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**EMAIL RESPONSE
AND CUSTOMER
SELF-SERVICE**



History



1995

Tax Amnesty Web Site

1996



Department of Revenue
website



1997

Expansion and
Promotion

Over 2,500 emails



1998

Taxpayer Service and
Information Center

3,349 emails

1999



Mustang Message Center

17,091 emails

2000-2001



2000 – 32,533 emails

2001 – 42,747 emails



2002

Vendor support for
Mustang ends

Over 59,000 emails



Goals

- Improve Service
- Reduce inquiries
 - Leverage web site

Knowledge Base



- Central location for all website Q&A's
- Easy to search and navigate
- Ability to track what customers are asking about

Changes



- Remove email address from forms and publications
- Direct all customers through the website

The Solution



RightNow Technologies
eService Center

How It Works



Got Questions?

Try our Online
Customer Service Center

How It Works

Links

- PA Department of Revenue Home
- PA PowerPort
- Find my Fastfile Account Number
- File my return on pa.direct file
- Where's my refund?
- Get a tax form

Find Answers
Search our knowledgebase of tax information using our menus or keywords, or type your question in the text box. For a more detailed search, you can combine the two. If your question is among the Hot Topics of the day, just scroll down and click. Please take a moment to rate the answer you find, so we can continue to improve our service.

Submit a Question
Submit a question to our customer support staff.

My Profile
My Profile is the section for those who already have sent the Department of Revenue a message. This section allows you to review the status of a specific question you have asked, update your question, or change your personal profile. Your profile is password protected so that your personal information cannot be viewed by anyone outside of the Department of Revenue.

Provide Feedback
This feedback section is designed to handle comments, suggestions and complaints about the operation of the site. For faster service, if you need help with a tax matter, please click "Submit a question".

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See the [PA Privacy Statement](#)

Use the [PA PowerPort](#) (use the PA PowerPort)

How It Works

Customer Support Home **Find Answers** Submit a Question My Profile Login Help

Tax Category: All Categories | Search Text (optional): Search
 Search by: Phrases | Sort By: Default Sort

746 Answers Found Page: 1 of 38 Go

Tax Category	Subject	Viewed Count
multiple	Can't Find Your Answer? Click the 'Submit A Question' tab at the top of your screen.	3932
Sales Tax	Information for retailers - What is taxable?	6196
multiple	Saving completed fill-in form	34097
multiple	Required withholding for nonresidents who are members of a Partnership, association, or S Corporation	30514
Keystone Opportunity	Sale of property in a KOZ/KOEZ	29160
Keystone Opportunity	Construction contract performed in a KOZ	29062
multiple	PA Tax Code - Regulations	23778
multiple	How do I get forms?	19679
Personal Income Tax	Updated - What do I need to know to file a nonresident income tax return?	17936
Personal Income Tax	Updated - Who must file a Personal Income Tax return?	13037
Personal Income Tax	Updated - What is the address to mail my PA-40 Personal Income Tax return	12978
multiple	Eligibility income to qualify for Tax Forgiveness	12627
Personal Income Tax	Is retirement or pension income subject to Personal Income Tax?	11448
Sales Tax	Updated - How do I know which items or services are subject to Pennsylvania Sales Tax?	9257
Personal Income Tax	Getting Personal Income Tax forms.	8733
Personal Income Tax	Updated - Filing an income tax return as a part-year resident of Pennsylvania	8359
Personal Income Tax	Updated - Are taxpayers required to pay PA Personal Income Tax on their unemployment benefits?	7890
multiple	Updated - How to get tax forms, schedules, and returns	7654
Employer Tax	Updated - What are Pennsylvania's Employer Withholding requirements?	7387
Personal Income Tax	Updated - Who should make Estimated Payments for Personal Income Tax	6537

How It Works



Answer ID 962	Required withholding for nonresidents who are members of a Partnership, association, or S Corporation
Tax Category PA-20S/65	Question Am I required to withhold for nonresidents of a Partnership, association, or S Corporation?
Personal Income Tax	Answer Partnerships, associations, and PA S corporations with taxable PA source income are: a. Jointly liable with their nonresident partners, members, and shareholders for payment of tax on such income to the extent allocable to the nonresident partners, members, or shareholders; and b. Authorized and required to collect such tax from nonresident partners, members, or shareholders and remit the tax to the PA Department of Revenue.
Date Created 03/07/2003 09:51 AM	<input type="button" value="Notify Me by E-mail if this Answer is Updated"/>
Date Updated 03/29/2003 01:33 PM	How helpful was this information? <input type="radio"/> Helpful <input type="radio"/> Somewhat Helpful <input type="radio"/> Not Helpful <input type="button" value="Submit Rating"/>
<input type="button" value="Print Answer"/>	Related Answers <ul style="list-style-type: none">• PA requirements for withholding taxes from employees' wages• How does a corporation become a PA S Corporation (S-Corp)?• What are Pennsylvania's Employer Withholding requirements?• Where should I mail my PA-20S/PA-65 informational return for S-Corporations and Partnerships?• Quarterly Estimated Corporation Tax Payment Coupons (REV-657)
<input type="button" value="E-mail Answer"/>	Back to Search Results

Submitting a Question



Revenue

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

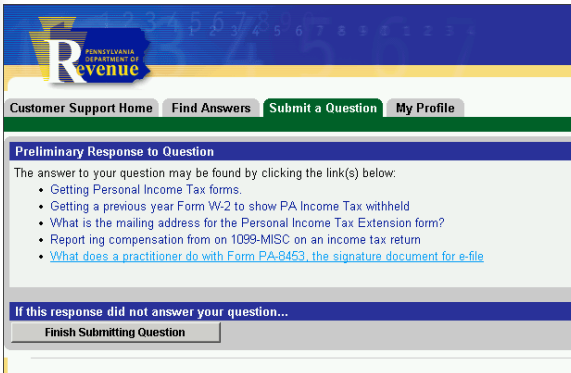
Identification
* Email Address (case sensitive):

Required Information
* Tax Category:
* Denotes a required field.

Your Question is...
Subject:

Attach Documents to Question
1

Submitting a Question



Answering the Question



- **Routed to appropriate staff**
- **Standard Responses, knowledge base, free-form replies**



Expanding the Knowledge Base

Agents propose actual Q&A's to add to the knowledge base



Follow-Up

Follow-up surveys emailed to percentage of customers to provide feedback

Challenges



- **Increased administration**
- **Knowledge base management**

What's Next?



- **Account specific inquiries**
- **Self-service account maintenance**

What's Next?



Total Customer Relationship Management

- **Web/email**
- **Phone**
- **In person**

Questions

