



# Connecticut Taxpayer Service Center (TSC)

Demonstration of TSC Capabilities

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# What is the TSC?



- The Taxpayer Service Center (TSC) is a Web-based self-service center for Individual Taxpayers, Business Taxpayers, and Tax Practitioners.
- Access the TSC from the DRS Home Page <https://portal.ct.gov/drs/> and choose your option.



# TSC Features for Income Tax Filers

## File Returns

- CT-1040; NRPY; 1040-X; CT-1041

## Make

- Electronic Bill Payments
- Electronic Estimated & Extension Payments

## View

- Scheduled/Processed Payments
- Previously Filed Returns
- Account Period Details



# TSC Features for Business Tax Filers

## File Returns

- SUT, ADC, ROC, PNH, WH, BET, OCC, CORP

## Make

- Electronic Bill Payments
- Electronic Estimated & Extension Payments

## View

- Scheduled/Processed Payments
- Previously Filed Returns
- **Multi-level Account Access**
- **Access Status Letter**



# How do I access the TSC?

## Authenticated Users

- Taxpayers who have a PIN, or a filing history.
- Access may be obtained by:
  - PIN (mailed), Shared Secret (prior period tax liability)

## Unauthenticated Users (No viewing rights)

- Taxpayers not able to authenticate can use some TSC features.
  - CT-1065/1120SI; CT-1096; CT-424; CT-1041; and CT-1099
  - Register a new business



# Login

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CT REG: 40113714000

If you need additional assistance, please select  .

Please enter your User ID and Password, then select "login".

**User ID:**

[Forgot User ID?](#)

Your User ID was established on a prior visit. DRS recommended using a User ID that you will remember, such as the user's last name and first initial.

Example: smithj

**Password:**

[Forgot Password?](#)

back

login

Create User ID  
Example:  
Last Name  
and 1<sup>st</sup> Initial

- [View Registered Tax Types](#)
- [Register For Additional Tax Types](#)
- [Close Business or Tax Types](#)
- [Update Address Information](#)

**Registration Functions**

**Administrative Functions**

- [Update Password/Profile](#)
- [Add/Update Users](#)

**Administrator Contact**

**Name:**  
Joe Taxpayer

**Email:**  
testaccount@drs.gov

**Telephone:**  
860-297-5979

**Administrator for your business**

are marked with "ack".

**File A Return**

- [Withholding Non-Wage](#)
- [Sales and Use Tax](#)
- [Room Occupancy Tax](#)

**View Returns & Payment History**

- [View Returns](#)
- [View Processed Payments/Credits](#)
- [View Scheduled Payments/Credits](#)
- [View Cancelled Payments](#)
- [View Account Details](#)
- [View Outstanding Bills](#)

**Select a Payment Option**

- [Make Payment Only](#)
- [Cancel Payment](#)
- [Update Bank Information](#)
- [Make Payment by Credit Card](#)



My Secure Mailbox

Main Menu

### Business Profile

- [View Registered Tax Types](#)
- [Register For Additional Tax Types](#)
- [Close Business or Tax Types](#)
- [Update Address Information](#)

### Administrative Functions

- [Update Password/Profile](#)
- [Add/Update Users](#)
- [Request a Status Letter](#)

### Administrator Contact

**Name:**  
TEST-PRODUCTION ACCT

**Email:**  
randyct@msn.com

**Telephone:**  
860-297-4973

**Organization Name:** TSC TEST ACCOUNT 1    **CT REG:** 40113714001  
**Business Trade Name:** TSC TEST ACCOUNT 1

**\*\* ATTENTION \*\***  
Our records indicate that some of your mail has been returned to us as undeliverable. Please go to "Update Address Information" under "Business Profile" and make the necessary changes to addresses that are marked with "\*\*".

If you need additional assistance, please select

### File A Return

[Withholding Non-Wage](#)  
(Forms CT-8109, CT-945, CT-1096)

[Sales and Use Tax](#)

[Prepaid Wireless Fee](#)

[Room Occupancy Tax](#)

[Admissions and Dues Tax](#)

[Hospital Tax](#)

[Intermediate Care Facility User Fee Return](#)

[Ambulatory Surgical Center Tax](#)

### File A Return\*

[Beverage Container Deposit Report\\*](#)

[Corporation Business Tax\\*](#)

### View Returns & Payment History

[View Returns](#)

[View Processed Payments/Credits](#)

[View Scheduled Payments/Credits](#)

[View Cancelled Payments](#)

[View Account Details](#)

[View Outstanding Bills](#)

### Select a Payment Option

[Make Payment Only](#)

[Cancel Payment](#)

[Update Bank Information](#)

[Make Payment by Credit Card](#)

## Choose Your Reporting Period

Organization Name: TSC TEST ACCOUNT 1

CT REG: 40113714001

Business Trade Name: TSC TEST ACCOUNT 1

1. logon

2. prepare

3. validate

4. payment

5. submit

6. confirmation/print

If you need additional assistance, please select .I am filing for the period ending: 02/28/2019 

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Connecticut Sales and Use Tax Return

<b>Organization Name:</b> TSC TEST ACCOUNT 1	<b>CT REG:</b> 40113714001
<b>Business Trade Name:</b> TSC TEST ACCOUNT 1	
<b>Period Ending:</b> 02/28/2019	<b>Due Date:</b> 04/01/2019

- 1. logon
- 2. prepare
- 3. validate
- 4. payment
- 5. submit
- 6. confirmation/print

For form assistance, please select [Filing Instructions](#). If you need additional assistance, please select

- **Connecticut now has several different Sales and Use tax rates that apply.**
  - 6.35% - For sales and purchases
  - 7.75% - For luxury item sales and purchases
  - 9.35% - To report rentals of passenger motor vehicles for 30 consecutive days or less
- Click on the buttons below to enter those applicable sales.
- After confirmation of your filing, a Print page will be provided containing all of your information as submitted. Keep the printable copy for your records.

**Column 1**  
Enter sales at 6.35%

**6.35% sales**

10a. \$ 0.00

**Column 2**  
Enter sales at 7.75%

**7.75% sales**

10a. \$ 0.00

**Column 3**  
Enter rentals at 9.35%

**9.35% sales**

10a. \$ 0.00

**Total Tax Due:**

**10b.**

**\$ 0.00**

1. logon

2. prepare

3. validate

4. payment

5. submit

6. confirmation/print

For form assistance, please select [Filing Instructions](#). If you need additional assistance, please select .

- After confirmation of your filing, a Print page will be provided containing all of your information as submitted. Keep the printable copy for your records.

### Transactions subject to the 6.35% tax rate

	Column 1
1. Gross receipts from sales of goods	1. \$ <input type="text" value="745444"/> .00
2. Gross receipts from leases and rentals	2. \$ <input type="text" value="0"/> .00
3. Gross receipts from labor and services	3. \$ <input type="text" value="0"/> .00
4. Purchases of goods by your business subject to <b>use tax</b>	4. \$ <input type="text" value="0"/> .00
5. Leases and rentals by your business subject to <b>use tax</b>	5. \$ <input type="text" value="0"/> .00
6. Purchases of services by your business subject to <b>use tax</b>	6. \$ <input type="text" value="0"/> .00
7. Total of Lines 1 through 6	7. \$745,444.00
8. Total deductions (Please select <b>deductions</b> to enter your deductions)	8. \$0.00
9. Balance subject to tax (Line 8 will be subtracted from Line 7 and displayed here -- not less than zero.)	9. \$745,444.00
10a. Gross amount of tax due (Line 9 will be multiplied by 6.35% and displayed here.)	10a. \$47,336.00

If you collected more tax than is calculated on line 10a, enter the additional amount here 

\$ .00

**calculate**

# Form OS-114 Deductions

## Connecticut Sales and Use Tax Return

Organization Name: TSC TEST ACCOUNT 1

CT REG: 40113714001

Business Trade Name: TSC TEST ACCOUNT 1

Period Ending: 02/28/2019

Due Date: 04/01/2019

1. logon

2. prepare

3. validate

4. payment

5. submit

6. confirmation/print

For form assistance, please select [Filing Instructions](#). If you need additional assistance, please select .

- After confirmation of your filing, a Print page will be provided containing all of your information as submitted. Keep the print copy for your records.

**To enter a deduction, please select the deductible item from the drop down box below.**

Enter the dollar amount of the deduction, then select the "Enter Deduction" button. The information you enter will be displayed.

Please select...

- 15 - Sales for resale or sales through a marketplace facilitator - sales of goods
- 16 - Sales for resale or sales through a marketplace facilitator - leases and rentals
- 17 - Sales for resale or sales through a marketplace facilitator - labor and services
- 18 - All Newspapers and Subscription sales of magazines and puzzle magazines
- 19 - Trucks with GVW rating over 26,000 lbs or used exclusively for carriage of interstate freight
- 21 - Food for human consumption, food sold in vending machines, items purchased with food stamps
- 23 - Sale of fuel for motor vehicles
- 24 - Sales of electricity, gas, and heating fuel for residential dwellings

ductio

1. logon

2. prepare

3. validate

4. payment

5. submit

6. confirmation/print

If you need additional assistance, please select .

- After confirmation, a Print page will be provided containing all of your information as submitted. Keep the printable copy for your records.

I will make payment with this return and use Direct Payment. .

The direct payment option allows you to transfer funds by authorizing the Department of Revenue Services and its designated Financial Agents to electronically debit your bank account for the amount of your tax payment.

**Secure, Convenient and Paperless**

**Important:** Selecting a payment option below **does not** automatically initiate your payment. The confirmation number you will receive with this return only acknowledges the filing of the return. You **must** initiate a payment separate to this filing.

I do not want to make payment with this return. I will initiate a separate electronic payment outside of this filing. .

I will make payment using a Credit Card. (\*\*subject to a convenience fee)

Make a credit card payment at the Official Payments website. Credit cards accepted include American Express, Discover, MasterCard, and Visa. After your return has been submitted, you will be provided with a link to Official Payments.

\*\*A convenience fee will be charged by the credit card service provider. The convenience fee is generally 2.35% of the payment amount, with a minimum charge of \$3.95. You will be informed of the amount of the fee and may elect to cancel the transaction. At the end of the transaction, you will be given a confirmation number for your records.

**A link will be provided at the end of this filing.**

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The Direct Payment Option allows you to transfer funds by authorizing the Department of Revenue Services and its designated Financial Agents to electronically debit your bank account for the amount of your tax payment on the date you choose. Simply verify that your banking information is correct, choose the payment date, and agree to the terms and conditions. For payments that are considered late, the requested payment date will be set to the earliest possible date and cannot be changed.

#### Debit Block Codes:

A debit block is when you have notified your bank or financial institution to reject all debit requests against your account unless you have provided a specific "debit block code". For more information and a listing of debit block codes, [click here](#).

#### Account Information

Check this box if you need to update your account information.

Pay to the Order of: Commissioner of Revenue Services

For: Payment of Connecticut Taxes

Account Type:  Checking  Savings

Routing Number:

Bank Name:

Account Number:

Re-enter Account Number:

[Where are my routing and account numbers?](#)

Will the funds for this payment come from an account **outside** the United States?  Yes  No

#### Payment Information

Amount Due: \$ 3,422.00

Amount of Tax Payment: \$ .00

Due Date: 04/01/2019

Requested Payment Date:

Example: mm/dd/yyyy

**Note: Payment of less than the full amount may result in penalty and interest charges.**

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<b>Organization Name:</b> TSC TEST ACCOUNT 1	<b>CT REG:</b> 40113714000
<b>Period Ending:</b> 03/31/2017	<b>Due Date:</b> 05/01/2017



**You have successfully filed your Connecticut tax payment.**

Your confirmation number is: **19W0100014001**

In our continuing efforts to reduce costs, DRS will be transitioning to electronic communications. To assist, please do the following:

- Verify your email and other contact information below. If anything is incorrect, return to the Main Menu and select the Update Password/Profile link.
- If you haven't already done so, please activate your secure mailbox by clicking on the My Secure Mailbox link also found on the Main Menu. You can utilize this tool to send and receive secure messages with DRS.



[My Secure Mailbox](#)

**Main Menu**

**Business Profile**

[View Registered Tax Types](#)

[Close Business or Tax Types](#)

[Update Address Information](#)

**Administrative Functions**

[Update Password/Profile](#)

[Add/Update Users](#)

[Request a Status Letter](#)

**Administrator Contact**

**Name:**  
PROD 40113714000

**Email:**  
randy.hariprasad@po.  
state.ct.us

**Telephone:**  
860-297-1234

## Main Menu

[start demo](#)

**Organization Name:** TSC TEST ACCOUNT 1    **CT REG:** 40113714000

**\*\* ATTENTION \*\***

**Our records indicate that some of your mail has been returned to us as undeliverable. Please go to "Update Address Information" under "Business Profile" and make the necessary changes to addresses that are marked with "\*\*\*\*".**

If you need additional assistance, please select 

**File A Return**

[Withholding Wage](#)

(Forms CT-WH, CT-941, CT-W3)

[Withholding Non-Wage](#)

(Forms CT-8109, CT-945, CT-1096)

[Withholding Household Employer](#)

(Forms CT-WH, CT-941, CT-W3)

[Withholding Athletes or Entertainers](#)

(Forms CT-8109, CT-945, CT-1096)

[Corporation Business Tax](#)

(Forms CT-1120, CT-1120ES, CT-1120EXT)

[Beverage Container Deposit Report](#)

[Transportation Network Company Fee](#)

**File A Return\***

[Admissions and Dues Tax\\*](#)

[Ambulatory Surgical Center Tax\\*](#)

**View Returns & Payment History**

[View Returns](#)

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**Select a Payment Option**

[Make Payment Only](#)

[Cancel Payment](#)

[Update Bank Information](#)

[Make Payment by Credit Card](#)

# View Filed Returns

## Tax Return Information

Tax Type:

Withholding - Payroll

Date Type:

- Period End Date Range  
 Filing Date Range

Date Range: ?

View returns from 03/26/2011 to 03/29/2019

Dates must be in the "mm/dd/yyyy" format.

search

Click on  
Confirmation # to  
view actual return.

Period End Date	Tax Type	Form Type	Confirmation Number	User ID	Due Date	Payment Method	Filing Method	Return Type	Filing Date
6/30/2017	WTW	CT-WH	<a href="#">17W0111278039</a>	drs123		DIRECT	Web	ORG	05/15/2017 11:59:06
6/30/2017	WTW	CT-WH	<a href="#">17W0111274045</a>	drs123		DIRECT	Web	ORG	05/15/2017 11:44:02
6/30/2017	WTW	CT-WH	<a href="#">17W0108409047</a>	drs123		DIRECT	Web	ORG	04/05/2017 07:53:10
3/31/2017	WTW	CT-WH	<a href="#">17W0103811041</a>	Drs123		DIRECT	Web	ORG	01/29/2017 06:42:19
3/31/2017	WTW	CT-WH	<a href="#">17W0102896031</a>	drs123		DIRECT	Web	ORG	01/25/2017 11:39:08
12/31/2016	WTW	CT-941	<a href="#">17S0100169327</a>		1/31/2017		Electronic	ORG	01/23/2017 00:00:00
9/30/2016	WTW	CT-941	<a href="#">16S0101495325</a>		10/31/2016		Electronic	ORG	10/24/2016 00:00:00
6/30/2016	WTW	CT-941	<a href="#">16S0101081341</a>		8/1/2016		Electronic	ORG	07/20/2016 00:00:00

# Main Menu

Update Address Information

## Administrative Functions

Update Password/Profile

Add/Update Users

Request a Status Letter

## Administrator Contact

Name:

PROD 40113714000

Email:

randy.hariprasad@po.  
state.ct.us

Telephone:

860-297-1234

If you need additional assistance, please select 

## File A Return

[Withholding Wage](#)

(Forms CT-WH, CT-941, CT-W3)

[Withholding Non-Wage](#)

(Forms CT-8109, CT-945, CT-1096)

[Withholding Household Employer](#)

(Forms CT-WH, CT-941, CT-W3)

[Withholding Athletes or Entertainers](#)

(Forms CT-8109, CT-945, CT-1096)

[Corporation Business Tax](#)

(Forms CT-1120, CT-1120ES, CT-1120EXT)

[Beverage Container Deposit Report](#)

[Transportation Network Company Fee](#)

## File A Return\*

[Admissions and Dues Tax\\*](#)

[Ambulatory Surgical Center Tax\\*](#)

[Hospital Tax\\*](#)

[Prepaid Wireless Fee\\*](#)

[Resident Day User Fee\\*](#)

[Room Occupancy Tax\\*](#)

[Sales and Use Tax\\*](#)

## View Returns & Payment History

[View Returns](#)

[View Processed Payments/Credits](#)

[View Scheduled Payments/Credits](#)

[View Cancelled Payments](#)

[View Account Details](#)

[View Outstanding Bills](#)

## Select a Payment Option

[Make Payment Only](#)

[Cancel Payment](#)

[Update Bank Information](#)

[Make Payment by Credit Card](#)

Select

**Select the tax type for the payment you are making.**

Tax Type Description:

Withholding - Payroll 

If you are filing a regularly scheduled **Withholding tax payment** or filing a **Corporation Extension tax payment** do not use this Make Payment Only option. Select "back" to return to the Main Menu, then choose the appropriate option from beneath the File a Return heading.

(If you do not see the tax type in the drop down box, click  for more information.)

If you need additional assistance, please select .

- After confirmation of your payment, a Print page will be provided containing all of your information as submitted. Keep the printable copy for your records.

Select the period end for the payment you are making: Quarterly: March 2019 

**Organization Name:** TSC TEST ACCOUNT 1

**CT REG:** 40113714000

**Period Ending:** 03/31/2017

**Due Date:** 05/01/2017

1. logon

2. prepare

3. verify

4. payment

5. submit

6. confirmation/print

**You have successfully filed your Connecticut tax payment.**

Your confirmation number is: **19W0100014001**

In our continuing efforts to reduce costs, DRS will be transitioning to electronic communications. To assist, please do the following:

- Verify your email and other contact information below. If anything is incorrect, return to the Main Menu and select the Update Password/Profile link.
- If you haven't already done so, please activate your secure mailbox by clicking on the My Secure Mailbox link also found on the Main Menu. You can utilize this tool to send and receive secure messages with DRS.



You do not need to login to the Taxpayer Services Center (TSC) to access the following services.

[File Form CT-1096 and associated 1099-MISC Forms](#)

[File/Pay Form CT-1065/CT-1120SI](#)

[File/Pay Form CT-472, Attorney Occupational Tax Return](#)

[File/Pay Form OP-424, Business Entity Tax Return](#)

[File/Pay Form CT-1041, Income Tax Return for Trusts and Estates](#)

[Register New Business](#)

[Review FAQs](#)

## Welcome to the Connecticut Department of Revenue Services (DRS) Taxpayer Service Center (TSC)!

### **Attention Pass Through Entity filers:**

If you do not know your CT REG and/or PIN to LOGIN, simply select the [File/Pay Form CT-1065/CT-1120SI](#) link on the left hand side of this page and follow the prompts!

You will need your Connecticut Tax Registration Number (CT REG) to log into the Connecticut Taxpayer Service Center.

### Enter your Connecticut Tax Registration Number (CT REG):

CT REG:

[What is my CT REG](#)

(Do not include hyphens.)

login



- [www.ct.gov/TSC](http://www.ct.gov/TSC)
- 1-860-297-4973
- [Ct.efile@po.state.ct.us](mailto:Ct.efile@po.state.ct.us)

