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## Fate of payment, report stirs separation anxiety

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Q. I own a business-payroll company, and I filed my quarterly unemployment tax and payment with the Florida Department of Revenue.

The check was cashed, but months later they called to say they never received the report.

They asked for a second report copy, which I hand-delivered to them. Now they say I filed the report late and owe additional taxes, penalties and interest. Despite several calls to straighten out their mistake, no one at the department will listen. What else can I do?

M.G.  
Orlando

A. First, make sure you're communicating on the same page by reading the revenue department's correspondence carefully. How often deposits must be made is determined in part by how much tax liability a business has accrued.

Second, don't call. Send written correspondence and an affidavit detailing the error, along with a copy of the cleared check signifying that everything was paid on schedule.

Third, be sure to communicate with the appropriate office: Taxpayer Services, Florida Department of Revenue, 5050 W. Tennessee St., Bldg. L, Tallahassee, FL 32399-0112. In your correspondence, include your name, business name, telephone number, Federal Employer Identification Number, tax type (unemployment) and Unemployment Tax Number, along with a complete description of your problem.

Though it may not apply in your case, there exists a Technical Assistance and Dispute Resolution Process where taxability determinations are based on current state tax law and its relation to specific facts from a taxpayer's inquiry.