?

Yes, each business can have an unlimited number of users. Each user is required to provide the 6 digit Business License Number and MUNIRevs Activation code to be authorized to connect to an existing business record.

I did not receive or misplaced the letter with my activation code. What do I do?

Contact MUNIRevs support at support@munirevs.com or (888) 751-1911 for assistance. You will need to confirm account details to be verified for the account and then our staff can assist you with connecting.

Can I file a Zero File tax return through MUNIRevs?

To file a zero file tax form, select your tax form from your Action Center. Then, complete the required information on the remittance, including Gross Sales and any deductions. You will be prompted to confirm your desire to complete the return as a Zero File return.

What payment types are accepted by the City through MUNIRevs?

The City offers free ACH Debit, or e-check payments. In addition, if you need to remit via ACH Credit, please e-mail support@munirevs.com for payment instructions and to add this setting to your account.

Credit card payments (via Mastercard and Visa) are also available for payments up to \$1,500, with a \$15 credit card convenience fee.

Can I schedule a payment in MUNIRevs?

For your security, MUNIRevs does not store *any* payment information in the system. You will need to enter your desired payment information each time you check out.

If you would like to transmit payments via ACH Credit, e-mail support@munirevs.com for payment instructions and to add this setting to your account.

How do I change or update my User information?

Select "My Account" at the top of the page when you are logged in to update your user or business information, including, mailing address, phone number and other contact information.

I forgot my password. What do I do?

From the Log In page, click the "Forgot your password" link and follow the instructions that will be e-mailed to the User's registered e-mail address.

Do I have to login to MUNIRevs to see my alerts and reminders?

No. All alerts are e-mailed to your authenticated e-mail address. When you login to the system, you will also see any open alerts that need to be addressed in your Action Center.

Can I apply for a new business license with the City through MUNIRevs?

Yes. To apply for a new business license, simply click "Add an additional business to your account" under Manage your Business. Select New Business and proceed through the prompts to register your new business with the City.

Can I renew or manage an existing license with the City through MUNIRevs?

Yes. License renewals will be initiated based upon the expiration date of each license. You will be notified of available actions when a renewal license requirement is upcoming.

**For Assistance, Contact
MUNIRevs Support
support@munirevs.com**

(888) 751-1911