

NC DEPARTMENT OF REVENUE E-BUSINESS CENTER

QUICK START GUIDE

The e-Business Center is a secure online website where you can make tax payments and/or file a return for many more of your state business taxes. North Carolina Department of Revenue's (NCDOR) enhanced online file and pay features in the e-Business Center can help you manage your e-Business Center accounts, view your online tax history and manage your payments. It is designed to be flexible and grow with your business. This "Quick Start Guide" is designed to help you set up your accounts online with one visit to the site.

The e-Business Center is:

- ▶ Confidential
- ▶ Easy
- ▶ Fast

GETTING STARTED: A STEP-BY-STEP GUIDE

Important Note: In Step 1 you will register in NCID (North Carolina Identity Management System) to obtain a user id and password. In Step 3 you will register in the NC Department of Revenue's e-Business Center using the NCID user id and password. **Bookmark** (or save to your Favorites) the Department's "Electronic Services for Business" page as directed in Step 1. **Do not bookmark** the NCID Login page during this process.

STEP 1: Obtain a user id and password from the State of North Carolina's NCID system.

(Note: If you are a local government employee, refer to [NCID Registration for Local Governments](#) on page 4 of this document before you register for a user ID and password.)

- Go to the North Carolina Department of Revenue's Electronic Services for Business page and select the e-Business Center Login link.
Note: You will temporarily leave our site and proceed to the North Carolina Identity Management Service (NCID) login page.
- On the NCID page, select the "First Time NCID User" link and follow the prompts. Be sure to register as either a "business" or "government" entity. Do not register as an "individual."
- After completing the NCID process, you will receive a User Registration Confirmation page with your User ID and password. You must select the "Return to Application" button to get back the Department's "Electronic Services for Business" page.
- Bookmark (or save to your Favorites) this "Electronic Services for Businesses" page at this time.
- Select the e-Business Center Login again.

- You will be prompted to log into NCID with your User ID and password. Do not bookmark this page.
- The NCID Welcome page displays. Select the “Continue” button and the e-Business Center Welcome page displays.

Note: If you need assistance while using the NCID system, please contact the North Carolina Information Technology Services Customer Support Center at 919-754-6000 or toll free at 1-800-722-3946.

STEP 2: Determine the type of tax you wish to file and/or pay online. The following is a list of what is currently available in the e-Business Center. You will select and register a tax type for your business from this list in Step 4.

File and/or Pay:

- Withholding Tax, Form NC-5

Pay Only:

- Alcoholic Beverage Tax – Beer
- Alcoholic Beverage Tax – Fortified Wine
- Alcoholic Beverage Tax – Unfortified Wine
- Alcoholic Beverage Tax – Spirituous Liquor
- Cigarette Resident Tax
- Cigarette Non-Resident Tax
- Corporate Estimated Income, Form CD-429
- Machinery, Equipment and Fuel Tax
- Other Tobacco Products Tax
- Piped Natural Gas Tax
- Utility Franchise Tax - Electric
- Utility Franchise Tax - Water and Sewer
- Utility and Liquor Sales and Use Tax
- Withholding Tax, Form NC-5P

STEP 3: Set up your e-Business Center account. Based on the tax type and who you are (an employee of the business, taxpayer representative, or sole proprietor/owner), you will need to have certain information readily available when you set up your e-Business Center account(s). Refer to [What You Will Need To Register](#) on page 5 of this document. These requirements ensure an additional level of security for your data. *All the information you enter at this step will need to match our records exactly.*

STEP 4: Register a tax type for your e-Business Center account. You can now set up (or “register for”) an e-Business Center account for each tax type you identified in Step 2 (for example, Withholding, Corporate Estimated, etc.). If you are the first person from your company to register a tax type within the e-Business Center, you become the User Administrator for that tax type. Please refer to [Register Your Tax Accounts in the e-Business Center](#) on pages 6 and 7 of this document for step-by-step instructions.

STEP 5: Use the e-Business Center to file and/or pay for the tax type you registered. Begin using the e-Business Center to manage your account(s), file and pay your taxes and review your online tax history.

Congratulations! As a first time user, you can now begin to file and/or pay the tax type you have just registered online! If you need additional assistance, please contact our E-Services Help Line at 1-877-308-9103 and select option 1 for assistance with web filing and payment services.

DETAILED INSTRUCTIONS

Details for Step 1: NCID Registration for Local Governments [\[Back\]](#)

NCID has a requirement that an administrator from your agency be identified and set up to approve and maintain your agency's NCID user accounts. Prior to registering for your NCID account, you need to ensure that an administrator for your agency exists. The following steps are designed to assist you with making this determination and what you should do if you find that an administrator is needed.

If you have additional questions after reviewing the following steps or need further assistance, please contact the State of North Carolina Office of Information Technology Services (ITS) Customer Service Desk at **1-800-722-3946** or **919-754-6000**.

1. Determine if your agency already has an NCID Security administrator(s). You can do this by visiting the NCID site at <https://www.ncid.its.state.nc.us/> and selecting the NCID Administrators by County option.
 - A. If you do not see an administrator listed for your agency or organization, please complete form entitled 'Local Government Information for NCID'. The form can be found at https://www.ncid.its.state.nc.us/Online%20Forms/Divisions_and_Sections_for_Local_Government1.doc.
 - E-mail the completed form to the ITS Service Desk at its.incidents@ncmail.net. The e-mail should indicate that you are a NC local government, you will be using the NC Department of Revenue's e-Business Center and this request is to set up a security administrator for your agency.
 - Someone from ITS will contact you to complete the set up once your form has been received.
 - Questions about completing the set up form or general NCID questions should be directed to the ITS Service Desk by e-mail to its.incidents@ncmail.net or by calling 919-754-6000 (Raleigh) or toll-free 1- 800-722-3946.
 - B. If an administrator exists with NCID, you can register with NCID at <https://ncid.nc.gov/login/LocalTypeSelection.htm>

Once the NCID registration process has been completed, a request will be sent to your organization's Security Administrator for approval. Once the NCID registration has been approved, you can access the e-Business Center. Refer to Steps 2 through 5 on pages 2 and 3 of this document for details on using the e-Business Center.

Details for Step 3: What You Will Need To Register [\[Back\]](#)

If You Are...	And Your Business Is A...	Then You Will Need This Information To Set Up Your e-Business Center Account(s)
<p>An employee of the business*</p> <p style="text-align: center;">or</p> <p>A taxpayer representative for a business</p>	<p>Corporation</p> <p>Limited Liability Company</p> <p>Partnership</p> <p>Limited Liability Partnership</p> <p>Unit of Government</p>	<ul style="list-style-type: none"> ✓ Business' Federal Employer Identification Number (FEIN). ✓ Business' legal name, as it appears on the coupon booklet, the letter of Acknowledgment of Registration, change of filing frequency or any other documentation from the NC Department of Revenue. ✓ Copy of the business's most recent tax return for the tax account you are registering through the e-Business Center. ✓ Business' tax account number assigned by the NC Department of Revenue (if applicable), as it appears on your coupon booklet, the letter of Acknowledgment of Registration or change of Filing Frequency from the NC Department of Revenue.
<p>An owner of the business</p> <p style="text-align: center;">or</p> <p>An employee of the business</p> <p style="text-align: center;">or</p> <p>Or a taxpayer representative for a business</p>	<p>A Sole Proprietorship</p>	<ul style="list-style-type: none"> ✓ Business Owner's Social Security Number (SSN). ✓ Business owner's legal name (first, middle initial, and last) as it appears on the coupon booklet, the letter of Acknowledgment of Registration or change of filing frequency from the NC Department of Revenue. ✓ Copy of the business's most recent tax return for the tax account you are registering through the e-Business Center. ✓ Your business's tax account number as it appears on the coupon booklet (if applicable), the letter of Acknowledgment of Registration or change of filing frequency from the NC Department of Revenue.

* An employee who manages tax matters for their company, the treasurer or other responsible officer of a company, a partner in a partnership, or a federal, state or local government employee transacting business with the NC Department of Revenue on behalf of their agency.

Details for Step 4: Registering Your Tax Type [\[Back\]](#)

Follow the steps below, along with the online prompts, to assist you in registering your e-Business Center account for each tax type.

If you need further information, click on the “Get Help” option and refer to the Registration User Guide.



- (1) From the Welcome screen, select “**Register Tax Type.**”
- (2) At the Register Tax Type screen, select the appropriate Tax Type. For example, if you are registering for Corporate Estimated taxes, you would select “**Corporate.**” If you are registering for Withholding taxes, you will select “**Withholding.**”
- (3) Select the “**Business User Type**” which best describes you (e.g., Employee of a Business, Sole Proprietor, Taxpayer Representative); select “**Next.**”
- (4) Carefully review the “**Business User Instructions**”; select “**Next.**”
- (5) Enter FEIN or SSN as prompted.
- (6) Enter the business information in the space provided; select “**Next.**”
- (7) If you are the first person in your business to register in the e-Business Center, you will be asked to **answer a question** about a tax return that your business filed recently. Answer the question, then select “**Next.**” *Please note that you are **not** being asked to make a payment here. This is an authentication step in the registration process to ensure that you have the authority to view tax information relating to your business.*
- (8) Read the “**Terms of Use**” and select “**I Accept.**”
- (9) You will receive a **Confirmation page** that says you have successfully registered and accepted Terms of Use for a specified tax account on behalf of your business. You can now file and/or

pay for this tax type on behalf of your business in the e-Business Center.

- (10) If you need to **register a different tax type** to file and/or pay on behalf of your business, please repeat Steps 1 through 9 in this section in order to register your next tax type. (i.e. You have registered for withholding tax and you also need to register for corporate tax. Repeat steps 1-9 in this section to register your corporate tax type.)

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