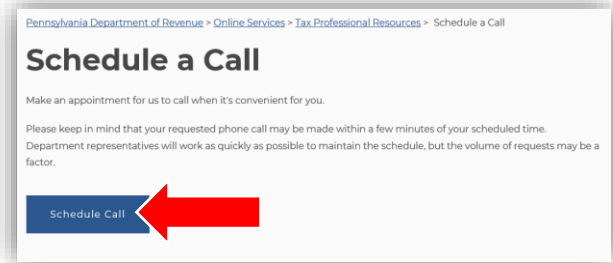
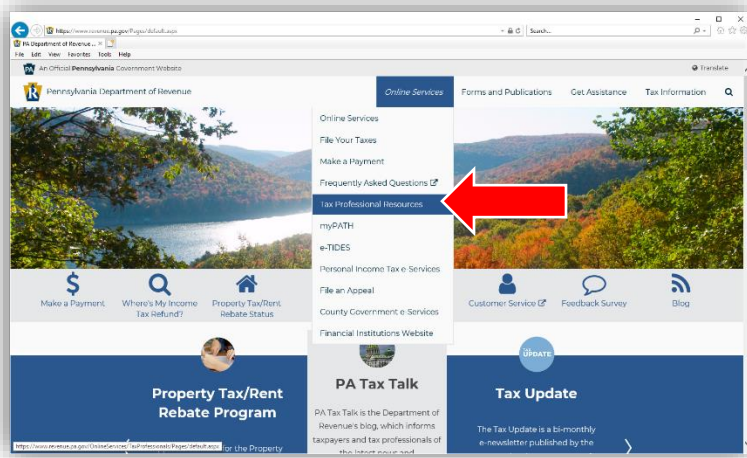


The Department of Revenue has launched “Schedule a Call”, a new online service that will allow tax professionals to go on our website and schedule to receive a call from our Customer Experience Center at a time that is convenient for them. This new service gives tax professionals a faster option to connect with the department, particularly during tax season when they are busy working on behalf of their clients. No dialing, no waiting, no problem. All you have to do is visit our website at www.revenue.pa.gov and click the **Online Services** tab at the top.

Next click **Schedule Call**

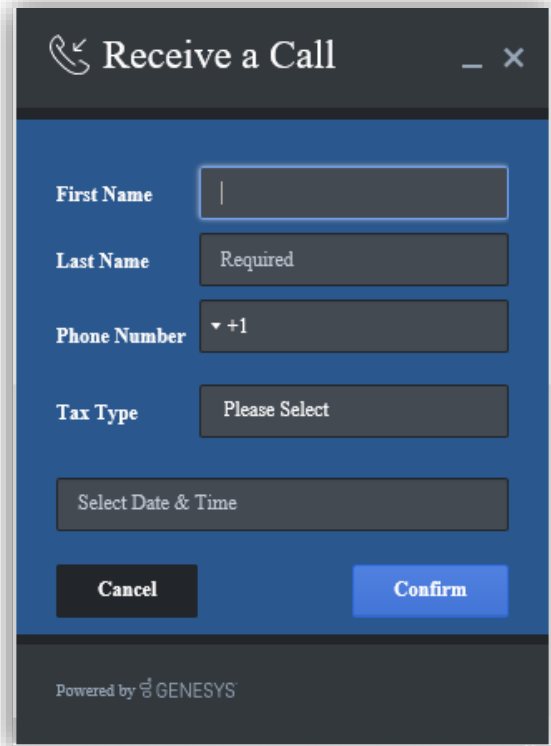


Once the Receive a Call box pops up, enter your **Name**, **Phone Number**, the **Tax Type** you are calling about and the preferred **date/time**.



Then select **Tax Professional Resources**.

Next, you will select **Schedule a Call**, from the menu choices.

The 'Receive a Call' form contains the following fields and buttons: 'First Name' (text input), 'Last Name' (text input with 'Required' label), 'Phone Number' (text input with '+1' dropdown), 'Tax Type' (dropdown menu with 'Please Select' label), 'Select Date & Time' (text input), 'Cancel' button, and 'Confirm' button. The form is powered by GENESYS.

NOTE: Schedule a Call is available Monday through Friday from 9:00 AM to 4:00 PM. Please keep in mind that your requested call may be made within a few minutes of your scheduled time. Department representatives will work as quickly as possible to maintain the schedule, but volume of requests may be a factor.