

Electronic Correspondence in e-TIDES Document Center

FREQUENTLY ASKED QUESTIONS

The Pennsylvania Department of Revenue's Business Electronic Tax Filing System, or e-TIDES, now offers the capability to receive, view, and download your departmental correspondence electronically in PDF format in Document Center. This new functionality is available to both business taxpayers and Tax Practitioners, once the appropriate access has been granted.

This document provides a list of frequently asked questions regarding the new e-TIDES Document Center and the ability to deliver your correspondence electronically.

What is Electronic Correspondence?

Electronic correspondence is the department's new and improved way for you to receive all of your business tax correspondence in Document Center.

What is the difference between electronic and mailed correspondence?

Nothing other than how your correspondence is delivered. When you enroll to receive your business tax correspondence electronically, it streamlines the process and allows you to access your information faster and more efficiently. You can view, download, and print your business tax correspondence at your own convenience, saving you valuable time.

How do I get my correspondence electronically in Document Center?

To start receiving your correspondence electronically, you must enroll your business entity by visiting the e-TIDES Document Center.

Do I have to be the Enterprise Administrator to enroll to receive Electronic Correspondence?

No, you do not have to be the Enterprise Administrator to enroll. However, e-TIDES Filers and Tax Practitioners will need their access to correspondence in Document Center approved by the Enterprise Administrator.

What type of correspondence will I be able to view?

All business tax correspondence the department would normally send via the U.S. Postal Service (USPS). Examples include, but are not limited to, licenses, assessments, and many other types of correspondence.

What happens after I enroll in Electronic Correspondence?

After enrolling, if you are the Enterprise Administrator you will be able to view your correspondence immediately. e-TIDES Filers and Tax Practitioners will need to be authorized by the Enterprise Administrator before they are able to view correspondence.

Are there instances where I will still receive correspondence via USPS even when enrolled?

Yes, there are certain types of correspondence that the department may deem necessary to send via USPS. This may occur when additional enclosures are required or legal requirements exist. Any correspondence that is sent USPS will also be viewable (except enclosures) within the e-TIDES Documents Center.

How will I know there is correspondence available to view?

As correspondence becomes available to view, you will receive an e-mail notification listing the document(s) available within Document Center.

What if I am not receiving my e-mail notifications when correspondence is available?

- Log in to e-TIDES and view your profile to validate your email address is correct.
- Add "RA-RV-PSM-ECOMM@pa.gov" as a trusted sender.
- Check your spam filter and if your emails are located there add "RA-RV-PSM-ECOMM@pa.gov" as a trusted sender.

Will the department ever un-enroll an account from electronic correspondence automatically?

The department will automatically remove a business entity from electronic correspondence if notification is received from an internet service provider that the e-mail address is invalid.

How long will correspondence be available in Document Center?

Your correspondence will be available for the current calendar year plus the prior three years. If you need correspondence not currently in Document Center, contact the department at 717-787-1064.

Can multiple individuals view correspondence for an enterprise in Document Center?

Yes, multiple individuals can view correspondence for one enterprise. However, e-TIDES Filers and Tax Practitioners will need to be authorized by the Enterprise Administrator to view correspondence.

What options do I have with my electronic correspondence?

You have the ability to view, save, print and delete your correspondence in e-TIDES Document Center.

What if I delete the wrong correspondence?

No problem. You have the ability to restore deleted correspondence back to the Document Center.

I only want to view correspondence for one tax type, but I am seeing all the different tax types associated with the business. How do I fix this?

When access is authorized to view documents in Document Center, access is granted to view all documents for the enterprise regardless of tax types or other access currently registered in e-TIDES.

The Enterprise Administrator on my e-TIDES account needs to be changed. How do I do that?

To change the Enterprise Administrator, complete and submit the forms, REV-1176 and REV-677 to:
ra-btftbusiness@pa.gov

I need additional assistance. Whom do I contact?

Please select the 'Get Assistance' on the left navigation menu within e-TIDES for additional information on Document Center or contact the e-Business Tax Unit at 717.783.6277.