



# FAQ eGovern

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## **I'm having problems with the system not working properly. What can I do?**

Enable JavaScript on your current browser or try another web browser. JavaScript must be enabled for eGovern to work. A quick web search will provide instructions for enabling JavaScript in your browser. If that doesn't work, please call us between 8 am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901.

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## **I reset my password, but I can't get the new password to work.**

Unfortunately, our system doesn't tell you when you have entered a password that doesn't meet the required criteria; it simply doesn't work. Please be sure that your new password has the following:

- Starts with an Alpha Character
- Is between 8 and 16 characters long
- Contains at least one number, and
- Contains at least one special character. *Allowed characters are: !@#%&^\**

If you are still having problems and have already tried enabling JavaScript, please call the Sales Tax Office at 907-586-5215 ext. 4901 between 8 a.m. and 4:30 p.m., Monday through Friday.

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## It's telling me that my email address is already in use. What does this mean?

The eGovern system will only allow one online profile per email address. If you have multiple sales tax accounts that you would like to report under a single profile, please see the [instructions here](#). If you believe you received this notice in error, please call the Sales Tax Office at 907-586-5215 ext. 4901 between 8 am and 4:30 pm, Mon-Fri.

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## I'm on the home screen; where do I go from here?

From the home page, choose one of the following options

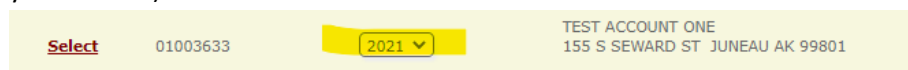
1. Online Services
  - "Make a payment"
    - To pay a past due balance – [instructions here](#)
    - To make a deposit payment – [instructions here](#)
    - To pay sales tax on a return that has already been filed – [instructions here](#)
  - "File my Sales Tax Return"
    - To file a current or past due sales tax return – [instructions here](#)
    - To renew your resale card – [instructions here](#)
2. Manage My Profile
  - To change your email address
  - To change your password
  - If you need to make other account changes, please contact the sales tax office between 8 am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)
3. User Guides
  - Contains links to Step-by-Step User Guides and Filing Instructions.
4. Reports
  - To view current or past years' sales tax filings – [instructions here](#)

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## I'm trying to file my return, but the Period Covered isn't available.

There are several reasons why the period you wish to file isn't showing up.

1. You may have selected the wrong filing year. Be sure to select the appropriate filing year for the return. (i.e., 4Q returns should be filed in the year 2021, even if the current calendar year is 2022)



2. The sales tax office already has a return on file for this filing period. If you believe that this is in error, please contact the sales tax office between 8 am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)

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## **I keep getting a “Please enter a value” error.**

The sales tax return has two required fields; both must have a number entered to proceed to the next screen. Those fields are “Gross Sales” and “\$30 Optional Discount.” If you do not wish to take the discount or are not eligible for one, you can put a zero in that box.

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## **I didn’t have any business activity during the filing period. How do I report that online?**

Follow the instructions to file a return. In both the gross sales box and the timely discount box, put zero. Then, continue through the process to submit your return.

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## **My sales tax amount due is a negative number. What should I do?**

Your sales tax amount due should NEVER be a negative number. If you haven’t submitted your return, please return to the first entry page and review your reported sales tax numbers. Here are some items to review:

- Is your gross sales amount on line one equal to, or greater than, the total exemptions listed on line three?
- Have you entered any exemptions as negative numbers?
  - Sales tax exemptions cannot be a negative amount. If you need to correct a prior filing, see the [instructions for filing an amended return](#).
- Did you claim an exemption when you shouldn’t have?
  - Sometimes, merchants are confused by the Resale of Goods and Resale of Services exemption line. These lines are not meant to report your sales of goods or services; they should all be included in your Gross Sales on line one. All the amounts listed in lines 2A-2G5 should be sales **exempt from tax**.
- Still having problems? Contact the sales tax office before submitting your return between 8 am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)

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## **I’m not sure what exemption codes to use. Where can I find that information?**

You can find a list of our exemption codes here: [Link to Exemption Codes](#)

If you need more detailed information about a specific exemption, check out our [Sales Tax Guidelines](#) or contact the sales tax office between 8 am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)

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## **I can’t get the optional discount to work/the optional discount is greyed out.**

Because the discount is optional, you have to opt into taking it by entering the discount amount on your sales tax return. Enter your discount amount on line six (6) of the sales tax return on the data entry page (before selecting continue.)

If you are on the page where all the boxes are greyed out, then you have gone one page too far. Please select “Previous” at the bottom of the page and enter the discount amount on line six (6) before clicking continue.

3. TOTAL EXEMPT SALES	\$0.00
4. NET TAXABLE SALES	\$1,000.00
5. SALES TAX	\$50.00
6. OPTIONAL DISCOUNT	

If you see this, go back one step and enter discount here

3. TOTAL EXEMPT SALES	
4. NET TAXABLE SALES	1,000.00
5. SALES TAX	50.00
6. OPTIONAL DISCOUNT	

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### I made a mistake on my return and have already submitted it. How can I correct this filing?

Once an online return has been submitted, you cannot change that filing from the online portal. Please send in an amended return:

1. Go here to [download a fillable PDF](#) version of our filing form
2. Enter the corrected sales tax information (as it should have been originally filed), sign, and date.
3. Write “Amended Return” on the top and bottom of the form
4. Submit the return to the Sales Tax Office
  - Mail to [155](#) Heritage Way, Juneau, AK 99801
  - Email to [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org) (only if no payment is required)
  - Multiple drop box locations in Juneau
  - In-person at City Hall, 155 Heritage Way

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### I want to pay an amount different from the amount listed under “Make a Payment.”

You can change your payment amount during the second step of the payment process.

1. Select the amount shown for the filing period you wish to pay.

	Type	Due Date	Amount	Select
Self Reported Tax	Amount		\$50.00	<input checked="" type="checkbox"/>
Account Number 01003633 Year 2021 Monthly Period 9	Discount		(\$30.00)	<input type="checkbox"/>
	<b>Total Amount:</b>		<b>\$20.00</b>	

2. Click Next Step
3. In the “Amount to Pay” box, type in your payment amount and click next step.

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### Do I have to pay online to get a timely discount?

No. The timely discount is tied to filing a return, not to making a payment. Here are the steps to taking the sales tax optional timely discount:

1. File your return [online](#) by the filing deadline.
2. Be sure to enter the discount amount on line six (6) of the sales tax reporting form.
3. Pay the sales tax amount due, by any method, before the filing deadline.

#### Payment options include:

- a. Mailing a paper check. *US Postmark will determine the date of payment.*
- b. Making an online payment. *The online date stamp will determine the date of payment.*

- c. Placing a check or money order in a CBJ lockbox at one of the following locations around Juneau. (*Write your sales tax account number and filing period on your payment.*)
  - i. SuperBear
  - ii. IGA
  - iii. City Hall
- d. Bringing your payment to the CBJ Payment Office, Mon-Fri from 8 am to 4:30 pm

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### **I forgot to print my return before submitting it. How can I get a confirmation?**

You can find copies of all the returns you submitted under Reports. Please follow [these instructions](#).

Please Note the following:

- The report feature can take up to one (1) minute to populate the requested reports. Please be patient.
- The report pulls all periods from the requested filing year beginning with quarter one. If you don't see the filing period you are looking for, please download a PDF version of the forms using the printer icon. As you page down, you will see the remaining periods filed.
- If you have linked multiple accounts to your profile, the reports feature will pull all the reports for the requested year for ALL LINKED ACCOUNTS.

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### **I have more than one sales tax account. Can I file for multiple accounts under the same profile?**

Yes, we can connect up to five (5) additional accounts to your online profile. However, you must be authorized on each account before they can be linked. Please contact the CBJ Sales Tax office at 907-586-5215 ext. 4901, and we would be happy to help you with this process.

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### **I need to change my contact information. Can I do that online?**

You **cannot** update your contact information online. You can use [this form](#) to update your name or mailing address. You can also contact the Sales Tax office directly if you need to update any of the following information:

- Mailing Address
- Business Name
- Contact Name
- Contact Phone Number
- User Name

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**I want to close my CBJ Sales Tax account. How can I do that?**

To close your CBJ Sales Tax account, please fill out [this form](#) and email or mail it to our office. Our email address is [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org).

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**I'm having trouble creating a profile. What should I do?**

Please follow [these instructions](#). If your sales tax account number starts with a zero (0), please include the leading zero when attempting to link your account.

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