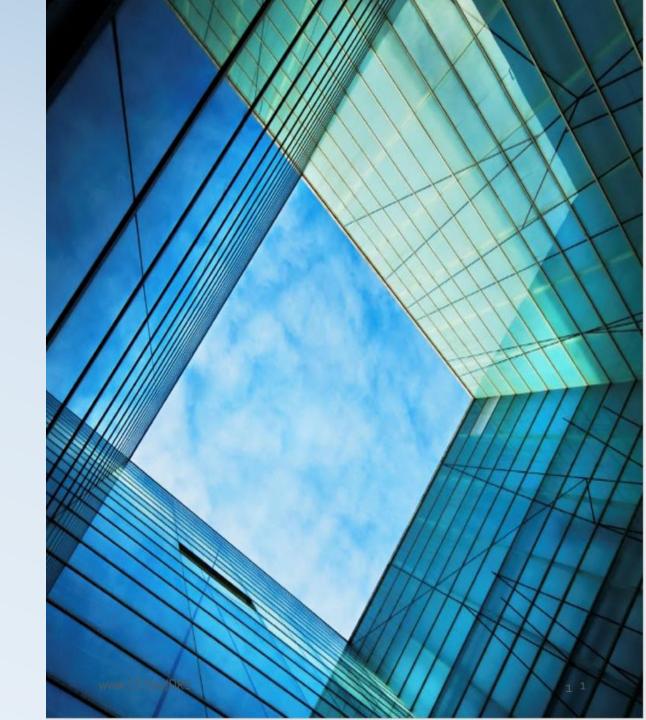


# Connecticut Taxpayer Service Center (TSC)

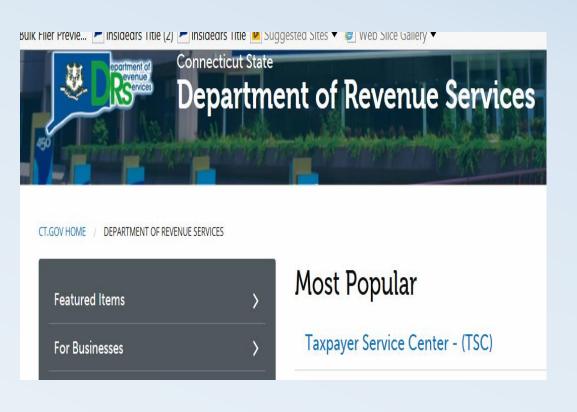
Demonstration of TSC Capabilities

**HANDOUT** 

Randy Hariprasad John Howard



### What is the TSC?



The Taxpayer Service
 Center (TSC) is a Web based <u>self-service</u> center for
 Individual Taxpayers,
 Business Taxpayers, and Tax
 Practitioners.

 Access the TSC from the DRS Home Page



### How do I access the TSC?

### First Time Filers - Enter:

- Assigned PIN; or
- Amount of a previously filed return

### **Returning Users - Enter:**

Password set up on previous visit to the TSC

### If Login information is not known / unavailable:

- Click Forgot Password
- Answer Shared Secret questions or provide e-mail DRS has on file
- If not available, submit TPG-189 Request to Change Administrator



### TSC Main Menu



## STATE OF CONNECTICUT DEPARTMENT OF REVENUE SERVICES



#### **Taxpayer Service Center**

logout



My Secure Mailbox

Main Menu

#### **Business Profile**

View Registered Tax Types

Register For Additional Tax Types

Close Business or Tax Types

Update Address Information

#### Administrative Functions

Update Password/Profile

Add/Update Users

Request a Status Letter

#### Administrator Contact

#### Name:

Dept of Revenue test acct

Email:

drs@po.state.ct.us

Telephone: 860-297-5962

#### Main Menu

start demo

Organization Name: TSC TEST ACCOUNT 4 CT REG: 40136327001

Business Trade Name: TSC TEST ACCOUNT 4

#### \*\* ATTENTION \*\*

Our records indicate that some of your mail has been returned to us as undeliverable. Please go to "Update Address Information" under "Business Profile" and make the necessary changes to addresses that are marked with "\*\*".

If you need additional assistance, please select @

#### File A Return

Withholding Non-Wage (Forms CT-8109, CT-945, CT-1096)

Sales and Use Tax

Prepaid Wireless Fee

Room Occupancy Tax

Admissions and Dues Tax

Hospital Tax

Intermediate Care Facility User Fee

Return

Hospital Provider User Fee

File A Return\*

#### View Returns & Payment History

View Returns

View Processed Payments/Credits

View Scheduled Payments/Credits

View Cancelled Payments

View Account Details

View Outstanding Bills

#### Select a Payment Option

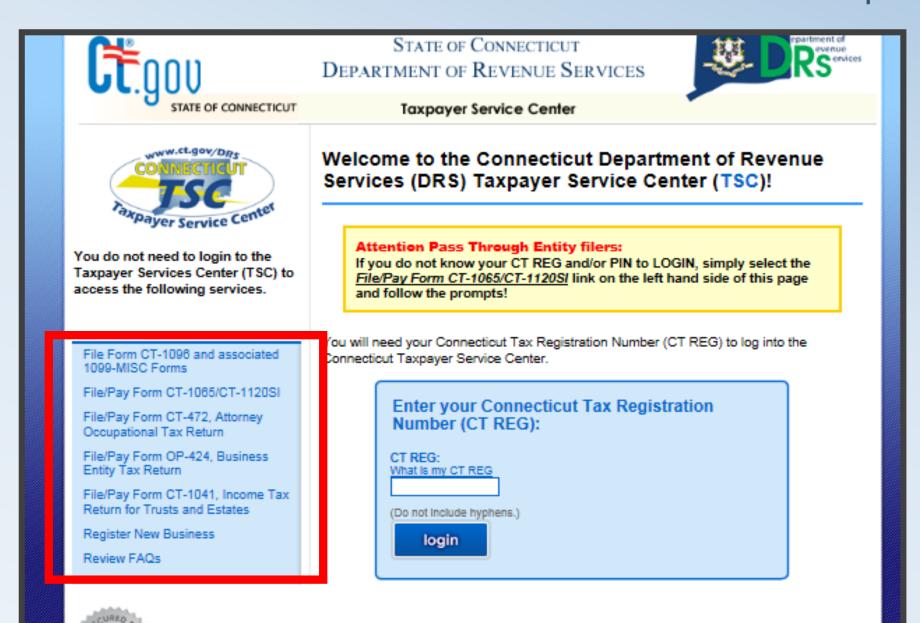
Make Payment Only

Cancel Payment

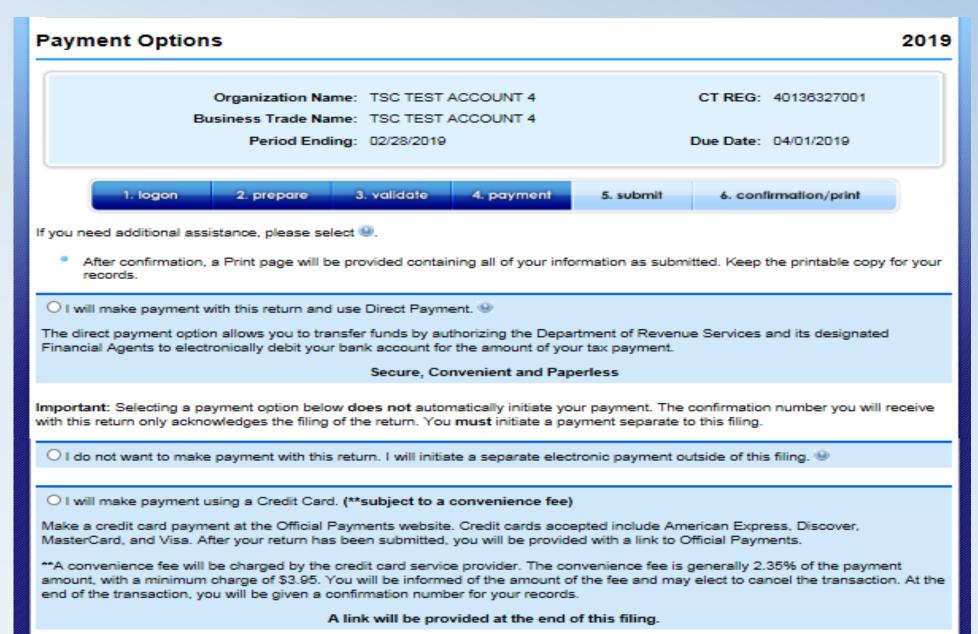
Update Bank Information

Make Payment by Credit Card

## TSC functions that CAN be filed without a User ID and password.



## **Payment Options**



The Direct Payment Option allows you to transfer funds by authorizing the Department of Revenue Services and its designated Financial Agents to electronically debit your bank account for the amount of your tax payment on the date you choose. Simply verify that your banking information is correct, choose the payment date, and agree to the terms and conditions. For payments that are considered late, the requested payment date will be set to the earliest possible date and cannot be changed.

#### Debit Block Codes:

back

A debit block is when you have notified your bank or financial institution to reject all debit requests against your account unless you have provided a specific "debit block code". For more information and a listing of debit block codes, click here.  Account Information			
Check this be Pay to the Order of: Commissioner of Re For: Payment of Connecticut Taxes Account Type: Routing Number: Account Number: Re-enter Account Number: Where are my routing and account number	<ul><li>Checking Savings</li><li>123456780</li><li>123456</li><li>123456</li></ul>	our account inform	Testers Bank
Will the funds for this payment come from an account <u>outside</u> the United States? Yes O No			
Amount Due: Amount of Tax Payment: Due Date: Requested Payment Date:			\$ 3,422.00 \$ 3,422.00 04/01/2019 03/21/2019 F Example: mm/dd/yyyy
Note: Payment of less than the full amount may result in penalty and interest charges.			

next



- www.ct.gov/TSC
- 1-860-297-4973
- Ct.efile@po.state.ct.us

