



Customer Self Service Guide

Renewal

PURPOSE

This guide explains how to renew an Occupational Tax Certificate with the City of Dallas, Georgia.

BEFORE YOU BEGIN

Please have the following information available before starting your renewal.

If your business owes Personal or Real Property Taxes with the City of Dallas, they must be paid before a renewal can be issued.

- Updated contact information
- Gross receipts for the previous year (since you have not completed your taxes for the current year)
- Payment method for renewal fees

STEP 1: Access the Online Portal

Visit the City of Dallas Customer Self Service Portal <https://www.dallasga.gov/css>.

- Select “Register” if you are a new user.
- Select “Sign In” if you already have an account (multiple businesses can share one account.)
- If you do not know your login information, use the “Forgot Password” option.

STEP 2: Locate Your Renewal

After signing in:

- Select “My Work” from the main menu
- Select “Renew” on the most recent license

If your renewal option does not appear, please call 770-443-8110 ext.1210.

STEP 3: Renew and Upload Required Documents

Review all business information carefully.

Update any information that has change, including:

- Mailing address
- Phone number
- Email address
- Emergency contact information

The following are required to be completed and uploaded:

- Financial Affidavit
- Copy of Applicant's Secure and Verifiable Document (driver's license, passport, etc.)
- Professional License (ex. Doctor, used car dealer, hair stylist, contractor, etc.)
- City of Dallas Affidavit Verifying Status for Public Benefit (if applicant does not have one on file)

Some Businesses may be required to upload additional documentation.

STEP 5: Submit your Renewal and Payment

After submitting your renewal

- Receive your invoice via email.
- Complete payment using the available secure payment link.

AFTER SUBMISSION

Your renewal may be reviewed by City Staff.

You can check your renewal status online by:

1. Signing into your account
2. Selecting "My Work" and the most current license
3. Viewing any pending items or holds

If additional information is required, City staff will contact you.

AFTER YOU RECEIVE YOUR CETIFICATE

- Your Occupational Tax Certificate must be hanging posted in a conspicuous place.
- This certificate is nontransferable and is subject to be revoked if abused.
- All certificates will expire December 31st of each year.
- If your business closes, changes ownership, or moves to a new location, you must notify us so we can update your account information.
- If you change emails or any contact information, please let us know so we can update your account information.

NEED HELP?

If you need assistance:

Email- ccook@dallas-ga.gov

Phone- 770-443-8110 ext.1210

Office Location- 200 Main St. Dallas, GA 30132