

## Submit a Request

### What Type of Requests Can I Submit?

#### **Request a Refund**

- Use the following link to access instructions and explanations on the paper version of the form to protest a proposed assessment:

[https://etax.dor.ga.gov/salestax/st3forms/TSD\\_Sales\\_Tax\\_Claim\\_for\\_Refund\\_ST12.pdf](https://etax.dor.ga.gov/salestax/st3forms/TSD_Sales_Tax_Claim_for_Refund_ST12.pdf)

#### **Request to Protest a Proposed Assessment**

- Use the following link to access instructions and explanations on the paper version of the form to protest a proposed assessment:

[https://etax.dor.ga.gov/protests\\_appeals/TSD\\_Protest\\_Proposed\\_Assessment.pdf](https://etax.dor.ga.gov/protests_appeals/TSD_Protest_Proposed_Assessment.pdf)

#### **Request for Administrative Appeal**

- Use the following link to access instructions and explanations on the paper version of the form to file administrative appeal:





[https://etax.dor.ga.gov/protests\\_appeals/TSD\\_Request\\_for\\_Administrative\\_Appeal.pdf](https://etax.dor.ga.gov/protests_appeals/TSD_Request_for_Administrative_Appeal.pdf)

#### **Request for Waiver of Penalty**

You can also post additional supporting documentation after submitting a request using the **Additional Documentation** link.

The Department will review your tax accounts and submitted documentation to determine your eligibility before processing and granting your request. Submitted requests may or may not be accepted. For most types of requests, the Department will send correspondence to notify you of your accepted or denied requests. If your request is accepted, you will see the applicable change to your account information GTC.

### Use this procedure if

-  You have a credit balance on your account and would like to request a refund, or
-  You disagree with the calculations on your account and have supporting evidence, or
-  You would like to request an appeal of an Official Assessment with the Office of State Administrative Hearings, or
-  You disagree with penalty charges on your account and have supporting evidence to dispute the charge.

### What you need to begin

You will need your GTC User Id and password. Specific information is required for each different type of request. See the list below to determine what information you need to begin the request process:

#### **Request a Refund**

- Amount that you are claiming
- The start and end date for the period in which the credit exists
- A short description defining the reasons you are requesting a refund

#### **Request to Protest a Proposed Assessment**

- The Letter ID of the Proposed Assessment, which can be found in the top right corner of the letter
- If an attorney is representing you, you will need their contact information.

#### **Request for Administrative Appeal**

- The Letter ID of the Official Assessment, which can be found in the top right corner of the letter
- If an attorney is representing you, you will need their contact information.

#### **Request for Waiver of Penalty**

- The period in which the penalty exists
- A detailed explanation why the penalty should be waived
- Any supporting documentation that will endorse your request