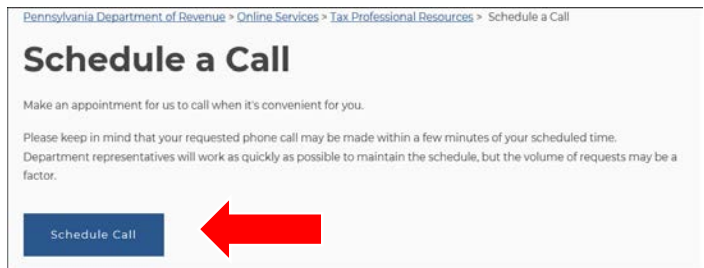


The Department of Revenue has launched “Schedule a Call”, a new online service that will allow tax professionals to go on our website and schedule to receive a call from our Customer Experience Center at a time that is convenient for them. This new service gives tax professionals a faster option to connect 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**



Pennsylvania Department of Revenue > Online Services > Tax Professional Resources > Schedule a Call

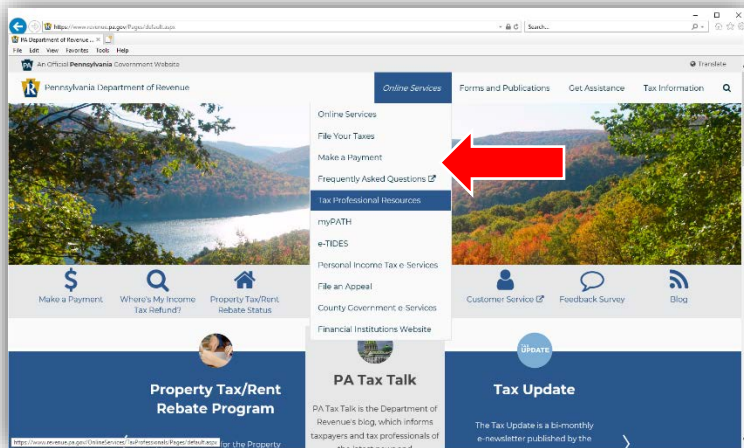
Schedule a Call

Make an appointment for us to call when it's convenient for you.

Please keep in mind that your requested phone 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 the volume of requests may be a factor.

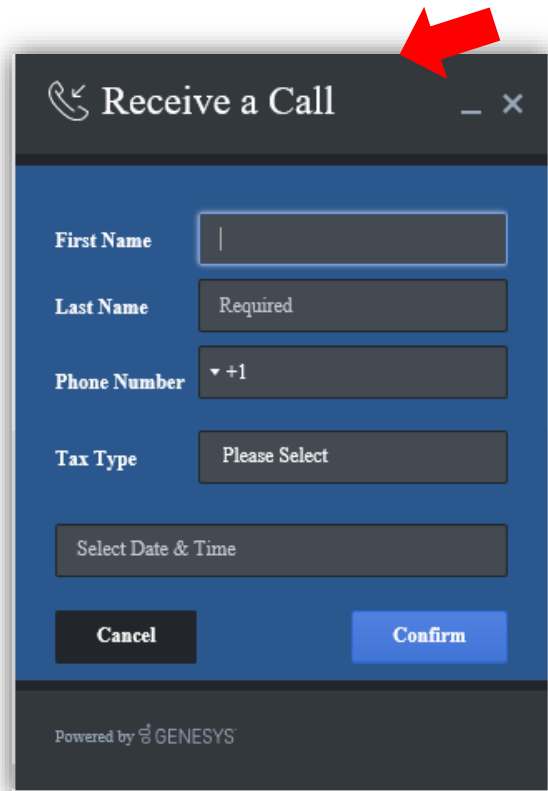
[Schedule Call](#)

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**.



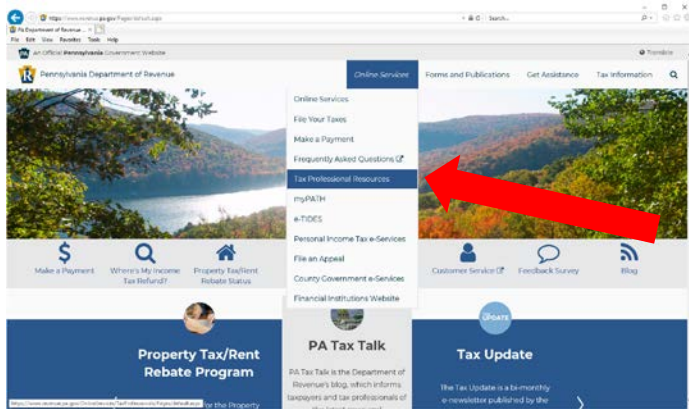
Then select **Tax Professional Resources**.

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

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.

As a practitioner we realize that your time is valuable and having to wait on hold during tax season is not something that you have time to do. To improve customer service, the Department of Revenue set up a Tax Professional Email Channel through our Online Customer Service Center. All you have to do is visit our website, www.revenue.pa.gov and click the **Online Services** tab at the top.

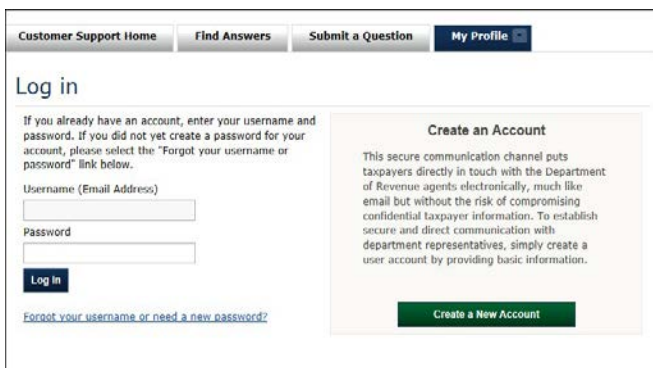


Then select **Tax Professional Resources**.

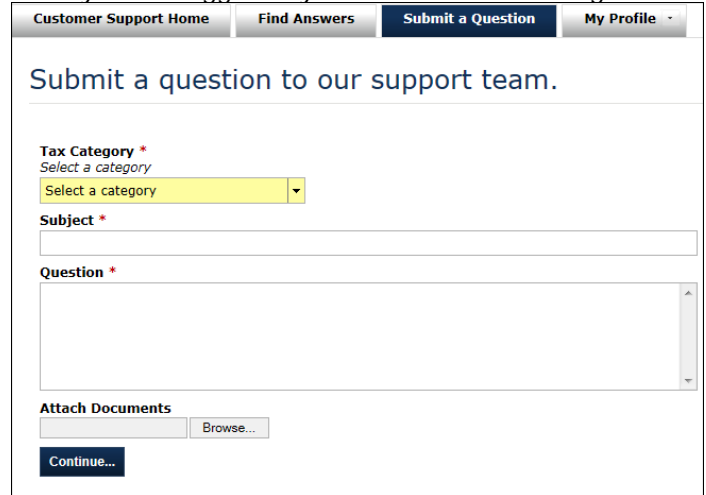
Next, you will select **Ask a Question**, from the menu choices.



If you have a profile already, just log in to the secure portal. If you have not created a profile you will be prompted to register.

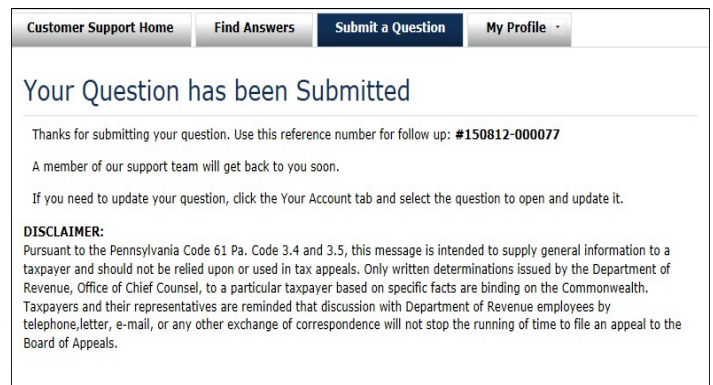


Once you are logged in you will see the following screen.



Next, select the category **Tax Practitioner** from the approximately 30 categories. Then just enter your subject, your specific question and feel free to attach any relevant files.

Lastly, you will see a screen that lets you know your question was submitted and you will be provided a reference number.



Once your question is answered you will receive an email notification, so you can log back into the secure portal and view the response.