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TouristExpress™
User Guide

Contents

Preface

This manual provides the information necessary for working with TouristExpress.

Section Contents

This manual contains the sections outlined in the following table.

Section	Description
Welcome to TouristExpress	This section describes TouristExpress and helps you get started using TouristExpress.
Managing My Tourist Tax Accounts	This section explains how to view your tourist tax accounts associated with TouristExpress and add additional accounts, and view and file returns.
Checking Out and Paying	This section explains how to use the shopping cart, pay for returns, and view your paid returns and receipts.

Document Conventions

This manual assumes you have a working knowledge of the internet browser application and are familiar with its basic functions.

As with most applications, there are often several ways to perform the same function in TouristExpress. For example, it may be possible to use the shortcut keys, keyboard keys, or mouse to select an item or to indicate the action you want to take. The instructions in this manual do not assume any one of these methods. When the instructions use the term "select," you can use whichever method you prefer for choosing the specified item.

To help you locate and understand information easily, this manual uses the following conventions:

Text Convention	Description
Bold text	Indicates tab names, page names, field names, button names, link names, and keys to be pressed.
Italic text	Highlights new terms when they are introduced and indicates references to the titles of other manuals.
`Courier` font	Represents messages from TouristExpress and user input from the keyboard.

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Welcome to TouristExpress

Topics:

- Getting Started
- Registering for a TouristExpress User Account
- Resending the Confirmation Email
- Establishing a Tourist Tax Account
- Logging In to TouristExpress
- Resetting My Password
- Editing My Account Profile

Welcome to TouristExpress. You can use TouristExpress to manage your Tourist Tax account and returns. The following sections explain how to get started using TouristExpress.

- If you have never used TouristExpress before, you can get an overview of how it works.

- If you have an established Tourist Tax account with the tax collector's office but you do not have a TouristExpress account, you will need to request authorization to file and pay your returns electronically.

- If you do not have an established Tourist Tax account with the tax collector's office, you will need to establish a Tourist Tax account.

- If you have a TouristExpress account, you can log in or, if you need to, you can reset your password. You can also edit your user account profile.

Related Links

Getting Started

OVERVIEW

You must have a user account in order to use TouristExpress. Your user account must have specific information entered for it, including your name, security information, contact information, and a password.

In addition to creating a user account in TouristExpress, you must have a Tourist Tax account with the tax collector's office. If you already have an established Tourist Tax account with the tax collector's office, you just need to request authorization to file and pay your returns using TouristExpress.

If you do not have an established Tourist Tax account with the tax collector's office, you will need to establish a Tourist Tax account. You will then be authorized to file and pay your returns using TouristExpress.

Related Links

Registering for a TouristExpress User Account

PREREQUISITE

You must already have an established Tourist Tax account with the tax collector's office before you can register and create a TouristExpress user account.

OVERVIEW

You can register for a TouristExpress user account. Once you have a TouristExpress user account, you can submit a request to the county through TouristExpress asking them to associate your user account with your established Tourist Tax account. After the county verifies your request, you will be able to manage your account in TouristExpress.

The following steps explain how to register for a TouristExpress account.

TASK

1. Using your web browser, go to TouristExpress using the following URL:

    https://hillsborough.county-taxes.com/tourist

STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 1-1: TouristExpress displays the county TouristExpress home page. The screen you see may vary from the screenshot displayed here.

2.   Click Register now.

STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 1-2: TouristExpress displays the New Account Registration page. The screen you see may vary from the screenshot displayed here.

NOTE: *If you have registered with TouristExpress but did not receive an email confirmation, do not register again.*

3.   Enter the following information:

Information	Description
First Name	Enter your first name.
Last Name	Enter your last name.
Address	Enter your street address.
City	Enter your city.
I have a foreign address	Select this checkbox if your address is outside of the U.S. If you select this checkbox, TouristExpress will display the Province and Country fields. Enter your province and country
State and Zip	Enter the two letter abbreviation for your state and your zip code. *NOTE*: *TouristExpress will display these fields if you have not indicated that you have a foreign address.*
Phone Number	Enter your telephone number.
Email	Enter your email address. You must enter a valid email address so that TouristExpress may confirm your account. You will use your email address to log in to TouristExpress.
Confirm Email	Enter your email address again.
Password	Enter your password. The password must be 8 to 12 characters in length and include at least one number or symbol. Passwords are case-sensitive.
Re-Enter Password	Enter the password again.
Security Question	Select a security question from the drop-down list.
Security Answer	Enter an answer to the security question.

4.   Click Submit.

RESULT

TouristExpress submits your registration.

AFTER COMPLETING THIS TASK

In a few minutes you should receive an email containing instructions on how to activate your new user account. Please review the information in the email and then click on the enclosed link to confirm your email address and activate your user account. This ensures that your correct email address is on record.

If you have anti-spam software, you may need to check your "junk mail" folder. If you have still not received this email after a few hours, you may request a new email confirmation or contact us for assistance.

After you confirm your email address and activate your user account, you will be able to log in to TouristExpress.

Related Links

Resending the Confirmation Email

PREREQUISITE

You must already have registered for a TouristExpress user account before you can resend the email confirmation. If you do not remember the email address you used to register, or you think that you mistyped the email address, contact us for assistance.

OVERVIEW

When you register a user account with TouristExpress, an email is sent to the email address you entered in your registration. The email is sent to confirm your email address. If you did not receive the email, you can resend the email confirmation.

Use the following steps to resend the email confirmation.

TASK

1. If you have just submitted your registration and you are viewing the Registration Submitted! page, click request a new email confirmation.

2. If you are not viewing the Registration Submitted! page, go to the county TouristExpress homepage using the following URL:

https://hillsborough.county-taxes.com/tourist

STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 1-3: TouristExpress displays the county TouristExpress home page. The screen you see may vary from the screenshot displayed here.

3.   Click Register now.

STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 1-4: TouristExpress displays the New Account Registration page. The screen you see may vary from the screenshot displayed here.

4. Click request a new email confirmation.

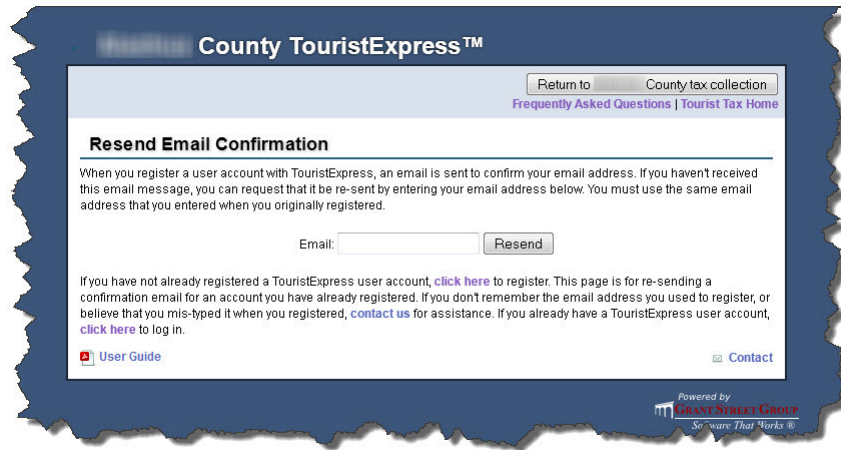   *STEP RESULT:* TouristExpress displays a screen similar to the following:.

   Figure 1-5: TouristExpress displays the Resend Email Confirmation page. The screen you see may vary from the screenshot displayed here.

5. Enter the same email address that you entered when you registered.

6. Click Resend.

RESULT

TouristExpress submits your request.

AFTER COMPLETING THIS TASK

In a few minutes you should receive an email containing instructions on how to activate your new user account. Please review the information in the email and then click on the enclosed link to confirm your email address and activate your user account. This ensures that your correct email address is on record.

If you have anti-spam software, you may need to check your "junk mail" folder. You can try resending the email confirmation again after a few minutes; TouristExpress displays the exact amount of time you must wait before resending the confirmation email on the Resend Email Confirmation page. If you have still not received this email after a few hours, contact us for assistance.

Related Links

   Registering for a TouristExpress User Account on page 2

Establishing a Tourist Tax Account

PREREQUISITE

You don't need to do anything before you establish a Tourist Tax account.

OVERVIEW

If you are required to file a Tourist Tax return, you can establish a Tourist Tax account.

This task is for establishing a Tourist Tax account, not a TouristExpress user account.

Use the following steps to establish a Tourist Tax account.

TASK

1. Using your web browser, go to TouristExpress using the following URL:

   https://hillsborough.county-taxes.com/tourist

   STEP RESULT: TouristExpress displays a screen similar to the following:

   Figure 1-6: TouristExpress displays the county TouristExpress home page. The screen you see may vary from the screenshot displayed here.

2. Look for the text, "To establish a Tourist Development account with the Hillsborough County Tax Collector's office, click here to fill out an account request form", located on the right side of the Welcome page.

3. Click the click here link.

   STEP RESULT: TouristExpress displays the PDF file in the browser window.

4. Complete the PDF form. The registration form may be:

   • filled out online and printed

   • printed and filled out by hand

AFTER COMPLETING THIS TASK

Sign the application and send it to us using one of the following options:

- fax to: (813) 635-5218

- mail to:

  601 E. Kennedy Blvd., 14th Floor | Tampa, FL, 33602-4931

Related Links

Logging In to TouristExpress

PREREQUISITE

You must have a user account in order to use TouristExpress.

OVERVIEW

You can log in to TouristExpress and start managing your accounts and returns.

Use the following steps to log in to TouristExpress.

TASK

1. Using your web browser, go to TouristExpress using the following URL:

    https://hillsborough.county-taxes.com/tourist

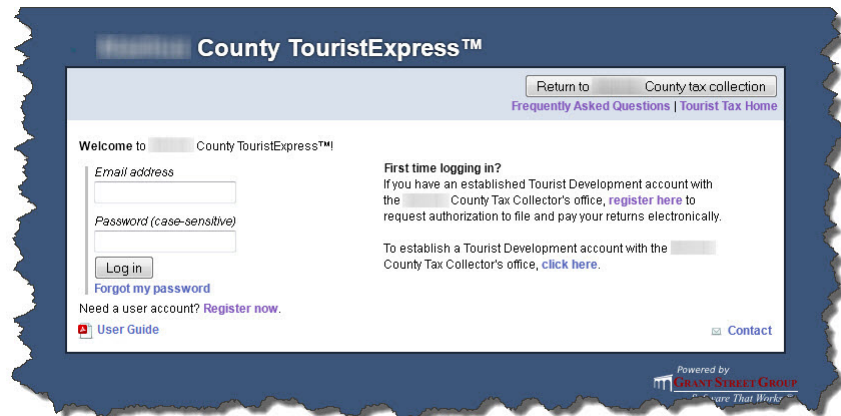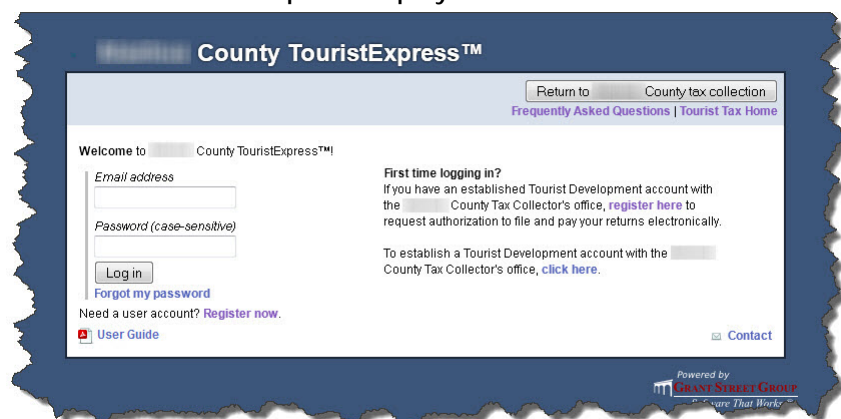   *STEP RESULT:* TouristExpress displays a screen similar to the following:

    Figure 1-7: TouristExpress displays the county TouristExpress home page. The screen you see may vary from the screenshot displayed here.

2. Enter your email address in the Email address box.

ADDITIONAL INFORMATION: If you cannot remember the email address you used to register for your account, please contact the county tax collector's office.

3. Enter your password in the Password box.

    ADDITIONAL INFORMATION: If you cannot remember your password, you can reset it.

4. Click Log in.

    STEP RESULT: TouristExpress may display the User Agreement page if you have never logged in to TouristExpress before or if there is a new user agreement for you to review.

5. Click I Agree. If you do not agree to the user agreement, click I Don't Agree; you will not be allowed to log in to TouristExpress. If you change your mind later, you can agree to the user agreement after repeating the steps listed above.

RESULT

TouristExpress logs you in. If you have not added a Tourist Tax account to your TouristExpress account, TouristExpress displays the Add an Account page. If you have added one or more Tourist Tax accounts to your TouristExpress account, TouristExpress displays the My tourist accounts page.

AFTER COMPLETING THIS TASK

Choose one of the following:

•   If this is the first time you have logged in, you can add a Tourist Tax account.

•   If you already have added a Tourist Tax account to your TouristExpress account, you can begin filing returns for your Tourist Tax account.

•   If you already have added more than one Tourist Tax account to your TouristExpress account, you can select which account you wish to file returns for. Click an account to begin filing returns for the account.

Related Links

Resetting My Password

You need to know the email address you used to register for your TouristExpress account. If you do not remember the email address you used to register, please contact the Tax Collector's office.

OVERVIEW

You can reset your TouristExpress account password. If your account has been locked due to too many unsuccessful login attempts, you can unlock it by resetting your password.

Use the following steps to reset your password.

TASK

1. Click Forgot my password.

    STEP RESULT: TouristExpress displays a screen similar to the following:
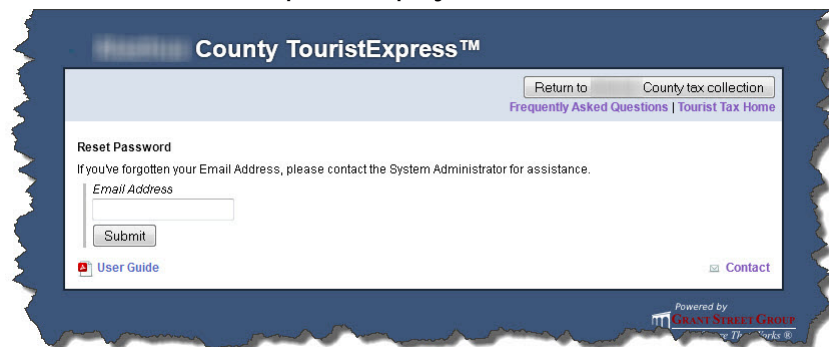

    Figure 1-8: TouristExpress displays the Reset Password page. The screen you see may vary from the screenshot displayed here.

2. Enter the email address you used to register for your TouristExpress account in the Email Address box.

3. Click Submit.

    STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 1-9: You must answer security questions before TouristExpress can reset your password. The screen you see may vary from the screenshot displayed here.

4.   Enter the answer to your TouristExpress account security question in the first box.

5.   Enter the Tourist account number registered to your TouristExpress account in the Tourist account number box. If you have more than one Tourist account registered to your account, enter just one account number.

6.   Click Reset Password.

RESULT

TouristExpress resets your password and sends an email with a temporary password to the email address you entered.

AFTER COMPLETING THIS TASK

In a few minutes, you should receive an email containing a temporary password. Please review the information in the email and log in to TouristExpress using your temporary password. TouristExpress will ask you to change your password. Once you have entered a new password, you can log in to TouristExpress.

If you have anti-spam software, you may need to check your "junk mail" folder. If you have still not received this email after a few hours, you may contact the Tax Collector's office for assistance.

Related Links

Editing My Account Profile

PREREQUISITE

You don't need to do anything before you edit your profile.

OVERVIEW

You can edit your TouristExpress account profile, including your name, address, and security details. You can also enter and save your e-check payment information.

NOTE: *This does not make any changes to your Tourist Tax account information. You must contact the county tax collector if you need to make changes to your Tourist Tax account information.*

Use the following steps to edit your account profile.

TASK

1.   Click Edit my user profile.

      STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 1-10: TouristExpress displays the Modify My Account page. The screen you see may vary from the screenshot displayed here.

2. You may change all or some of the following information:

Information	Description
First Name	Enter your first name.
Last Name	Enter your last name.
Address	Enter your street address.
City	Enter your city.
I have a foreign address	Select this checkbox if your address is outside of the U.S. If you select this checkbox, TouristExpress will display the Province and Country fields. Enter your province and country.
State and Zip	Enter the two letter abbreviation for your state and your zip code. *NOTE: TouristExpress will display these fields if you have not indicated that you have a foreign address.*
Phone Number	Enter your telephone number.
New Email	Enter your email address. You must enter a valid email address so that TouristExpress may confirm your account.
Confirm Email	Enter your email address again. *NOTE: TouristExpress will send an email confirmation of this change to both your new and previous email addresses.*
Current Password	Enter your current password. *NOTE: You must enter your password in order to submit this form, whether or not you made any changes.*
Change Password	Enter your new password. The new password must be 8 to 12 characters in length and include at least one number or symbol. Passwords are case-sensitive.

Information	Description
Re-Enter Password	Enter the password again.
Security Question	Select a security question from the drop-down list.
Security Answer	Enter an answer to the security question.

3.   To store new e-check payment information:

   a)   Click Store new payment information.

   STEP RESULT: TouristExpress displays a screen similar to the following:.

Figure 1-11: TouristExpress updates the Modify My Account page. The screen you see may vary from the screenshot displayed here.

   b)   Enter the following information:

Information	Description
Account Holder's Name	Enter the name of the account holder from the financial institution account.
Email Address	Enter the account holder's email address.
Phone Number	Enter the account holder's telephone number.
Address	Enter the account holder's street address.
City	Enter the account holder's city.
State/Province	Enter the two letter abbreviation for the account holder's state or enter the province name.
Zip/Postal Code	Enter the account holder's zip code.
Country	Enter the account holder's county.
Bank Name	Enter the name of the bank on the check.
Bank Account Type	Select the bank account type for the e-check payment: checking or savings.
Routing Number	Enter the nine digit account number.
Account Number	Enter the account number.
Store my payment for future use	Select this option to indicate that your payment information should be stored so you may use it again without re-entering it.

4. Click Submit at the bottom of the page.

   STEP RESULT: TouristExpress saves your e-check payment information and adds the Stored Payment Information section to the Modify My Account page.

5. Choose from the following options:

   • To enter and save e-check information for another bank account, click Store new payment information.

   • To delete saved e-check information, click delete next to the saved information in the Stored Payment Information section.

- To modify saved e-check information, you must delete the information by clicking delete next to the information and enter the new information by clicking Store new payment information.

   ADDITIONAL INFORMATION: You must click Submit at the bottom of the page to save your payment information before clicking Submit in the middle of the page. If you click Submit in the middle of the page before clicking Submit at the bottom of the page, you will lose the payment information you entered.

6. When you have finished, click Submit.

   ADDITIONAL INFORMATION: Remember to enter your current password in the Current Password box or you will not be allowed to submit any changes (entering your current password is required even if you did not make any changes).

RESULT

TouristExpress updates your account with the new information you entered.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- TouristExpress - You can view the Returns page.

- Log out - You can exit TouristExpress.

- Contact Us - You can view contact information for the county tax collector.

Related Links

2 Managing My Tourist Tax Accounts

Topics:

- Adding a Tourist Tax Account
- Viewing My Tourist Tax Accounts
- Viewing My Returns
- Viewing Return Details
- Filing a New Return
- Editing a Return
- Deleting a Return
- Viewing Account Details

You can manage the Tourist Tax accounts that are associated with your TouristExpress account. The following sections explain how to manage your Tourist Tax accounts using TouristExpress.

Adding a Tourist Tax Account

PREREQUISITE

You must meet the following requirements in order to add a Tourist Tax account in TouristExpress:

• You must have a Tourist Tax account established with the county before you can add it to your TouristExpress account.

• You must have filed a return on your Tourist Tax account. You will use your most recent return to verify your identity. If you have not yet filed a return on your Tourist Tax account, contact the county tax collector.

OVERVIEW

Before you can access a Tourist Tax account using TouristExpress, the county must verify that you are indeed the filer for that account. You can begin the verification process by entering your Tourist Tax account information from your most recent Tourist Tax return. After you submit the information, the county tax collector's office will verify your information and add the Tourist Tax account to your TouristExpress account.

Use the following steps to add a Tourist Tax account to your TouristExpress account.

TASK

1. Click Add an account.

   STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 2-1: TouristExpress displays the Add an Account page. The screen you see may vary from the screenshot displayed here.

2. Complete the form by entering the requested information *exactly* as it appears on your *most recently filed* tourist tax return.

    ADDITIONAL INFORMATION: You must copy this information from a previously filed return. Do not use a return that has not already been filed with the county.

Information	Description
Tourist Tax Account Number	Enter your Tourist Tax account number from your most recently paid tourist tax return. You must enter the Tourist Tax account number assigned to you by the county.
Address	Enter the street address of the property listed on the return.
City, State	Enter the city and the two letter abbreviation for the property location.
Zip	Enter the zip code of the property location.

Information	Description
Reporting Period	Enter the month and year of the most recently paid return. *NOTE: The reporting period should be from a previously paid return. If you enter a current or future reporting period, TouristExpress will display the following checkbox underneath the Reporting Period field: Yes, I'm sure I want to verify with a future return. TouristExpress will not let you submit your account verification request until you either click the checkbox or change the reporting period to a previously paid return.*
Total taxable receipts	Enter the total monetary amount of taxable receipts for the return period (gross amount minus exempt amount).
Total amount due	Enter the total amount of tax due for the return period.

ADDITIONAL INFORMATION: You can view help text for each field by clicking the question mark in the blue circle next to each field.

3.   Click Submit.

RESULT

TouristExpress submits your request to the county.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- Log in - You can log in to TouristExpress.

- Contact Us - You can view contact information for the county tax collector.

- proceed to My Accounts - You can view your TouristExpress account information.

- add another tourist tax account - You can add another Tourist Tax account to your TouristExpress account.

Related Links

Viewing My Tourist Tax Accounts

PREREQUISITE

You must log in to view and manage your TouristExpress account.

OVERVIEW

If you already have added a Tourist Tax account to your TouristExpress account, you can begin working with your Tourist Tax account using the My Accounts page.

NOTE: *You must file and pay your returns on time and online (using TouristExpress) in order to be eligible to receive the collection allowance deduction.*

Use the following step to use the My Accounts page.

TASK

1. Click My tourist accounts.

RESULT

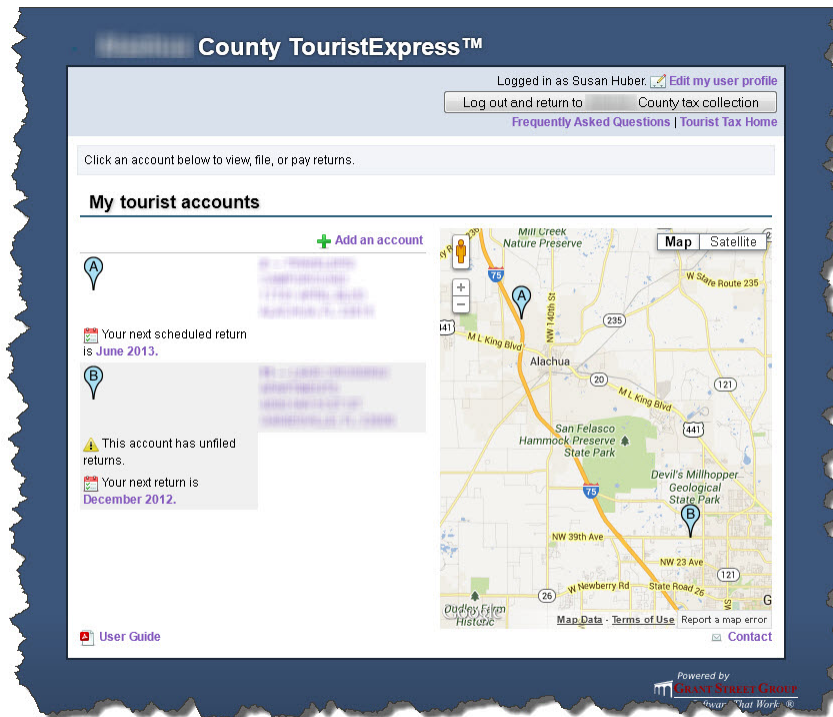TouristExpress displays a screen similar to the following:

Figure 2-2: TouristExpress displays the My tourist accounts page. The screen you see may vary from the screenshot displayed here. If you have a tourist tax account waiting to be verified, TouristExpress displays the account number under Pending accounts.

TouristExpress displays the following information on the My tourist accounts page:

Information	Description
Accounts	Displays the Tourist Tax account number and property information for the account(s) registered to your TouristExpress account. TouristExpress indicates the next scheduled return(s) due for the account. Click an account or next scheduled return due to view the returns for that account.
Map	Displays a map showing the location of the property or properties associated with your Tourist Tax account(s).

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

• My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- Add an account - You can add a Tourist Tax account to your TouristExpress account.

Related Links

Viewing My Returns

PREREQUISITE

You don't need to do anything before viewing your returns.

OVERVIEW

You can view the returns associated with your account.

Use the following step to view information on your returns.

TASK

1. To view the returns for a specific Tourist Tax account, click the Tourist Tax account or click View returns.

RESULT

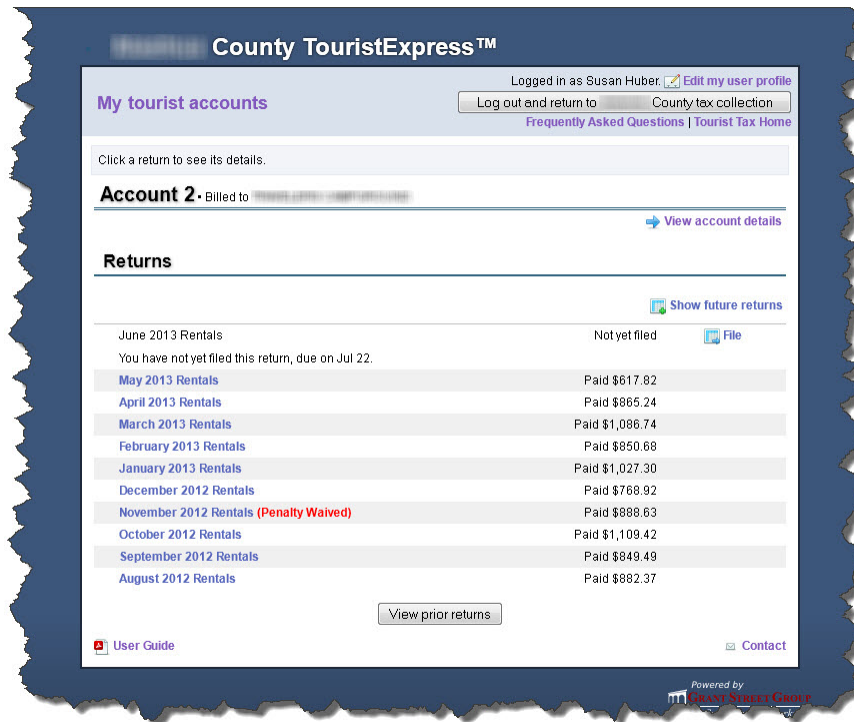TouristExpress displays a screen similar to the following:

Figure 2-3: TouristExpress displays the Returns page. The screen you see may vary from the screenshot displayed here.

TouristExpress displays the following information on the Returns page.

Information	Description
Returns	Displays the returns for the selected Tourist Tax account. Click a return to view return details.
Status	Displays the status of the return: • Not yet filed - no return has been filed for this period. • Paid - the amount due for this return has been paid. The amount paid is displayed. • Owe - there is a balance due for this return. The balance due is displayed.
Actions	Choose from the following actions for this return: • File - You can file a return for the corresponding tax period. • In cart - You can pay for the filed return.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- View account details - You can view detailed information for your account.

- Show future returns - You can view the returns that are expected to be filed in the future.

- Hide future returns - You can hide the returns that are expected to be filed in the future and show only the returns that are due now.

- View prior returns - You can view previously-filed returns. You can view up to a year's worth of previously-filed returns at a time.

Related Links

Viewing Return Details

PREREQUISITE

You must select a return in order to view the details.

OVERVIEW

You can view detailed information on a return.

Use the following step to view detailed information on a return.

TASK

1. While viewing the list of returns, click on the specific return you wish to view.

RESULT

TouristExpress displays a screen similar to the following:
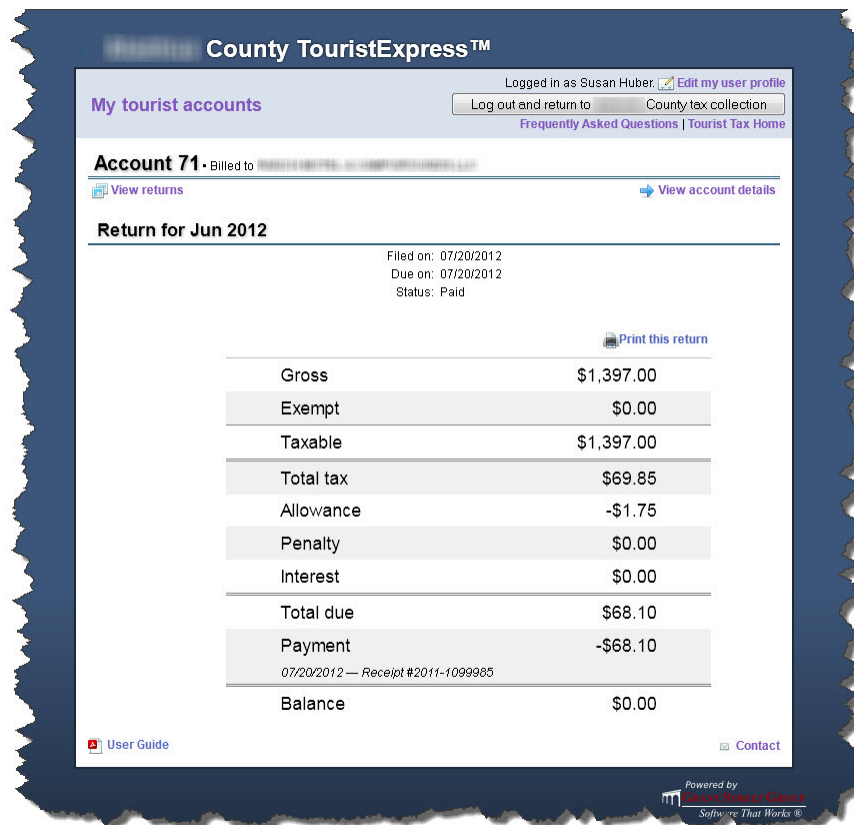

Figure 2-4: TouristExpress displays the Return for <period> page. The screen you see may vary from the screenshot displayed here. In some cases, you may file a return and not pay for it immediately. If something changes on the return, like penalty or interest, TouristExpress will display two columns. The Filed column has the information you originally entered and the Currently Due column shows the amount due.

TouristExpress displays the following information on the Return for <period> page.

Information	Description
Gross	Displays the gross receipts for the return.
Exempt	Displays the total amount of exempt receipts for the return.

Information	Description
Taxable	Displays the total taxable amount.
Total tax	Displays the total tax due.
Allowance	Displays any allowance on the return. If there is a minus (-) sign or no sign at all, the amount is negative. Since an allowance reduces the amount owed, most allowances are negative. In the rare case an allowance is positive, there will be a plus (+) sign.
Penalty	Displays any penalty assessed on the return.
Interest	Displays any interest due on the taxable amount.
Credits	Displays any credits applied to this return.
Total due	Displays the total amount due for this return.
Payment	Displays the total amount of all payments made on this return.
Balance	Displays the amount due, if any, for this return.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- Print this return - You can print the details for a paid return. If the return is not paid, TouristExpress does not display this link.

- Edit this return - You can edit an unpaid return if you are the user who filed the return.

- Delete this return - You can delete an unpaid return if you are the user who filed the return.

- View returns - You can view all of the returns for your account.

- View account details - You can view detailed information for your account.

Related Links

Filing a New Return

PREREQUISITE

You need to have the gross amount and the exempt amount for a reporting period, if applicable, before you file a return. These may be actual amounts or estimated amounts (in the case of a future return).

OVERVIEW

You can file a tax return for a specific filing period. The filing period may be in the past, it may be the current period, or it may be a future period.

NOTE: *You must file and pay your returns on time and online (using TouristExpress) in order to be eligible to receive the collection allowance deduction.*

Use the following steps to file a new return.

TASK

1. Click File for the selected period.

    ADDITIONAL INFORMATION: Click Show future returns to see filing periods in the future. Click View prior returns to view past returns and filing periods.

    STEP RESULT: TouristExpress displays a screen similar to the following:.

Figure 2-5: TouristExpress displays the File return for <period> page. The screen you see may vary from the screenshot displayed here.

2.   Complete the form by entering the requested information.

Information	Description
Gross	Enter the gross receipts for the period.
Exempt	Enter the exempt receipts for the period.

STEP RESULT: As you enter your amounts, TouristExpress calculates the total amount due.

3.   If the total amount due equals $0 and you want to file this return with no money due, select the Yes, I'm sure I want to file a return with no money due checkbox.

4.   Choose one of the following options:

•   File this return - TouristExpress displays this option if the total amount due equals $0.

•   File return and add to cart - TouristExpress displays this option if the total amount due is more than $0.

RESULT

If you filed a return with no money due, TouristExpress files the return and marks it as paid.

If you filed a return with money due, TouristExpress files the return and adds the return to the shopping cart.

AFTER COMPLETING THIS TASK

If you filed a return with no money due, TouristExpress displays the Receipt page.

If you filed a return with money due, TouristExpress displays the shopping cart.

Related Links

Editing a Return

PREREQUISITE

You must view an unpaid return before you can edit it. You must be the user who filed the return. Other users associated with this account will not be allowed to edit the return.

OVERVIEW

You can edit the gross amount and the exempt amount on an unpaid return that you created. You cannot edit a return after you have paid the return.

NOTE: *You must file and pay your returns on time and online (using TouristExpress) in order to be eligible to receive the collection allowance deduction.*

Use the following steps to edit a return.

TASK

1.   Click Edit this return.

STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 2-6: TouristExpress displays the Edit return for <period> page. The screen you see may vary from the screenshot displayed here.

2. Modify the form by entering the requested information.

Information	Description
Gross	Enter the gross receipts for the period.
Exempt	Enter the exempt receipts for the period.

3. If the total amount due equals $0 and you want to file this return with no money due, select the Yes, I'm sure I want to file a return with no money due checkbox.

4. Choose one of the following options:

    •   Save Changes - TouristExpress displays this option if the total amount due equals $0.

    •   Save changes and update cart - TouristExpress displays this option if the total amount due is more than $0.

RESULT

If you modified the return to have no money due, TouristExpress files the return and marks it as paid.

If you modified the return to have money due, TouristExpress updates the return and adds the return to the shopping cart.

AFTER COMPLETING THIS TASK

If you modified the return to have no money due, TouristExpress displays the Receipt page.

If you modified the return to have money due, TouristExpress displays the shopping cart.

Related Links

Deleting a Return

PREREQUISITE

You must view an unpaid return before you can delete it. You must be the user who filed the return. Other users associated with this account will not be allowed to delete the return.

OVERVIEW

You can delete a return that you created. You cannot delete a return after you have paid the return.

Use the following steps to delete a return.

TASK

1.   Click Delete this return.

      STEP RESULT: TouristExpress displays a dialog box confirming that you want to delete this return.

2.   Click OK.

RESULT

TouristExpress deletes the return.

AFTER COMPLETING THIS TASK

TouristExpress displays the Returns page.

Related Links

Viewing Account Details

PREREQUISITE

You don't need to do anything before viewing your account details.

OVERVIEW

You can view details about your Tourist Tax account, including account status, address information, and account owner.

Use the following step to view your account details.

TASK

1. Click View account details.

RESULT

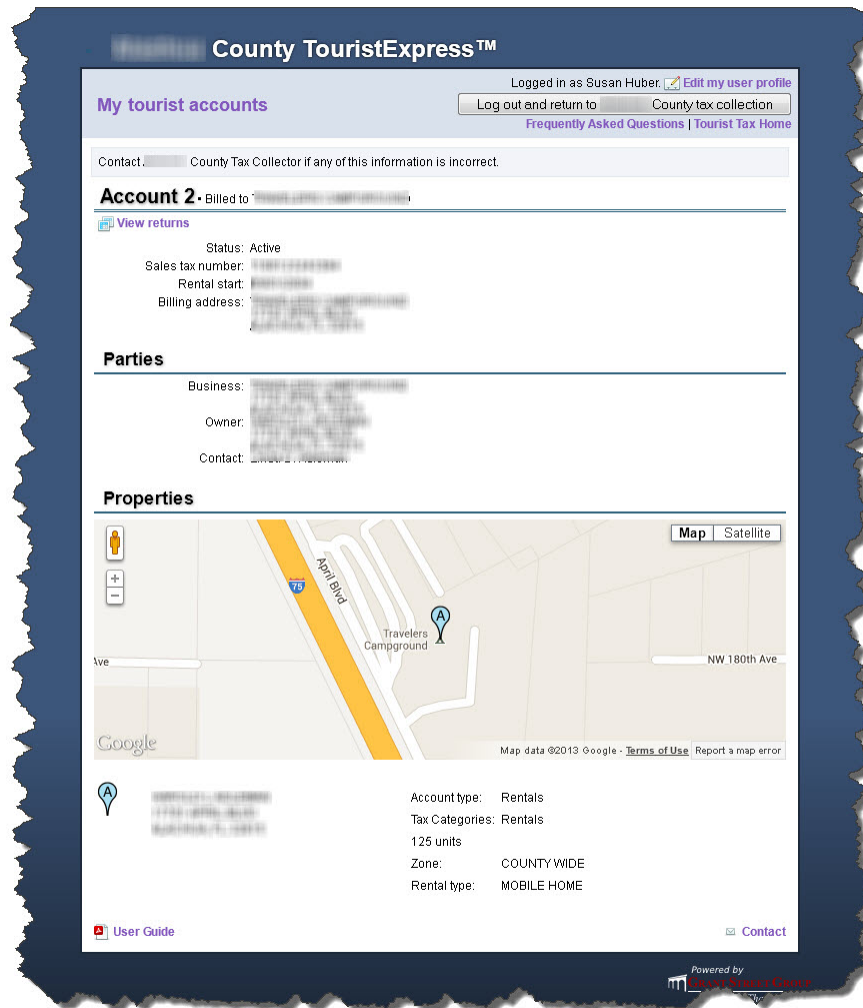TouristExpress displays a screen similar to the following:

Figure 2-7: TouristExpress displays the details for your Tourist Tax account. The screen you see may vary from the screenshot displayed here.

Information	Description
Account	Displays the Tourist Tax account information.
Parties	Displays the parties associated with the account.
Properties	Displays the map, address, and additional information for the properties associated with the account.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- View returns - You can view the returns for this account.

Related Links

3

Checking Out and Paying

Topics:

- Using the Shopping Cart
- Viewing a Paid Return
- Viewing and Printing a Receipt

After you add one or more tourist tax returns to your shopping cart, you can check out and pay. The following sections describe the process of paying for your returns.

Using the Shopping Cart

PREREQUISITE

You must add returns to the shopping cart before you can use the shopping cart to check out. You can also add returns to the shopping cart when you view your returns.

OVERVIEW

You can use the shopping cart to view the returns you have filed and to pay for your returns.

NOTE: *You must file and pay your returns on time and online (using TouristExpress) in order to be eligible to receive the collection allowance deduction.*

Use the following steps to use your shopping cart.

TASK

1.   Add a return to the shopping cart.

STEP RESULT: TouristExpress displays a screen similar to the following:

Figure 3-1: TouristExpress displays the Shopping cart page. The screen you see may vary from the screenshot displayed here.

2. Use the Select a payment type drop-down list to choose the form of payment you want to use.

ADDITIONAL INFORMATION: If you select E-Check as your form of payment, you must enter the number for the United States bank account you are using. If you do not have a United States bank account, you must either pay by credit card (if this option is available) or wire the payment to the county.

3. If you selected E-Check as your form of payment and you have saved e-check payment information stored in TouristExpress, you can choose from the following options:

• Use stored account ending in [last three digits of the account number (bank name)] - You can use your saved e-check payment information. If you have saved information for multiple bank accounts, select the one you want to use.

- Enter new payment information - You can enter e-check information. TouristExpress will give you the option to save this information for use at another time.

4. Enter all of the information requested for the form of payment you selected.

    ADDITIONAL INFORMATION: If you selected an E-Check as your form of payment, you can select the Store my payment information for future use checkbox to indicate that you want TouristExpress to save the payment information you entered. This information will be located on the Modify My Account page.

5. Click Check out.

6. If you used an E-Check as your form of payment, TouristExpress displays your payment information. If you want to edit your payment information, click Go Back. Note that any error in the information that you provide will result in a failed payment and additional fees. To continue the payment process, click Submit payment.

RESULT

TouristExpress processes your payment, sends you an an email confirmation, and displays the Receipt page, where you can view the details of your payment.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- Account - You can view your Tourist Tax account.

- Return - Select a return period to view the payment details on that return.

- Print return - You can open or save the paid return as a PDF, and then print it.

- Print - You can print your receipt.

Related Links

Viewing a Paid Return

PREREQUISITE

You must have already paid for a return before you can view this page.

OVERVIEW

You can view detailed information for a specific return, including the amounts reported and the amounts due.

Use the following step to view a paid return.

TASK

1. Click the link for the return.

RESULT

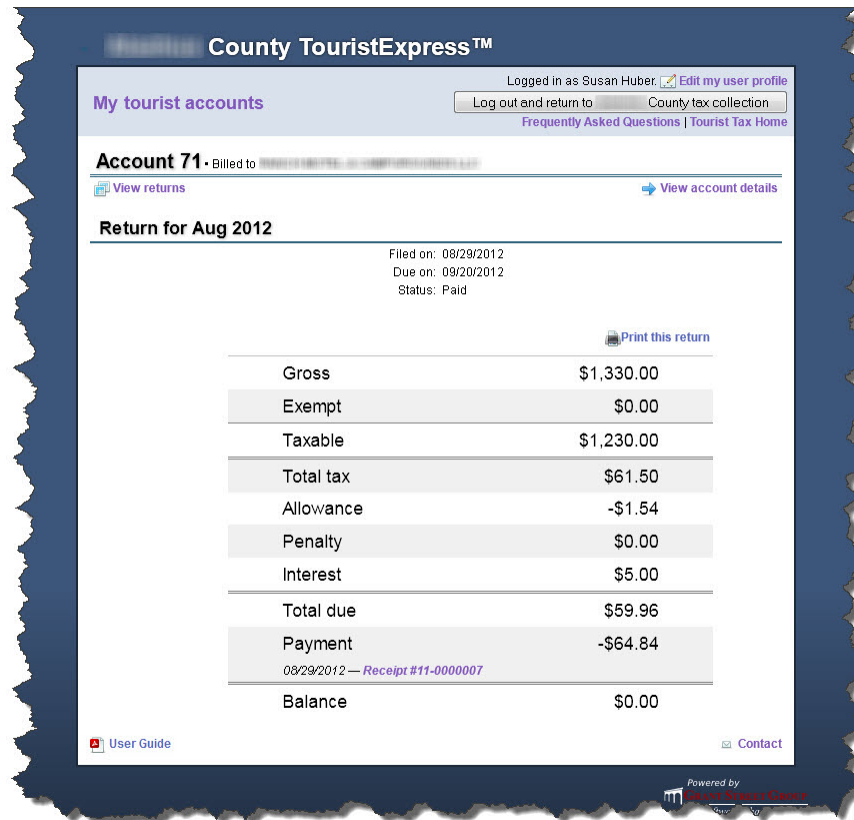TouristExpress displays a screen similar to the following:

Figure 3-2: TouristExpress displays the Return for <period> page, where you can view the details of the return. The screen you see may vary from the screenshot displayed here.

TouristExpress displays the following information:

Information	Description
Filed on	Displays the date the return was filed.
Due on	Displays the date the return was due to be filed.
Status	Displays the status of the return: • Paid - the amount due for this return has been paid. The amount paid is displayed. • Owed - there is a balance due for this return. The balance due is displayed.
Gross	Displays the amount of gross receipts reported on the return.
Exempt	Displays the amount of exempt receipts reported on the return.
Taxable	Displays the amount of taxable receipts.

Information	Description
Total tax	Displays the total tax due for the return.
Allowance	Displays any allowance credited to the return.
Penalty	Displays any penalty applied to the return.
Interest	Displays any interest applied to the return.
Credits	Displays any credits applied to this return.
Total due	Displays the total amount due on this return.
Payment	Displays the amount of the payment made. Displays the date and receipt number for the payment. If the payment was made in TouristExpress, you can view and print the receipt by clicking the link.
Balance	Displays the balance of the return.
Actions	You can perform the following action for this return: • Print this return - You can print this return. TouristExpress will create a PDF file which you can open, view, save, and print.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

• My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

• Edit my user profile - You can manage your TouristExpress account information.

• Log out - You can exit TouristExpress.

• Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

• Tourist Tax Home - You can go to the county's tourist tax home page.

• View returns - You can view all of the returns for your account.

• View account details - You can view detailed information for your account.

Related Links

Viewing and Printing a Receipt

PREREQUISITE

You must have already paid a return before you can view this page. You must be the user who paid the return. Other users associated with this account will not be allowed to view this page.

OVERVIEW

You can view and print a receipt for a paid return. You can only view and print receipts for returns that were filed and paid using TouristExpress.

Use the following step to view a receipt for a paid return.

TASK

1.   Click Receipt <receipt number>.

RESULT

TouristExpress displays a screen similar to the following:

Figure 3-3: TouristExpress displays the Receipt <number> page, where you can view the details of your payment. The screen you see may vary from the screenshot displayed here.

AFTER COMPLETING THIS TASK

There are several links and buttons on the page that you can use to manage your account and returns:

- My tourist accounts - You can select the tourist tax account you wish to view in TouristExpress.

- Edit my user profile - You can manage your TouristExpress account information.

- Log out - You can exit TouristExpress.

- Frequently Asked Questions - You can view a list of answers to common questions about tourist taxes.

- Tourist Tax Home - You can go to the county's tourist tax home page.

- Account - You can view your Tourist Tax account.

- Return - Select a return period to view the payment details for the return.

- Print return - You can open or save the paid return as a PDF, and then print it.

- Print - You can print your receipt.

Related Links

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