

# 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.

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

If any business information has changed, please let us know before you renew.

- Ownership changes
- Address changes
- Phone number or email updates
- Changes to business activities
- Business Closures.

## 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).
- 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.

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

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## Step 3 : Renew and Update Business Information

Review all business information carefully.

Update any information that has changed, including:

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

## Step 4 : Upload Required Documents

Some businesses may be required to upload additional documentation.

- Financial Affidavit (use the gross receipts for the year stated on the affidavit)
- Applicant's Secure and Verifiable Document (driver's license)
- Professional license (ex. doctor, used car dealer, hair stylist, contractor, etc.)
- SAVE Affidavit, if the applicant does not have one on file

Accepted file formats may include PDF, JPG, and PNG.

Tips for uploading documents:

- Make sure files are clear and readable.
- Avoid blurry images or screenshots.
- Use simple file names.

## Step 5 : Submit Your Renewal and Submit Payment

After submitting your renewal

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

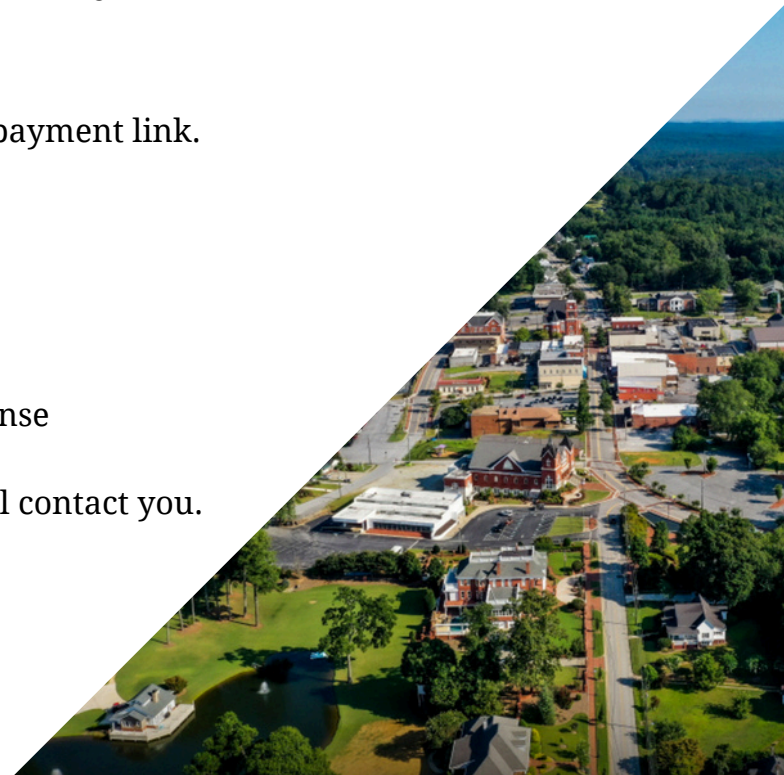
## After Submission

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.



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## 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 31<sup>st</sup> 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](mailto: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.