# INTIME Guide for Business Tax Customers

Revised October 2024

Last revised: October 2024

Indiana Department of Revenue

# Table of Contents

# Welcome to INTIME

The Indiana Department of Revenue's (DOR) e-services portal, INTIME (Indiana Taxpayer Information Management Engine) offers customers the ability to manage all their business or corporate tax accounts in one convenient location, 24/7. This includes filing returns, making payments, and secure messaging with DOR Customer Service. This guide serves as a resource to help customers set up their INTIME account and explore the functionalities available with step-by-step instructions, screenshots, and helpful tips.

The INTIME Functionality chart provides a list of tax accounts that can be managed via INTIME along with the functionalities available.

Business customers can log in to INTIME to access the following additional functionalities:

- Electronic delivery of correspondence from DOR
- Make payments using a bank account or credit card
- Online customer service support through INTIME secure messaging
- Request and print return transcripts as needed
- Update contact and mailing information
- Upload bulk file submissions of less than 10 MB directly through INTIME. More information on bulk filing is available.
- View and respond to correspondence from DOR

Additional resources are also available.

# INTIME for Corporate and Business Customers

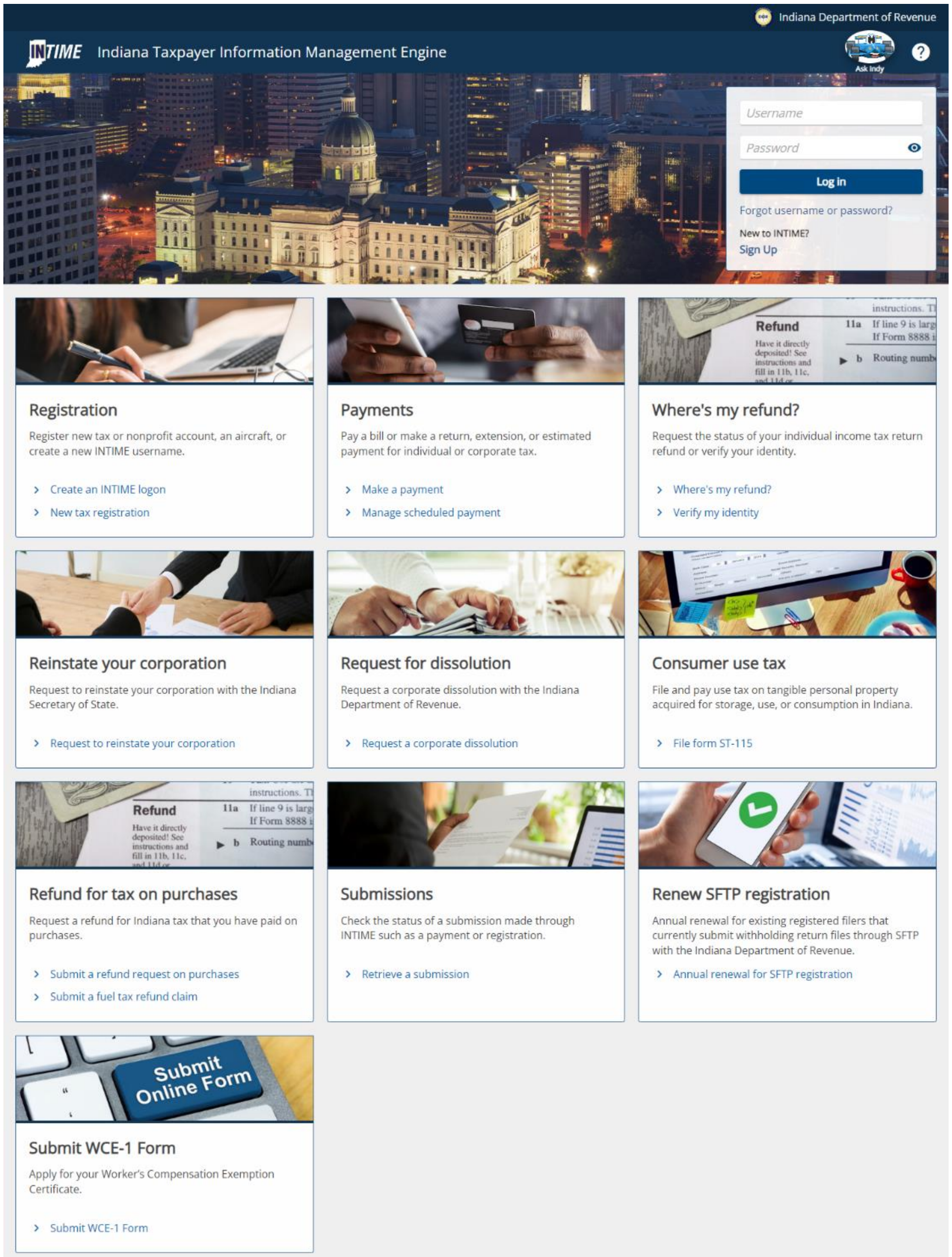
INTIME is available to manage corporate and business tax obligations.

A complete list of all of DOR's Electronic Tax Filing Options and the tax obligations that can be filed via INTIME, as well as by SFTP bulk filing and Modernized E-File, is available.

# Getting Started

- A new business must be registered through INBiz before creating an INTIME user logon
- You will need the unique Letter ID found on a letter from DOR (located in upper right-hand corner). If you do not have one, a "Welcome letter" can be requested during the logon creation process.
- You will be asked to provide the business name and ID (TID / RRMC / FEIN / SSN / PTIN).

# Username and Password Creation Overview




## Create a master logon for your organization

The first person to create a username for your organization will be assigned the role of "Master Logon." This user will be able to manage access for other users in your organization, if appropriate, and will have full access to your company's own tax accounts. INTIME usernames are specific to each person, and passwords should not be shared with anyone.

## Create your INTIME logon

Go to INTIME and select “New to INTIME? Sign up.” to create a master logon username and password for access to INTIME. Follow the steps on your screen to register and create your logon.

Create a unique username (may be an email address) and password. Note that the password:

- Must be at least eight characters long
- Must include at least one uppercase letter
- Must include at least one special character
- Cannot be the username or email address

Enter your business information and validate access using a unique DOR Letter ID, recent payment amount, or return line item. If these items are not available, a “Welcome letter” can be requested on the "Account validation" screen to complete the registration. This is an essential step in protecting customers sensitive information.

An email acknowledgment will be sent once a logon has been created.

## Log in for the first time

Once the username creation process has been completed, you will be directed back to the INTIME landing page to log in for the first time. Enter your newly created username and password.

## Two-factor authentication

Access security for INTIME is enhanced with two-factor authentication. This means that you will be required to enter an access code upon logging in that can be received by email, text message (standard text message rates apply), or authenticator application. Information on each of these options is included on the registration screen.

# Power of Attorney Access

A Business tax customer can grant a tax practitioner access to their INTIME account with an electronic Power of Attorney (ePOA). Once ePOA access has been requested through INTIME and approved by the business tax customer, a tax practitioner will be able to see and perform the same actions as their client.

An ePOA request is separate from a Form POA-1 request. Granting an ePOA allows a tax practitioner to view an INTIME account(s) and payment history, provide necessary documents, and access letters and messages from DOR. An ePOA ensures the security of your INTIME account and DOR considers it equivalent to Form POA-1 for the purpose of discussing tax matters.

## Initiating ePOA

To initiate an INTIME ePOA access request, a tax practitioner will log in to their own INTIME account, go to the “All Actions” or “Preparer Actions” tab, locate the “Power of attorney” panel, then click on the “Request POA Access” hyperlink and follow the prompts. The Business tax customer (client) will receive an email soon after that instructing them to log in, review and approve (or deny) the request.

Detailed instructions for tax practitioners and clients are available:

- INTIME ePOA Guide for Tax Practitioners
- INTIME ePOA Guide for Clients

DOR will consider an INTIME ePOA equivalent to the Form POA-1 for the purpose of discussing tax matters. DOR reserves the right to request the Form POA-1 in certain circumstances, but in general, a Form POA-1 is not required in addition to an approved INTIME ePOA access request.

Information is available on power of attorney procedures and Form POA-1, the various POA options, as well as answers to frequently asked questions.

# INTIME ePOA Access Request Processing Time

If a Business tax customer is able to create a username and access INTIME, they can approve a tax practitioner’s request and provide immediate access.

If you cannot access INTIME to approve an ePOA request, DOR will mail an access request letter to your legal address on file with DOR. Information in the letter can be used to approve the tax practitioner’s access request.

Mailed access approval forms may take several weeks to be received and processed. In either case, the Business tax customer will be notified by email when the access is granted to their tax practitioner.

# Helpful Hints and Reminders for Tax Practitioners

Once the ePOA access request has been approved, the Business tax customer will be added to the tax practitioner’s client list. When that process is complete, a tax practitioner can:

- View any outstanding actions for each client, including new letters or messages from DOR
- File returns and make payments
- Search the client list
- Manage which customers are initially visible using the “Manage Favorites” button.

Each member of a tax practitioner’s team will request INTIME ePOA access to their own client accounts.

Creating additional users from a master logon account allows the amount of access to be limited. Team access can be managed as needed using this method, including deactivating accounts when necessary.

Some practitioners may prefer to register all their clients upfront for the INTIME ePOA in order to see and be notified when new messages or letters are received from DOR.

# Managing Security & Access to Accounts

Security is handled independently for each user. A "Master Logon" may create additional usernames for an organization and manage the level of access allowed to your own tax records.

Keep in mind that additional users:

- Will perform work as themselves
- May have access to customers and accounts that you do not have access to (each user has his or her own set of INTIME ePOAs)

**Tip**: As a "Master Logon," you may only manage access for other users whose accounts you have access to.

## Revoking Access to Account

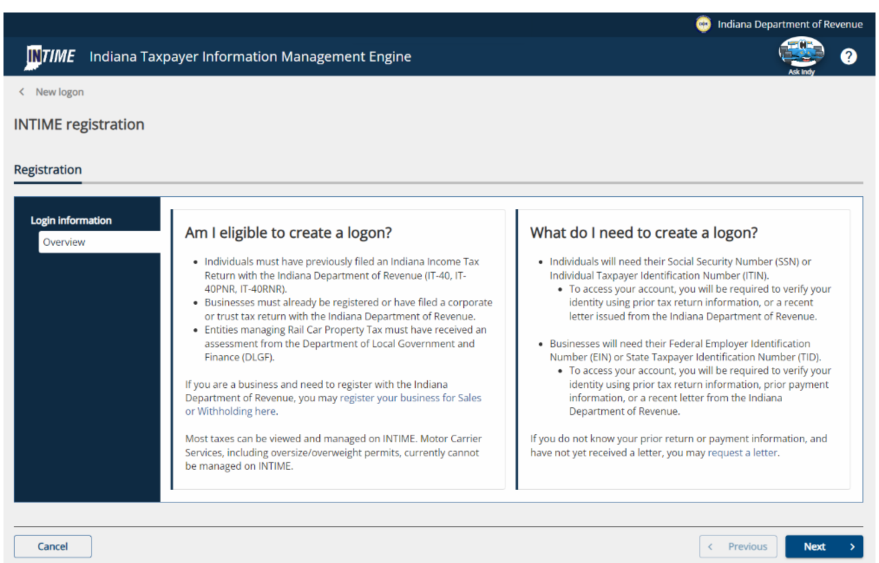
Business tax customers can manage and modify a tax practitioner's level of access, including revoking ePOA access. To revoke a tax practitioner's access to your account quickly and easily, go to the "All Actions" tab and select "Manage POA access."

Tax practitioners can easily revoke their own INTIME ePOA access (thus ending the ePOA):

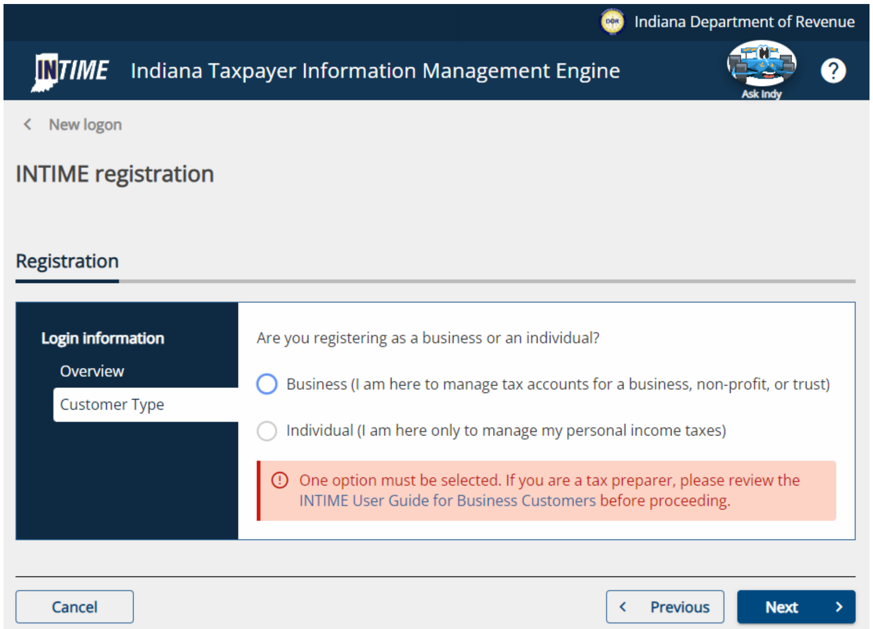
1. Enter the client's INTIME account and go to the "Settings" tab.
2. Cancel access to the client or tax accounts you no longer wish to have. If you cancel access to the client, access to all of their accounts will automatically be removed. When canceling access to a specific tax account, access to the customer and any remaining tax accounts will be maintained.

# INTIME Registration

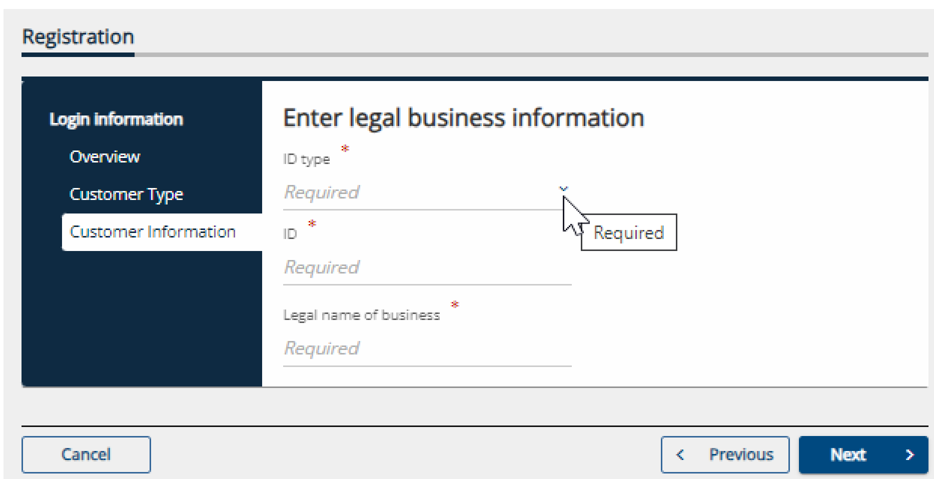
The registration screen provides context for creating a username and password for INTIME.



Select “Business” to manage tax account for a business, nonprofit or trust.

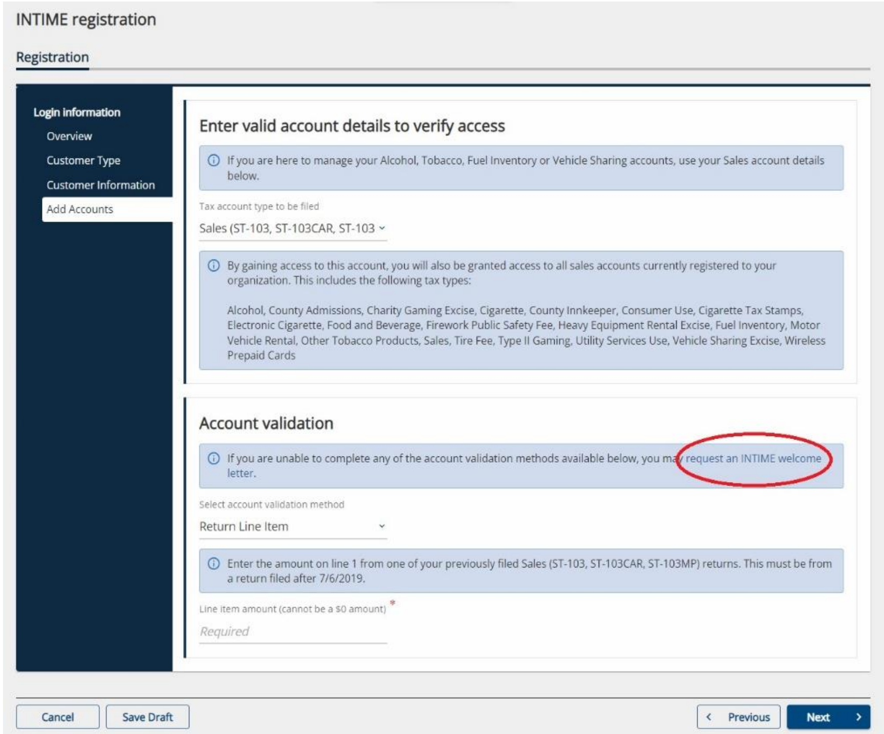



Enter legal business information. ID type options: Indiana Tax Identification Number (TID) or Federal Employer Identifications Number (FEIN).

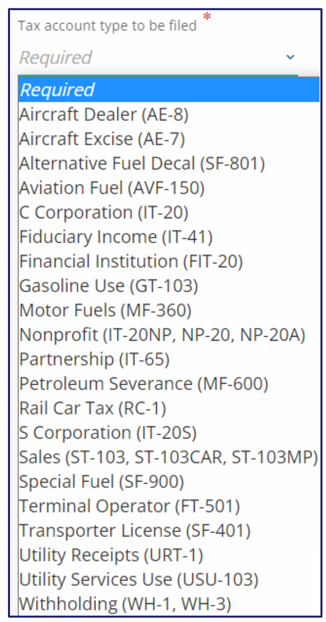



# Add Accounts

Follow on-screen instructions to add tax accounts and verify access. If a customer is unable to validate using the available validation methods, they may use the link in the info box to request an INTIME welcome letter. By clicking this link, the customer is redirected to a new web request to fill out in order to receive the letter in the mail. With this letter, they may use the Letter ID validation method to create their INTIME logon.




# Tax Account Options

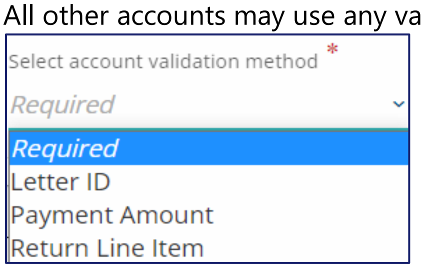



The customer must know what accounts they are registered for and select one of those account types from this list.

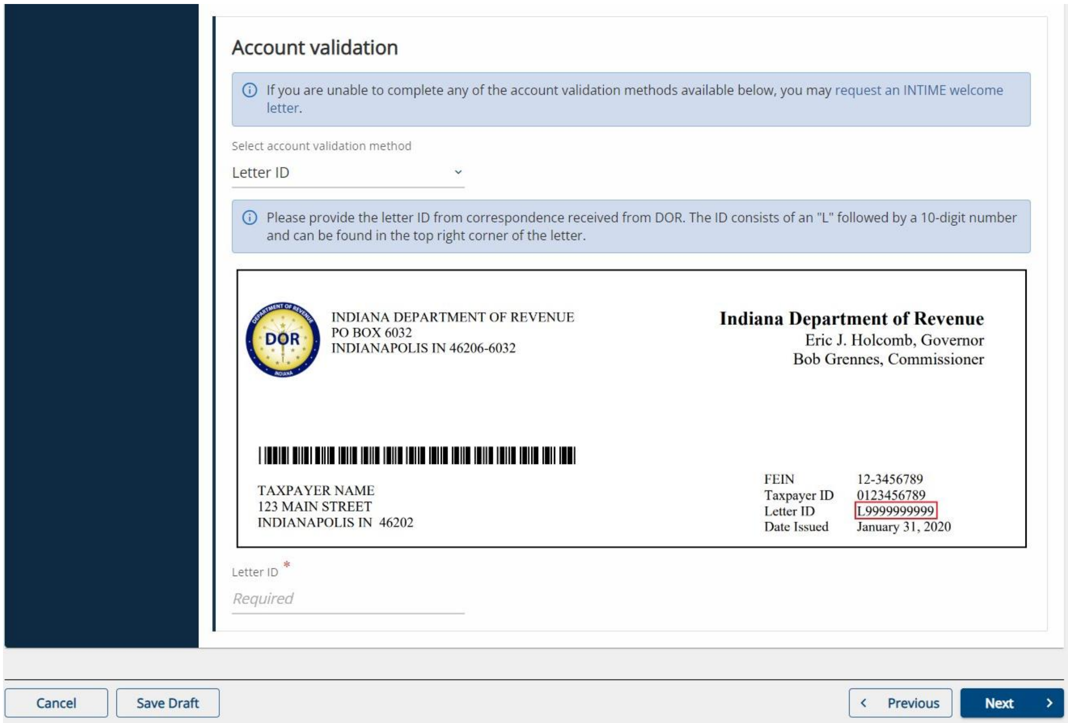
Aircraft Dealer accounts may only use the Letter ID validation method. They also must provide the 5-digit zip code associated with the account.

Aircraft Excise accounts may use any validation method and must provide the FAA number for the aircraft.

All other accounts may use any validation method:

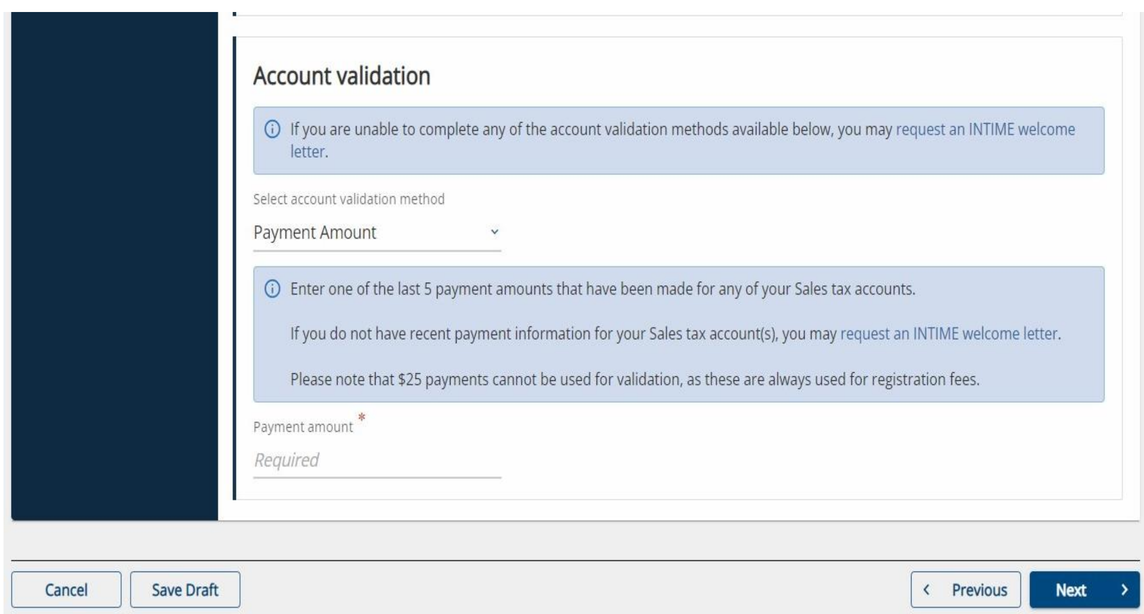


## Account Validation: Letter ID



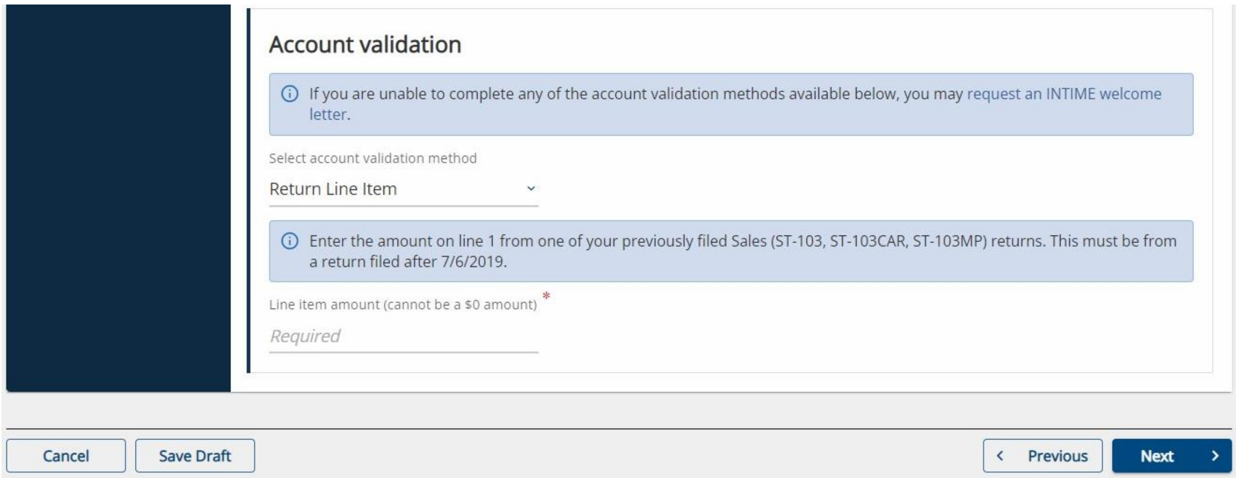

## Account Validation Method: Payment Amount

The info box will disclose the tax account selected by the customer. Please be advised that a special note will apply to Sales accounts. Payments in the amount of $25 may not be used for validation, as this is the amount due for registration fees.



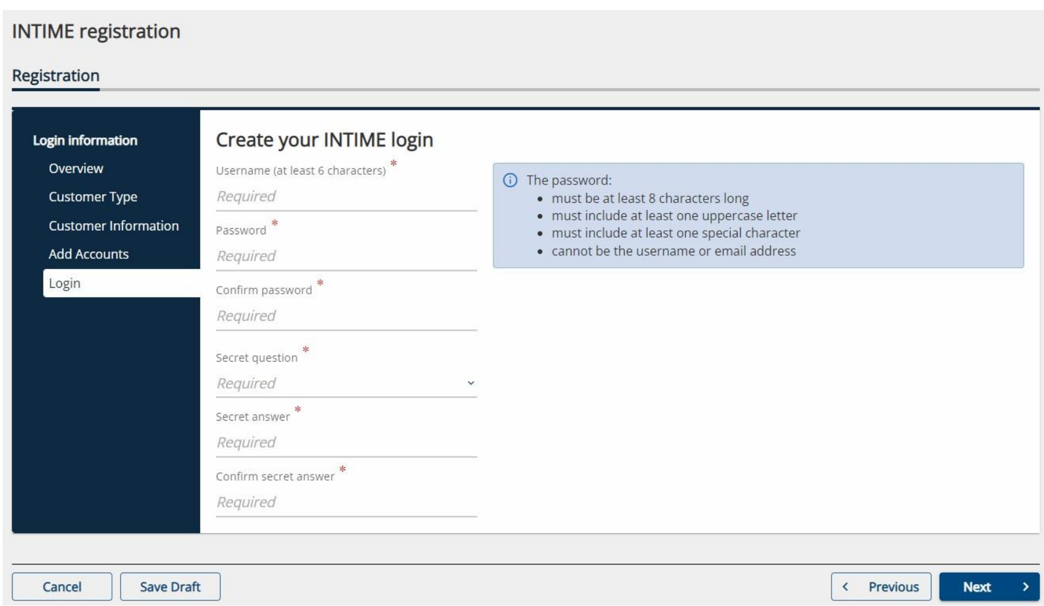
## Account Validation Method: Return Line Item

The info box will disclose the name of the return that is filed for the selected tax account. The date displayed will be three years before today's date.



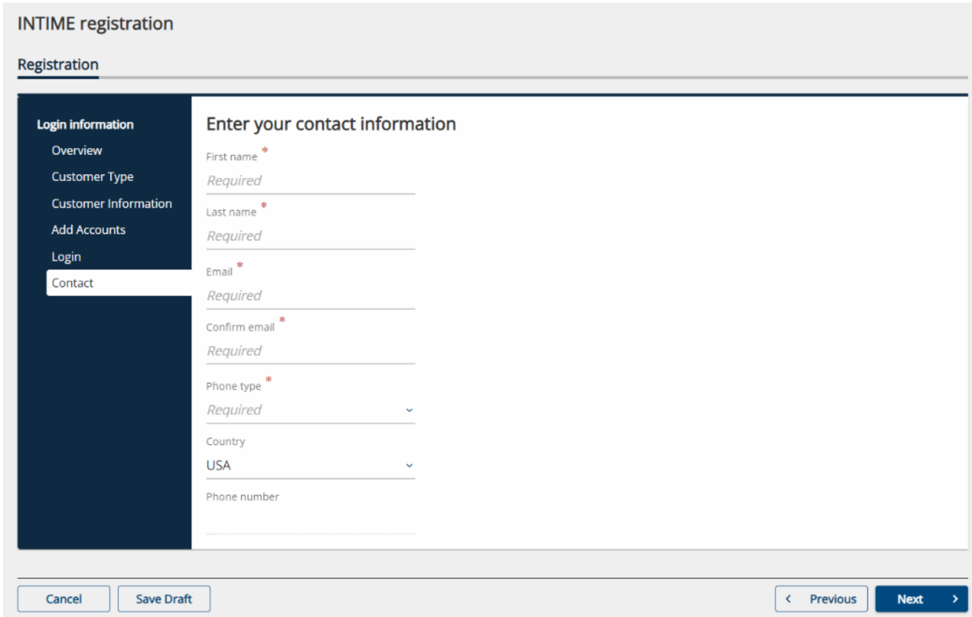

# Create INTIME Login

Create an INTIME login and follow the password requirements. There is a real-time check to make sure the username chosen does not already exist.



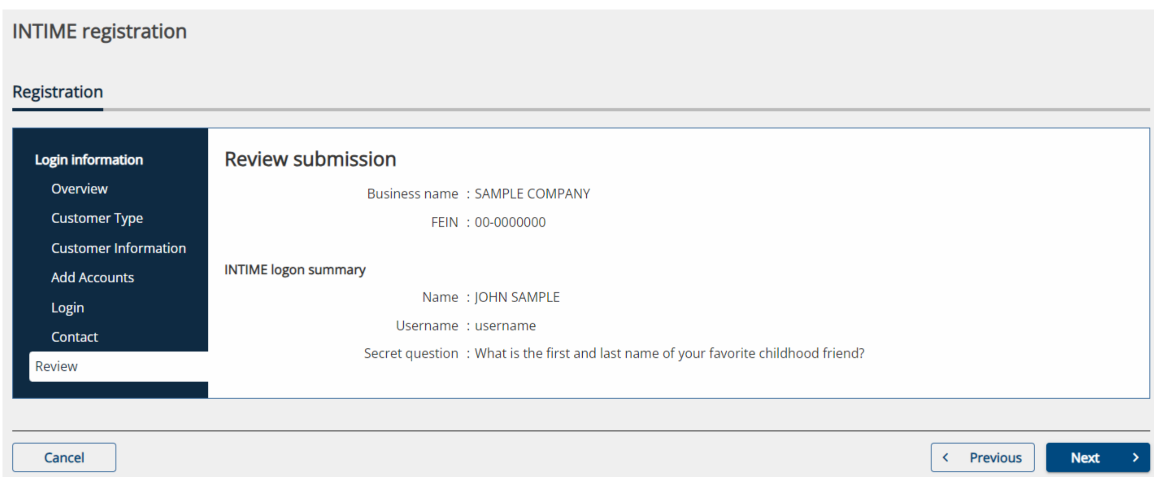

# Contact Information

Provide contact information and an email address. Only one email address can be associated with a logon. There is a real-time check to make sure the email address provided is not associated with another logon, even if it's a logon for a different customer.

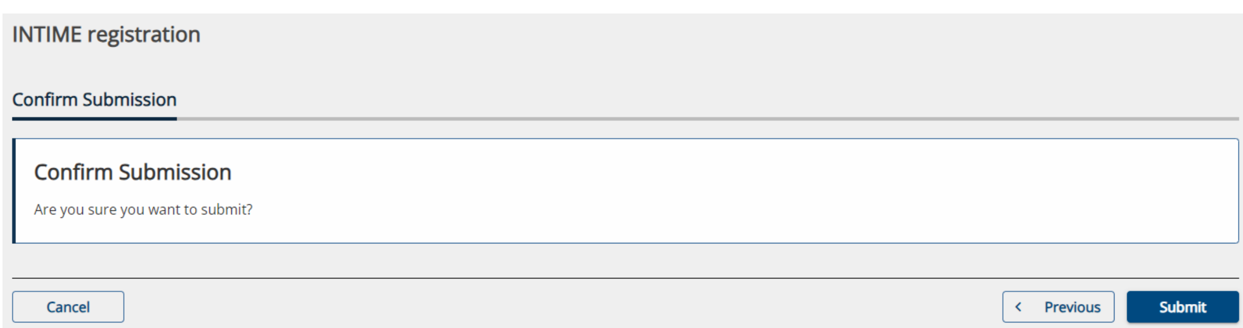



# Review and Submit Registration

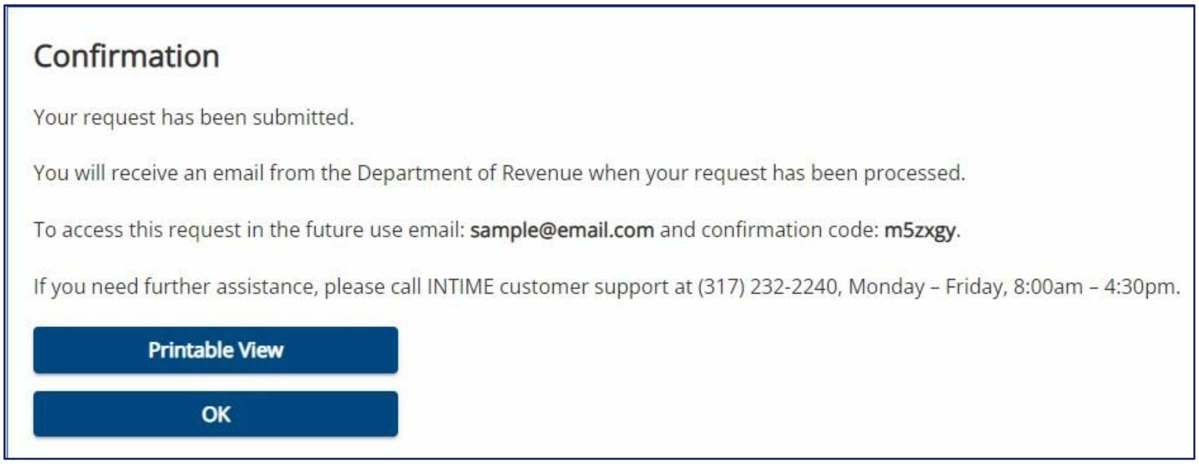
Business tax customers will have a chance to review the information they provided before submitting their registration. This means they can review any and all steps, if needed.




After selecting the "Next" button, a screen will display to confirm submission.

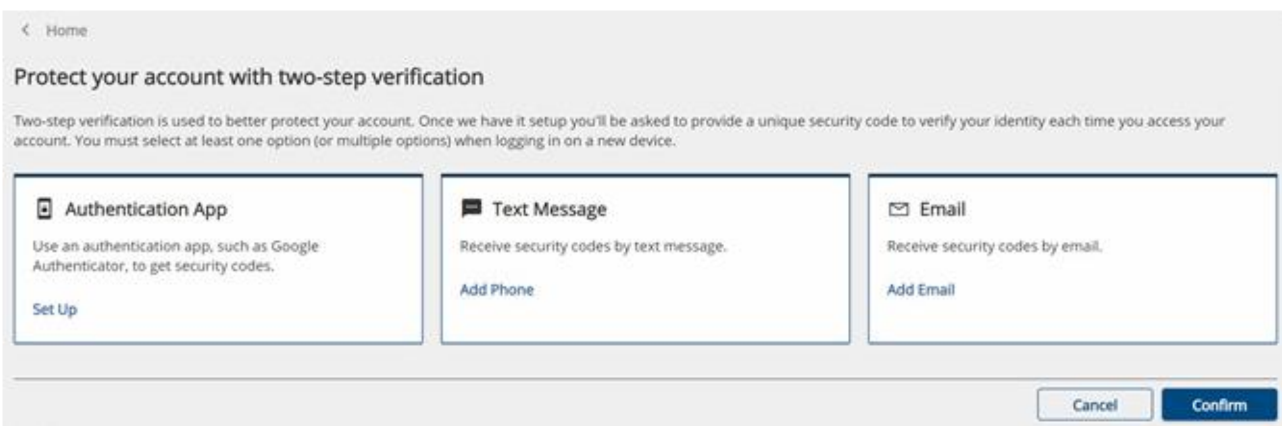


A confirmation message will be sent and will include a confirmation code to be used for future access along with the provided email. A printable view option is available and allows the customer to print or save a copy for their records.



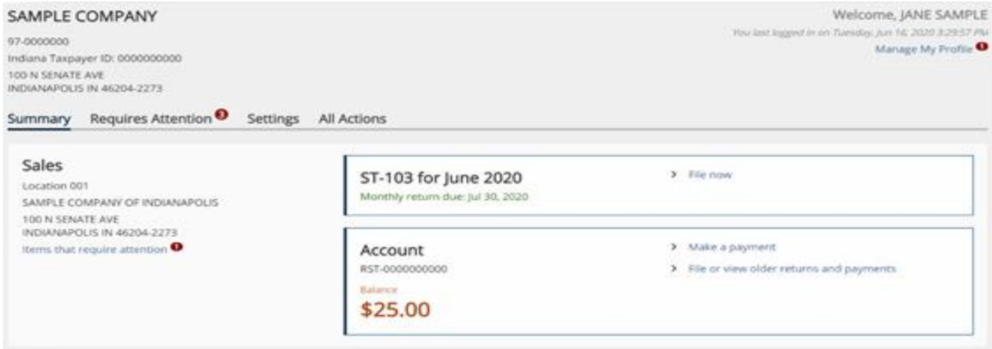

## Two-step Verification

DOR knows the importance of customer account security and uses the two-step verification method for access to INTIME. Customers must choose their preferred two-step verification method before proceeding. The three methods include the use of an authentication app, or the receipt of a text message or email to get a one-time confirmation code. These unique security codes will be required for each INTIME login.



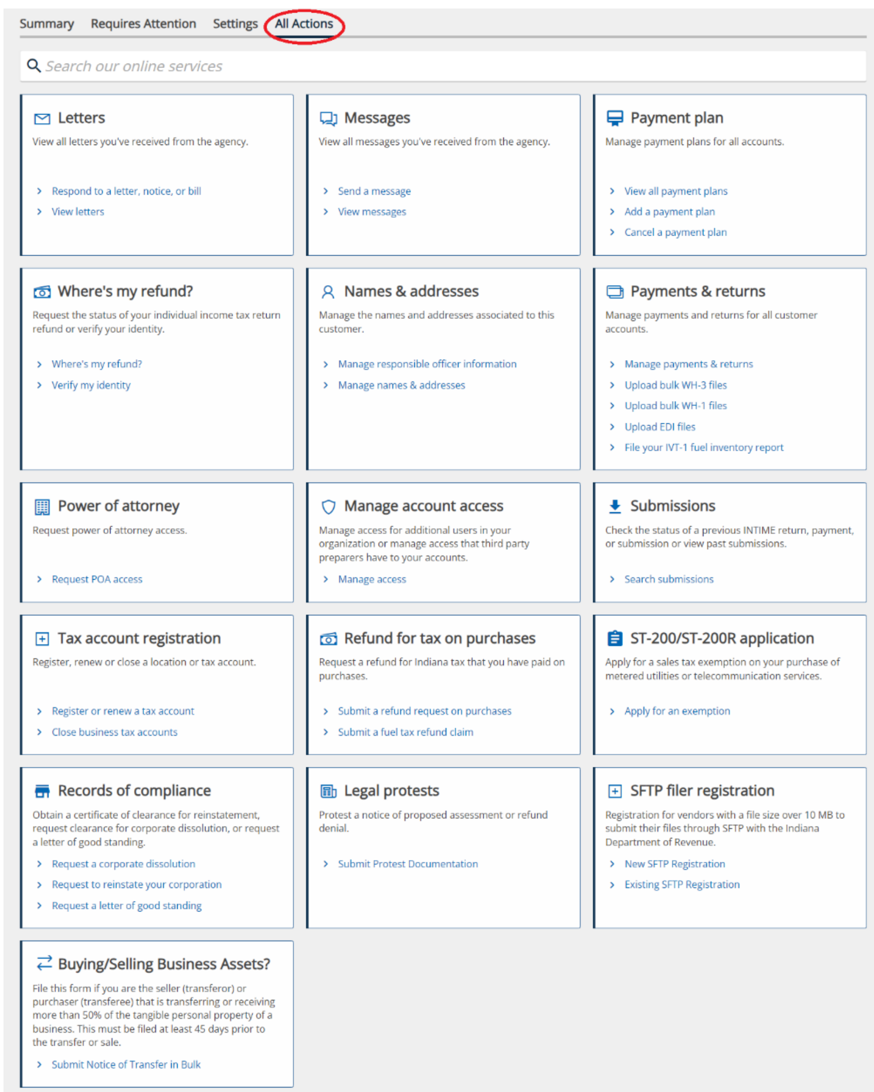

## Landing Page After Providing Security Code

After logging in and entering the security code, INTIME's default home page is the "Summary" tab. All tax accounts and locations registered will be listed. From this screen, Business tax customers may file a return, view past returns, or make a payment. These actions are limited to the level of access the logon has for the customer. Some logons may have "View Only" access, meaning they would only be able to view returns, and not file new ones or pay a balance.

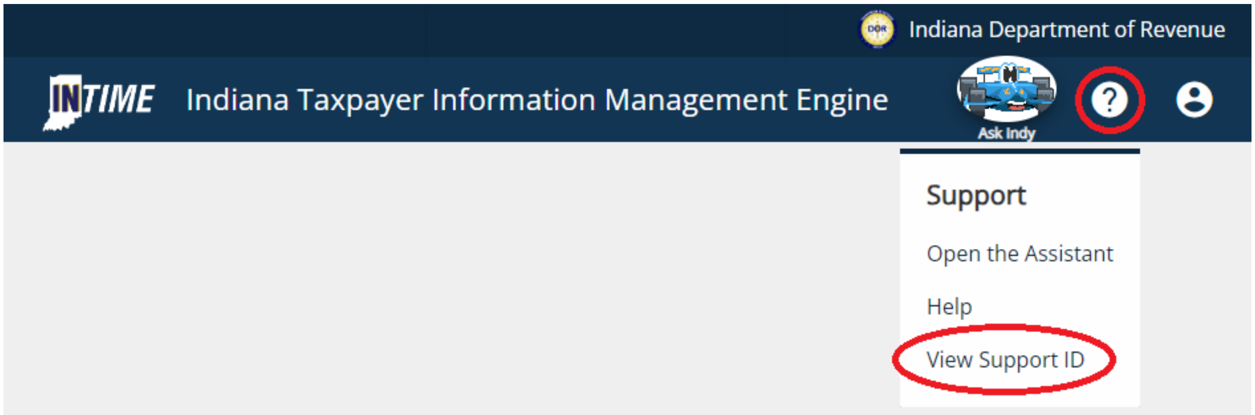



# “All Actions”

The customer can perform a number of tasks using the “All Actions” tab. Some links may not be available to all logons; it depends on the logon’s level of access. Here’s what the “All Actions” tab will look like for a Master logon.

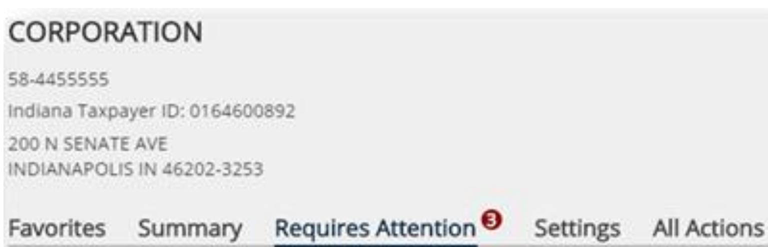


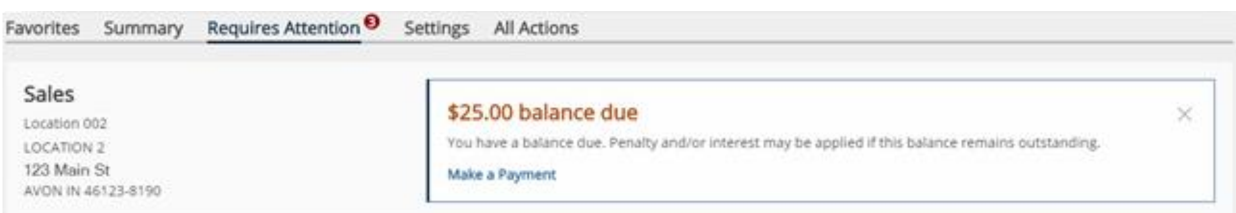
**Tip:** The question mark icon in the top right corner of the INTIME screen that links to DOR's "Contact Us" page allows the customer to view a support ID. If calling DOR with an INTIME question, a support person could use this ID to view the customer's current INTIME session in real time.




# Alerts to Customers of Action Needed

INTIME provides alerts to customers for upcoming or overdue actions such as upcoming filing dates, upcoming or overdue payments and new unread correspondence. These alerts are listed under the "Requires Attention" tab.




# Letters

Letters received from DOR can be viewed by going to the "All Actions" tab and selecting "View Letters."

Among the letters customers will find in this location will be the Registered Retail Merchant Certificate (RRMC). Upon renewal, customers can expect online delivery of the RRMC via INTIME.

**Tip**: If you have a question about a letter, notice, or bill you receive from DOR, use the "Respond to a Letter, Notice or Bill" option to contact DOR customer service (rather than using the "Send a

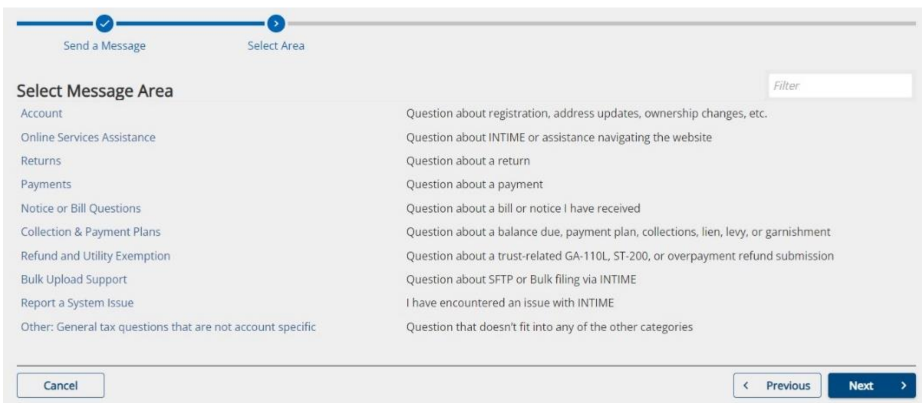
Message" option.) This will help DOR representatives research your specific issue and provide a quicker response.

# Sending and Receiving INTIME Messages

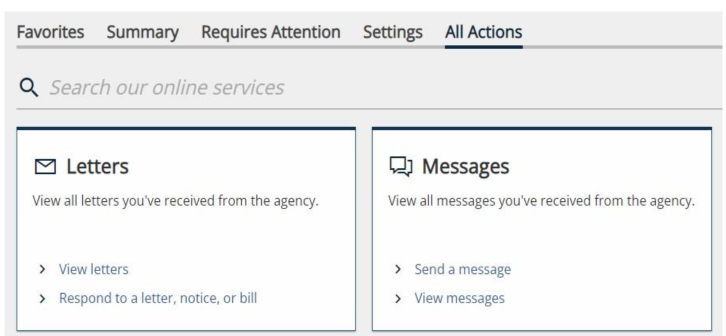
INTIME includes the ability to securely communicate with DOR customer service. Go to the "All Actions" tab and locate the "Messages" panel. From there you can view and respond to messages or create a new message by selecting the appropriate link.

When creating a new message, INTIME will ask for some specific information to get the message to the right person.

If looking to message customer service regarding correspondence from DOR, respond directly by going to the "Letters" panel instead and selecting "Respond to a letter, notice or bill."




**Tip**: Tax practitioners can send messages to DOR about a client tax account(s) for which they have INTIME ePOA access by going to their client list and clicking on the client name to enter their INTIME account.




**Tip**: You will receive an email alert when DOR responds to your message.

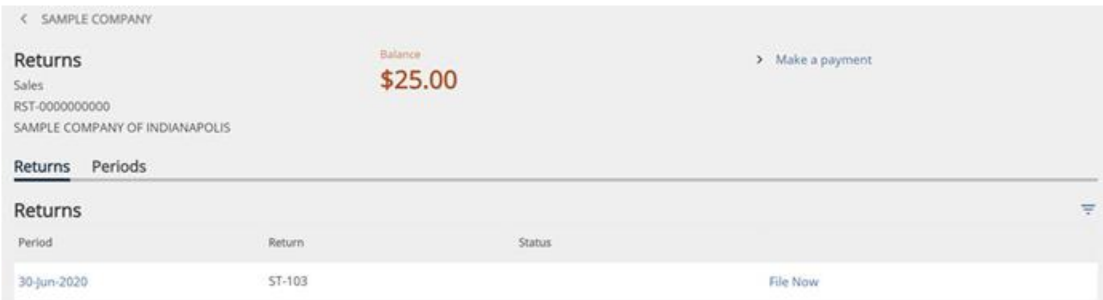
# Indiana Business Taxes

Use INTIME to manage, file, and pay Indiana Business taxes.

## File a Return

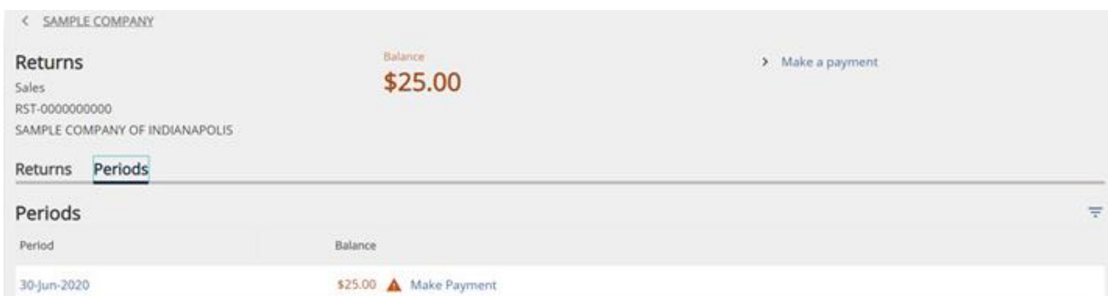
The “Summary” tab shows all the accounts the Business tax customer has access to view in INTIME. If they have access to file a return, there is a “File Now” link displayed for each account to file the most upcoming return for that account.

They can also use the “File or View Older Returns and Payments” link to see a list of all returns that can be or have been filed on this screen:



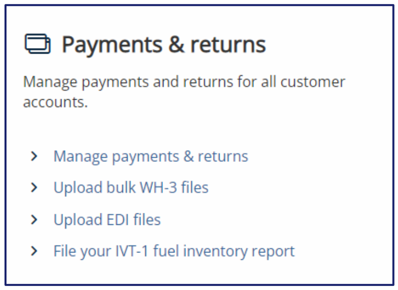

By using the “File Now” link in the list of returns, they can file for the period indicated.

The “Periods” tab shows each valid period on the account, and its balance. From here, the customer can click on the “Make Payment” link to make an account payment.

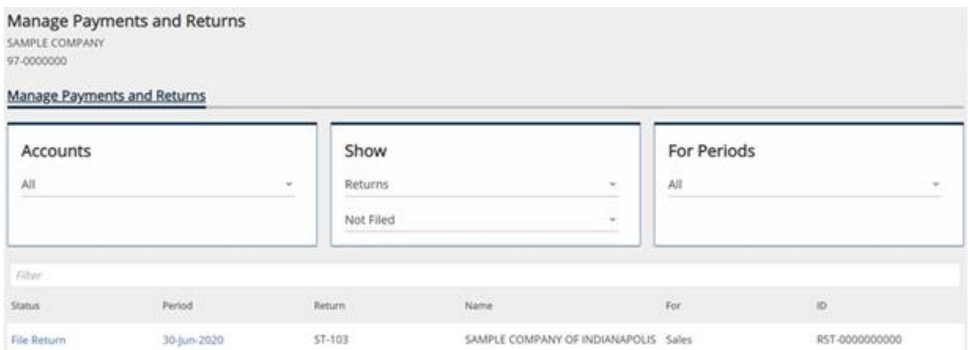


# Make a Payment and View Payment History

The “All Actions” tab includes a “Payments & Returns” panel from which a customer can manage payments and returns for all their tax accounts.

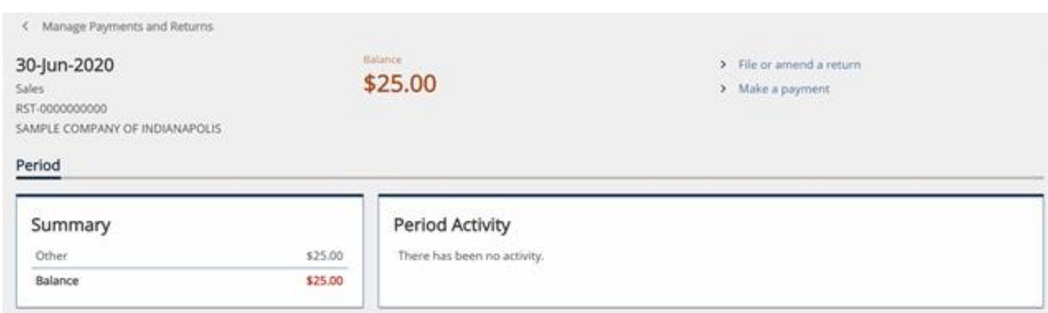



The “Manage Payments & Returns” link will direct the customer to this screen:



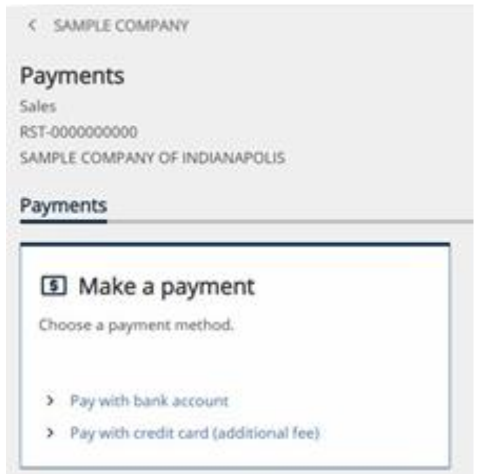

The list can be filtered by account type in the “Accounts” menu. In the “Show” menu, the customer can toggle between returns, balances, and payments using the first drop-down. The second drop-down can further filter the list by type or status. Results can be limited to the current period only, or past periods using the “Periods” menu. Links in the list allow the customer to file or pay.

Each period is hyperlinked to view its balance and activity, shown below. From there, links to file/amend a return, and make a payment are available:



## Making a Payment

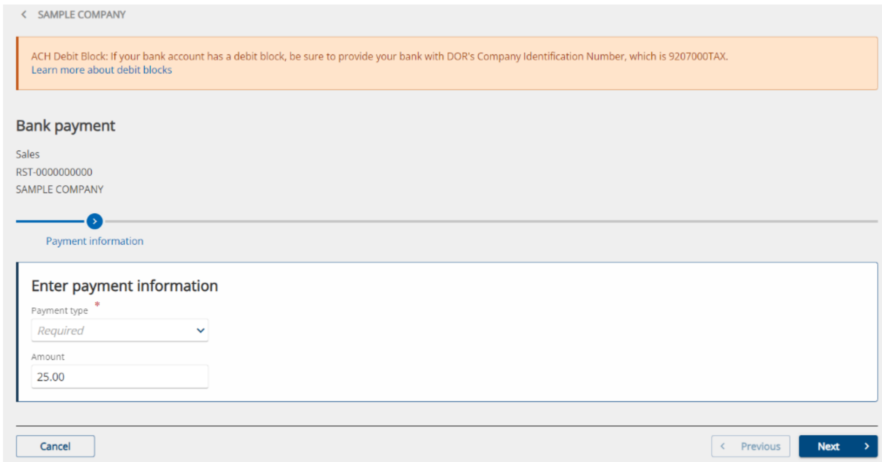
From each of the payment links above, the customer will be directed to this screen to make a bank (no fee) or credit card payment (additional fee):

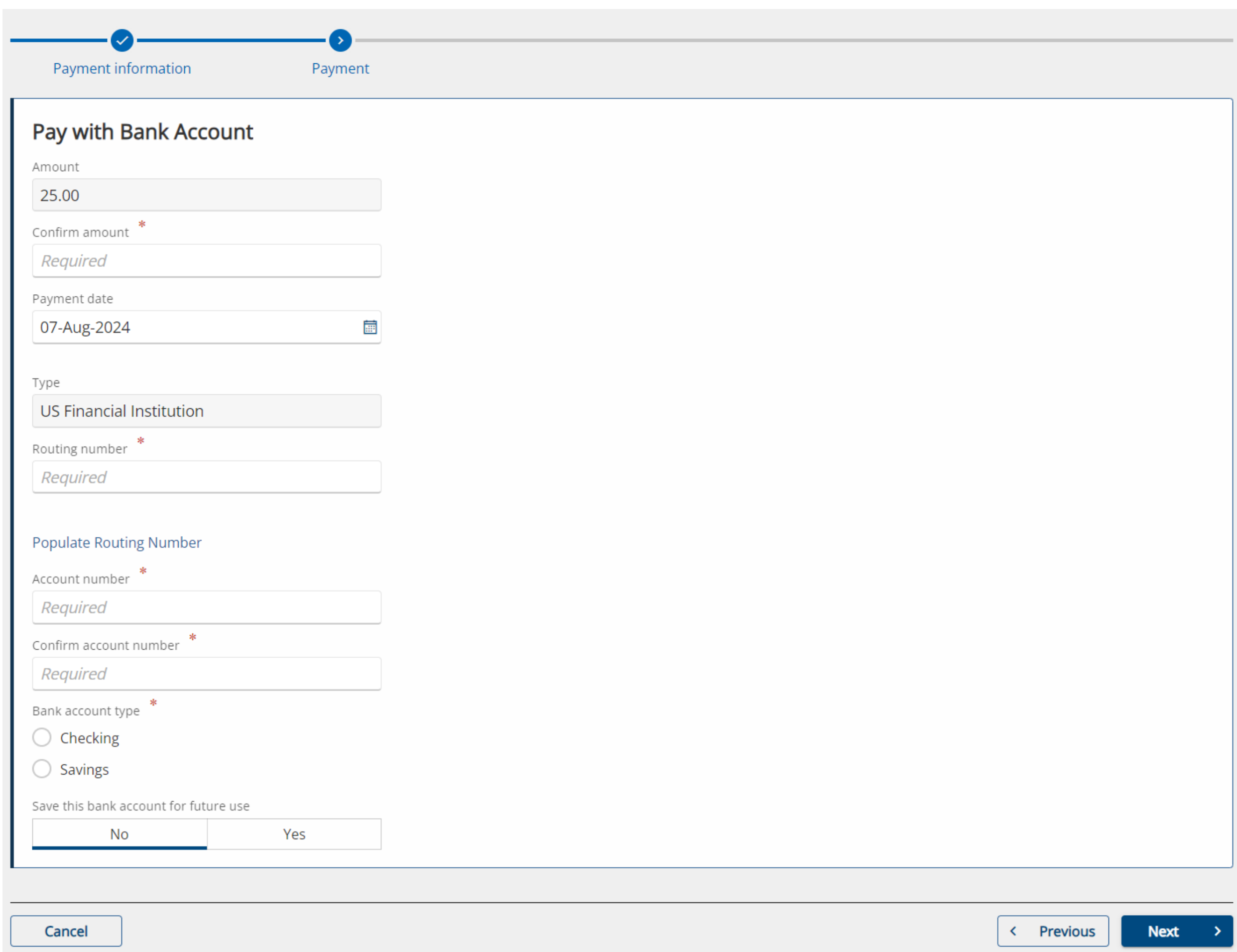


## Bank Payment

A customer begins their bank payment on this screen. The default payment date is today's date and the default balance to pay is the full balance amount. Customers can also choose not to pay in full and may enter another amount.

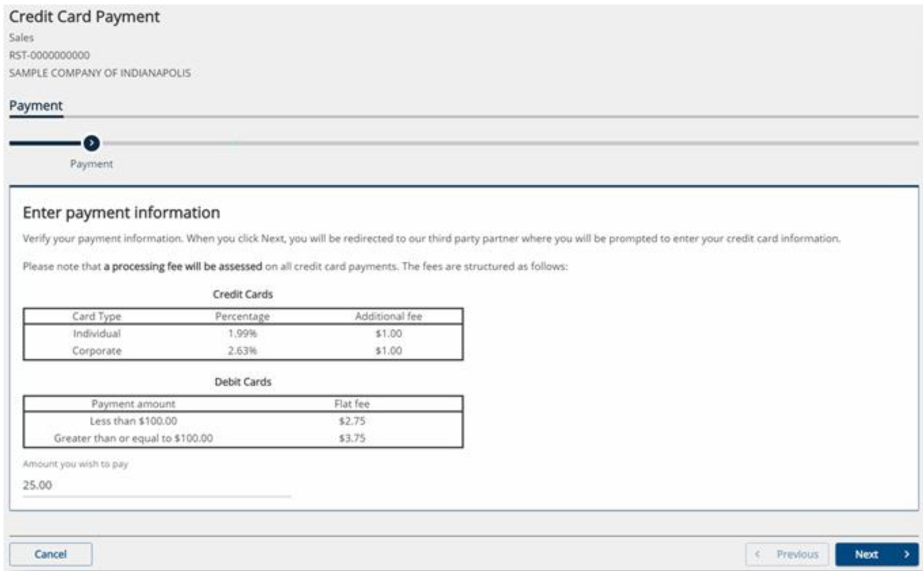
**Note:** Bank payment information may be saved for future use.

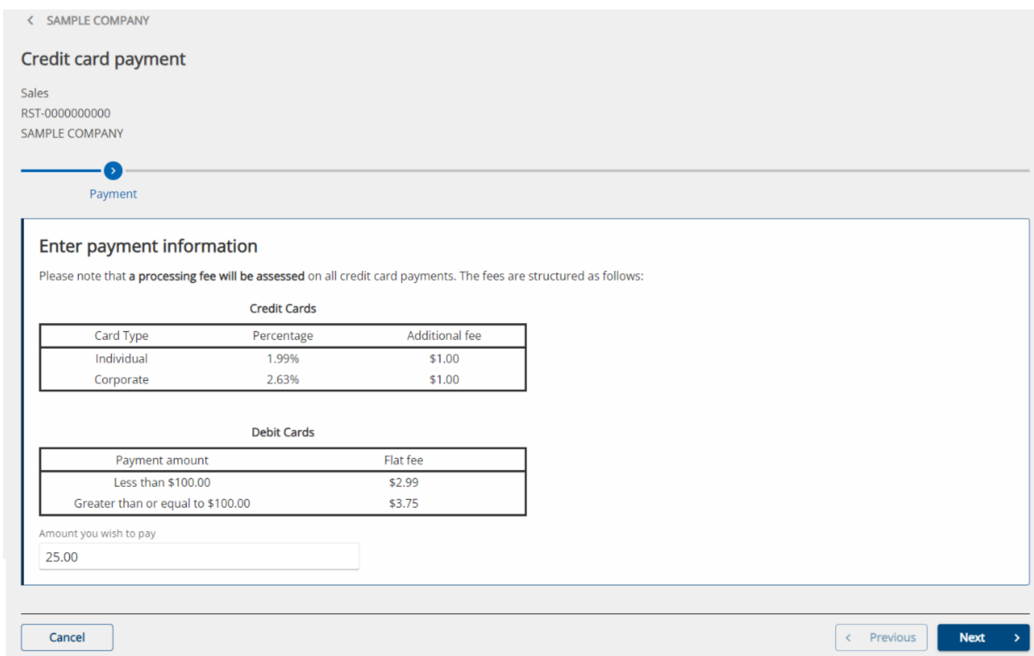


## Credit Card Payment

This is the credit card payment landing page. The default amount is the full balance, but that amount can be changed. After clicking "Next," the customer confirms the payment amount. After clicking "Next" again, the customer reviews the payment details and clicks "Pay" to be redirected to DOR's payment vendor website to fill out billing details.



< SAMPLE COMPANY

## Credit card payment

Sales
RST-0000000000
SAMPLE COMPANY

Payment — Payment

### Pay with Credit Card

Amount

25.00

Confirm amount *

Required

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 |

Cancel — < Previous — Next >

< SAMPLE COMPANY

## Credit card payment

Sales
RST-0000000000
SAMPLE COMPANY

Payment — Payment — Confirm Submission

### Confirm Submission

**Payment Summary**

| | |
|---|---|
| **Amount:** | 25.00 |
| **Payment date:** | 07-Aug-2024 |
| **Payment type:** | Account Payment |
| **Account ID:** | RST-0000000000 |
| **Customer:** | SAMPLE COMPANY |
| **FEIN:** | 00-0000000 |

You will be redirected to our credit card vendor to complete this submission.

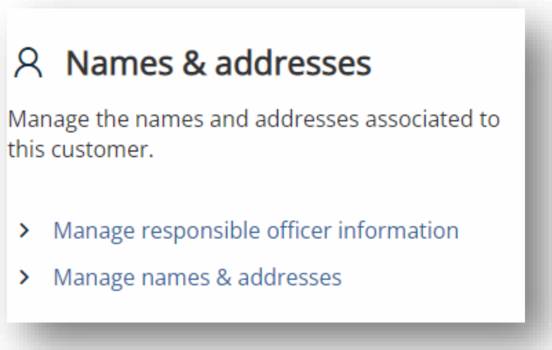
Cancel — < Previous — Pay

# Manage More in INTIME

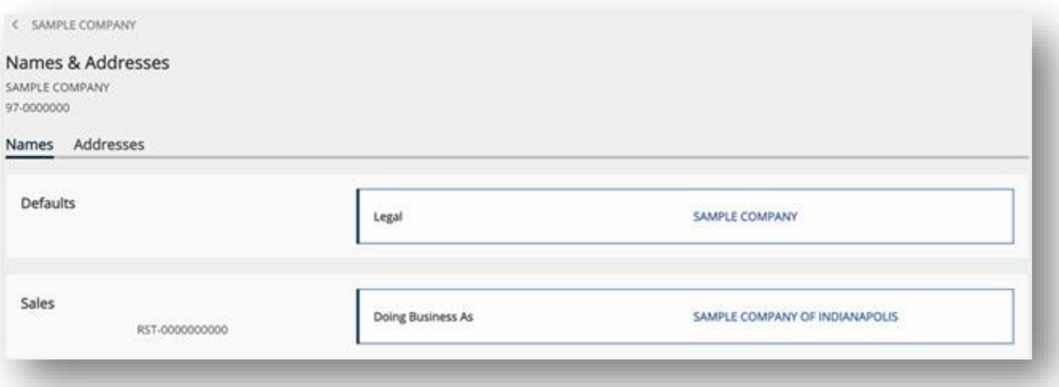
## Update Business Name and Address

Business customers can update legal or mailing addresses, as well as Doing Business As (DBA) names while logged in to INTIME.

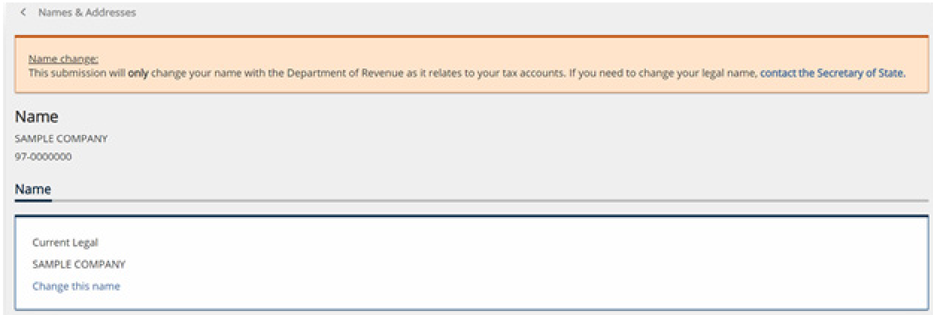
From the “All Actions" tab, select the “Manage Names & Addresses” link under the “Names & Addresses” group to manage any names or addresses associated to the customer.




Customers will see a list of names and addresses when clicking this link and are able to toggle between the two using the "Names" tab and the "Addresses" tab.

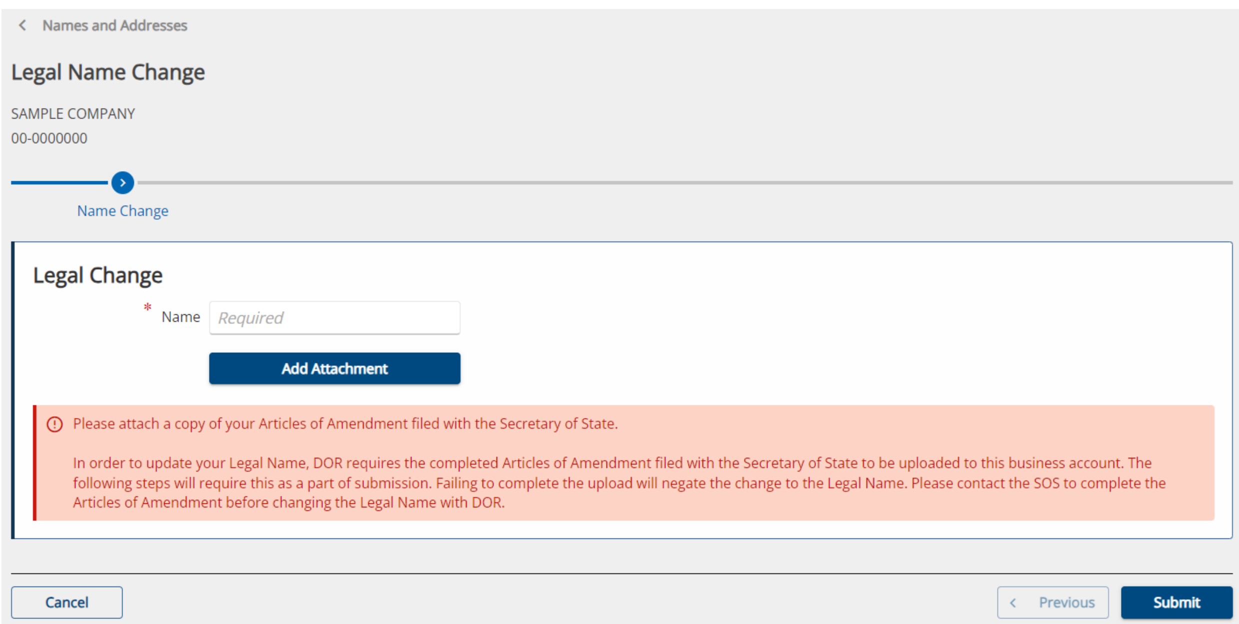



To change the name of a business, a customer can click on their legal name to view the name, and then select “Change This Name.” A warning will appear at the top of the screen noting that this is only a name change with DOR; a link to contact the Secretary of State is provided if their business name needs to be changed legally.



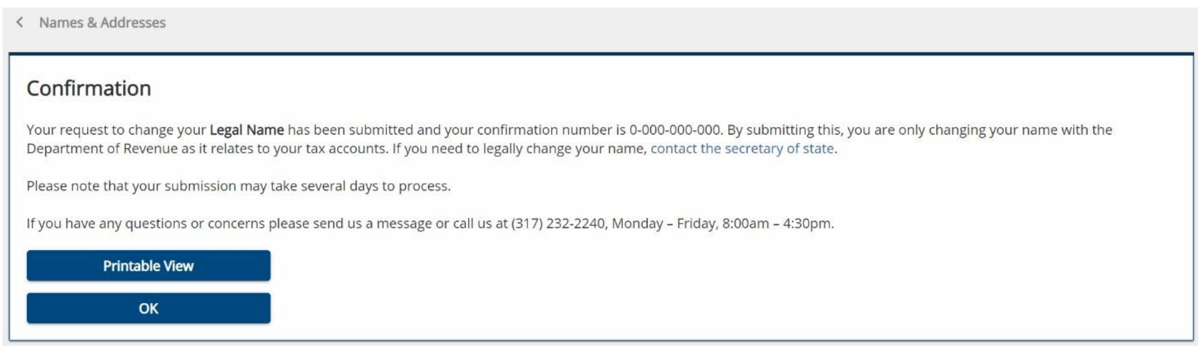

## Legal Change

This is where the customer can enter their new business name. The customer must attach a copy of their Articles of Amendment filed with the Secretary of State before submitting their name change with DOR,


## Confirmation

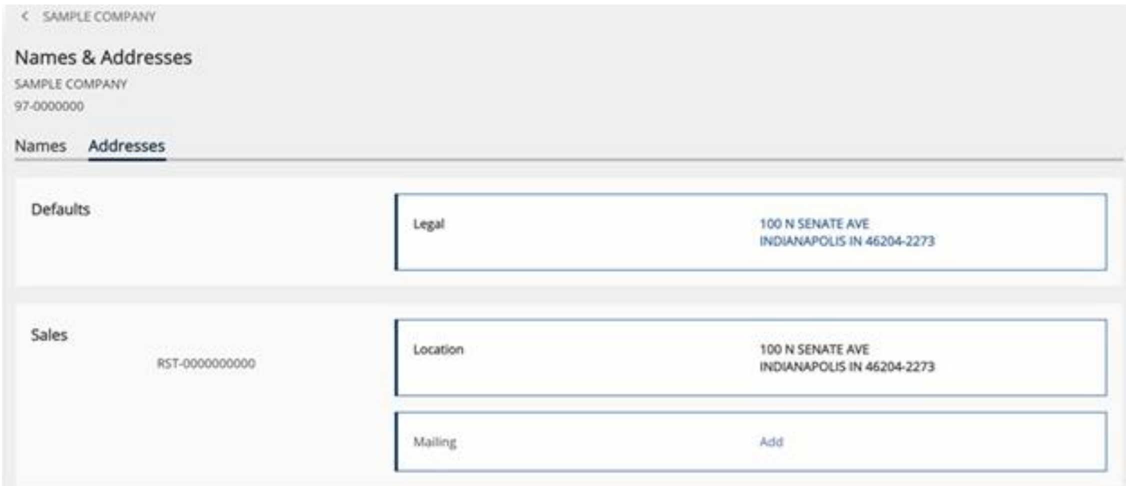
An additional link to contact the Indiana Secretary of State is provided in case the customer missed the first warning about how this name change is only for DOR. This request follows the same steps to change DBA names for locations.



# Update Addresses

Customers may use the "Manage Names & Addresses" link as before to make updates to their addresses. The "Address" tab lists all addresses associated to the customer.

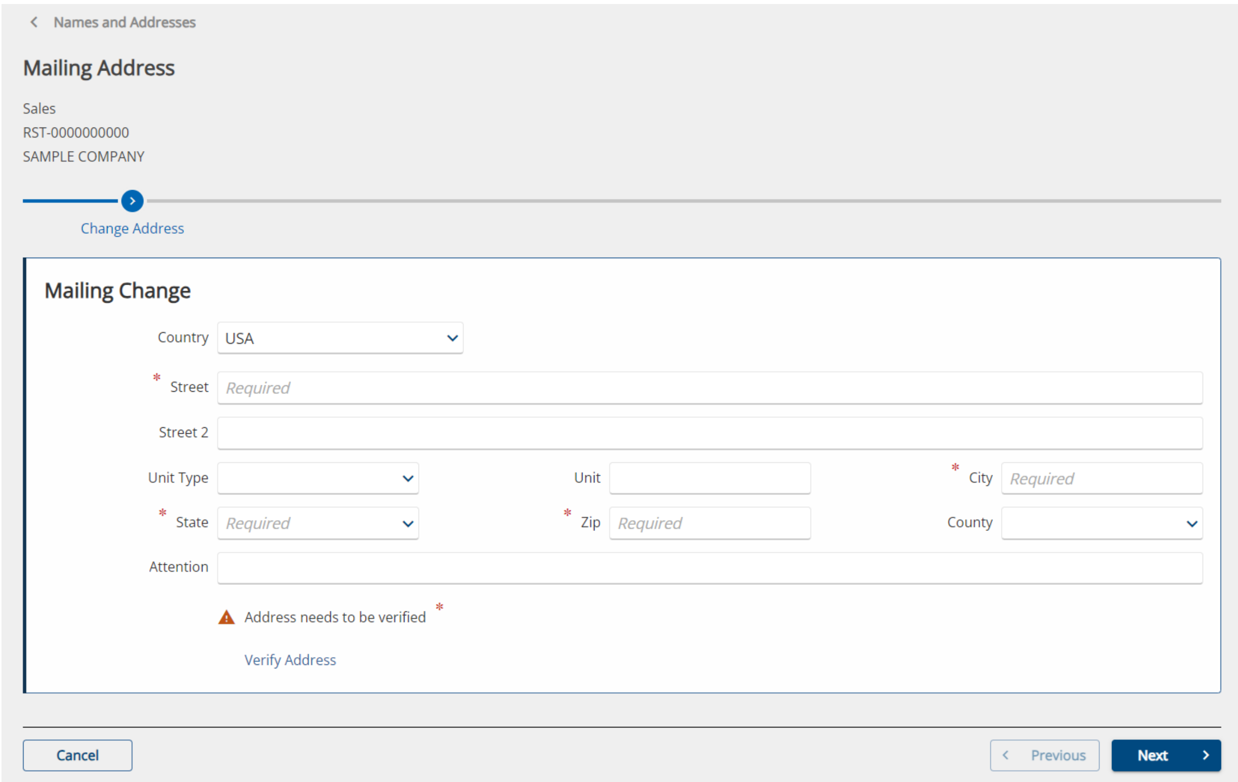
Location addresses cannot be changed from what is registered. However, a location's mailing address can be managed here, as well as the customer's legal address.



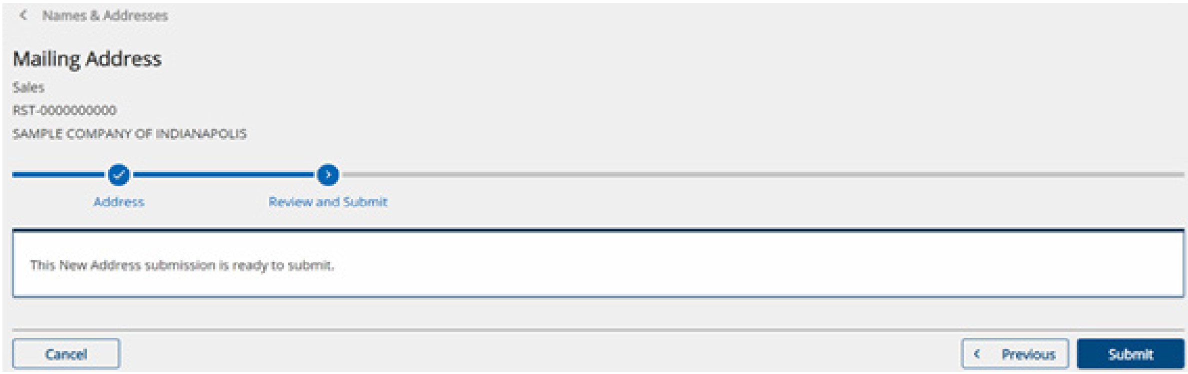
# Updating Mailing Addresses

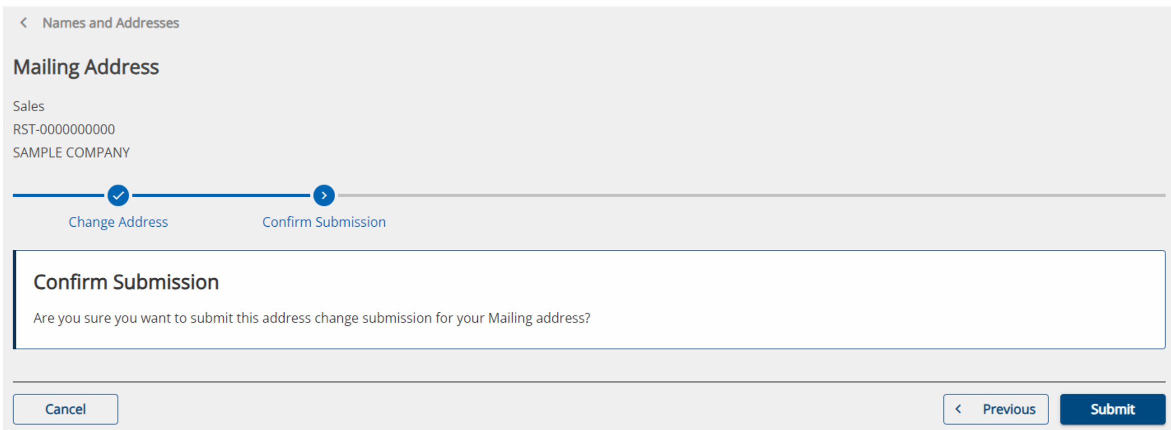
Customers will be able to make changes by clicking the “Add” link or an existing mailing address.

## Mailing Address Update

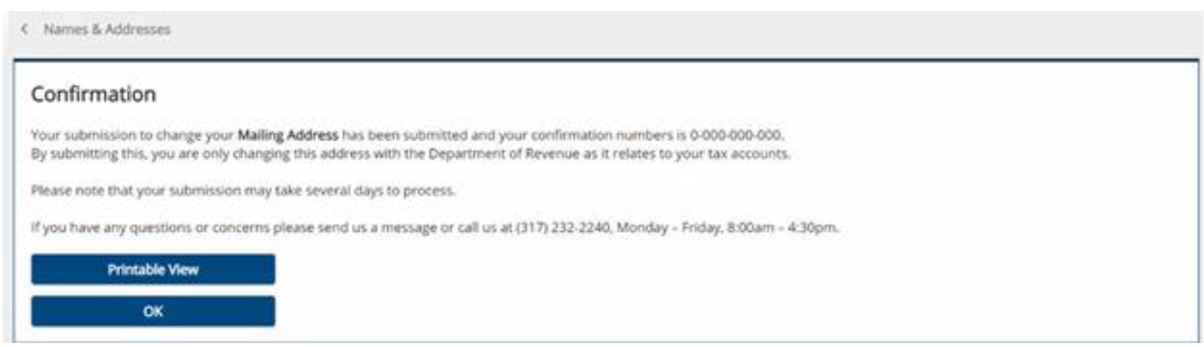


# Review and Submit



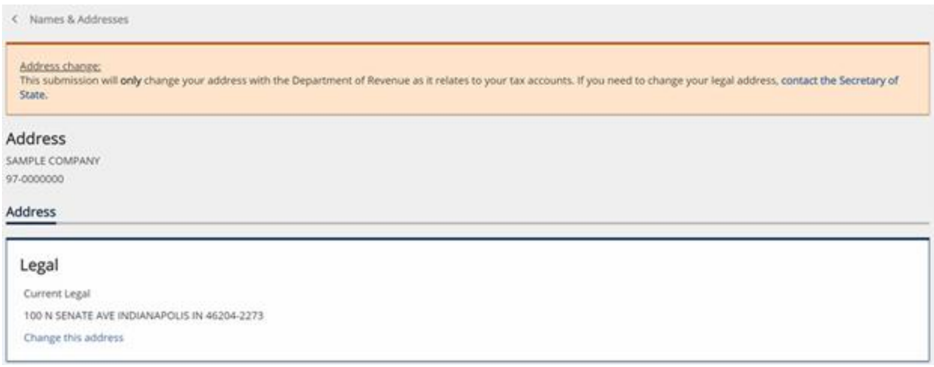




# Confirmation

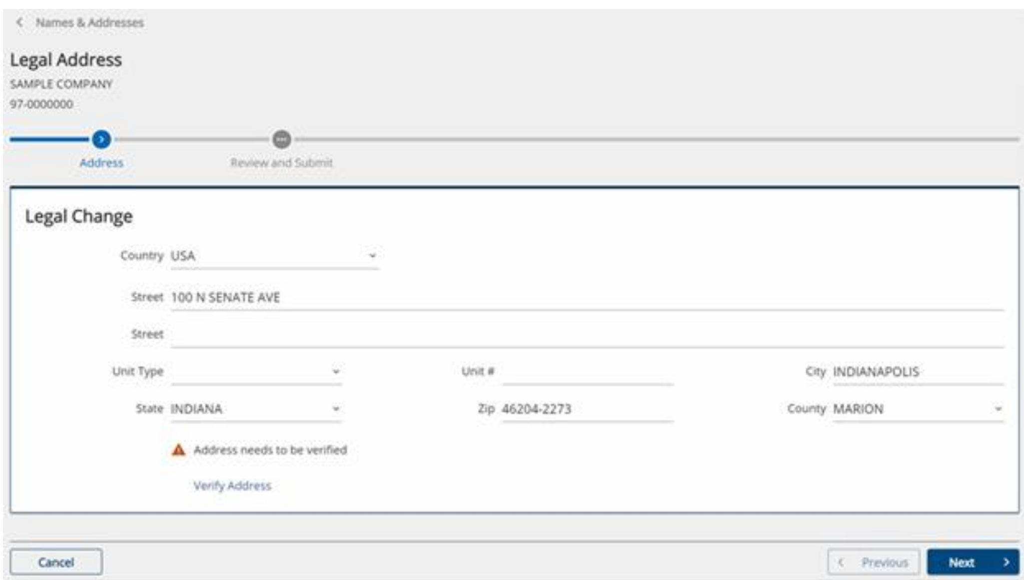


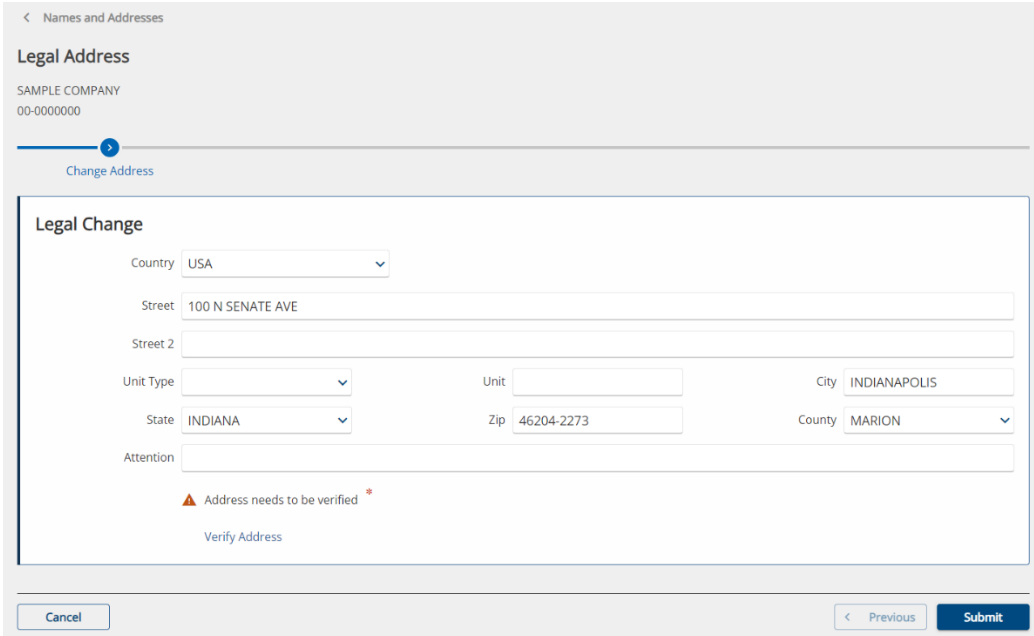
# Updating a Legal Address

From the addresses list after clicking the “Manage Names & Addresses” link on the “All Actions" tab, a customer can click on their legal address to make changes. A warning appears at the top to inform customers that this address change only applies to DOR. A link is provided to contact the Secretary of State to change their address legally. The customer would click the “Change This Address” link to begin.

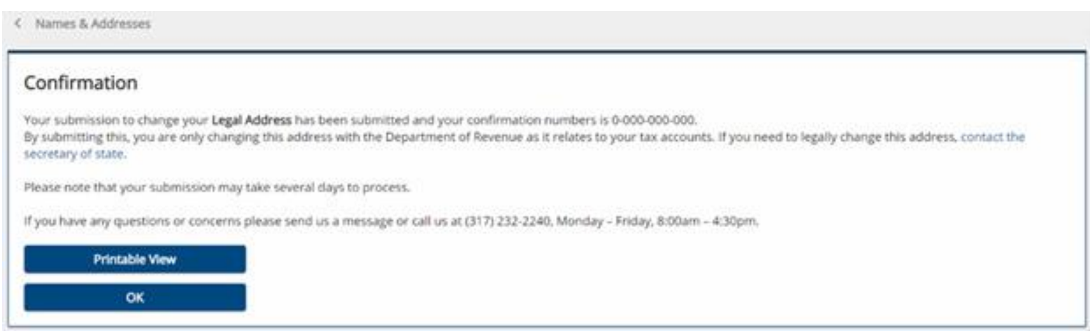



## Legal Change




Names and Addresses
Legal Address
SAMPLE COMPANY
00-0000000
Change Address
Legal Change
Country USA
Street 100 N SENATE AVE
Street 2
Unit Type
Unit
City INDIANAPOLIS
State INDIANA
Zip 46204-2273
County MARION
Attention
Address needs to be verified *
Verify Address
Cancel
Previous
Submit


Names & Addresses
Legal Address
SAMPLE COMPANY
97-0000000
Address
Review and Submit
This Address Change submission is ready to submit.
Cancel
Previous
Submit


Names & Addresses
Confirmation
Your submission to change your Legal Address has been submitted and your confirmation numbers is 0-000-000-000.
By submitting this, you are only changing this address with the Department of Revenue as it relates to your tax accounts. If you need to legally change this address, contact the secretary of state.
Please note that your submission may take several days to process.
If you have any questions or concerns please send us a message or call us at (317) 232-2240, Monday – Friday, 8:00am – 4:30pm.
Printable View
OK

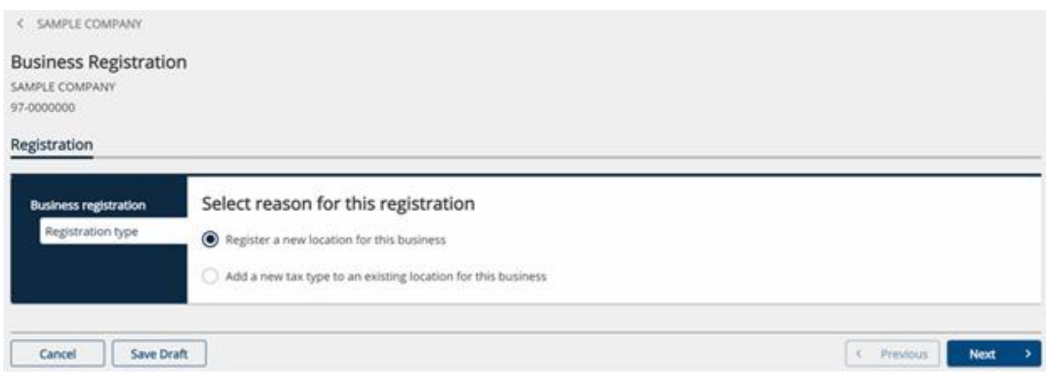
# Add New Location to Existing Business

From the "All Actions" tab, a customer can add a new location to their business by using the "Register a New Location or Tax Account" link under the "Tax Account Registration" group.


**Note**: Contact DOR Customer Service to change the address of an existing location as this cannot be done via INTIME.

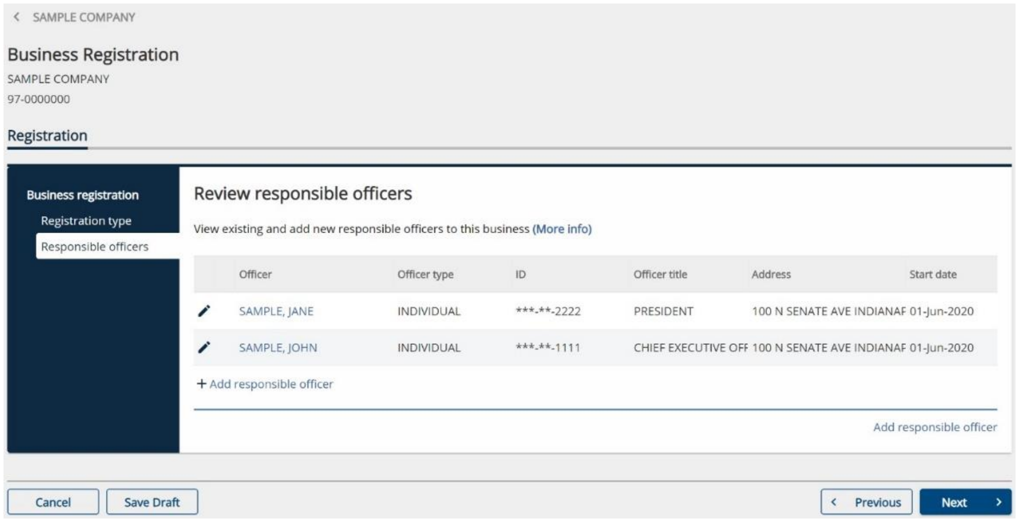
## Registration type

The customer should select whether they are registering a new location to their business or adding a new tax type to an existing location.

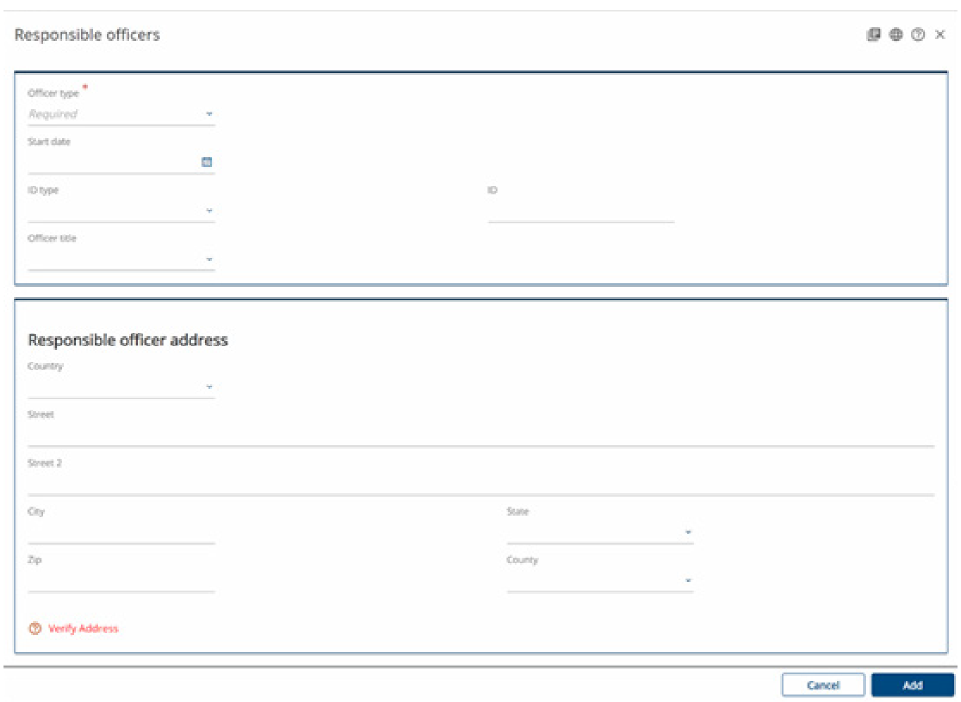


# Responsible Officers

Before proceeding with registering a new location, the customer has an opportunity to add a new responsible officer to their business.



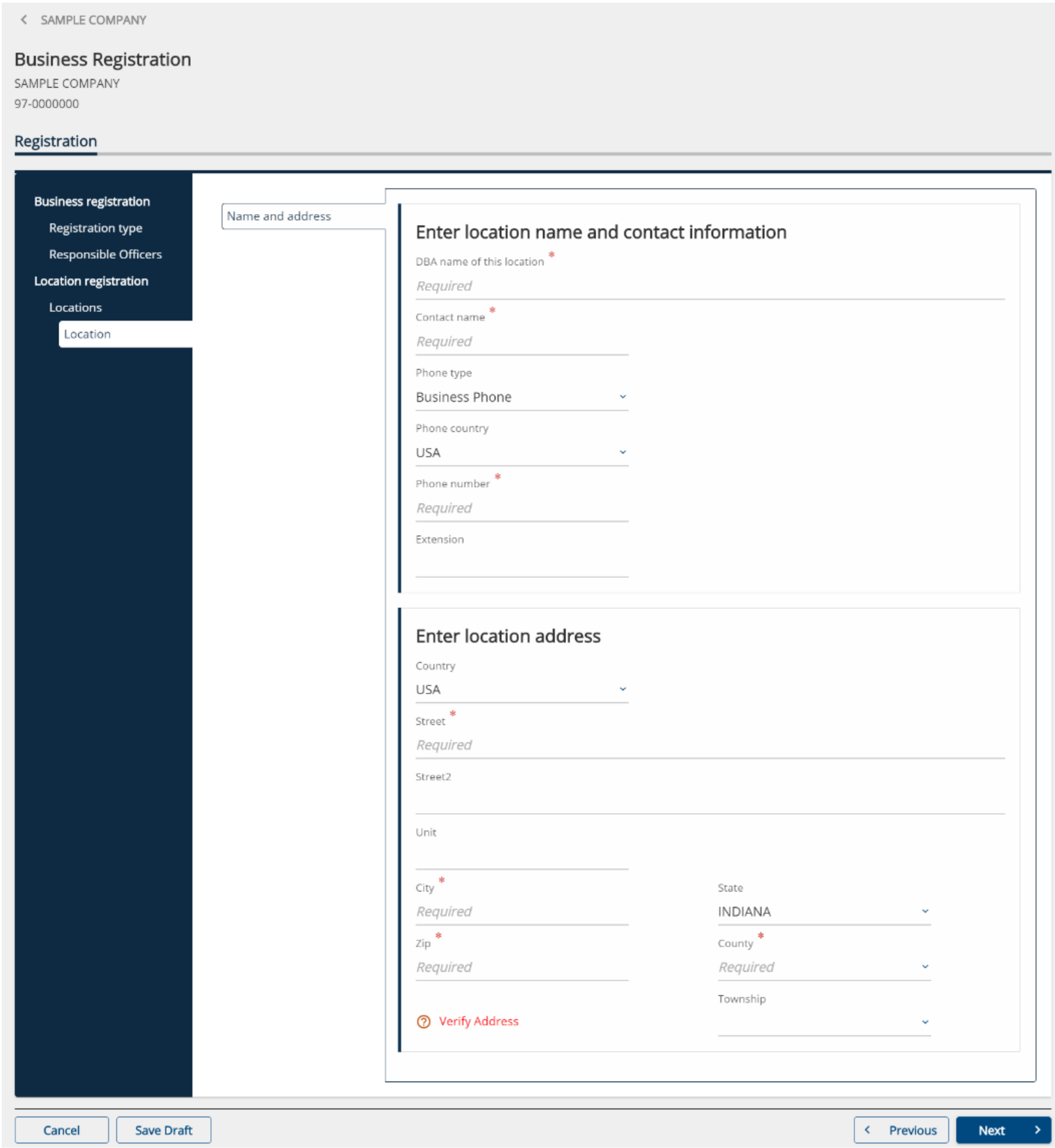

Selecting the “Add Responsible Officer” link, either at the bottom of the list or in the bottom right-hand corner, will bring up a pop-up menu to enter information:



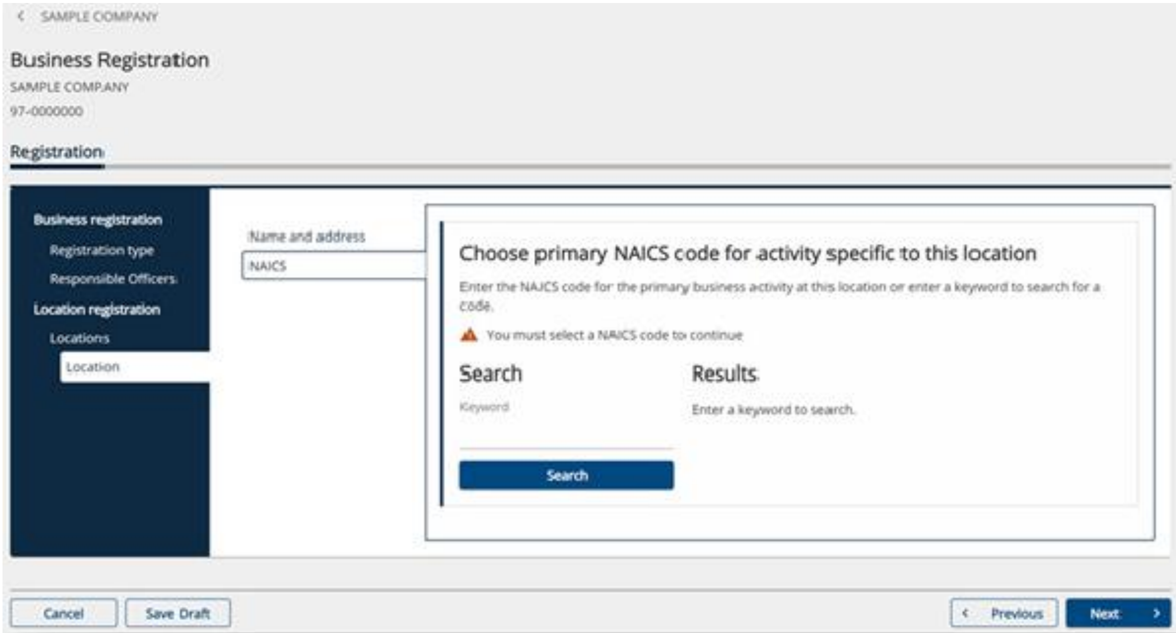

Existing responsible officers cannot be updated through this request. To update an existing responsible officer, return to the “All Actions” menu and use the “Manage Responsible Officer Information” link under “Names and Addresses.”

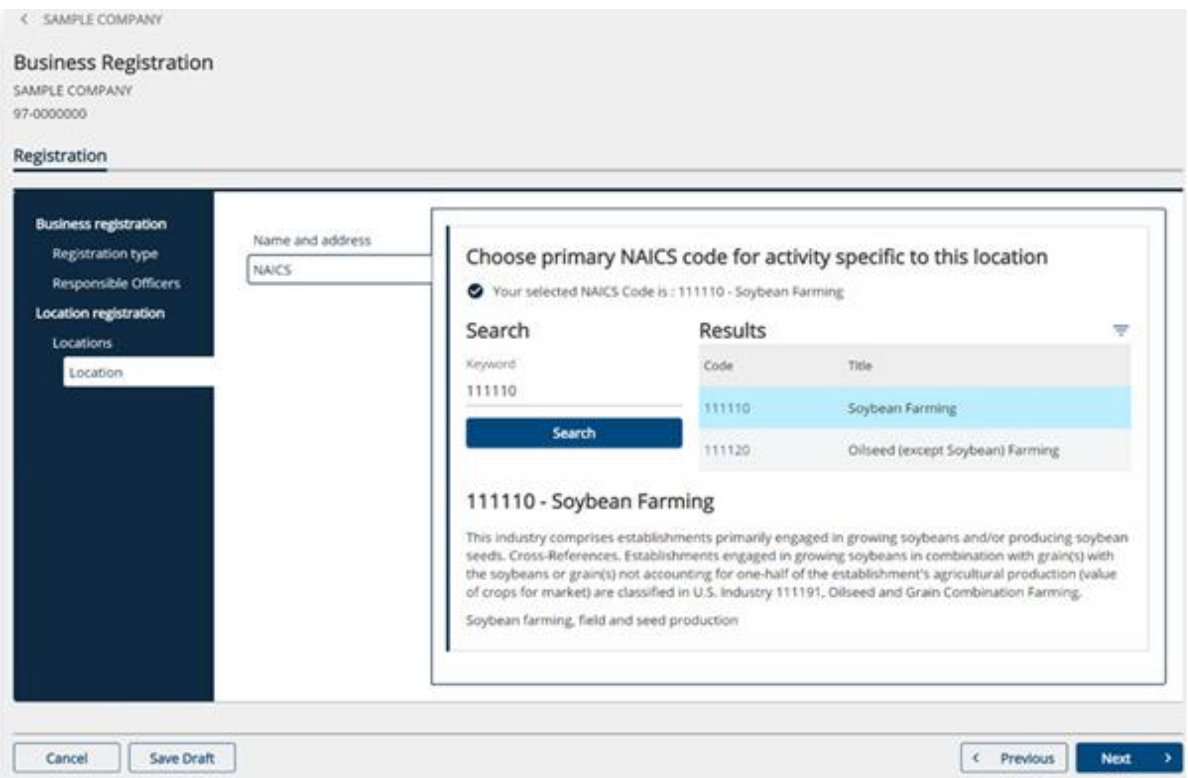
# Locations: Name and Address

The customer may add the location's name, address, and appropriate contact info during this step.



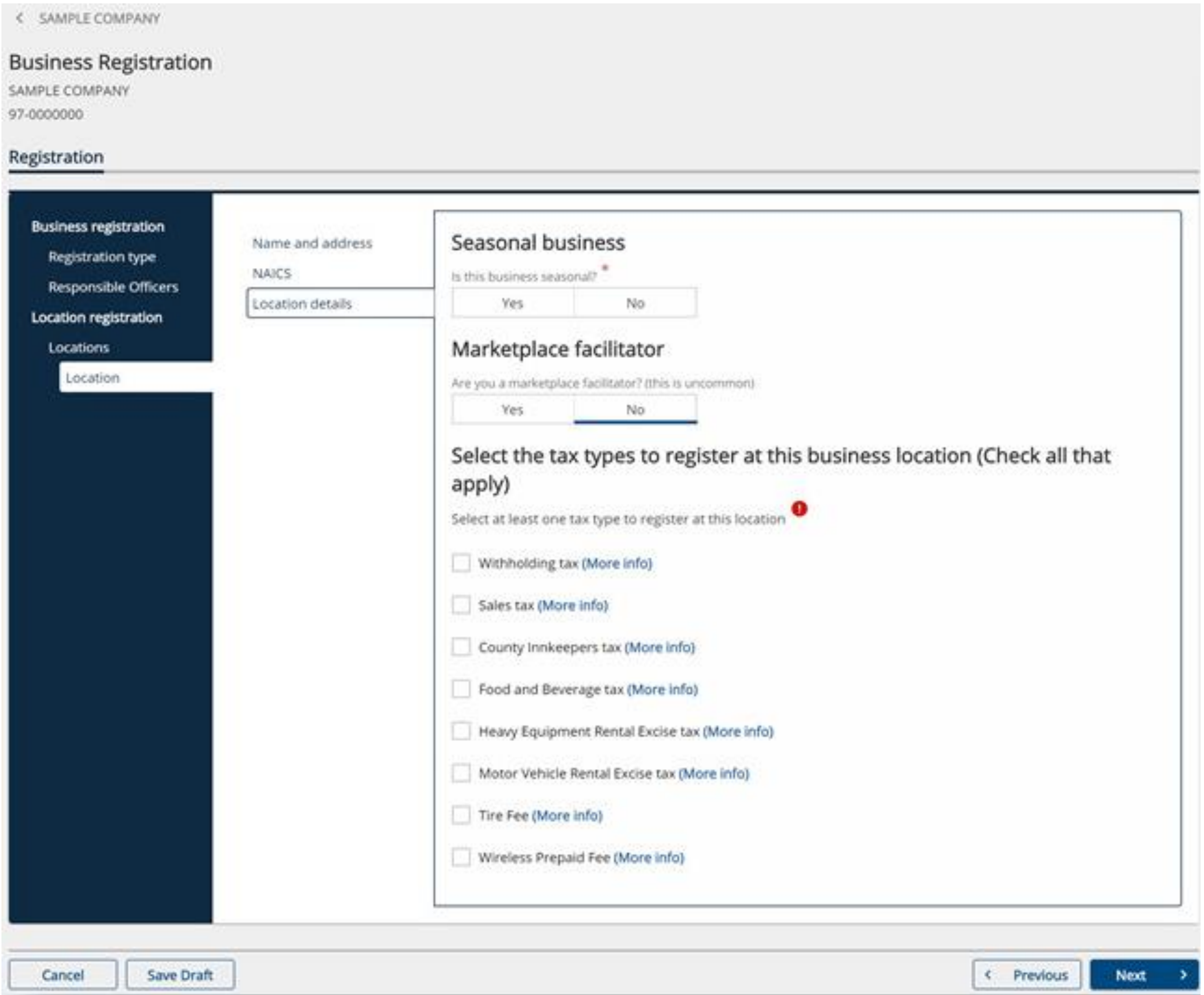
# Locations: North American Industry Classification System (NAICS)



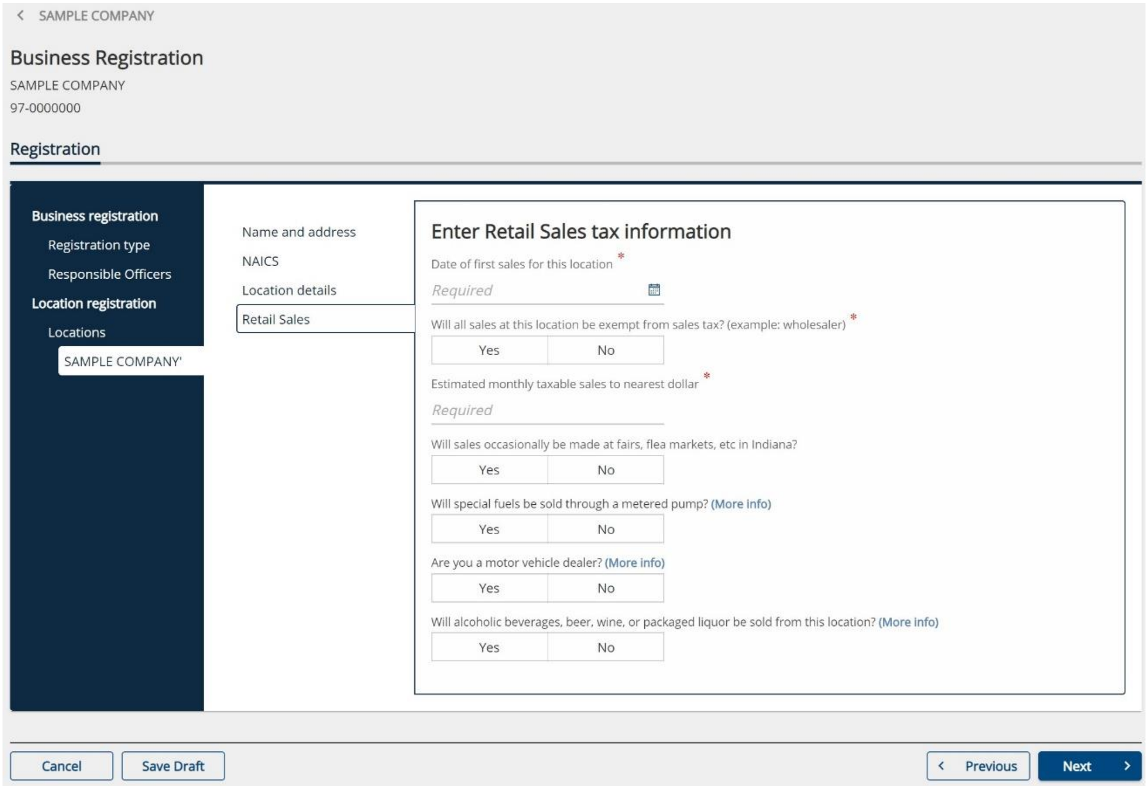
## Locations: Location Details

Select the tax types required for the business's new location and specify if your business will be filing seasonally, or if you are a marketplace facilitator.

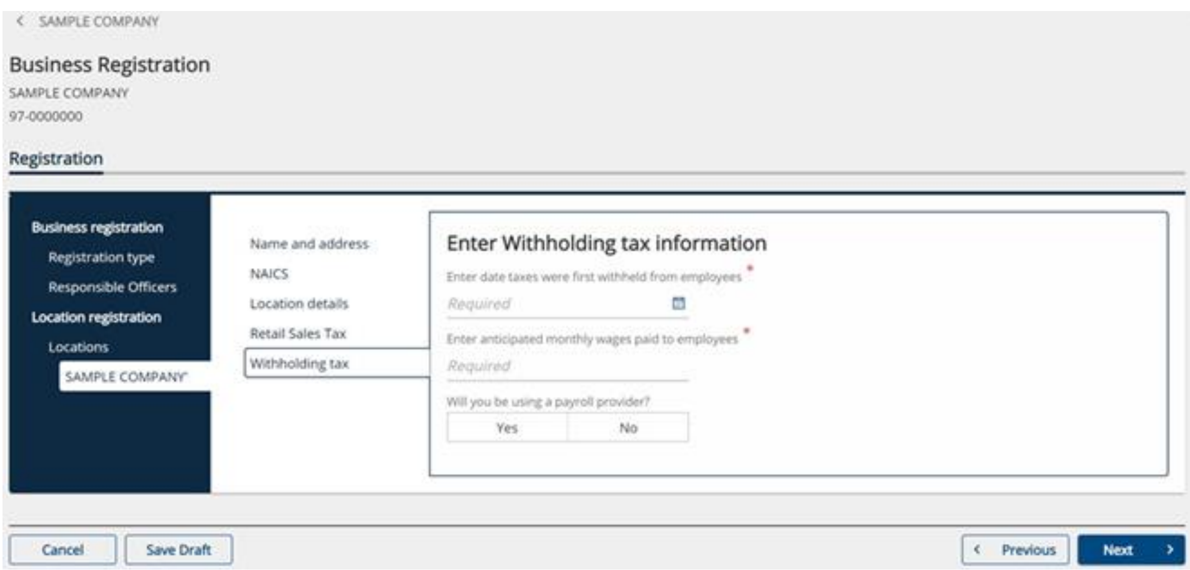



For each tax type the customer selected, there will be separate pages where they must fill in additional details, such as the date of first sales. Below are examples for Sales, Withholding, and Food and Beverage.

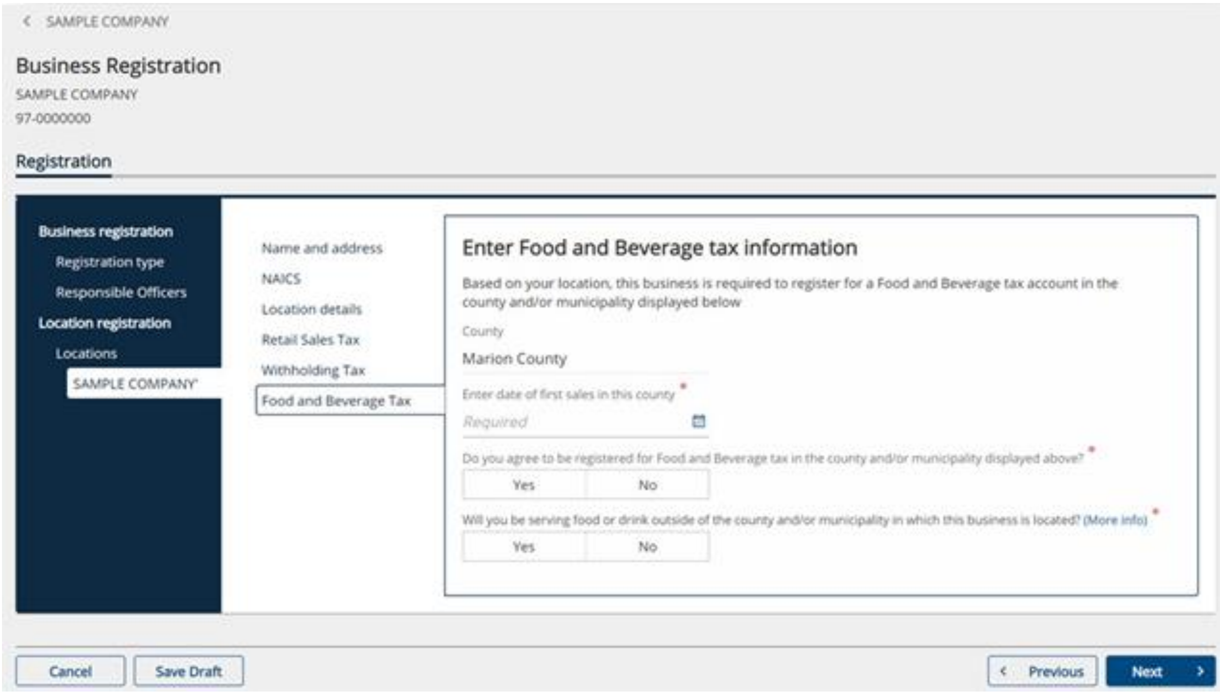
# Location Details: Sales



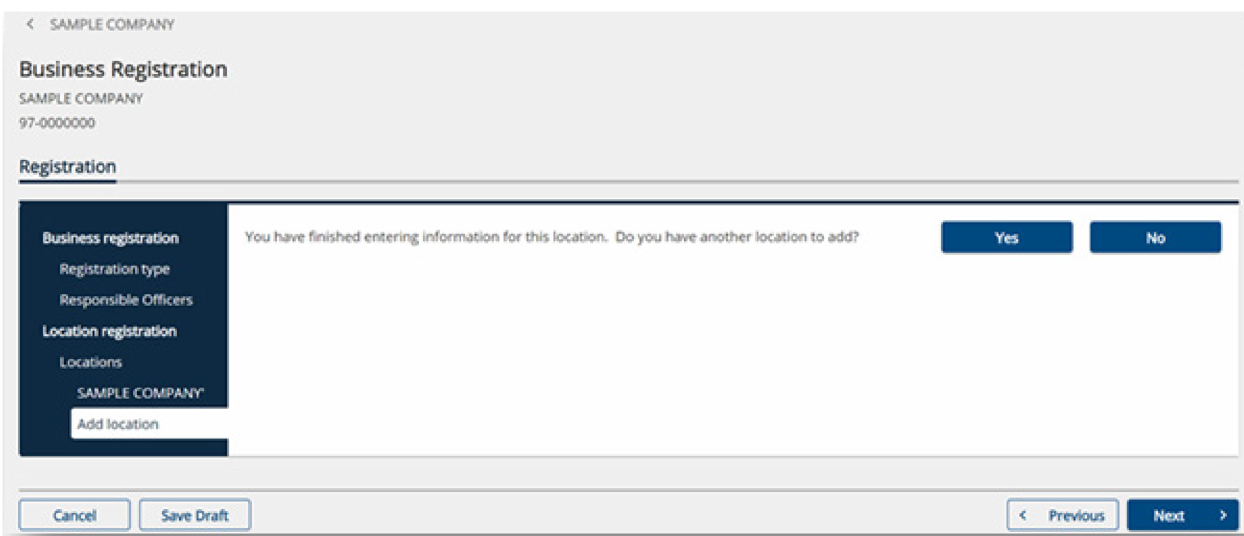

# Location Details: Withholding



## Location Details: Food and Beverage




After entering all the details to register each tax type for their new location, customers will be given the option to register an additional location. Clicking “Yes” will return the customer back to Step 3A: Locations – Name and address. Clicking “No” will take them to a payment screen.

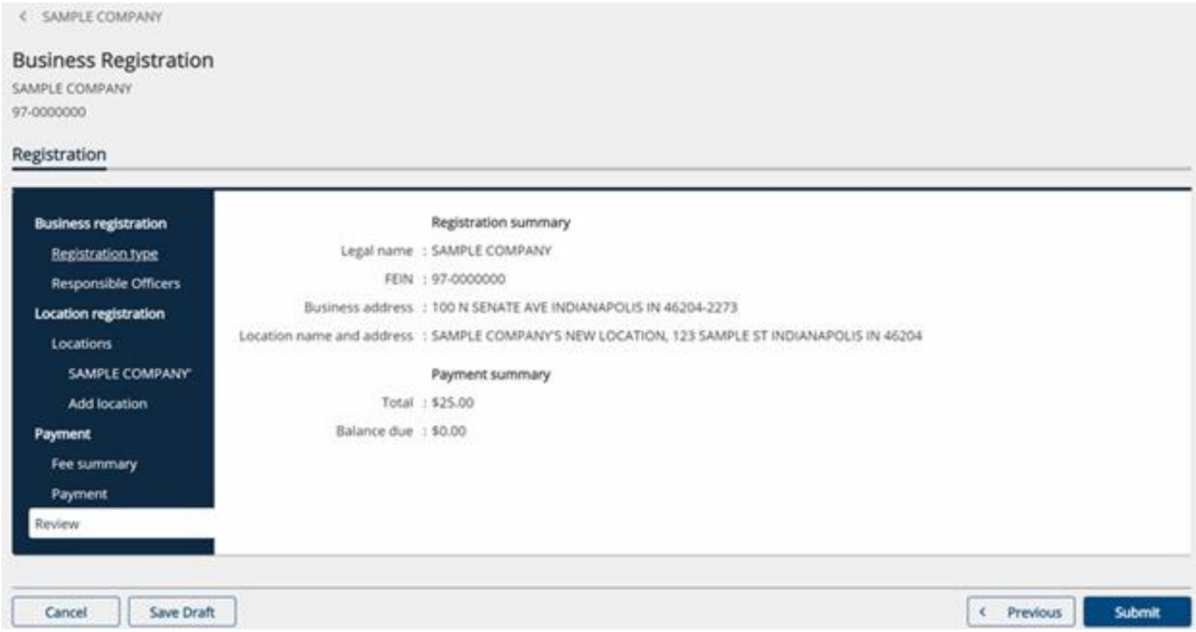


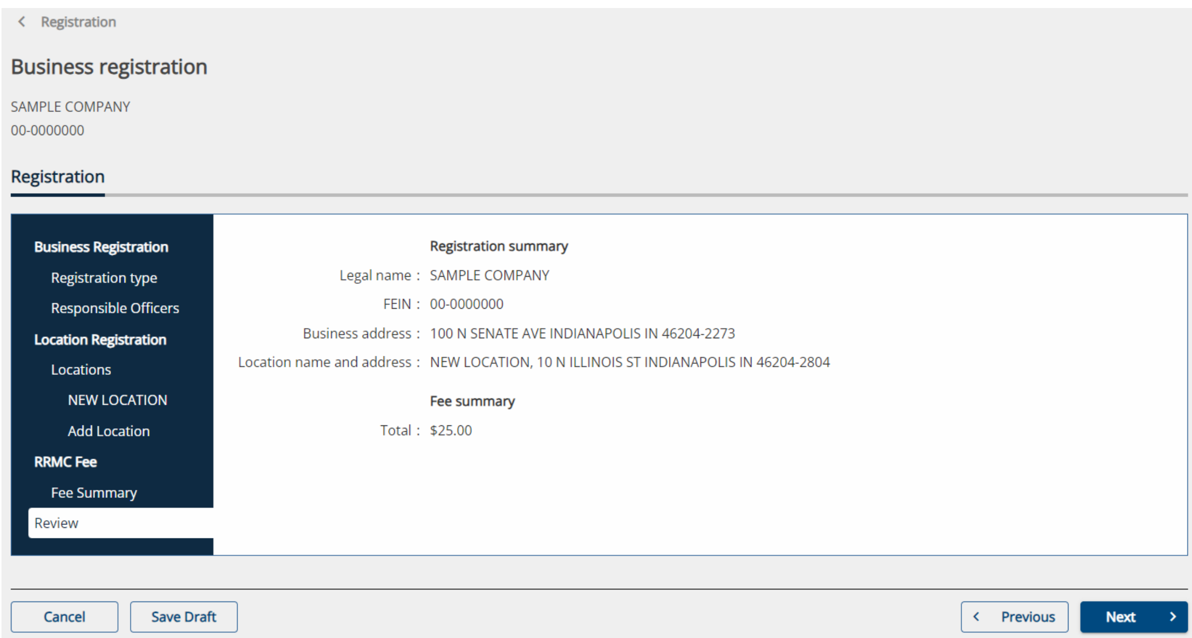

## Fee Summary

Customers must pay a $25 registration fee for each location registered. Payment methods using a bank account, or a debit or credit card are accepted. For card payments, the customer will submit their registration first, and the confirmation screen will direct them to select a credit card payment. Payment must be made after reviewing the registration summary,

## Review and summary

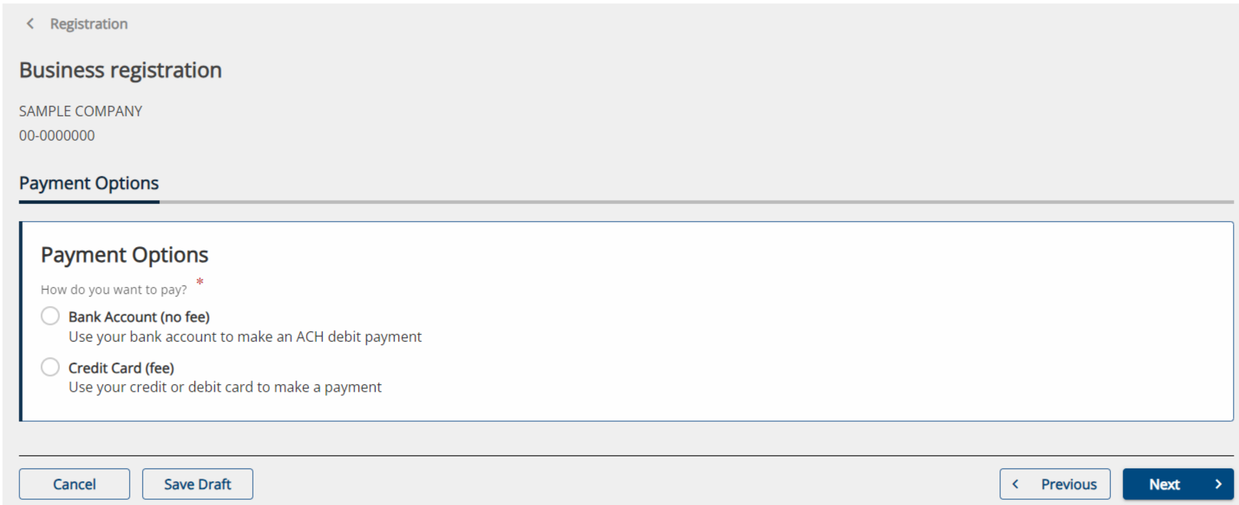
Each new location's name and address as well as payment information will appear here. When clicking the "Submit" button, a pop up will appear to affirm that all information provided is correct.



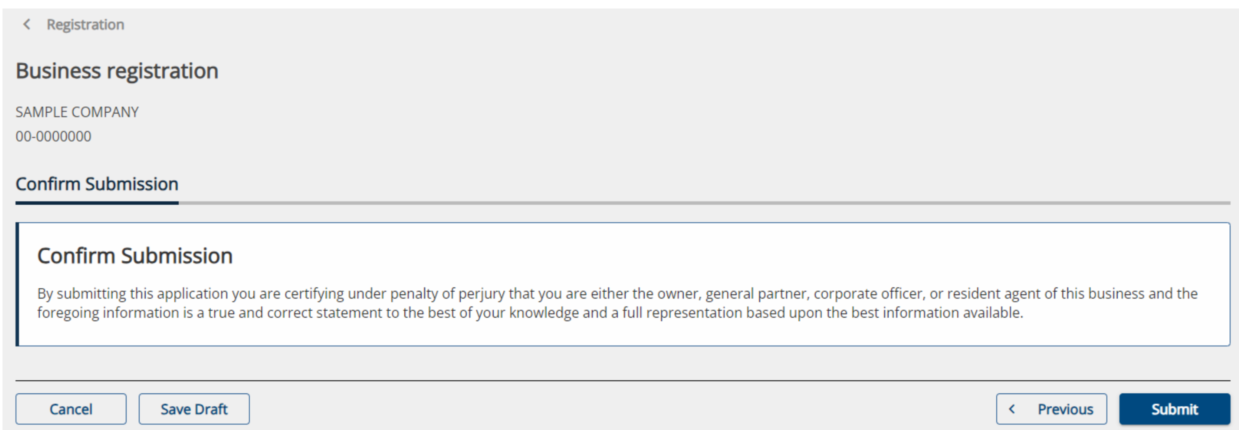



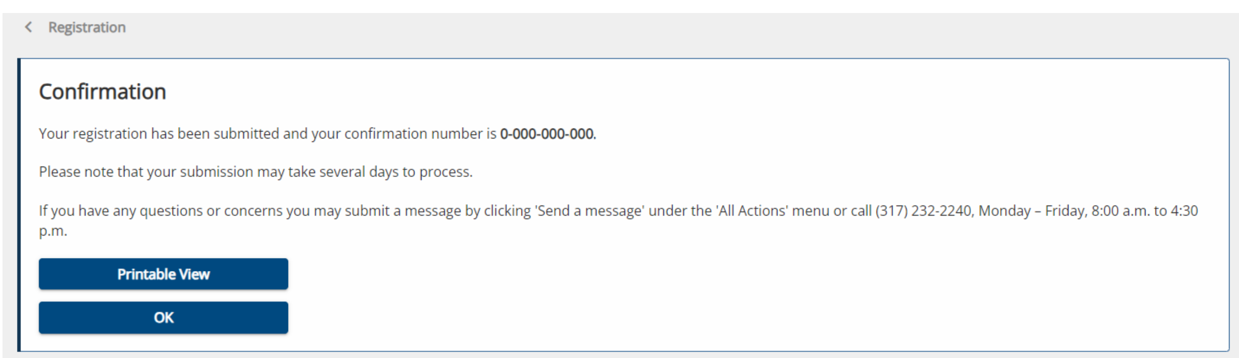
# Payment Options

Payment can be made using a bank account or a credit card.




# Confirmation



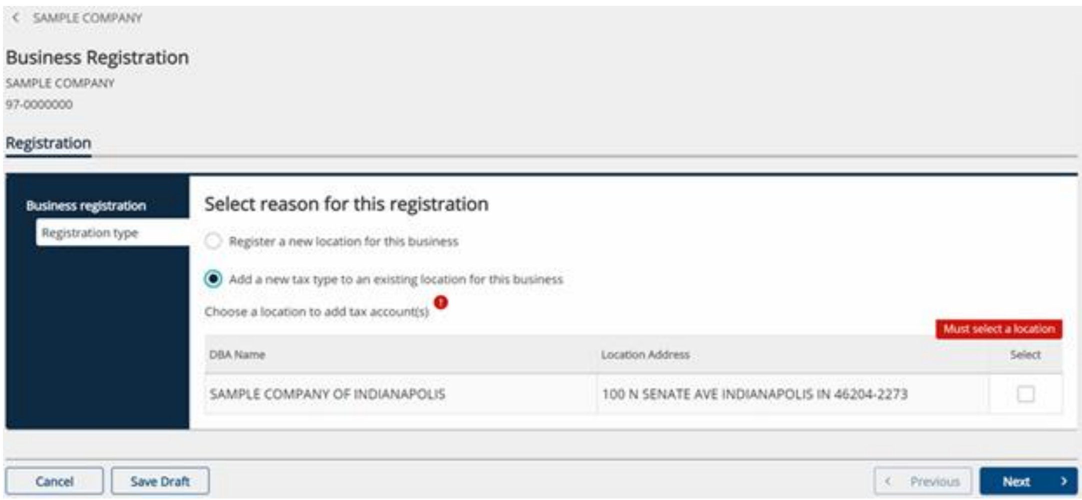



# Add a Tax Type

Customers can add a tax type to an existing location by using the "Register a New Location or Tax Account" link under the "Tax Account Registration" group on the "All Actions" tab. This is the same link they would use when adding an entirely new location to their business.

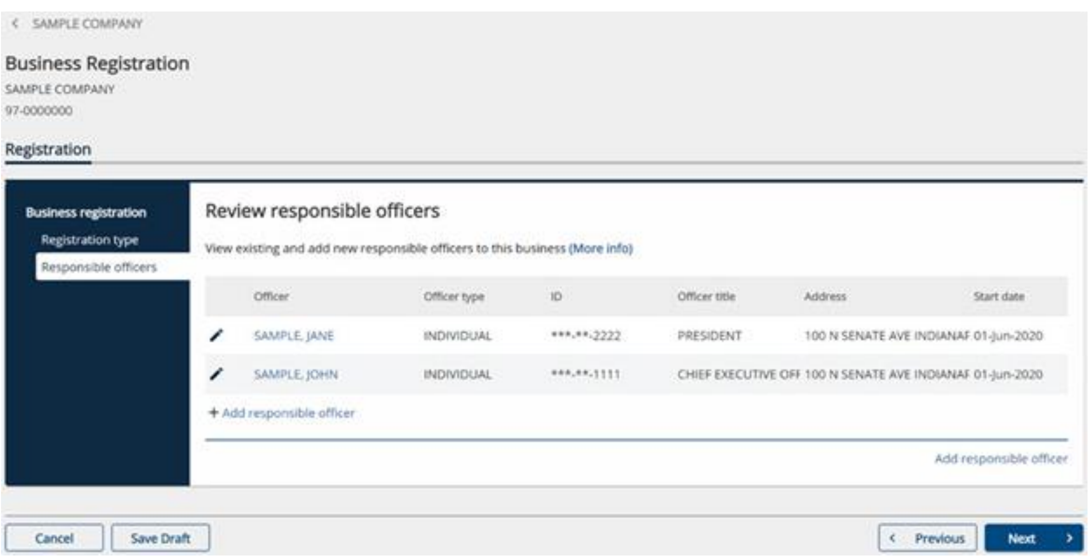
## Registration Type

When a customer selects "Add a New Tax Type to an Existing Location for this Business" on this screen, a list of registered locations will appear. Select which additional tax type(s) to add to the location.



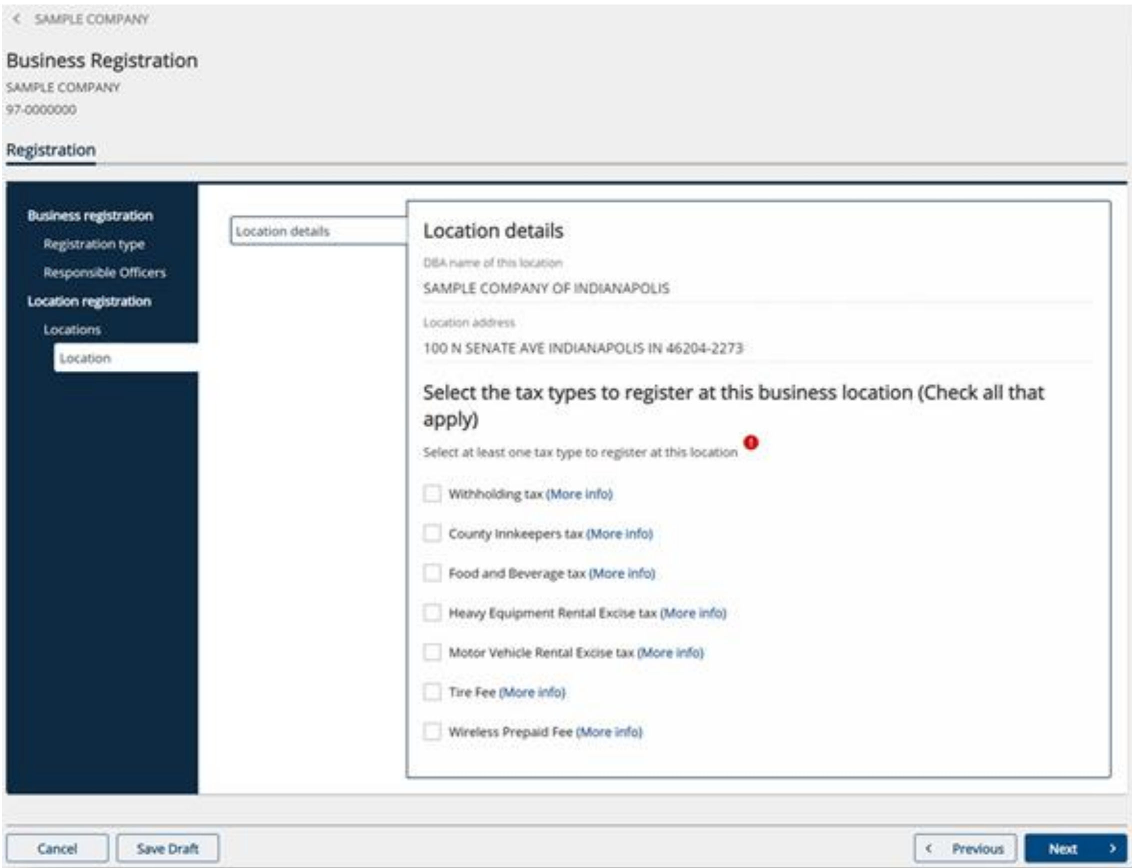

## Responsible Officers

Customers may add a new responsible officer but cannot edit existing ones during this step.



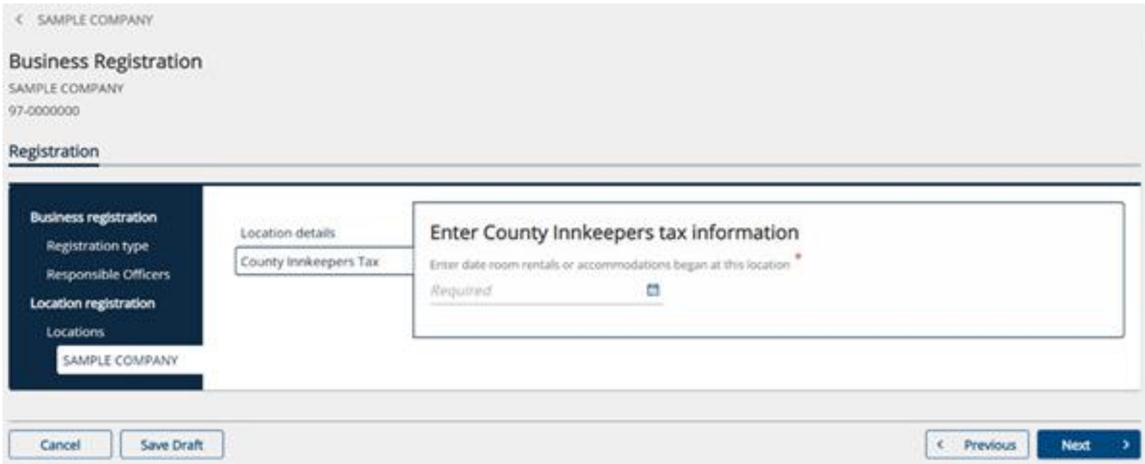
## Locations: Location details

A list of tax types that do not already exist for the given location will appear. Since this location already has a Sales account, Sales is not included in this list. Select the additional tax type(s) to add to the location.



## Locations: Account Details

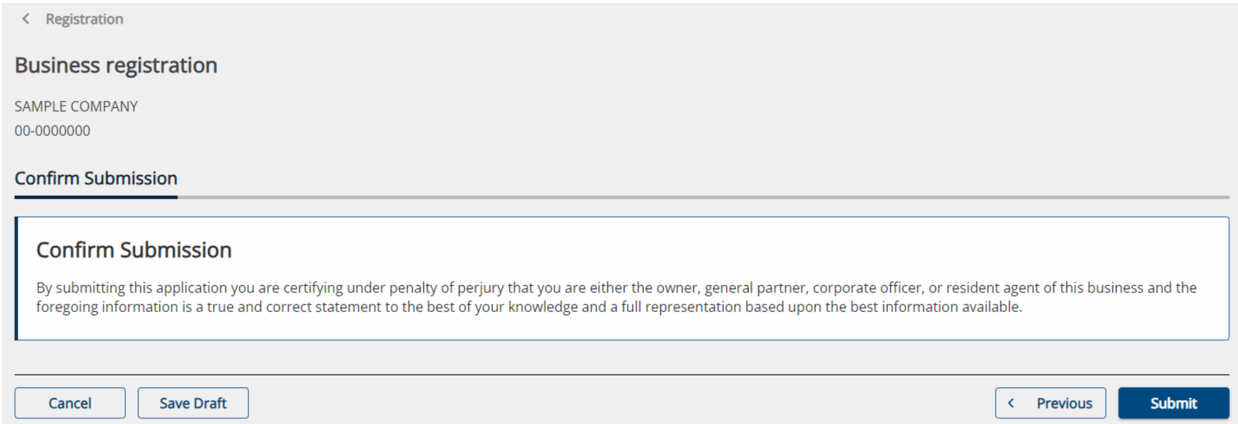
For each tax type the customer selected, they will be asked additional details, such as date of first sales. Below is an example for County Innkeeper's tax, which asks the date room rentals or accommodations began at the location.

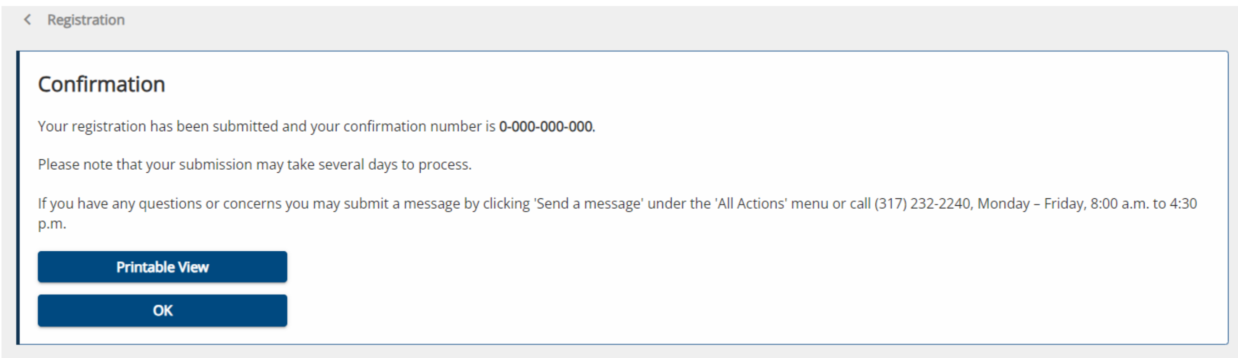



## Review & Summary

Unlike registering a new location, adding a tax type to an existing location does not require a fee.

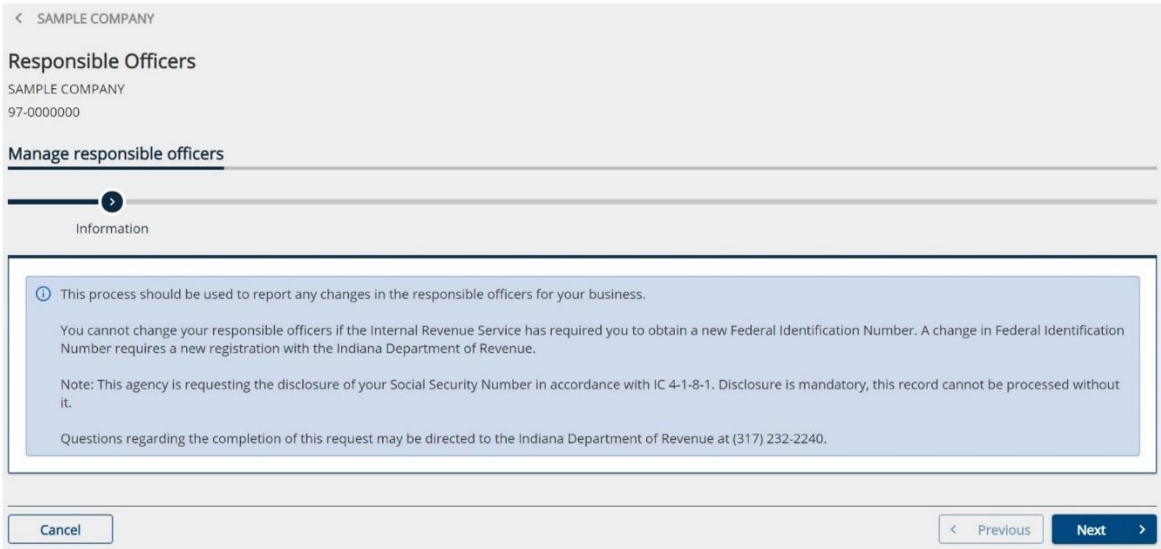
# Confirmation



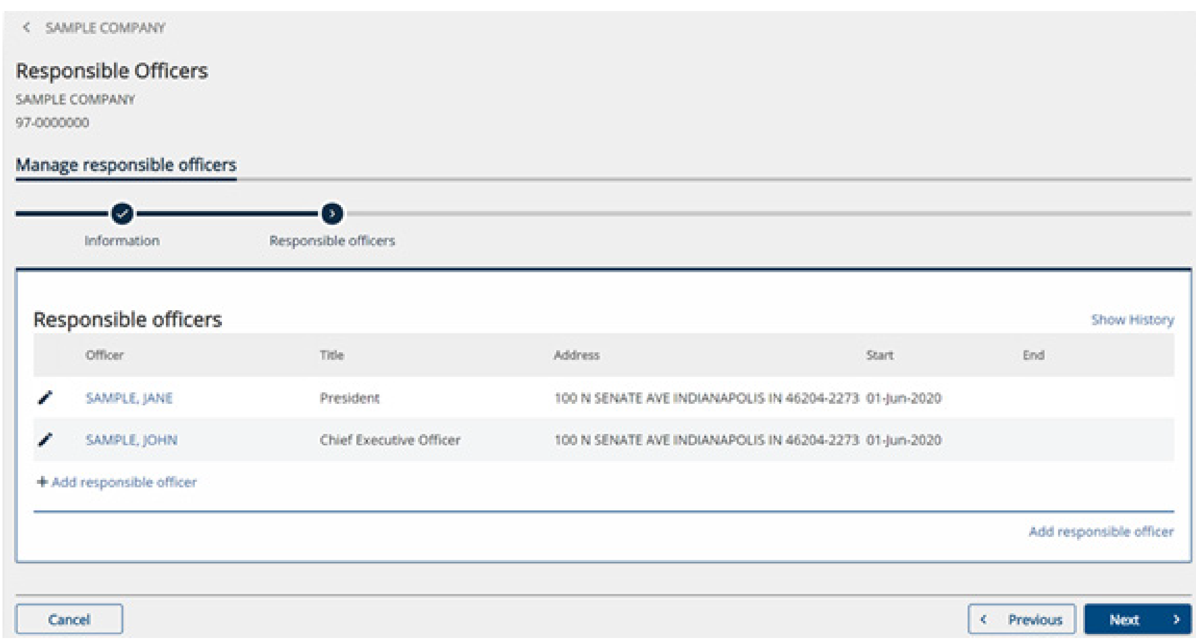
# Managing Responsible Officers

A customer can manage their responsible officers by using the “Manage Responsible Officer Information” link on the “Names & Addresses” group under the “All Actions” tab. The customer must be using a Master logon to perform this action, otherwise the link will be unavailable.

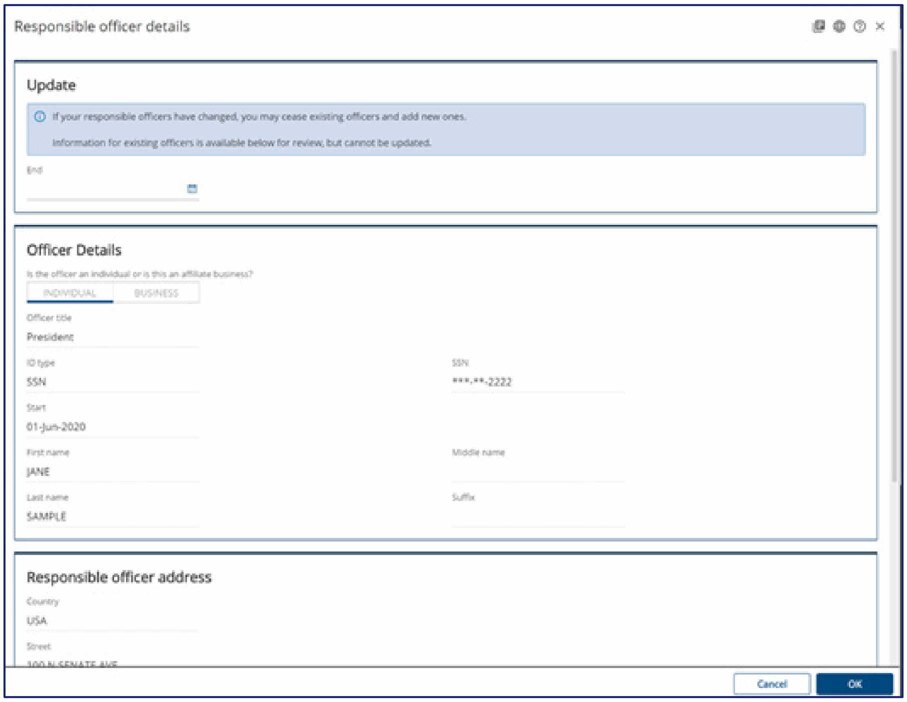



## Responsible officers

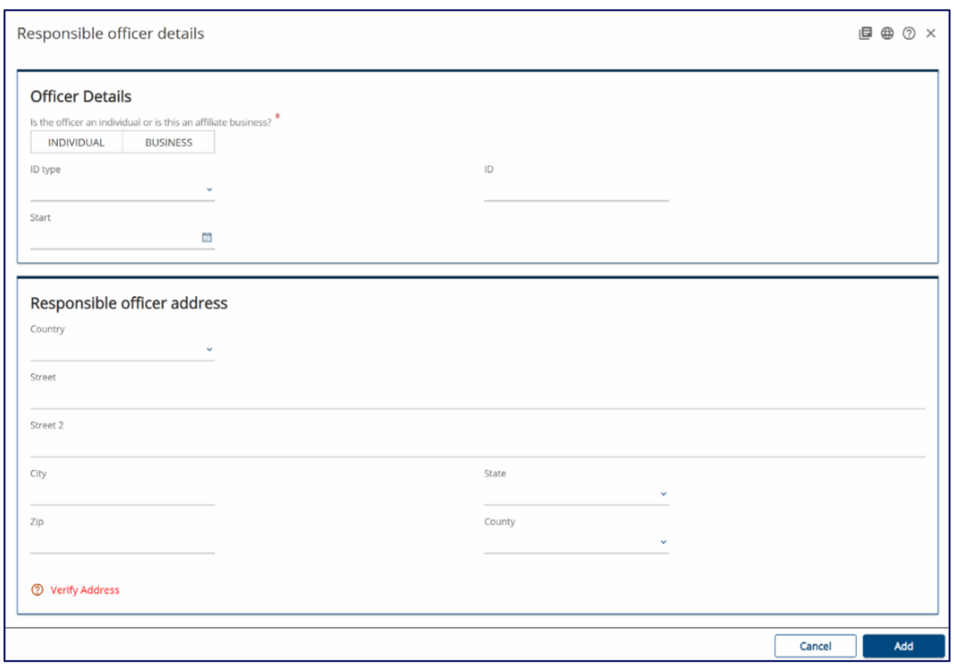
A list of existing responsible officers is available on this step. Existing officers cannot have their information changed; instead, a customer would have to “cease” the responsible officer and add a new one with the changed information.



Selecting one of the officer's names will bring up a pop-up window with all their information. From there, an end date can be added.




A customer can add a new responsible officer at the bottom left or bottom right by clicking the "Add Responsible Officer" links on the list. A pop-up window will appear for information to be added:

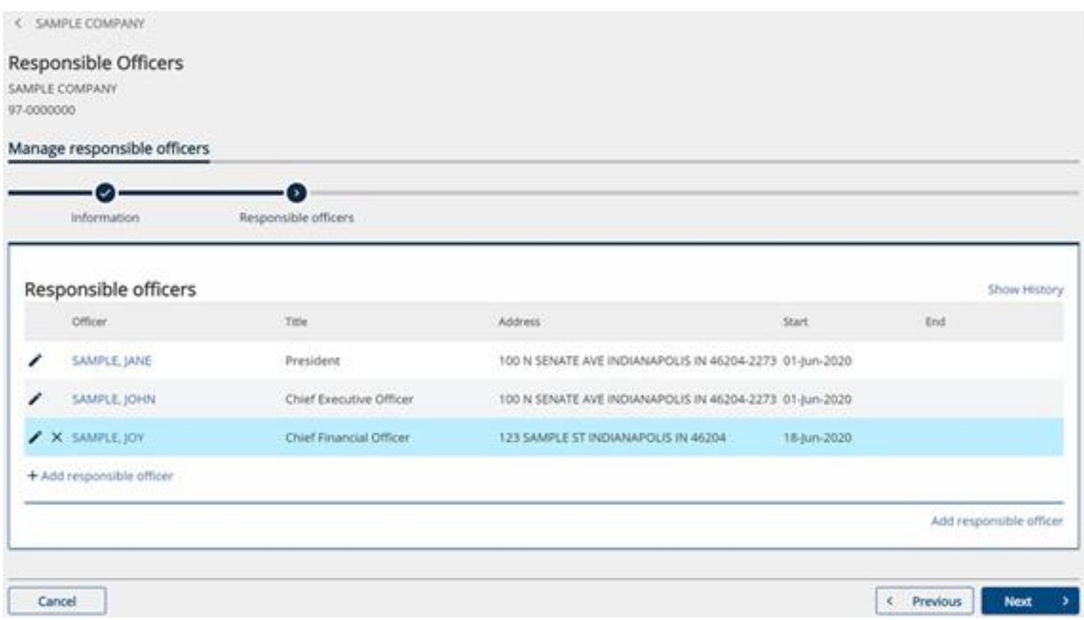



Additional fields appear in the "Officer Details" section based on whether the new responsible officer is an individual or a business.

## Individuals

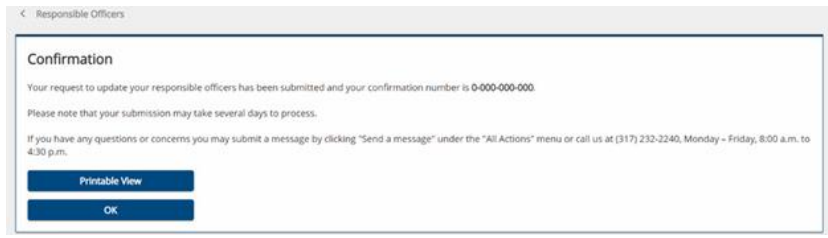

## Businesses


After adding a responsible officer using the pop-up menu, the new responsible officer is added to the list.



## Summary


## Confirmation




# Business Tax Account Registration Process

Customers wanting to register a new business or register a business that has not previously filed taxes with DOR, will need to register with INBiz by visiting INBiz.in.gov.

# Closing Business Tax Accounts

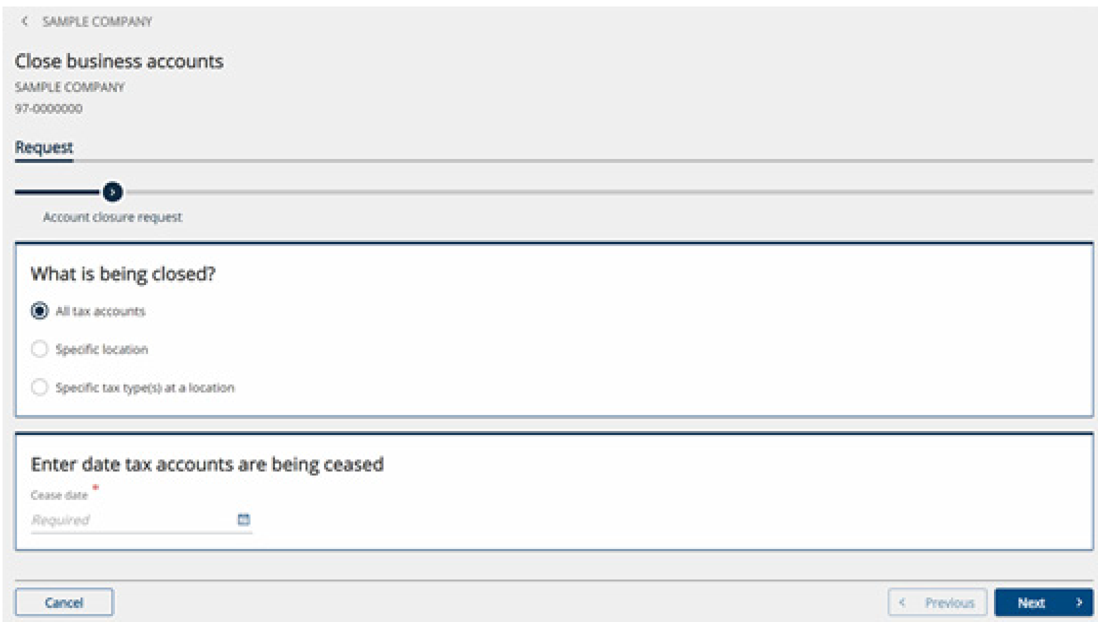
Customers can log in to INTIME to close all business tax accounts, specific tax types at a location, close a specific location, or close their entire business (Indiana Tax Closure Request form BC-100 functionality).

Customers will use the “Close Business Tax Accounts” link under the “Tax Account Registration” group (see screenshot above for adding a location or new tax type) on the “All Actions” tab.

## What is being closed?

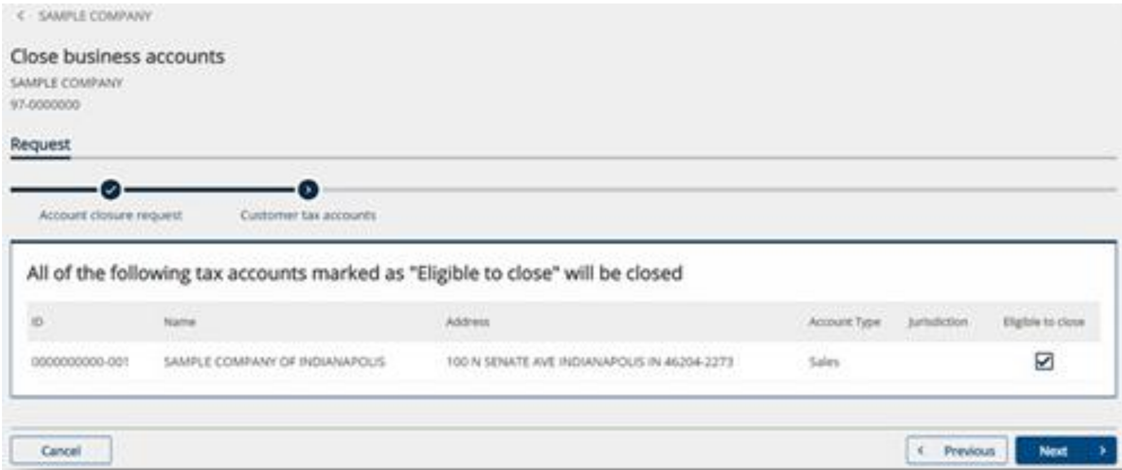
The same request is used to close a customer’s entire business, a specific location, or specific tax types at a location. The customer must first specify what they would like to close.


When selecting "All Tax Accounts," the customer must enter a cease date for their business. This date cannot be any later than the end of the next month.



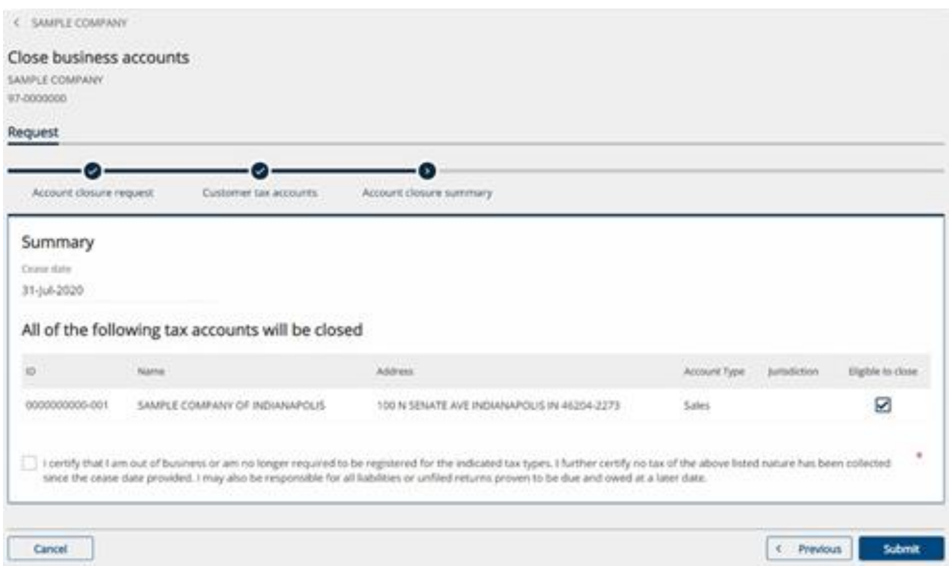
# Accounts that can close

A list of all the customer's accounts appears on this step. Those that can be closed using this request will be checked as eligible to close.




# Summary

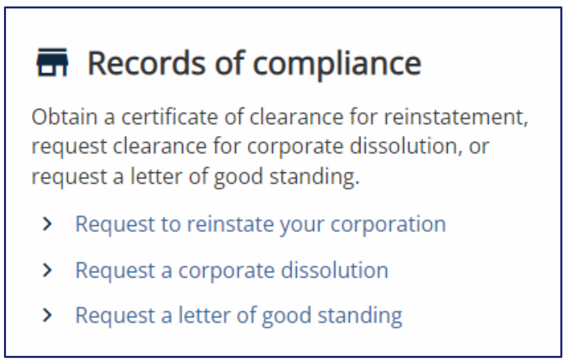
The customer must select the checkbox certifying that they are out of business or do not need to be registered for the tax accounts listed.



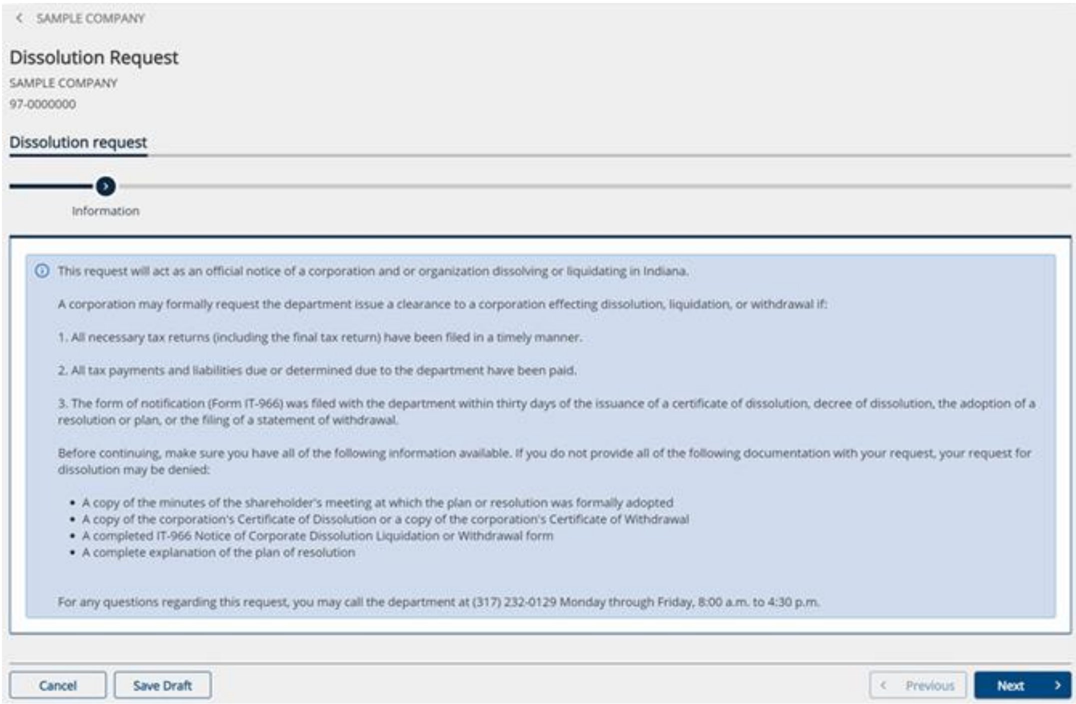
## Confirmation


# Corporate Dissolution Request

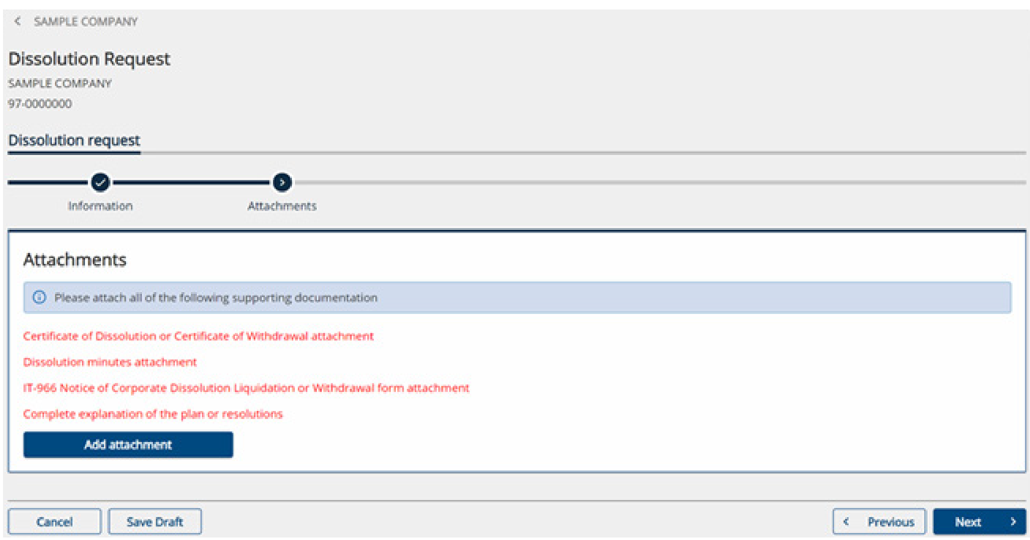
A request to dissolve an organization (IT-966) can be done by selecting the "Request a Corporate Dissolution" link under the "Records of Compliance" group on the "All Actions" tab. The dissolution must have the final corporate return completed prior to making the dissolution request.



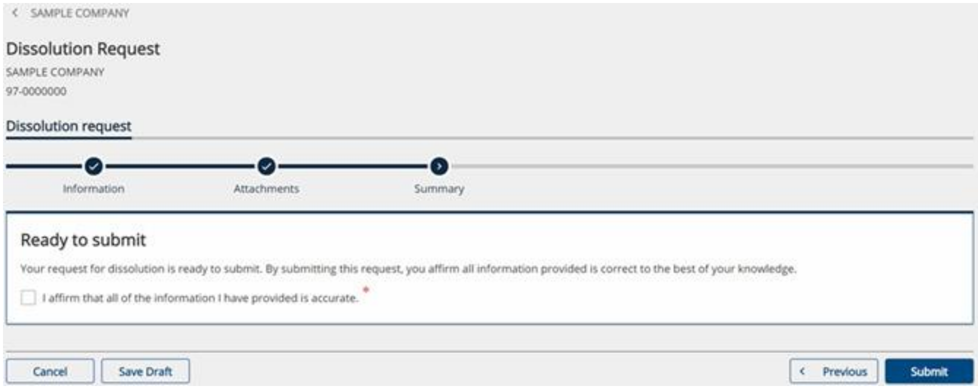
# Information




# Attachments



## Summary

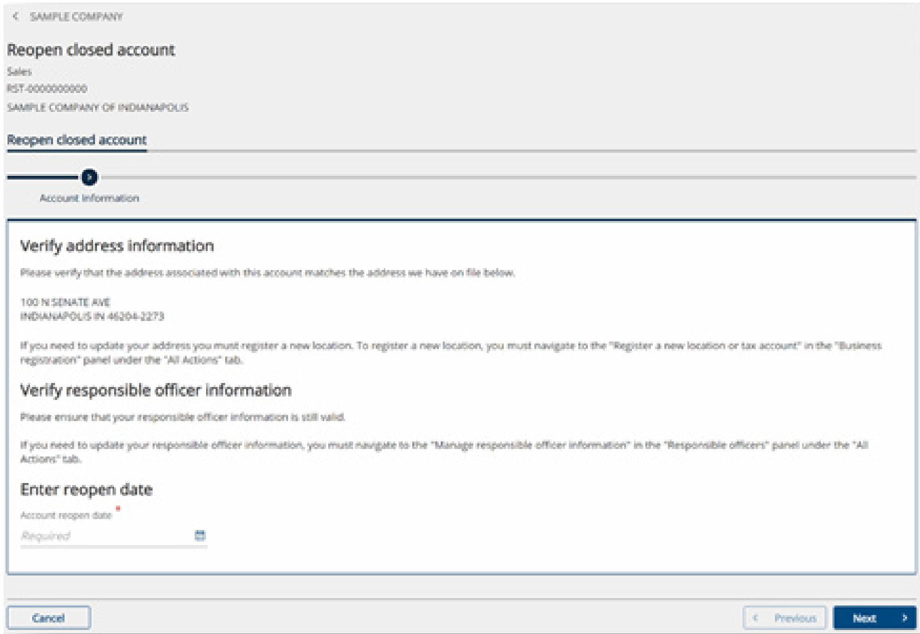



# Re-Opening a Closed Account

A customer can reopen a closed tax account from the "Summary" tab. The closed account will have a link "Reopen Closed Account" under which they can file or view older returns and payments.

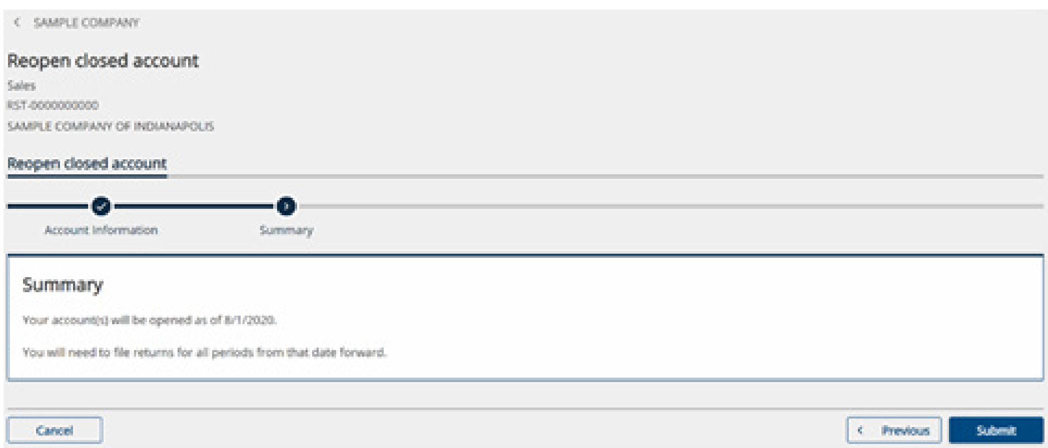

## Account information

Location addresses cannot be changed. If the location is reopening at a new address, the customer must register it as a new location, and keep this location closed. The reopen date cannot be more than six months into the future.



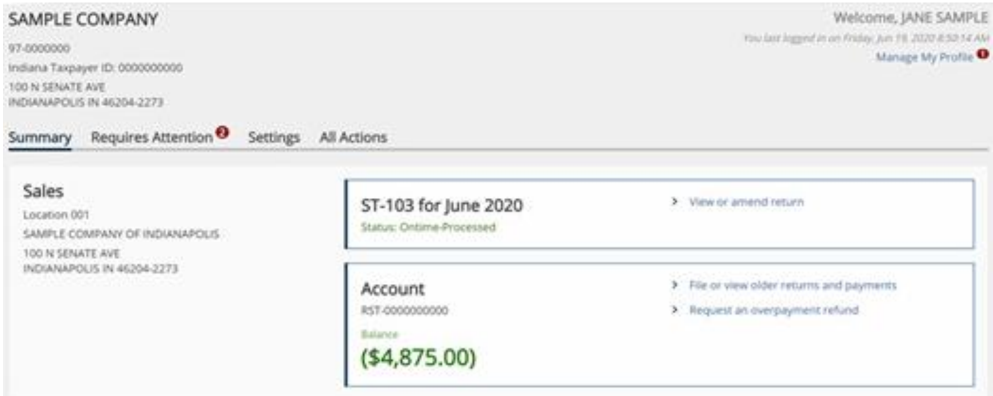

## Summary

The reopen date the customer chose on the first step will be shown here.

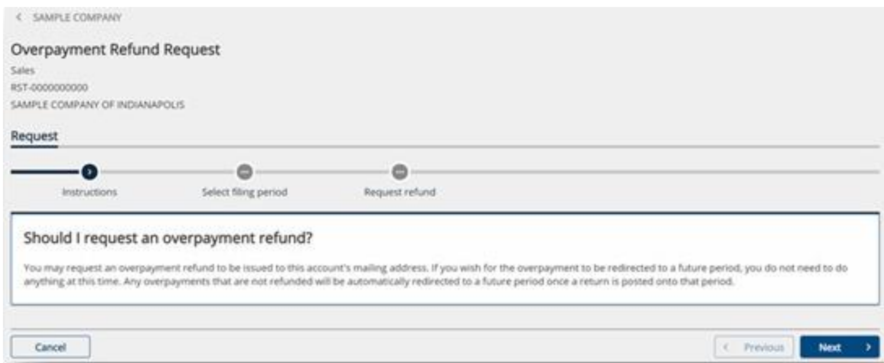



# Request an Overpayment Refund

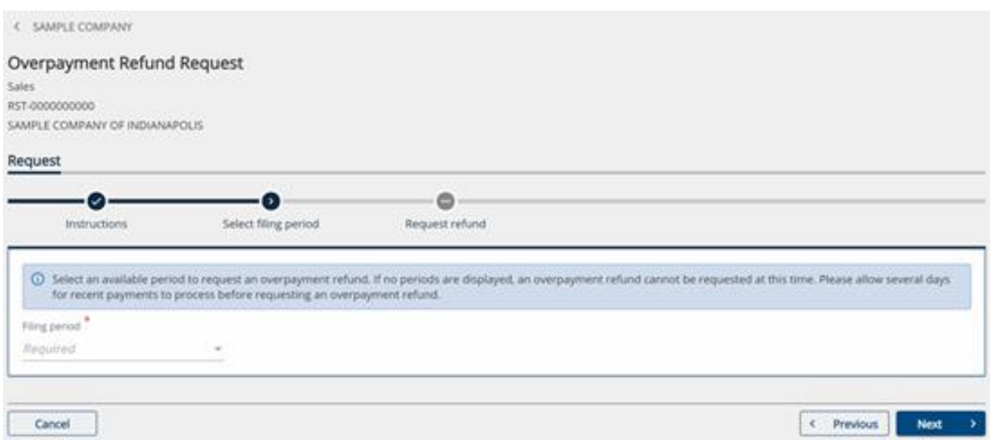
If a customer has a positive balance shown in green, a link will appear (on the right) on the account panel on the "Summary" tab to request an overpayment refund.




## Instructions



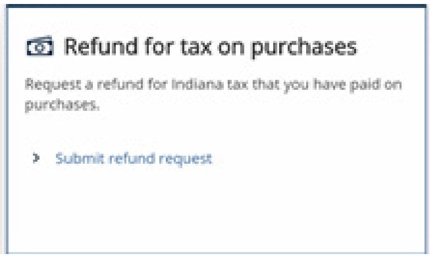

## Select filing period

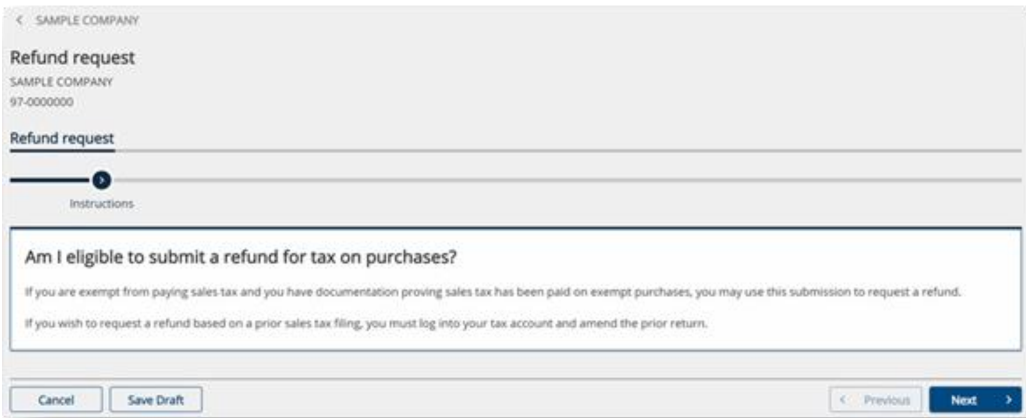



## Request a Refund for Tax on Purchases

A customer can request a refund for tax on purchases by selecting “Submit Refund Request” under the “Request for Tax on Purchases” group on the “All Actions” tab.

# Instructions

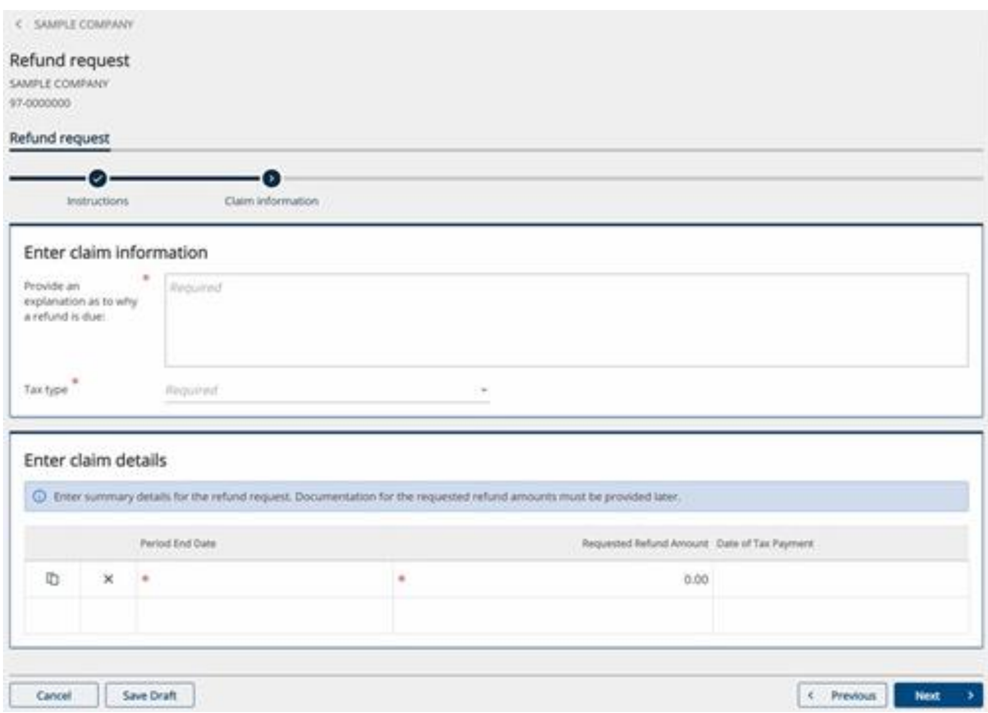



# Claim information

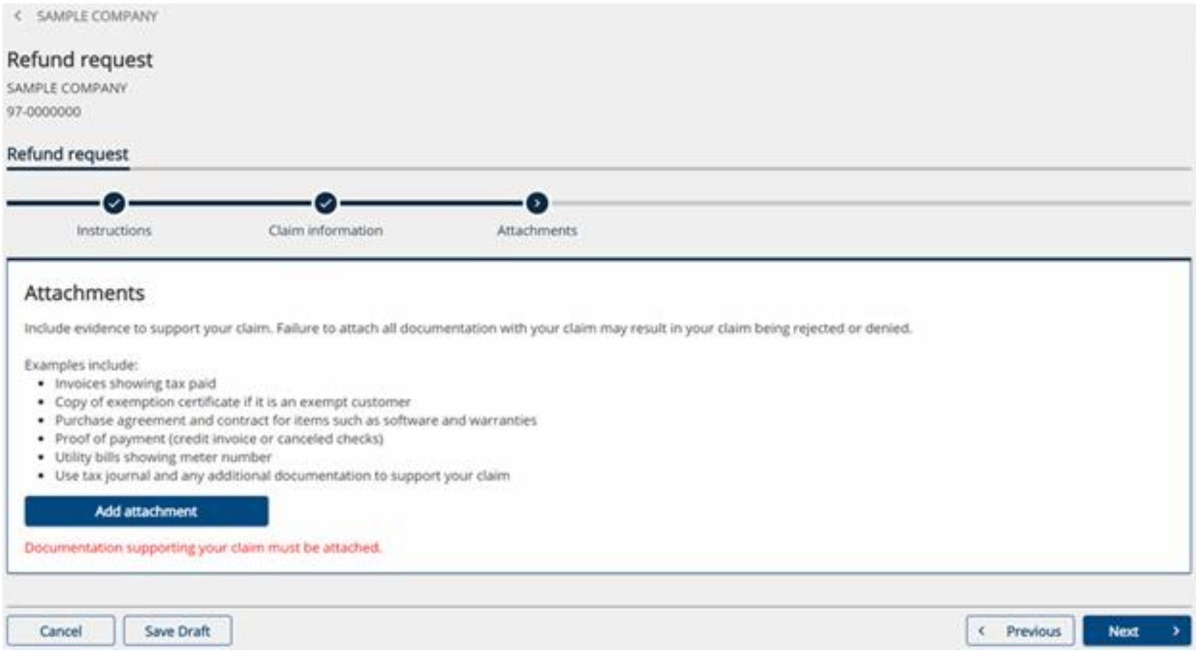
The customer will need to explain why a refund is due and select the relevant tax type.

The customer also must enter details about each period from which they wish to claim a refund.

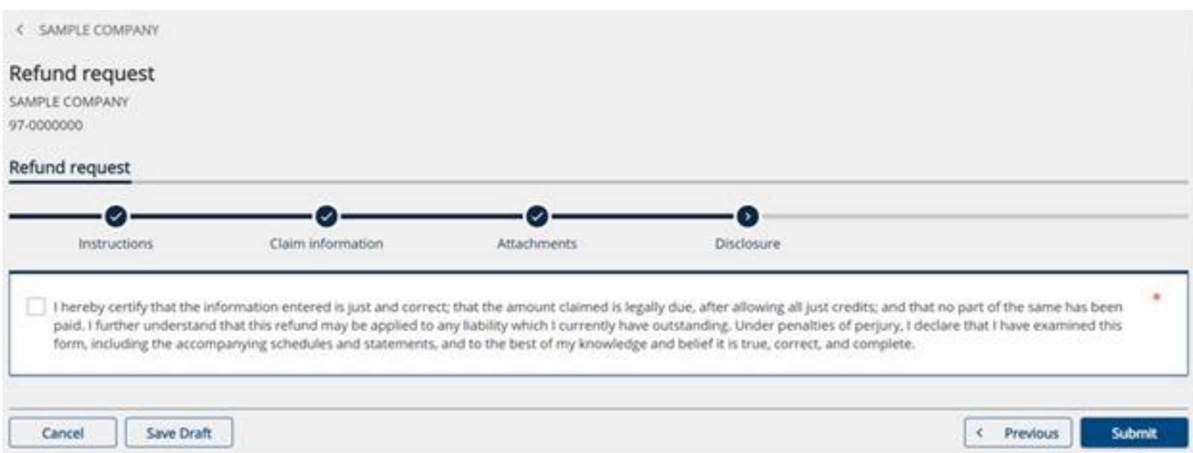


## Attachments

Customers must attach supporting documentation for their refund request before proceeding. Each document they attach will appear as a list underneath this menu.




## Disclosure




# Additional Information and Resources

## Incorrect Information

If you need to update your INTIME contact information, select the user icon in the top right corner and then edit the contact information available on the screen (See the “More to Manage in INTIME” section of this guide on updating name and addresses).

## No Tax Is Due

You must file a return even when you have no tax due, unless your account has been closed. If you do not file a return, DOR will issue a tax bill based on the best information available.

## Due Date

If the due date on your return falls on a weekend or legal holiday, your payment and return are due on the next business day. See a list of state holidays.

## Filing Frequency Status (Change)

DOR reviews taxpayer accounts annually. Based on these reviews, filing frequency status may change and can affect your due dates. To avoid penalty and interest, review the due dates on your returns and the filing status for each tax type in your INTIME account.

## Bulk Filing Methods

Customers submitting files with large numbers of transactions for certain tax types (also listed below) can electronically bulk file these records with DOR via one of the following options:

**If a file size is under 10 MB, manually enter or upload via INTIME**. When filing securely via INTIME, bulk files do not require a file naming convention or encryption. Information is available in this INTIME User Guide for Business Customers or visit the INTIME Resources page for additional guides and resources.

**If a file size exceeds 10 MB, upload via SFTP**. Registering for SFTP can only take place if a file has been rejected by INTIME for exceeding the 10 MB size restriction. When bulk filing via SFTP, it is required to follow the file naming convention and file(s) must be encrypted. A SFTP Bulk Filing Guide is available.

Bulk File upload is available for the following tax types:

- Alcohol
- Cigarette, Other Tobacco Products & E-Cigarette
- EDI - Fuel Tax (INTIME only)
- Gasoline Use
- Motor Vehicle Rental
- Withholding

For more information on which tax types can be filed using INTIME or SFTP, and what options are available for upload, see the Bulk Filing Methods & Options Chart.

## Streamline Sales Tax Filing

All Streamlined Sales tax participants will now be able to pay their Indiana sales taxes using INTIME. When paying via INTIME, sellers must use their Indiana Taxpayer Identification Number (TID), which can be found in the welcome letter that was sent after receiving the seller's SST registration.

Model 1 and Model 2 sellers must continue to file the Simplified Electronic Returns (SER) in Indiana and are required to do so on a monthly basis.

Model “Other” sellers who are self-filing are mandated to file electronically via INTIME. When filing a SER or payment for Model “Other” clients, a Certified Service Provider (CSP) can use either the client’s Streamlined Sales Tax ID (SSTID) or TID. When filing for non-Streamline clients, a CSP should use the client’s TID.

See more information on SST filing. See guide specifically for SST filers.

# Contact Us

- INTIME Resources
- Tax Practitioner Hotline Packet
- DOR News and announcements
- Subscribe to DOR's Tax Bulletin

If you have questions, contact DOR Customer Service via secure INTIME messaging by logging in to your INTIME account.

Additional resources are also available. You may contact DOR Monday through Friday, 8 a.m. - 4:30 p.m. ET.

- DOR Customer Service: 317-232-2240
- Corporate Income Tax Customers: 317-232-0129
- Aircraft Owners & Dealers: 317-615-2544