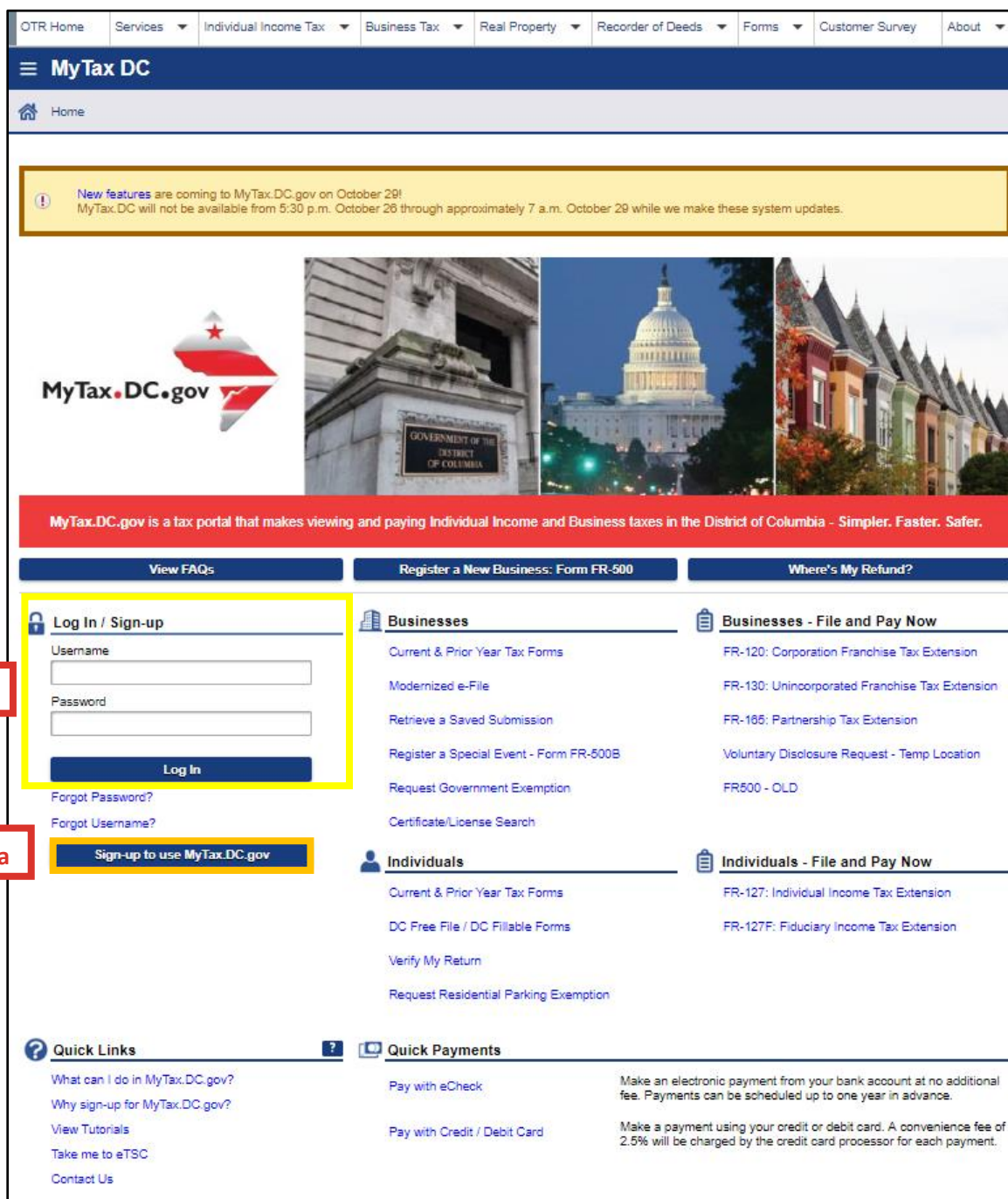


# MyTax.DC.gov User Guide: How to Submit a Generic Refund Request

This step-by-step guide will assist taxpayers on how to submit a generic refund request at [MyTax.DC.gov](https://mytax.dc.gov) if there is an existing credit on the following tax accounts: Alcoholic Beverage, Ballpark Fee, Cigarette/Other Tobacco and Gross Receipts.



The screenshot shows the MyTax.DC.gov homepage. At the top, there is a navigation bar with links for OTR Home, Services, Individual Income Tax, Business Tax, Real Property, Recorder of Deeds, Forms, Customer Survey, and About. Below this is the MyTax DC logo and a Home button. A yellow banner contains a system update notice: "New features are coming to MyTax.DC.gov on October 29! MyTax.DC will not be available from 5:30 p.m. October 26 through approximately 7 a.m. October 29 while we make these system updates." The main content area features the MyTax.DC.gov logo, a banner for the Government of the District of Columbia, and a red bar stating "MyTax.DC.gov is a tax portal that makes viewing and paying Individual Income and Business taxes in the District of Columbia - Simpler. Faster. Safer." Below this are three main sections: "View FAQs", "Register a New Business: Form FR-500", and "Where's My Refund?". The "Log In / Sign-up" section is highlighted with a red box labeled "1" and contains fields for Username and Password, a Log In button, and links for "Forgot Password?" and "Forgot Username?". Below this is a button labeled "Sign-up to use MyTax.DC.gov" highlighted with a red box labeled "1a". Other sections include "Businesses" and "Individuals" with various service links, and "Quick Links" and "Quick Payments" at the bottom.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, log in using your **Username** and **Password**.
  - a. If you do not have a [MyTax.DC.gov](https://mytax.dc.gov) account, click **Sign-up to use MyTax.DC.gov** to register for an account (click [here](#) to access the "How to Sign up for MyTax.DC.gov" user guide).

**MyTax DC** Welcome, STJOHN GOLF SUPPLY Settings Log Off

Home

**Logon** STJOHN GOLF SUPPLY  
username@dc.gov  
+1 (202) 000-0000  
Last logged on 27-Sep-2018  
Balance: (\$9,000.00)

**Alerts** There are 2 unread messages

**I Want To** More...  
View My Web Profile  
Send OTR a message  
View FAQ's  
Manage payments and returns  
Register a New Tax Account  
Go Paperless

**2** Accounts Submissions Correspondence Names and Addresses Exemptions Logons

**Accounts** View Accounts

Filter

Alcoholic Beverage	430-001301041	STJOHN GOLF SUPPLY	(\$10,000.00)
Personal Property Tax	400-000211084	STJOHN GOLF SUPPLY	\$1,000.00

Register a New Tax Account

- In the user profile, under the **Accounts tab**, click the **Tax Account** hyperlink in which you are submitting the generic refund request. For this example, we will select the **Alcoholic Beverage** hyperlink.

**Alcoholic Beverage** Welcome, Test4 Settings Log Off

Home > Alcoholic Beverage

**Account** STJOHN GOLF SUPPLY  
00026-00660  
Alcoholic Beverage  
430-001301041  
Balance: (\$10,000.00)

**Account Alerts** There is 1 unread message

**3** **I Want To** More...  
Generic Refund Request  
Request to Close Account  
Make a payment  
Manage payments and returns  
Request a Penalty Waiver

Periods Submissions Correspondence Names and Addresses Logons

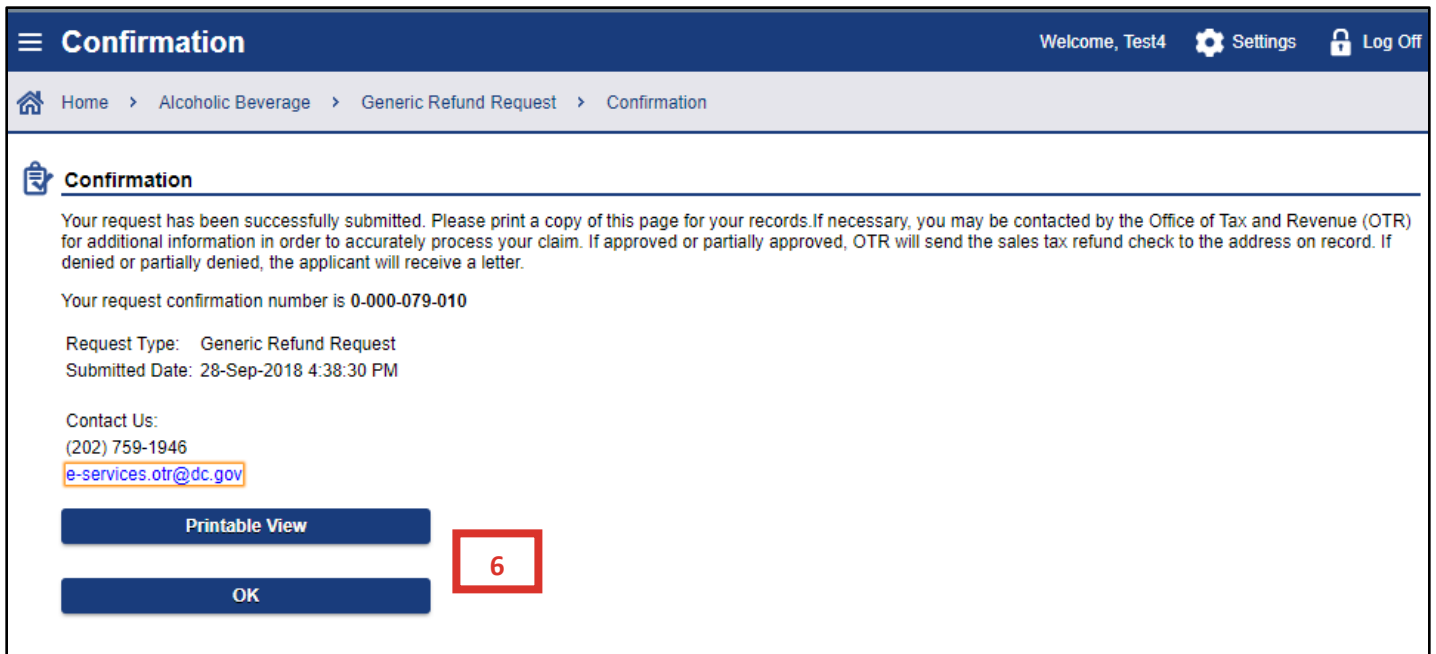
**Periods** View Periods

31-Oct-2017	(\$10,000.00)	Pending
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- Under **I Want To**, click the **Generic Refund Request** hyperlink.

- 4. On the **Generic Refund Request** page, enter the amount you would like refunded under the **Amount Requested** column. You can also check the box under the **Full Balance** column to receive the entire amount in that specific period. Under the **Explanation** column, you must provide a reason for your refund request.
  - a. When you're finished completing your **Claim for Refund**, click **Submit**.

- 5. In the **Ready to submit this request?** pop-up window, enter your [MyTax.DC.gov](https://mytax.dc.gov) Password, which will act as your electronic signature.
  - a. Click **Ok**.



The screenshot shows a web application interface for a 'Confirmation' page. At the top, there is a dark blue header with a hamburger menu icon, the word 'Confirmation', and user information 'Welcome, Test4' along with 'Settings' and 'Log Off' links. Below the header is a breadcrumb trail: 'Home > Alcoholic Beverage > Generic Refund Request > Confirmation'. The main content area has a sub-header 'Confirmation' with a document icon. The text below reads: 'Your request has been successfully submitted. Please print a copy of this page for your records. If necessary, you may be contacted by the Office of Tax and Revenue (OTR) for additional information in order to accurately process your claim. If approved or partially approved, OTR will send the sales tax refund check to the address on record. If denied or partially denied, the applicant will receive a letter.' This is followed by 'Your request confirmation number is 0-000-079-010'. Below that, it lists 'Request Type: Generic Refund Request' and 'Submitted Date: 28-Sep-2018 4:38:30 PM'. A 'Contact Us:' section provides '(202) 759-1946' and the email 'e-services.otr@dc.gov'. At the bottom, there are two dark blue buttons: 'Printable View' and 'OK'. A red square with the number '6' is positioned to the right of the 'Printable View' button.

6. A **Confirmation** page displays. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.