



System Update Notification

What's happening?

On Wednesday, November 11, 2015, an Arizona Luxury Tax Online service pack was installed as part of our effort to improve service and technology. The update was scheduled to avoid interruptions during normal business hours; however, there was an unexpected occurrence that caused access issues for some users. All access issues have been resolved.

What was corrected and what new features are available?

Please read this carefully as it contains important information regarding system changes that may impact you.

PACT Report: The upload capacity was increased from 32K to 132K line items.

PACT filers can now enter negative packs of cigarette and other tobacco Product "OTP" ounces to identify product returned by their customers. Note: When reporting returned product, the OTP Quantity field must be a positive number. Visit <https://azdor.gov/Home.aspx> for return examples.

If provided for the OTP PACT Report, the Tobacco License Number must be entered in the following format: T##### or T###-###-###.

Cigarette Return: Returns will require attached copies of all invoices reflecting transactions involving cigarettes manufactured by non-participating manufacturers (NPM). If no NPM cigarettes are reported, users must attach a written statement confirming that no NPM transactions occurred during the period. This system requirement already exists for the OTP return. Invoices and statements must be in a .png or .pdf file format and must be uploaded as a single file or combined into one .zip file (without subfolders).

Payment Effective Date Validation: Payments must be submitted before 5:00 pm MST at least one business day in advance to be considered timely. Payments received after the return due date may be subject to penalties and interest.

Example: A user logs into <https://luxury.aztaxes.gov> after 5:00 pm MST on Thursday, November 19, 2015 to submit a cigarette return and payment will not be able to submit their payment with an effective date of Friday, November 20, 2015. The earliest date available to submit a payment will be Monday, November 23, 2015.

Cigarette Damaged Product Rebates: A correction was made to automatically calculate the 4% discount.

User Profile Access: An enhancement was made to strengthen security for account access.

Tribal Allocation Ratio: Section 7 was added for the Cocopah Tribe, with full offset to non-tribal members.

What other enhancements are being considered?

Electronic Correspondence: This system update includes a feature which allows users the option of receiving specific correspondence electronically (i.e. statement of account) and exempts documents that are required to be physically delivered (i.e. distributor licenses and agency decision notices). This option is currently disabled pending implementation approval by the Department.

What do I do if I encounter issues?

If you have any problems accessing Arizona Luxury Tax Online, performing tasks, or need additional information please contact the Luxury Tax Unit immediately.

Email: Luxurytax@azdor.gov or

Phone: (602) 716-7808