

TAXPAYER SERVICE CENTER (TSC) ELECTRONIC FILING AND PAYMENT INSTRUCTIONS



portal.ct.gov/TSC

ELECTRONICALLY FILE YOUR:

- AMBULATORY SURGICAL CENTER GROSS RECEIPTS TAX
- ADMISSIONS AND DUES TAX RETURN
- ATTORNEY OCCUPATIONAL TAX RETURN
- BEVERAGE CONTAINER DEPOSIT REPORT
- BUSINESS USE TAX RETURN
- CORPORATION BUSINESS TAX
- ELECTRONIC CIGARETTE PRODUCTS TAX
- HOSPITAL PROVIDER USER FEE
- INCOME TAX RETURN FOR TRUSTS AND ESTATES
- INTERMEDIATE CARE FACILITY PROVIDER USER FEE
- NURSING HOME PROVIDER USER FEE
- PASS-THROUGH ENTITY TAX RETURN
- PREPAID WIRELESS E 9-1-1 FEE
- ROOM OCCUPANCY RETURN
- SALES AND USE TAX RETURN
- TRANSPORTATION NETWORK COMPANY FEE
- WITHHOLDING COUPON PAYMENTS (PAYROLL AND NONPAYROLL)
- WITHHOLDING RECONCILIATIONS (PAYROLL AND NONPAYROLL)

Log On • Prepare • Validate • Payment • Submit • Confirmation

Step 1: Log On

Enter your Connecticut Tax Registration Number. When accessing the **TSC** for the first time, you will be prompted to use your preassigned Personal Identification Number assigned by the Department of Revenue Services (DRS) (sent in a separate mailing from your registration confirmation) or to provide information from a previously-filed return.

Remember, you may have different tax registration numbers for your business. As an example, your Sales and Use Tax registration number may end in -001 while your Withholding Tax registration number may end in -000.

The first time you log on, you will be asked to become the administrator for this account. You will be prompted to create a user ID and a password. The password is case sensitive and must be between six and thirty characters long. The password must have at least two of the following character types: letters, numbers, or special characters.

On subsequent visits, you will simply enter your tax registration number on the **TSC Welcome Page** and enter the user ID and password you created.

As the **TSC** administrator you have the authority to change passwords, file tax returns, and monitor the account. You also have the ability to provide other users with certain limited access rights. For example, you could designate one user to file returns for one tax type and another user to file returns for other tax types.

Step 2: Prepare

From the **TSC Main Menu**, choose the type of transaction or inquiry you want to perform. Follow the instructions for that return or transaction. The **TSC** prompts you to enter required information and performs some calculations for you.

Step 3: Validate

The **TSC** will validate all entries you make and allow you to edit any entries if necessary.

Step 4: Payment

If you owe tax, you may pay electronically by Electronic Funds Transfer (EFT) using the Automated Clearing House (ACH) Debit method through the **TSC**, the ACH Credit method through your financial institution, or by credit card.

ACH Debit

The first time you pay by ACH Debit using the **TSC**, you will be asked to provide the bank routing transit number, your bank account number, and indicate the type of account. See the sample check below.

YOUR NAME 09-99 1026
123 Your Street
Your Town, YS 123456 99-9/999 XX
999
Pay to the Order of \$ DOLLARS
YourBank
For
123456789 12345678901 1026
ABA or Bank Routing Number Bank Account Number Check Number

You may elect to have the amount due withdrawn from your bank account at a future date, but no later than the due date of the return. You may enter a payment date other than the displayed default date. Unless it is a late filed return and payment.

Your transaction must be initiated on or before Midnight of the day the tax is due.

ACH Credit

To use this method you must pre-register by submitting **Form EFT-1, Authorization Agreement for Electronic Funds Transfer**, to DRS. If you are already registered for ACH Credit transactions with DRS you may continue to use that payment option to pay all taxes for which you are registered.

Credit Card / Debit Card

Follow the payment options link on the **TSC** to enter your credit card information. Credit and debit card transactions for the following taxes may be processed through our vendor, **Official Payments**:

- Admissions and Dues Taxes;
- Attorney Occupational Tax;
- Business Entity Tax;
- Business Use Tax;
- Corporation Business Tax;
- Pass-Through Entity Tax;
- Room Occupancy Tax; **and**
- Sales and Use Taxes.

If you elect to pay your tax liability using a credit card or comparable debit card, the service provider will charge you a convenience fee. You will be informed of the amount of the fee and may elect to cancel the transaction. At the end of the transaction, you will receive a confirmation number for your records and your payment will be effective on the date that you make the charge.

Step 5: Submit

When you complete a return or payment, you will be asked to agree to the terms and conditions. This becomes the legal signature.

Step 6: Confirmation

The **TSC** then provides you with a confirmation number. This confirmation number verifies your return or payment has been successfully filed.

You are given the option to print a copy of your return which includes your confirmation number. Keep your completed Connecticut business tax return(s) and any worksheets or other documentation with your records. **Do not mail the return or any attachments to DRS.**

Reminders

- After you receive a confirmation number for your tax return, you can return to the **TSC Main Menu** for more options.
- If your **TSC** session is idle for 20 minutes or more, the program will time out and you will lose all your information.
- Use the navigation buttons at the bottom of the **TSC** application to navigate. Do not use the *Back* or *Forward* buttons on your Web browser toolbar. If you use either of these buttons, your information will be lost and you will have to begin again.

Payment-Only Transactions

The **TSC** also allows payment-only transactions for taxpayers making payment for an existing bill or for tax due reported on a business tax return that cannot be filed electronically.

Follow these steps for a payment-only transaction:

1. On the **TSC Main Menu** under *Select a Payment Option*, choose *Make Payment Only*.
2. Select the tax type from the drop down box for the payment you are making.
3. Select the period ending date from the drop down box.
4. Enter the dollar amount of the payment and follow the prompts to initiate the payment.

For more information on filing and paying Connecticut taxes electronically, see **Informational Publication 2019(15), Filing and Paying Connecticut Taxes Electronically**.

Visit the DRS website at **portal.ct.gov/DRS** to access the **TSC**. For additional tax assistance, call DRS Monday through Friday, 8:30 a.m to 4:30 p.m. at **800-382-9463** (Connecticut calls outside the Greater Hartford calling area only) or **860-297-5962** (from anywhere).

TTY, TDD, and Text Telephone users only may transmit inquiries anytime by calling 860-297-4911. Taxpayers may also call 711 for relay services. A taxpayer must tell the 711 operator the number he or she wishes to call. The relay operator will dial it and then communicate using a TTY with the taxpayer.

E-Services Update

DRS **myconneCT** will replace the **TSC** as part of a multi-year, multi-phase project. Each year, additional tax types will be transitioned out of the **TSC** and into **myconneCT**. Using **myconneCT**, taxpayers will be able to file taxes, make payments, view filing history, and communicate with the agency simply and more efficiently on virtually any mobile device, including laptops, tablets, and smartphones, 24 hours a day, 7 days a week. For updated information as to the progress of this project and the transition schedule for specific taxes, please visit the DRS website at **portal.ct.gov/DRS-myconneCT**.

