

Customer Self Service Guide New Business



Purpose

This guide explains how to apply for an Occupational Tax Certificate with the City of Dallas.

Before You Begin

Please gather the following information before starting your application:

- Business name
- Business address
- Owner contact information
- State business registration documents (if LLC or Corp.)
- Federal EIN number (if applicable)
- Business' 6-digit NAICS code (if not known, visit www.census.gov/naics/)

Step 1 : Access the Online Portal

Visit the City of Dallas Customer Self Service Portal.

- Select "Register" if you are a new user.
- Select "Sign In" if you already have an account (multiple businesses can share one account).

Step 2 : Start New Application

After Signing in:

1. Select "Apply" from the main menu.
2. Select "License."
3. Choose the application type using the first 2-digits of the NAICS code.
4. Select "Continue."

Step 3 : Enter Business Information

Complete all required fields.

Information you may need to provide includes:

- Legal business name
- Business address
- Mailing address
- Business phone number
- Email address
- Description of business activities

Cheyenne Cook
Occupational Tax Clerk
ccook@dallas-ga.gov
770-443-8110 ext. 1210

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Step 4 : Upload Required Documents

Upload any required documents in PDF, JPG, or PNG format.

All Affidavits must be signed by the same person whose ID is uploaded.

Examples include:

- Financial Affidavit ***Notarized***
- SAVE Affidavit (Public Benefit Status) ***Notarized***
- E-Verify Affidavit (Private Employer) ***Notarized***
- Home-Based Occupational Form (Home-Based Businesses only)
- Copy of Applicant's Secure and Verifiable Document (driver's license)
- Proof of Ownership/Signed Lease
 - Letter from property owner allowing business to be conducted at the location (home-based only)
- Business Registration Certificate from Georgia Secretary of State (if LLC or Corp)
- Certificate of Trade Name from Paulding County Clerk of Superior Court (if using a DBA)
- Professional License (if required by State or Federal Government)
- Department of Health Certificate (if applicable)
- Department of Agriculture Inspection & Certificate (if applicable)
- Grease Trap Inspection & FOG Application (if applicable)
- Immigration Documentation (if applicant is other than US Citizen)

Additional documentation may be required depending on the business type.

Tips for uploading documents:

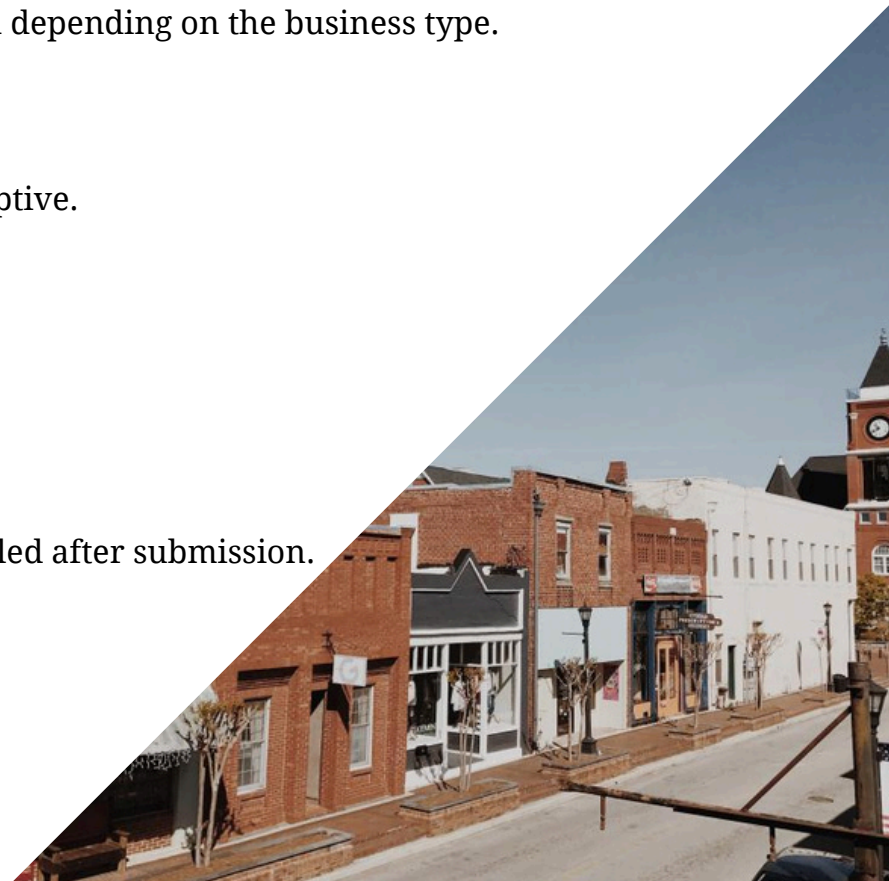
- Make sure files are clear and readable.
- File names should be simple and descriptive.
- Avoid blurry images or screenshots.

Step 5 : Submit Your Application

After reviewing your application:

1. Select "Submit Application."
2. A Confirmation message will appear.
3. You will receive a confirmation email.

A submission fee (\$25) invoice will be emailed after submission.



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After Submission

Your application will be reviewed and approved by multiple departments.

You can check your application status online by:

1. Signing into your account
2. Selecting “My Work”
3. Viewing the “Holds” section for pending items

If your business is a commercial location, you will be required to schedule inspections with the Paulding County Fire Marshal and City Building Inspector.

- [Paulding County Fire Marshal - fireinspections@paulding.gov](mailto:fireinspections@paulding.gov)
- [City Inspection - melgaydi@dallas-ga.gov](mailto:melgaydi@dallas-ga.gov)

4. Pay your Occupational Tax Certificate Fee - you will receive an invoice via email. The total cost of your certificate will be dependent on what is recorded as gross receipts.

After You Receive Your Certificate

- Your Occupational Tax Certificate must be hanging posted in a conspicuous place (if commercial location)
- This Certificate is non transferable 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 Street, Dallas, Ga 30132

Hours- Monday-Friday 8:00 AM - 5:00 PM, closed for lunch from 12-1.