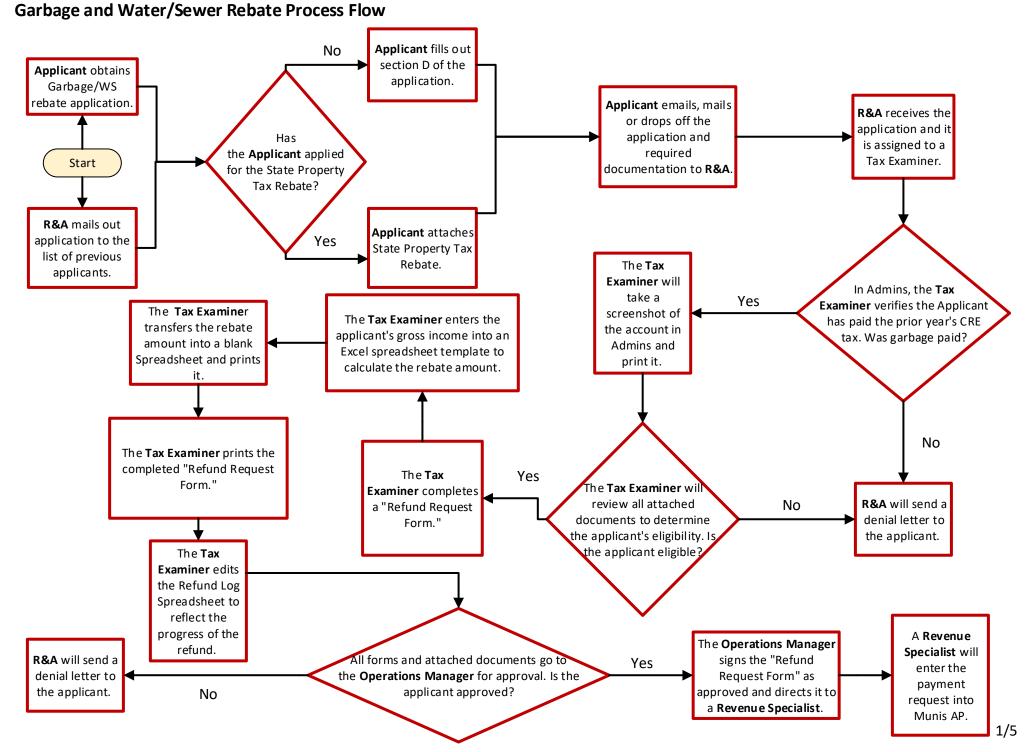
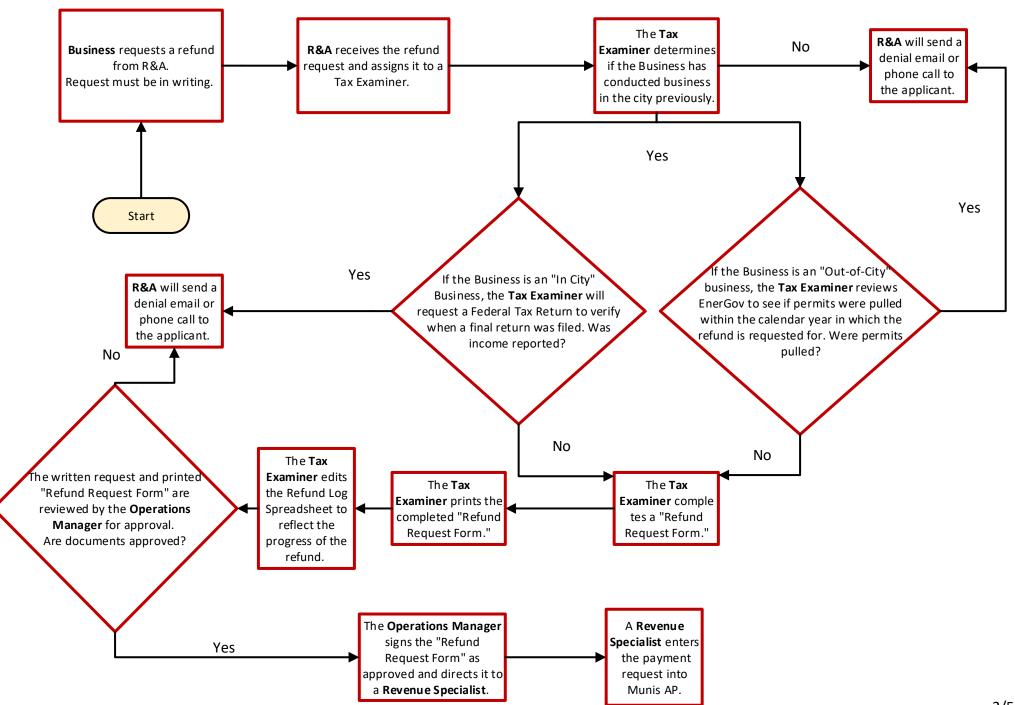
City of Allentown Bureau of Revenue & Audit



City of Allentown Bureau of Revenue & Audit Business License Refund Process Flow



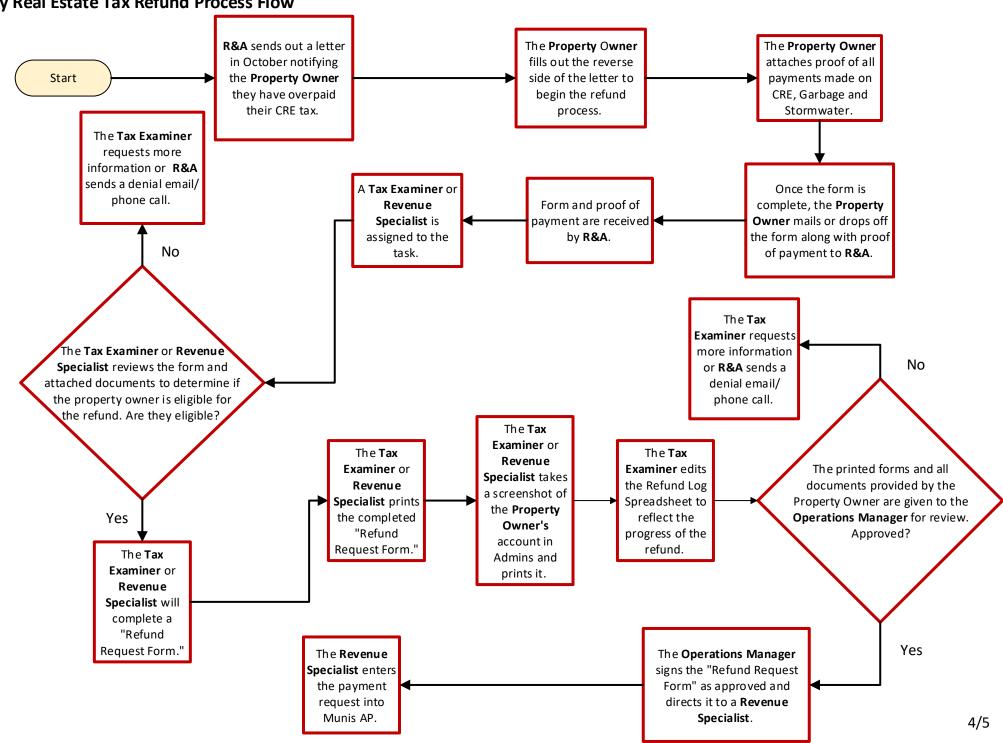
City of Allentown **Bureau of Revenue & Audit Business Privilege Tax Refund Process Flow** Entity mails, **Entity** supplies R&A with **Entity** attaches emails, or drops Entity submits a off request and all account numbers, proof of all BPT refund property addresses, additional payment on request to R&A. business or owner name. BPT. information to R&A. If the **Entity** wants their **R&A** receives Start The Operations Manager The refund request and all BPT credited to the will edit the BPT detail request is additional following year, they must screen in Admins to reflect assigned to a required specify this in their the correct BPT amount. Tax Examiner. information. request. **Credit Request Refund Request** If the **Entity** requests their refund to be credited, the **Tax** The Tax Examiner The Tax Yes Yes he **Tax Examiner** reviews all The **Tax Examiner** will forward all **Examiner** prints edits the Refund Log documents and the request **Examiner** fills documents and the request to the completed Spreadsheet to reflect provided by the entity. Is the out a "Refund the Operations Manager, "Refund the progress of the highlighting where the entity entity eligible? Request Form". Request Form." refund. would like their refund credited. No The printed forms and all R&A will send a No documents provided by the **Tax Examiner** denial email or taxpayer are given to the will provide phone call to Operations Manager for review. the applicant. Are documents approved? proof of the transfer to the entity either by mail, email or in The **Revenue** The Operations Manager person. Yes signs the "Refund **Specialist** enters the payment Request Form" as request into Munis approved and directs it to

a Revenue Specialist.

AP.

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City of Allentown Bureau of Revenue & Audit City Real Estate Tax Refund Process Flow



City of Allentown Bureau of Revenue & Audit Accounts Payable Process Flow

