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Access to Taxpayer Online Services:

Welcome to the Municipal Government of Carolina, PR Tax Payer Online Service Portal. From here you can register as an existing client and manage all your tax submissions and payments, like:

Complete the Temporary Patent Application Submit your: Business Volume Declaraction (Patent) Filing Extension Application of Business Volume Declaration Sales and Use Tax Return (IVU)

Review account balances Pay your invoices or account balance

Customer Support

Assistance schedule: Monday to Friday from 8:00 a.m. to 4:00 p.m.

Telephone contacts: (787)757-2626, ext. 4227

Email: contactanos@carolina.pr.gov

Customer (Taxpayer) registration



To access the Online Services, you must be a taxpayer (client) duly registered in the Registry of Municipal Patents of Industry, Commerce, Services and the Integrated Computer System and have a ID GMAC (Id with which you identify yourself in the Municipal Government of Carolina of six digits).

If you or your company are already taxpayers registered with GMAC, you must select the alternative "Taxpayer Registry". The system will display on the screen the form that you must complete and send for proper processing.





Step 1 – Select "Taxpayer Registry"



Step 2 – Fill out the form

	/***	union for Municipal Tangatymes		-
Taxpayer Registry				
	Person Compo			
Book Security Namber	Enter 8 sigts	Parm Nation	Enter 10 styles	
2 mail		User		-

- Select the option that best identifies you in the Municipal Government of Carolina (Person or Organization)
- According to the type of business option, fill out the following field:

Social Security Number:

Enter 9 digits

Employers ID number:

Enter 9 digits

• Complete the following fields:

Email:

Phone Number:

Enter 10 digits

User:





Step 5 – Send your request by clicking the button

. You will receive an email once

your account has been activated containing your temporary password to gain access to the portal.

Frequently Asked Questions (FAQ)

- 1. **Q:** Who is a Taxpayer?
 - a. A: He is a person obliged by law to pay taxes.
- 2. **Q:** Who must Register in the GMAC System?
 - a. A: Taxpayers and Withholding or Non-Withholding Agents (IVU) who have their business in Carolina.
- 3. **Q:** Who is a Withholding or Non-Withholding Agent?
 - a. A: The term "withholding agent" means any person obliged to deduct and withhold any contribution, in accordance with the provisions contained in the Internal Revenue Code, created by Law No. 1 of January 31, 2011. The non-withholding Agent is one that offers a service not subject to the IVU. - Except for those services provided by persons whose annual business volume does not exceed \$50,000; and designated professional services.

Temporary Patent Application

If you are starting operations in the Municipal Government of Carolina, you must have the following documents on hand before beginning to fill out the Temporary Patent Application. These documents must be uploaded in PDF format to the page once you have completed your application

- Letter authorizing representative and Foto ID
- Approved operating permit by OMPU or OGPE in name of the business and new owner (proposer)
- Lease agreement, property deed or purchase/sale contract (whichever applicable)
- Incorporation Certificate and registration date
- Employer ID or Social Security evidence (printed document)
- Merchant Registration number in Puerto Rico's Department of Treasury (Hacienda) IVU
- Individual / Corporation State Income Tax Return or Audited Financial Statements for the las three years
- PR's Department of Treasury (Hacienda) Certification: Income Tax Return Filing for Individual or Corporations.





- If Business is operated in another jurisdiction (City) must provide Patent payment evidence.
- Exemption Decree granted by Office of Industrial tax exemption (if applicable)
- Owner's or companies President Postal and residence address evidence
- Business and main office address and telephone evidence
- Letter that certifies opening business operations date
- If Business is a Gas Station, must provide letter form supplier stating gasoline gallons sold to business
- Taxpayers located in Carolina must provide Property registration certification
- No debt Certification for Real and Personal Property
- Real Property Filing Certification for the last five (5) years (CRIM)
- Other documents requested by the Finance Director or other authorized personnel

Step 1 - select the alternative "Temporary Patent Aplication"

Patente Provisional/Temporary Patent Application

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Step 2 - Go through the different icons and complete the information on the form:







Step 3 - Complete all form fields in CAPITAL LETTERS

Points to consider when filling out the application:



a. Select the option that best identifies you in the Municipality of Carolina (Person or Corporation)

Person
 Corporation

Type Taxpayer:			

b. For the Date fields you can select the same, using the Calendar provided in the field or write it in Day.Month.Year format



b. For fields that contain drop-down lists you can look for the option



c. Fill out the calendar or tax year starting/ending

For Calendar year:		
or other flacal year starting	per kine yoyy	D
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d. Fill out the following fields according to the selection between Person or Corporation

Person

Taxpayer Name	
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Endeducity Last Tearroy	
Descripting form into a	Ene Fags
Corporation Business, Industry & Service Name	
Business. Robality o Service Name	

e. Fill out the field with the merchant registration number according to the certificate

Environ Gronze: Eller Fright

Stations, Industry & Device Name

	issued by the Treas	sury Department (SURI)	
	Merchaet registration #	Ster 17 digita	
f.	•	to the information from the merchant registry according to the by the Treasury Department (SURI)	
	Withholding Agent:	• Y	ES
		ON	0
g.	Select the fiscal ye	ar to which the request belongs from the drop-down list	
	Fiscal Year:		V
h.	Fill out the following	ng fields according to the business information	
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	Electronic Address	Error Ernel	
	Fax Number:	Enter 10 digits	
	DBA tiane		
	Property Registration #:	Enter 14 april	
	Business Phone Number	Erner 10 digits	







j.

i. Select the NAICS code from the drop-down list according to the information from the merchant registration issued by the Department of the Treasury (SURI) or manually enter the NAICS code

Business, instally or Service type:		15	
	11111 Soybean Farming 11112 Obsed Farming		
Businessi, Industry or Service type		Service Professional, Scie	ntific, and Technical Services
Select the type of business			
Business Type:			Individual
		C	Society
		C	Corporation

k. Fill out the following fields according to the business information

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Annual Payrall		
Date theamers Estatement	dit blickyyyy	
Owner to Representative's name:		
Owher or Representative's last name:		
Physion (parier) or rep.:		



I. Fill out the following fields with the physical address as it appears on the Use Permit and merchant registration





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ArcTitert	
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Town/State:	(×
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m. Fill out the following fields with the postal address of the owner or representative

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TownState V	Country	
Zp Code	ToxivState:	
	Zip Orde:	

n. Fill out the following fields with the postal address of the business

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Bogue-Nam.	
Ave Street.	
Country	
Sowry Glasse	*
Zip Coole:	







o. Fill out the field with the required information of the name of the person with both last names

Taxpayer's appatize of its authorized repp. Fill out the field with the required information of the name of the person with both last names

Sworn and subscribed before me:

- q. Select from the drop-down list or manually enter the town where the person resides Of legal age and resident of:
- r. Select the date of the day using the calendar tool or make manual entry Day.Month.Year

. If the form still contains errors or missing

Today: dx.MM.yyyy

s. Select from the drop-down list or manually enter the town

In the city of:

t. Check the box for Accept the terms and condition

I accept terms and conditions:



Step 6 – Press the button information in any field, the page will show them in the section at the bottom of the page



, select the errors to display them as below:

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0	Telephone number is a required Retal	1
0	E-mail is a required field	
0	Business, Industry or Senice Name: Required Field	
0	Business phone number is required	×.
	Employees ID number: Required Field	





The message will include which field contains the error.



pressing the button

The system will give you a shipping and confirmation number.



Note: The Temporary Patent will be evaluated by personnel from the Municipal Tax and Revenue Office (OCIM) and they will contact you to notify you if it was approved or if any situation arises that prevents its approval.

Frequently Asked Questions (FAQ)

- 1. **Q:** Who is subject to filing the Temporary Patent?
 - a. A: Any person who begins any newly created industry or business subject to payment of the license fee will be required to notify the Director of Finance of the corresponding municipality, no later than thirty (30) days after beginning such activity. The Director of Finance will issue you a provisional patent exempt from payment for the semester corresponding to that in which said activity begins. At the beginning of the next semester, said person will file a declaration computed in the manner provided according to the Municipal Code of Puerto Rico Book VII Chapter III, at the time of filing it, the entire amount of the patent corresponding to said semester. For successive semesters, the patent will be computed in the manner provided in the aforementioned Article 7.204 (Patent calculation) of this Chapter and will be paid as provided in Article 7.208 (Payment of the patent) of this Chapter.

Recover password

If you have forgotten your password, press the "Forgot password" button.

Forgot Password

Complete required information to recover your password:







Press the button to submit your password reset request. You will receive a notification with a temporary password to access the system. Follow the steps indicated in the email received.

Frequently Asked Questions (FAQ)

- 1. **Q:** If you forget your password, can you request a new one?
 - a. A: If you can request a new password; You must complete required information.

Transactions

Access your business transactions







Once you are registered and have your Portal username, you can access to carry out online transactions. Enter your username and password. Then press the button that says "Login".

Transactions to which you have access:

Once the taxpayer or client appears in the Registry of Municipal Patents of Industry, Commerce, Services and the Integrated Computer System and has a ID GMAC ID (Id with which you identify yourself in the Municipal Government of Carolina of six digits), they can proceed to register in the GMAC-SEL where you will have access to:

- Filings
 - Filing Extension Application of Business Volume Declaration
 - ✓ You may submit electronically the Filing Extension Application of Business and pay the patent as estimated.
 - Business Volume Declaraction (Patent)
 - ✓ You may submit electronically the Business Volume Declaraction, attach the required documents and pay the determined patent.
 - Sales and Use Tax return (Municipal IVU)
 - ✓ You may submit electronically the Sales and Use Tax return, and pay the tax owed.
- Payments for the following concepts:
 - o Patent
 - o IVU
 - Leasing of Municipal Premises
 - o Municipal Aqueduct
 - Construction Taxes
 - Construction Patent
- They will be able to have access to:
 - History of Filings made online
 - History of Payments made online
 - Invoices pending payment

Frequently Asked Questions (FAQ)

- 1. **Q:** What transactions are allowed to be carried out online?
 - A: Filing Extension Application of Business Volume Declaration, Business Volume Declaration (Patent), Sales and Use Tax Return (Municipal IVU), view your balances and pay your bills.
- 2. **Q:** Can transactions be accessed without being registered in the GMAC System?
 - a. **A:** No





Overview



Taxpayer will have the alternative to review in detail items (Invoices) pending payment that you have on record. The status of these items whether or not they are overdue, the period to which it corresponds and the outstanding amount is presented.

Filing Returns



This screen presents information about your tax obligations ie Business Volume Return and Sales and Use Citizen Contribution tax (IVU)

You have the following alternatives:

- File a New Declaration
- Process or complete a Draft of your Return

Considering that this is a new system, submission of tax return forms will be permitted for recent periods onwards, and these are:

- Business Volume Return (Declaration) Patente For fiscal years 2013-2014 and forward
- Sales and Use Tax Return (IVU) from december 2011





If you have the need to submit returns for prior periods of Business Volume (Patente) you should visit The Municipal Contributions and Revenue Office (OCIM). If you need to submit prior returns for Sales and Use Tax Return (IVU) please visit Tax auditing and other income office (OICOI)

** Explanatory note: The items presented may not include deficiencies, lack of filings and noncompliance with payments to be remitted in the past. To clarify or submit a complaint about your account statement, please send an email to the following address:

contactanos@carolina.pr.gov

Filing Business Volume Declaration (Patent)

Documents to be taken into consideration to attach to the Business Volume Declaration in PDF format:

- Business volume greater than three million (\$3,000,000.00) Audited Financial Statements
- Business volume less than three million (\$3,000,000.00) Income Tax Return
- No debt Certification for Real and Personal Property (CRIM)
- Real Property Filing Certification for the last five (5) years (CRIM)

Explanatory note: You must accompany this Business Volume Declaration with the documents mentioned above, as applicable. If this filing is not accompanied by the required documents, it will be considered NOT FILED.

Steps to file the Business Volume Declaration:

Step 1: Enter the following icon







Step 2: Select the fiscal year you wish to file by clicking on it:



Step 3: Select the form type:



Step 4: To complete the form, it will display the different icons that appear below (you must complete the fields in capital letters):



Information:

- You must press the button
- to view your personal data, which is filled in automatically:
- o ID GMAC
- Name of Individual and Last Name of the Individual o Name of Industry, Business or Service
- Business Name (DBA) if applicable

Section 1:

• Contains the information on the determination of Patent to pay (it is filled automatically when you finish filling out the form and clicking verify)





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Payates Manuful Lineses (From sector 6, Line 30)	
Penalter (Fort writer 1, Line 12)	
Desixet Pore server 8. Line 20	
Could for Senter municipal Kome term cultate of Poets Ricc (Poets sectors 6, Long 34)	
Amount to the Faul (Frent and term 0, Line 10)	

• Breakdown of income by Municipality, must be completed if you have operations in other Municipalities

Manicipation	Business Voume Rendered Services	Managarities	Rushess Usize Rendered Service
9			

Depending on the type of business, the income section you must complete is:

Section 2:

- Comercial Activity: Comerce, Industry or Service
- Financial Activity

Section 3:

• Comercial Banks, Savings Loans Associations Mutual and Savings Banks

Section 4:

• Others Financial Businesses

Section 5:

• Gas Stations - Retail.





Section 6:

• Contains the information on the determination of the Patent to be paid in detail (it is filled out automatically when you finish filling out the form and clicking verify)

Annex 1:

- Exempt Business
- The following information in this section is automatically filled out when you finish filling out the form and clicking verify

For Calendar Year	or other fiscal year starting	and ending	-e100179999	
Business, Industry or Service Name		ID GMAC		
Business, Industry or Service Type				
Decree Number 1		Decree Number 2		

Certification:

Fill out the following fields:

- Date on which the business's accounting books close
- Date you are filing
- Signature of the Taxpayer or his Authorized Agent Certification
- Signature of the Taxpayer or his Authorized Agent Oath
- Sworn and subscribed before me
- of legal age and resident of
- in the City of
- I accept these conditions

errors will be shown:

Step 5: Once the form is completed, you must press the button so that the system calculates the patent to pay and displays the error messages if any exist



• To see the error messages, click on the icon at the bottom of the page and the

Pág. 18 de 36









Step 7: You must press the icon and include the documents that must accompany your Business Volume Declaration. Documents must be uploaded in "PDF" form



•

Gobierno Municipal Autónomo de Carolina Departamento de Finanzas y Presupuesto Servicios En Línea







Press and locate in your documents the one you want to upload (It is recommended to place the document on the desktop of your computer).

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The uploaded document will be displayed as shown in the example:









Step 9: The system will issue you confirmation that the Business Volume Declaration has been sent to GMAC and provide you with a submission ID number.

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Total payable for tax submission	78.13		
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screen, complete all required fields and submit the payment.

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Filing Extension Application

Steps to apply the Filing Extension Application:

Step 1: Enter the following icon



Step 2: Select the fiscal year you wish to file by clicking on it:

Business Volume Declaration	Flucal Period 2018-2020		A# 30, 2020	Business volume Beclaration	Apr 24, 2018	
Business Volume Dellaration	Placel Period 2022-2023	AA 1, 202	Avr. 30, 2023	Example volume declaration	Apr 25, 2022	1.0
Business Volume Declaration	Final Period 2004-2005		Adv. 30, 2025	Business volume declaration	Apr 23, 2024	

Step 3: Select the form type:



Step 4: To complete the form, it will display the different icons that appear below (you must complete the fields in capital letters):







Patent Information:

You must press the button to view your personal data, which is filled in automatically:

- ID GMAC
- Name of Individual and Individual's Last Name or Business, Industry or Service Name
- Business Name (DBA) if applicable

Complete the following fields:

- Calendar Year or instead Taxable starting/ending
- Patent Type

File Extension Details:

• Complete the fields as applicable according to the type of business: Non-financial business, Financial business or Exempt operations

Sworn Oath:

Complete the following fields:

- Taxpayer's signature or its authorized representative's
- Sworn and suscribed before me by
- of legal age and resident of
- today
- in the City of
- Accept these conditions
- Reason for requesting this extension
- Taxpayer's Signature

Step 5: Once the form is completed, you must press the button so that the system calculates the patent to pay and displays the error messages if any exist

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To see the error messages, click on the icon at the bottom of the page and the errors will be shown:



- You must correct the errors and press [(until it shows no more errors).
- If there are no errors, the system will show you the following message:



Step 7: You must press the icon and include the documents that must accompany your Business Volume Declaration. Documents must be uploaded in "PDF" form



to finish processing the form





Step 9: The system will issue you confirmation that the Filing Extension Application of Business Volume Declaration has been sent to GMAC and provide you with a submission ID number.

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Sales and Use Citizen Contribution Tax Return (IVU)

Steps to file the Sales and Use Citizen Contribution Tax Return:

Step 1: Enter the following icon

Filing Obliga	ations
10	82

Step 2: Select the period you wish to file, clicking on it:

						het filet -
Cig Merchart Pergestation April 20	Partici	Patricition	Partici To	Research Type	Dist Date	Revery Dare
1294087-0071	Nex 9 2023	Me 1.201	Me 21, 2023	Same and use the	Apr 25, 2123	
1214227-0017	April 2020	Apr 1, 2023	Apr 31, 2123	States and use tail	May 20, 2023	
(234582-2014	May 2022	May 1, 2020	May 11, 2523	Sales and use loss	241.01.0028	
1234587-0011	Are (121	dan 1.2020	are 10, 1923	Same and use tax	24.25.2527	

Step 3: Complete the form:

You must press the button



to view your personal data, which is filled in

automatically:

- City Merchant Registration Number (ID GMAC)
- State Merchant Registration Number

The fields from the Treasury IVU Form up to 13 must be filled in (if there is no amount, fill in 0.00 with zero), with the exception of 4 and 9, which are totals and the system calculates them.

Step 4: Once the form is completed, you must press the button so that the system calculates the tax to pay and displays the error messages if any exist.







To see the error messages, click on the icon at the bottom of the page • errors will be shown:



Paso 7: If you have any document that you wish to attach to the Sales and Use Citizen



Contribution tax Return (IVU), you must click the icon and include the documents. Documents must be uploaded in "PDF" format.



and locate in your documents the one you want to upload (It is Press recommended to place the document on the desktop of your computer).





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Step 8: Press the icon

to finish processing the form

Step 9: The system will issue you confirmation that the Sales and Use Citizen Contribution tax Return has been sent to GMAC and will provide you with a submission ID number.











. The system displays the bank

screen, complete all required fields and submit the payment.

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Print Form

In this section you can view the forms of the filings submitted by the system and the documents attached to them.

Step 1: Enter the following icon

Step 2: Select the form or document you want to view and click on it

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Description		Commissional Type		Drafe Date
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Payments

Step 1: Enter the following icon

View Bills	
Current Balance	

View Bill History

Step 2: Click on Bills

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Current Balance	222.92
Aprovani Institute (1911) Patros Conti Sports Al Grittantinos Al	
Bring Time (M. Honology	
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Pay Bill

Step 3: Select the invoice in the left column that you want to pay and press

< 🚓 😑		4
November 2023 12.50 (40) Australia Cod. The Due Date Fris 1.2007	November 2023	12.50 cm
November 2023 62.50	Denais	
Dise Dame Hale 1, 2023	Annual Park. 838	
August 2002 40.60	Annual Tenuring, 12.50	
November 2023 12.50	All Northern Differencessers and the	per .
Aprilater-Gal. Bar	Duri Come Yeo 1, 2021	
Due Care Frei 1, 2021	mater Date: Nor 26, 2021	
November 2023 10.42		
April 100 Test		
Dist Option Party 1, 2022		
November 2023 125.00		
Approve-Chil		
Due Dare Fun 4, 2028		
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Step 4: The system displays the bank screen, complete all the required fields and submit the payment.

MUNICIPIO DE CAROLINA	Explicit
Servicios En Línea Gebierne Municipal Autónomo de C	arolina
Clienter. Corres Electrónico: contactanos@carolina.gobierno.g	Cuenta Monte: \$95.00
1 Mittoda de Paga	siter de Pago
⊘ Tarjetas	OACH
VISA 😄	
Número de Tarjeta	Direction
Recha de Expiración	Direction 2
alian w Dependen 10. w	
Nombre en Tarjeta	Ciudad Estado
PRIJEDA TPOL	н
Código Postal	Teldfono
Girlige Pretal	*** = *** = ****

Pay outstanding invoices. Select the type of tax and the period for which you want to make a payment. You can pay with:

- ATH (Debit Card)
- ACH (Automated Clearing House)
- VISA and MASTERCARD credit cards

It is important to mention that ACH payments will be reflected in our system within a period of 7 calendar days from the date that you made payment.

Payments made with credit cards and ATH (Debit cards) will be reflected the next day.

This screen presents options for processing your payment for outstanding invoices, your payment history, and also an account balance section.





Payment History

Step 1: Enter the following icon

View Bills	
Current Balance	
ten 2: Click on Payment History	Payment History View and Manage Payments

Step 2: Click on Payment History

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in Pranne		
	No Paymanta	
Pressue		
Nov 20, 2023		0
Benduner		
Jun 10, 2022		0
Bart Accurt		U.S.
Jan 22, 2020		0 Ma
Bart Arturet		190
Mar 13, 2019		105
Ben Amar		100
Feb 21, 2019		58
Bare Accord		

On this screen you can see the payments made.





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