

**Beginning October 24, 2023**, legislative inquiries that are emailed to the department's current legislative email account will be processed through a new secure email response system. The email address used for submissions ([revlegis@pa.gov](mailto:revlegis@pa.gov)) will remain the same; however, the method in which you view responses to those submissions will look slightly different. This new process will help to expedite the response time, provide better tracking of inquiries, and eliminate the need for multiple contacts. To ensure that your submissions are routed quickly and appropriately, we highly encourage you to use the steps below to confirm that your emails are properly formatted.

## REQUIRED EMAIL FORMAT

### SUBJECT LINE

The subject line of the email should start with one of the abbreviations listed below. Additionally, we suggest that you include the constituent's name and/or additional details for your reference later (ex. PIT - Bob Jones).


Tax Type/Program	Abbreviation
Personal Income Tax	<b>PIT</b>
Property Tax/Rent Rebate	<b>PTRR</b>
Sales Tax	<b>Sales</b>
Corporation Tax	<b>Corp</b>
Employer Withholding	<b>Emp</b>
New Business Registration	<b>Regis</b>
Tax Clearances	<b>Clearances</b>
Audit	<b>Audit</b>
Topic Not Listed	<b>Other</b>


### BODY OF THE EMAIL

The body of the message should contain the following information, to help us best serve your request.

<b>MESSAGE EXPLAINING THE ISSUE</b>	Our constituent is looking for the status of their PIT return. They filed in April and haven't received their refund yet.
<b>TAX YEAR or PERIOD IN QUESTION</b>	2022
<b>SSN, EIN, or PATH ID</b>	123-45-6789
<b>myPATH CONFIRMATION NUMBER (If known/Received when filing)</b>	
<b>CUSTOMER NAME (Taxpayer or business)</b>	Bob and Mary Jones
<b>ADDRESS (Used when filing)</b>	123 Main Street Anytown, PA 17128
<b>PHONE NUMBER and/or EMAIL (Used when filing)</b>	XXX-XXX-XXXX <a href="mailto:BobJones@email.com">BobJones@email.com</a>
<b>CURRENT ADDRESS (If different)</b>	
<b>CURRENT PHONE NUMBER and/or EMAIL (If different)</b>	


### EXAMPLE EMAIL



From 

jsmith@email.com

To

 [RV\\_revlegis](mailto:RV_revlegis)

Cc

Subject

PIT- Bob Jones

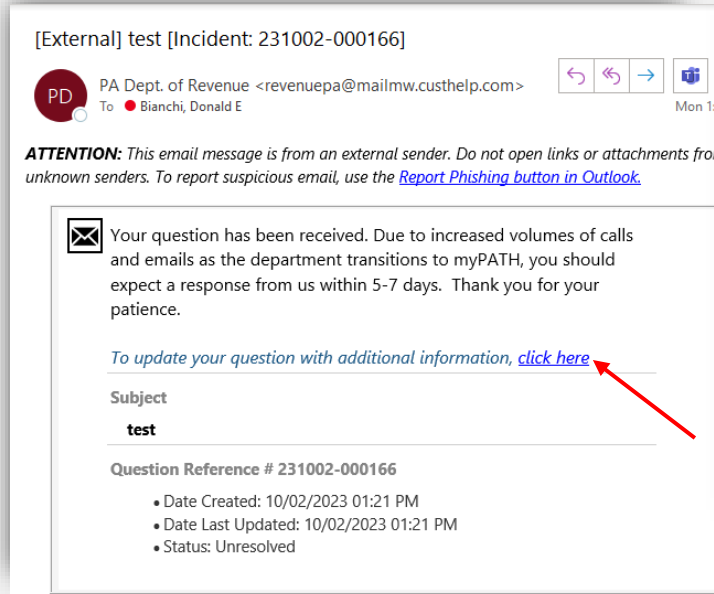
Our constituent is looking for the status of their PIT return. They filed in April and haven't received their refund yet.

Tax Year: 2022  
SSN: 123-45-6789  
Name: Bob and Mary Jones  
Address: 123 Main St, Anytown, PA 17128

**John Smith** | Legislative Aid  
Phone: 717.555.1212 | Fax: 717.555.1213

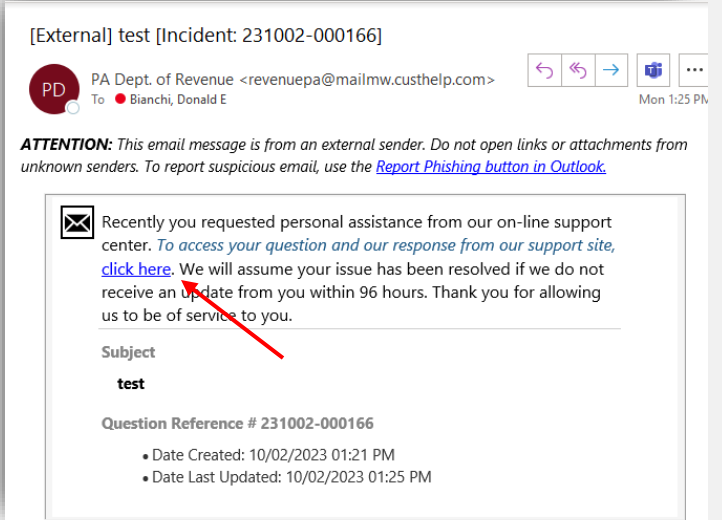
## AFTER SENDING AN EMAIL

When an inquiry is submitted, you will now receive an email letting you know that your question has been received.



## DOR RESPONSE

Once the inquiry is reviewed and addressed, you will receive an email letting you know that we responded.



## UPDATE YOUR QUESTION/REVIEW A RESPONSE

To update your question or review the response, simply select the "click here" link in the email we sent. That will bring you to the Log In screen.

[Customer Support Home](#)
[Find Answers](#)
[Submit a Question](#)
[My Profile](#)

### Log in

If you already have an account, enter your username and password. If you did not yet create a password for your account, please select the "Forgot your username or password" link below.

Username

Password

[Log In](#)

[Forgot your username or need a new password?](#)

### Create an Account

This secure communication channel puts taxpayers directly in touch with the Department of Revenue agents electronically, much like email but without the risk of compromising confidential taxpayer information. To establish secure and direct communication with department representatives, simply create a user account by providing basic information.

[Create a New Account](#)

First time users will need to create an account.

Log in with your username and password once your account is created.

## LOGGING IN TO AN EMAIL RESPONSE

This is an example of what you will see when you log in to see a response.

Key areas to focus on:

**SUBJECT:** This area will display the subject line of the email you sent. (Remember the more specific information you provide the easier it will be for you to quickly recognize the constituent inquiry.)

**UPDATE THIS QUESTION:** This area allows you to respond to the email. Additionally, you have the ability to attach documents, if applicable.

**RESPONSE:** This area is where you will see the response from the department. It also includes the date and time of the response.

**CUSTOMER:** This area will display your original email to the department. It also includes the date and time of the original email to the department.

**ADDITIONAL DETAILS:** This area shows you the Reference Number, Status, date Created, and date Updated.

[Customer Support Home](#)
[Find Answers](#)
[Submit a Question](#)
[My Profile](#)

test

Update this question

Add additional information to your question

Attach additional documents to your question

Choose File No file chosen

Do you want a response?

Yes, please respond to my question

Submit

Communication History

Response Donald via Email10/02/2023 01:25 PM

okay

Thanks for your inquiry,  
Donald  
Customer Experience Center

"DISCLAIMER"  
Pursuant to the Pennsylvania Code 61 Pa. Code 3.4 and 3.5, this message is intended to supply general information to a taxpayer and should not be relied upon or used in tax appeals. Only written determinations issued by the Department of Revenue, Office of Chief Counsel, to a particular taxpayer based on specific facts are binding on the Commonwealth. Taxpayers and their representatives are reminded that discussion with Department of Revenue employees by telephone, letter, e-mail, or any other exchange of correspondence will not stop the running of time to file an appeal to the Board of Appeals.

Customer Donald E Bianchi via CSS Email10/02/2023 01:21 PM

test

Donald Bianchi, CPA | Director

Pronouns: he/him


PA Department of Revenue | Customer Experience Center

PO Box 280610 | Hbg PA 17128-0610

Phone: 717.783.5686 | Fax: 717.772.9209

[www.revenue.pa.gov](http://www.revenue.pa.gov)

Our mission is to fairly, efficiently and accurately administer Pennsylvania tax and Lottery programs.



Additional Details

Email Addressdbianchi@pa.gov

Reference Number231002-000166

StatusWaiting

Created10/02/2023 01:21 PM

Updated10/02/2023 01:25 PM

Tax CategorymyPATH - e-Services Portal

Print

## CREATE AN ACCOUNT

The first time you log into the system, you will need to create an account. You are required to provide six pieces of information marked by the \*.

1. Username
2. Email Address  
(Must be the email address used to submit the inquiry)
3. Password
4. First Name
5. Last Name
6. Daytime Phone Number

Customer Support Home Find Answers Submit a Question My Profile

### Create an Account

Username \*

Email Address \*

Password \*

Verify Password (Note: Password is user selected) \*

First Name \*

Last Name \*

Alternate Email 1

Alternate Email 2

Daytime Phone Number \*

e-Signature User ID

Last 4 digits of SSN

Spouse's SSN

Last 4 digits of EIN

Create Account

## YOUR ACCOUNT

Below is an example of what you will see when you log in to our profile. This screen will display the four most recent emails that you sent.

Customer Support Home Find Answers Submit a Question My Profile

### Account Overview

? Questions

Your Recently Submitted Questions

Subject	Reference #	Status	Date Created
<a href="#">PIT - Notice</a>	231004-000142	Unresolved	10/04/2023
<a href="#">Legislative test</a>	231003-000255	Waiting	10/03/2023
<a href="#">eSignature/eTIDES</a>	231003-000017	Waiting	10/03/2023
<a href="#">test</a>	231002-000166	Waiting	10/02/2023

[See all questions](#)

**SUBJECT:** Displays the subject line of your email. This is why it is important to be specific.

**REFERENCE #:** This lists the reference number for each email you sent.

**STATUS:**


- Unresolved: waiting for the department to respond.
- Waiting: The department has responded to your email.

**DATE CREATED:** Records the date the email was created.

To see all the emails you have sent to date, click the ***See all questions*** hyperlink.

[Customer Support Home](#)
[Find Answers](#)
[Submit a Question](#)
[My Profile](#)

## Account Overview


**Questions**

**Your Recently Submitted Questions**

Subject	Reference #	Status	Date Created
<a href="#">PIT - Notice</a>	231004-000142	Unresolved	10/04/2023
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<a href="#">eSignature/eTIDES</a>	231003-000017	Waiting	10/03/2023
<a href="#">test</a>	231002-000166	Waiting	10/02/2023

[See all questions](#)

You will then be presented with a ***Support History*** screen showing all transactions.

[Customer Support Home](#)
[Find Answers](#)
[Submit a Question](#)
[My Profile](#)

Advanced Search

Search your Support History

Results **1 - 10** of **42**

### Support History

Subject	Reference #	Status	Date Created
<a href="#">PIT - Notice</a>	231004-000142	Unresolved	10/04/2023
<a href="#">Legislative test</a>	231003-000255	Waiting	10/03/2023
<a href="#">eSignature/eTIDES</a>	231003-000017	Waiting	10/03/2023
<a href="#">test</a>	231002-000166	Waiting	10/02/2023
<a href="#">Hello</a>	230504-000299	No Response Required	05/04/2023
<a href="#">Hello</a>	221201-000143	Waiting	12/01/2022
<a href="#">Hello</a>	221013-000542	Waiting	10/13/2022
<a href="#">help</a>	220929-000086	No Response Required	09/29/2022
<a href="#">TEST</a>	220216-000197	Waiting	02/16/2022
<a href="#">TEST</a>	220120-000371	No Response Required	01/20/2022

**1**
[2](#)
[3](#)
[4](#)
[5](#)
[Next >](#)