



# FAQ eGovern

## Frequently Asked Questions:

- ❖ [I'm having problems with the system not working properly. What can I do?](#)
- ❖ [I reset my password but I can't get the new password to work.](#)
- ❖ [It's telling me that my email address is already in use. What does this mean?](#)
- ❖ [I'm on the home screen, where do I go from here?](#)
- ❖ [I'm trying to file my return but the Period Covered isn't available](#)
- ❖ [I didn't have any business activity in during the filing period. How do I report that online?](#)
- ❖ [My sales tax amount due is a negative number. What should I do?](#)
- ❖ [I'm not sure what exemption codes to use. Where can I find that information?](#)
- ❖ [I can't get the optional discount to work/the optional discount is greyed out.](#)
- ❖ [I made a mistake on my return and have already submitted it. How can I correct this filing?](#)
- ❖ [I want to pay an amount that is different than the amount listed under "Make a Payment"](#)
- ❖ [Do I have to pay online to take the timely discount?](#)
- ❖ [I forgot to print my return before submitting it. How can I get a confirmation?](#)
- ❖ [I have more than one sales tax account. Can I file for multiple accounts under the same profile?](#)
- ❖ [I need to change my contact information. Can I do that online?](#)
- ❖ [I want to close my CBJ Sales Tax account. How can I do that?](#)

---

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

Try another web browser. We have found that this software can be touchy in some browsers. Try using chrome. If that doesn't work, please call us between 8am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901.

[\(Return to the Top\)](#)

## 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 changing web browsers, please call the Sales Tax Office at 907-586-5215 ext. 4901 between 8am and 4:30 pm, Mon-Fri.

[\(Return to the Top\)](#)

## 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 that you have received this notice in error, please call the Sales Tax Office at 907-586-5215 ext. 4901 between 8am and 4:30 pm, Mon-Fri.

[\(Return to the Top\)](#)

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

From the home page, choose one of the following options

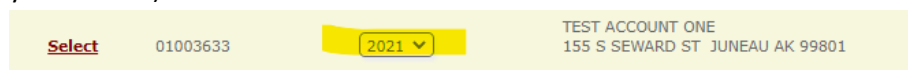
1. Online Services
  - "Make a payment"
    - To pay a past due balance – [instructions here](#)
    - To make a deposit payment – [instructions here](#)
    - To pay sales tax on a return that has already been filed – [instructions here](#)
  - "File my Sales Tax Return"
    - To file a current or past 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 8am 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. Procedures
  - For links to User Guides
4. Reports
  - To view current or past years sales tax filings – [instructions here](#)

[\(Return to the Top\)](#)

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

There are couple of possible reasons that 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 is in error, please contact the sales tax office between 8am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)

[\(Return to the Top\)](#)

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

Follow the instruction to file a return. In the gross sales box, put \$0. Then continue through the process to submit your return.

[\(Return to the Top\)](#)

## 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 yet, please go back 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 line are not meant for reporting your sales of goods or services, that should all be included in your Gross Sales on line one. All the amounts listed in lines 2A-2G5 should be sales that were **exempt from tax**.
- Still having problems? Contact the sales tax office before submitting your return between 8am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)

[\(Return to the Top\)](#)

## 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 8am and 4:30 pm, Mon-Fri at 907-586-5215 ext. 4901 or [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org)

[\(Return to the Top\)](#)

## 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" on the bottom of the page and then enter the discount amount on line six (6) before clicking continue.

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

[\(Return to the Top\)](#)

## 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 make changes to that filing from the online portal. Please submit an amended return:

1. Go here to [download a fillable PDF](#) version of our filing form
2. Enter the correct sales tax information, 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 S. Seward St, Juneau, AK 99801
  - Email to [sales.tax.office@juneau.org](mailto:sales.tax.office@juneau.org) (only if no payment required)
  - Multiple drop box locations in Juneau
  - In-person at City Hall, 155 S. Seward St

[\(Return to the Top\)](#)

## I want to pay an amount that is different than the amount listed under “Make a Payment”

You can change the amount of your payment on 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 the amount of your payment and click next step.

[\(Return to the Top\)](#)

## Do I have to pay online to take the 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. *Online date stamp will determine date of payment.*
- c. Placing check or money order in a CBJ lockbox at one of the following locations around Juneau. *Be sure to 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 4:30pm

[\(Return to the Top\)](#)

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

You can find copies of all the returns that have been 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 report you are looking for, please use the printer icon to download a PDF version of the forms. As you page down, you will see the remaining periods filed.

[\(Return to the Top\)](#)

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

Yes, we can 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.

[\(Return to the Top\)](#)

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

You **cannot** update your contact information online. Please contact the Sales Tax office if you need to update any of the following information:

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

[\(Return to the Top\)](#)

### **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).

[\(Return to the Top\)](#)