BTExpress™ User Guide

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Preface

This manual provides the information necessary for using BTExpress.

Section Contents

This manual contains the sections outlined in the following table.

Section	Description
Welcome to BTExpress	This section describes BTExpress and helps you get started using BTExpress.
Getting a New Business Tax Account	This section describes how to apply for a new Business Tax account.
Updating Your Business Tax Account	This section describes how to request a change to your Business Tax account.

Document Conventions

This manual assumes you have a working knowledge of the internet browser application and are familiar with its basic functions.

As with most applications, there are often several ways to perform the same function in BTExpress. For example, it may be possible to use the shortcut keys, keyboard keys, or mouse to select an item or to indicate the action you want to take. The instructions in this manual do not assume any one of these methods. When the instructions use the term "select," you can use whichever method you prefer for choosing the specified item.

To help you locate and understand information easily, this manual uses the following convention:

Text Convention	Description
Bold text	Indicates tab names, page names, field names, button names, link names, and keys to be pressed.

1 Using BTExpress

Topics:

- Getting Started
- After Using BTExpress

You can use BTExpress to apply for a new Business Tax account and to request a change to your existing Business Tax account. The following sections explain how to use BTExpress.

- If you have never used BTExpress before, you can get an overview of how it works.
- If you do not have an existing Business Tax account with the county Tax Collector's office or you have another business to register, you will need to apply for a Business Tax account.
- If you have an existing Business Tax account with the county Tax Collector's office and something has changed for your account, you will need to request a change to your account.

Getting Started

You must have a business located in the county in order to use BTExpress. You will need to know information about the business to answer the questions in BTExpress. For example, BTExpress will ask you to review a list of statements that apply to the business and select "True" or "False". BTExpress will also ask for information such as the Federal Employer Identification Number (EIN) or Social Security Number (SSN) associated with the Business Tax account, and for an email address that BTExpress will use to send you confirmation and application status emails.

Please note that you cannot save your application in BTExpress and return to it later. If you abandon your application before submitting it and your browser session expires before you return to the application, you will lose all the information you have entered and you will have to start over.

You can only use BTExpress to request a new Business Tax account or modify specific information for an existing Business Tax account. If you need additional assistance with your account, please contact the county Tax Collector's office.

Related Links

After Using BTExpress on page 2

After Using BTExpress

Once you have applied for a new Business Tax account or have requested a change to an existing Business Tax account, you will receive an email from BTExpress asking you to confirm the application. You must confirm the application by clicking the provided link in the email before the application can be reviewed by the county.

BTExpress will send you an email once the county has approved or rejected your application. If your application was rejected, the email will explain why the county rejected it. If your application was approved, the email will list the required documentation you need to submit to the county (if you did not already submit the documents through BTExpress). You will also need to pay any fees to the county; you can pay in the Tax Collector's office or online by accessing your Business Tax account at https://hillsborough.county-taxes.com/public.

Once you have submitted the required documentation and paid the balance on your Business Tax account, the county will print a new Business Tax Receipt for you. You will receive your Receipt in person if you completed all the requirements and made your payment (if necessary) in the Tax Collector's office; otherwise, you will receive your Receipt through the mail after you have submitted all necessary documents and payment. If you submitted a request for a change to an existing Business Tax account, the county will only print a new Business Tax Receipt if the change you submitted affects something on the printed Receipt. For example, if the business name or address changed, then the county would print a new Business Tax Receipt to reflect that change.

2 Getting a New Business Tax Account

Topics:

- Applying for a New Business Tax Account

You can get a new Business Tax account by applying through BTExpress. The following section explains the process of applying for a new Business Tax account.

Applying for a New Business Tax Account

PREREQUISITE

You must have a business that has not been registered with the county in order to apply for a new Business Tax account.

OVERVIEW

You can apply for a new Business Tax account using BTExpress. You need to apply for an account in order to get a Business Tax Receipt.

NOTE: *If something has changed for your existing Business Tax account, you do not have to apply for a new Business Tax account. You can request a change to your Business Tax account.*

Use the following steps to apply for a new Business Tax account.

TASK

1. Using your web browser, go to BTExpress using the following URL:

https://hillsborough.county-taxes.com/btexpress

STEP RESULT: BTExpress displays a screen similar to the following:

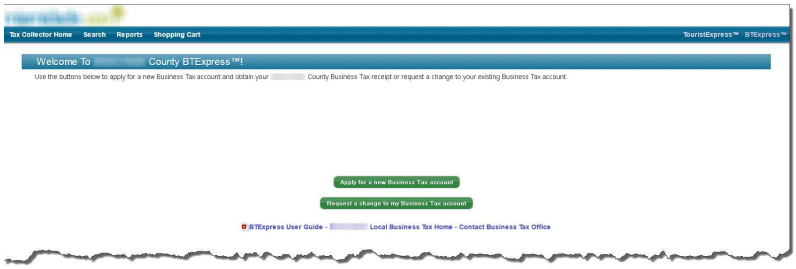

Figure 2-1: BTExpress displays the county BTExpress home page. The screen you see may vary from the screenshot displayed here.

2. Click **Apply for a new Business Tax account**.

STEP RESULT: BTExpress displays a screen similar to the following:

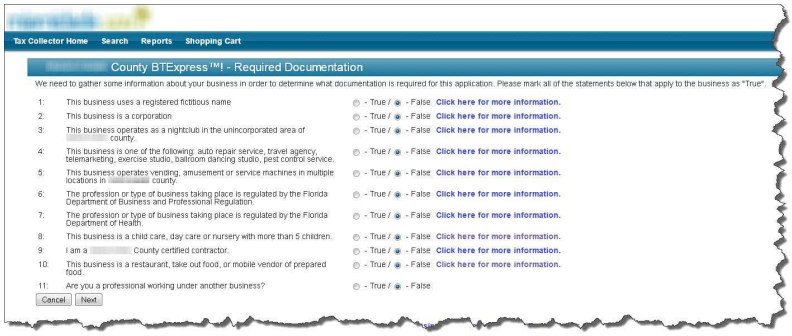

Figure 2-2: BTExpress displays the **Required Documentation** page, where BTExpress determines what documentation is required for this application. The screen you see may vary from the screenshot displayed here.

3. Select **True** or **False** for each statement about your business. For more information about a specific statement, click **Click here for more information** (a new browser tab or window will open). When you are finished, click **Next**.

   STEP RESULT: BTExpress displays a screen similar to the following:

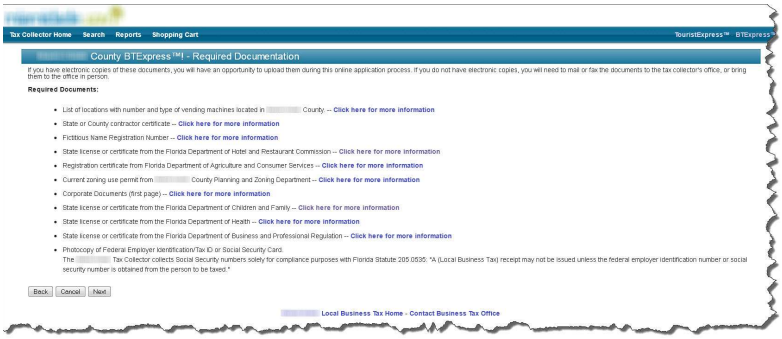

Figure 2-3: BTExpress displays the **Required Documentation** page, where BTExpress lists the required documentation for this application. The screen you see may vary from the screenshot displayed here.

4. Review the list of required documents for this application. You will need to submit these documents through BTExpress (this option is provided later on in the process) or through mail, fax, or in person at the county Tax Collector's office. For more information about a specific required document, click **Click here for more information** (a new browser tab or window will open). When you are finished, click **Next**.

   STEP RESULT: BTExpress displays a screen similar to the following:

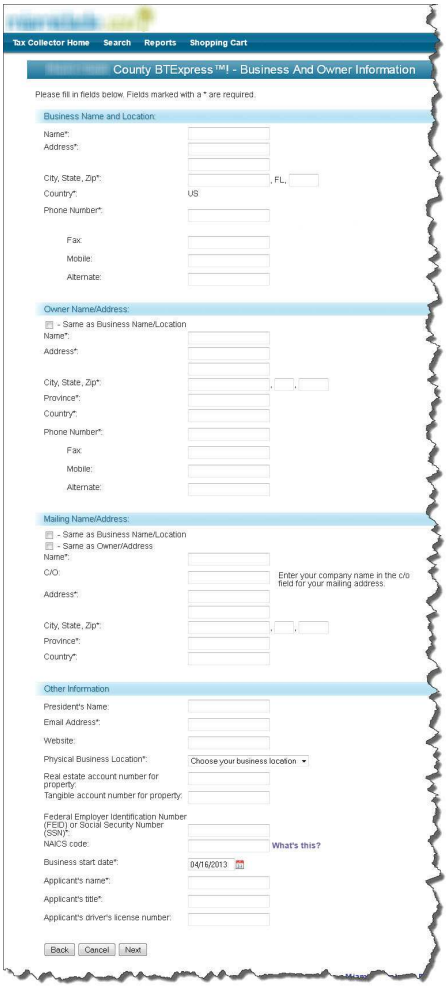

Figure 2-4: BTExpress displays the **Business And Owner** page, where BTExpress asks for name and address information, as well as other information, for this business. The screen you see may vary from the screenshot displayed here.

5. Enter the business name and location, owner name and address, mailing name and address, and other required information. When you are finished, click **Next**.

STEP RESULT: BTExpress displays a screen similar to the following:

Figure 2-5: BTExpress displays the **Fictitious (DBA)** page, where BTExpress asks you to specify whether this business operates under a fictitious name. The screen you see may vary from the screenshot displayed here.

6. Indicate whether the business has a registered fictitious name and fictitious name registration number, or if the business does not require a fictitious name. A fictitious name is a name assumed by a business that operates under a name other than their own; a fictitious registration number is a number assigned to the business' fictitious name. When you are finished, click **Next**.

   STEP RESULT: BTExpress displays a screen similar to the following:

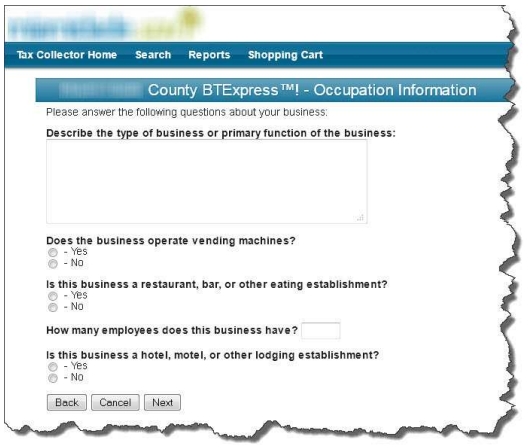

Figure 2-6: BTExpress displays the **Occupation Information** page, where BTExpress asks you to provide information about the primary function of this business and other details. The screen you see may vary from the screenshot displayed here.

7. Enter the business information.
8. Click **Next**.

   STEP RESULT: BTExpress displays a screen similar to the following:

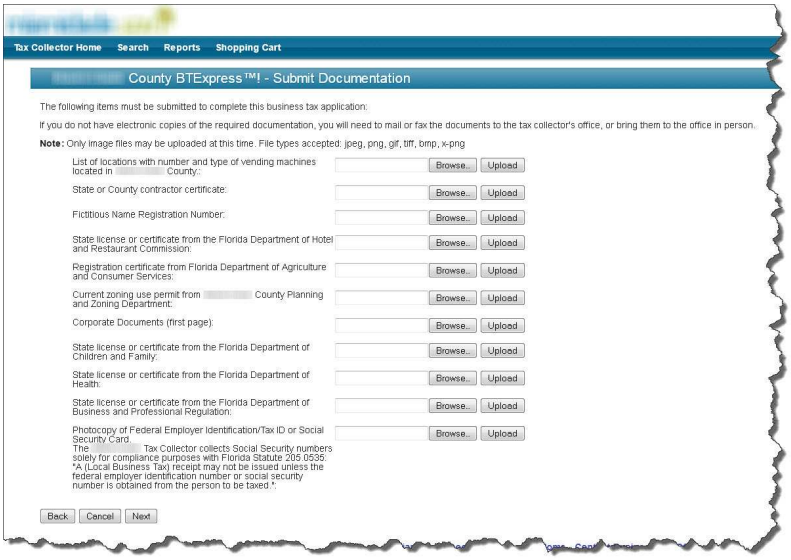

Figure 2-7: BTExpress displays the **Submit Documentation** page. BTExpress lists the documents required for this application. Only image files of the documents can be uploaded through BTExpress. If you do not have electronic copies of the documents, you must mail, fax, or bring the documents to the county Tax Collector's office. The screen you see may vary from the screenshot displayed here.

9. If you have an electronic copy of a document listed on the **Submit Documentation** page, and the document is saved as an image file, then you can upload the document to your application by clicking **Browse**. Select the document. Click **Upload** next to the document on the **Submit Documentation** page. If you have additional documents to upload, you must repeat these steps for each document you want to upload through BTExpress. If you want to delete an uploaded document, click **Delete** next to the document to remove it from your application. When you are finished, click **Next**.

ADDITIONAL INFORMATION: Uploading documents through BTExpress is optional; however, if you choose not to or cannot upload the required documents for your application through BTExpress, you must submit them through mail, fax, or in person in order to receive your new Business Tax Receipt.

STEP RESULT: BTExpress displays a screen similar to the following:

Figure 2-8: BTExpress displays the **Affidavit** page. You must agree to this affidavit in order to submit your application to the county. The screen you see may vary from the screenshot displayed here.

10. Read the affidavit and choose one of the following options:

    - **I Agree** - You agree to the affidavit. This will submit your application to the county.
    - **Back** - You need to revise information on your application before agreeing to the affidavit and submitting your application.
    - **Cancel** - You do not agree to the affidavit or you do not want to submit your application to the county. BTExpress confirms you want to cancel this Business Tax application. Click **OK**. This will cancel your application.

    STEP RESULT: If you click **I Agree**, BTExpress displays a screen similar to the following:

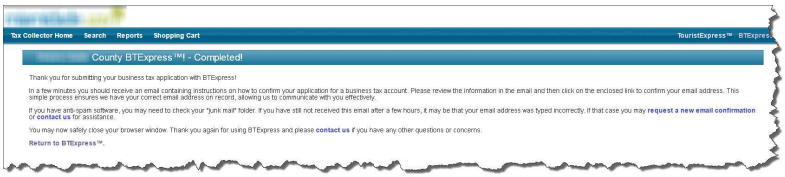

    Figure 2-9: BTExpress displays the **Completed** page, confirming that your application has been submitted to the county and explaining the next steps. The screen you see may vary from the screenshot displayed here.

11. Remain on the **Completed** page until you receive an email from BTExpress containing instructions on how to confirm your Business Tax application (you should receive this email after a few minutes); you may need to open your email client in a separate browser tab or window. Please review the information in the email and then click on the enclosed link to confirm your email address and allow the county to review your application for approval.

    ADDITIONAL INFORMATION: If you have anti-spam software, you may need to check your "junk mail" folder. If you have still not received this email after a few hours, you may request a new email confirmation by clicking **request a new email confirmation** on the **Completed** page. If you have navigated away from the **Completed** page or need additional assistance, contact the county Tax Collector's office.

RESULT

The county will review your confirmed application and approve or reject it. You will receive an email from BTExpress with the status of your application. If the county rejected your application, the email will include the reason the county chose to reject the application.

If the county approved your application, the email will ask you to review your new Business Tax account online at https://hillsborough.county-taxes.com/public. You should review your account to make sure all the information is correct. If there is any incorrect information, please contact the county Tax Collector's office. The email will also list the required documents that you must submit before the county will give you a new Business Tax Receipt. These items must be submitted through mail, fax, or in person at the county Tax Collector's office.

You will also need to pay for your new Business Tax Receipt. You can pay the amount due at the county Tax Collector's office or by accessing your Business Tax account online at https://hillsborough.county-taxes.com/public.

AFTER COMPLETING THIS TASK

Once you have submitted all of the required documentation and have paid the balance due on your account, the county will give you a Business Tax Receipt to display at your place of business.

Related Links

Updating Your Business Tax Account on page 13

3 Updating Your Business Tax Account

Topics:

- Requesting a Change to Your Business Tax Account

You can update your Business Tax account by applying through BTExpress. The following section explains the process of applying for a change to your Business Tax account.

Requesting a Change to Your Business Tax Account

PREREQUISITE

You must have a Business Tax account registered with the county in order to request a change to your account.

OVERVIEW

You can request a change to your existing Business Tax account using BTExpress. If the change to the account also requires an update on the printed Business Tax Receipt (for example, a change to the business name or location), the county will print a new Business Tax Receipt for you.

Use the following steps to request a change to your Business Tax account.

TASK

1. Using your web browser, go to BTExpress using the following URL:

   https://hillsborough.county-taxes.com/btexpress

   STEP RESULT: BTExpress displays a screen similar to the following:

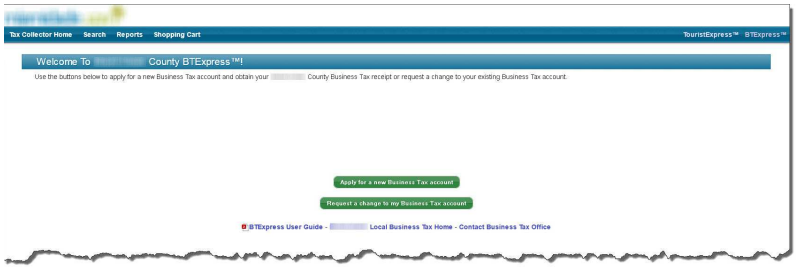

   Figure 3-1: BTExpress displays the county BTExpress home page. The screen you see may vary from the screenshot displayed here.

2. Click **Request a change to my Business Tax account**.

   STEP RESULT: BTExpress displays a screen similar to the following:

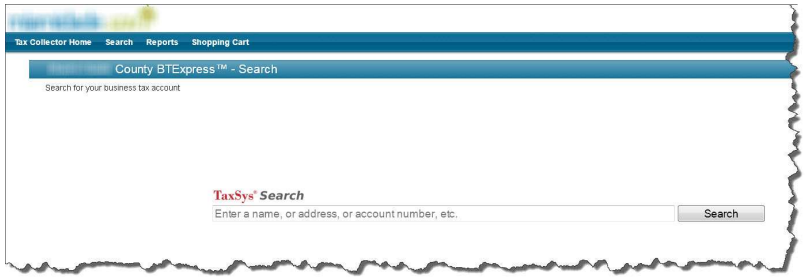

Figure 3-2: BTExpress displays the **Search** page, where you can search for your Business Tax account. The screen you see may vary from the screenshot displayed here.

3. Enter information associated with your Business Tax account, such as a name, address, or account number, in the **TaxSys Search** box. Click **Search**.

   STEP RESULT: BTExpress displays a screen similar to the following:

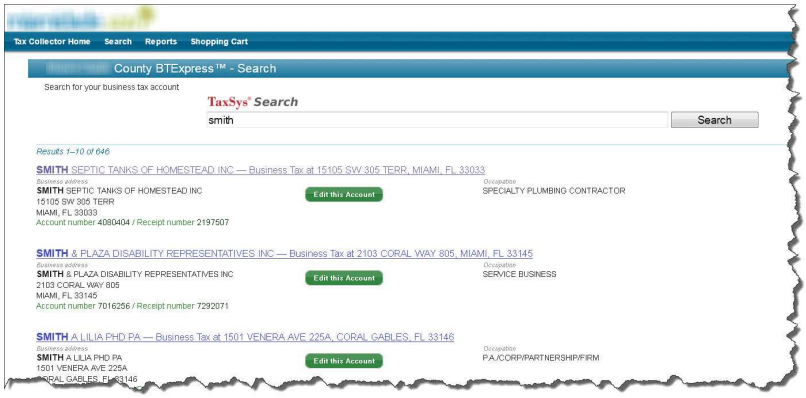

Figure 3-3: BTExpress displays the **Search** page, where you can view the results of your search criteria. The screen you see may vary from the screenshot displayed here.

4. Find your Business Tax account and click **Edit this Account**.

   STEP RESULT: BTExpress displays the following dialog box.

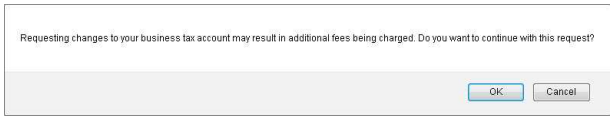

Figure 3-4: BTExpress confirms that you want to make a change to your Business Tax account even if the county may charge you a fee for making the change.

5. The county may charge you a fee for changing any of the following information for your Business Tax account:

   - Business name/address
   - Owner name/address
   - Mailing name/address

   ADDITIONAL INFORMATION: If you want to know how much you may be charged for the changes you want to make to your account, please contact the county Tax Collector's office.

6. Click **OK**.

   STEP RESULT: BTExpress displays a screen similar to the following:

Figure 3-5: BTExpress displays the **Verify Your Identity** page, where you must prove (by having access to the SSN/EIN associated with this account) that you are allowed to request a change to this Business Tax account. The screen you see may vary from the screenshot displayed here.

7. Enter the Social Security Number (SSN) or Federal Employer Identification Number (EIN) associated with this Business Tax account. Please note that this information is protected under confidentiality laws of the State of Florida. When you are finished, click **Next**.

STEP RESULT: BTExpress displays a screen similar to the following:

Figure 3-6: BTExpress displays the **Required Documentation** page, where BTExpress determines what new documentation is now required for this Business Tax account due to any change to the business. The screen you see may vary from the screenshot displayed here.

8. Select **True** or **False** for each statement about the change to your business. For more information about a specific statement, click **Click here for more information** (a new browser tab or window will open). When you are finished, click **Next**.

STEP RESULT: BTExpress displays a screen similar to the following:

Figure 3-7: BTExpress displays the **Required Documentation** page, where BTExpress lists the additional required documentation for this Business Tax account due to a change to the account. The screen you see may vary from the screenshot displayed here.

9. Review the list of required documents for this application. You will need to submit these documents through BTExpress (this option is provided later on in the process) or through mail, fax, or in person at the county Tax Collector's office. For more information about a specific

required document, click **Click here for more information** (a new browser tab or window will open). When you are finished, click **Next**.

STEP RESULT: BTExpress displays a screen similar to the following:

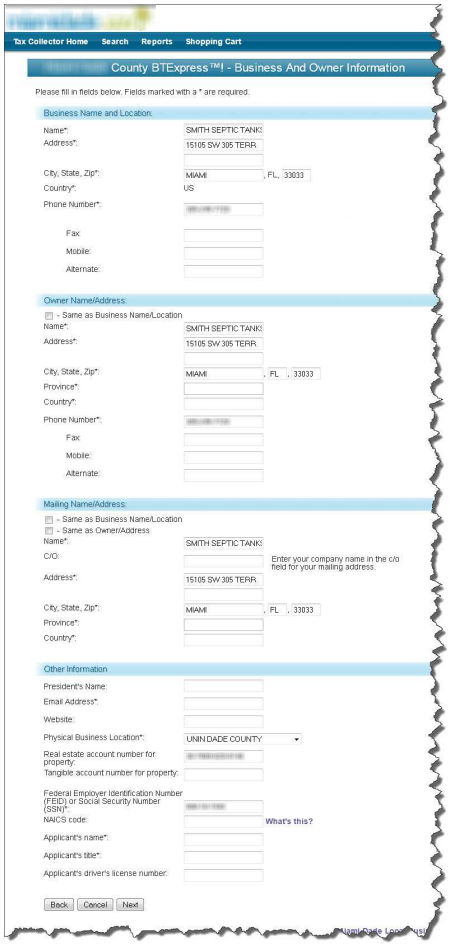

Figure 3-8: BTExpress displays the **Business And Owner** page, where BTExpress asks for any updates to the name and address information, as well as other information, for this business. The screen you see may vary from the screenshot displayed here.

10. Enter any updates to the business name and location, owner name and address, mailing name and address, and other required information. Make sure all of the information on the page is correct and there is nothing missing. Even if you do not need to enter any changes to this section, you must enter the following information: Email address, Applicant's name, Applicant's title. When you are finished, click **Next**.

STEP RESULT: BTExpress displays a screen similar to the following:

Figure 3-9: BTExpress displays the **Fictitious (DBA)** page, where BTExpress asks you to specify whether this business operates under a fictitious name. The screen you see may vary from the screenshot displayed here.

11. Click **Next**.

STEP RESULT: BTExpress displays a screen similar to the following:

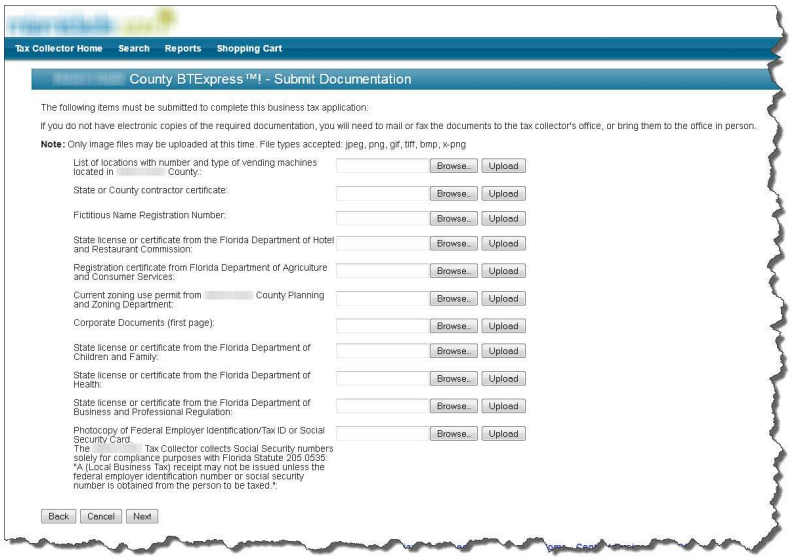

Figure 3-10: BTExpress displays the **Submit Documentation** page. BTExpress lists the documents required for this application. Only image files of the documents can be uploaded through BTExpress. If you do not have electronic copies of the documents, you must mail, fax, or bring the documents to the county Tax Collector's office. The screen you see may vary from the screenshot displayed here.

12. If you have an electronic copy of a document listed on the **Submit Documentation** page, and the document is saved as an image file, then you can upload the document to your application by clicking **Browse**. Select the document. Click **Upload** next to the document on the **Submit Documentation** page. If you have additional documents to upload, you must repeat these steps for each document you want to upload through BTExpress. If you want to delete an uploaded document, click

Delete next to the document to remove it from your application. When you are finished, click **Next**.

ADDITIONAL INFORMATION: Uploading documents through BTExpress is optional; however, if you choose not to or cannot upload the required documents for your application through BTExpress, you must submit them through mail, fax, or in person in order to receive your new Business Tax Receipt.

STEP RESULT: BTExpress displays a screen similar to the following:

Figure 3-11: BTExpress displays the **Affidavit** page. You must agree to this affidavit in order to submit your application to the county. The screen you see may vary from the screenshot displayed here.

13. Read the affidavit and choose one of the following options:

- **I Agree** - You agree to the affidavit. This will submit your application to the county.
- **Back** - You need to revise information on your application before agreeing to the affidavit and submitting your application.
- **Cancel** - You do not agree to the affidavit or you do not want to submit your application to the county. BTExpress confirms you want to cancel this Business Tax application. Click **OK**. This will cancel your application.

STEP RESULT: If you click **I Agree**, BTExpress displays a screen similar to the following:

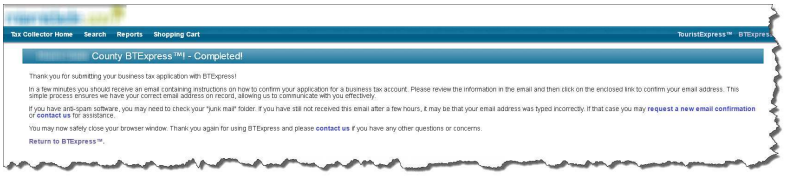

Figure 3-12: BTExpress displays the **Completed** page, confirming that your application has been submitted to the county and explaining the next steps. The screen you see may vary from the screenshot displayed here.

14. Remain on the **Completed** page until you receive an email from BTExpress containing instructions on how to confirm your Business Tax application (you should receive this email after a few minutes); you may need to open your email client in a separate browser tab or window. Please review the information in the email and then click on

the enclosed link to confirm your email address and allow the county to review your application for approval.

ADDITIONAL INFORMATION: If you have anti-spam software, you may need to check your "junk mail" folder. If you have still not received this email after a few hours, you may request a new email confirmation by clicking **request a new email confirmation** on the **Completed** page. If you have navigated away from the **Completed** page or need additional assistance, contact the county Tax Collector's office.

RESULT

The county will review your confirmed application and approve or reject it. You will receive an email from BTExpress with the status of your application. If the county rejected your application, the email will include the reason why your application was rejected.

If the county approved your application, the email will ask you to review your updated Business Tax account online at https://hillsborough.county-taxes.com/public. You should review your account to make sure all the information is correct. If there is any incorrect information, please contact the county Tax Collector's office. The email will also list the required documents that you must submit to the county. These items must be submitted through mail, fax, or in person at the county Tax Collector's office.

If the county charged you for the change to your Business Tax account, you will also need to pay a fee. You can pay the amount due at the county Tax Collector's office or by accessing your Business Tax account online at https://hillsborough.county-taxes.com/public.

AFTER COMPLETING THIS TASK

If the change to your account meant that the county had to print a new Business Tax Receipt, then once you have submitted all of the required documentation and have paid the balance due on your account, the county will give you a new Business Tax Receipt to display at your place of business.