

Taxpayer Assistance

The Town of Florence utilizes the Arizona taxpayer assistance office under A.R.S. 42-2051 with the Arizona Department of Revenue.

Tax Collection Rights

- The “Tax Collector” shall mean the Arizona Department of Revenue, when acting as agent in administering this tax.
- The Tax Collector shall prescribe the forms and procedures necessary for the administration of taxes imposed.
- Except where such Regulations would conflict with administrative regulations adopted by the Town Council or provisions with Article V-Administration of the Town of Florence Tax Code, all regulations of the Transaction Privilege Tax adopted by the Arizona Department of Revenue under the authority of A.R.S. Section 42-1005 shall be considered Regulations of the Town of Florence and enforceable as such.

For payment of Sales Tax for the Town of Florence, filing, or State Licensing contact ADOR @ 1-800-634-6494, or go to www.aztaxes.gov.

**Town of Florence
Finance Department
775 N. Main St.
P.O. Box 2670
Florence, AZ 85132**

This publication is for general use only. For more complete details, refer to the Town of Florence Tax Code or the “**Taxpayer Bill of Rights**” Brochure both at www.florenceaz.gov or contact:

520-868-7570 Finance Department
520-868-7505 Finance Director
520-868-7506 Alessandra Allen

For General Information:

Arizona Department of Revenue website:
www.revenue.state.az.us

Tax Assistance:

Individual/Corporate: 800-352-4090
Business: 800-843-7196
Director: 602-716-6090
Hearing & Speech Impaired
602-542-4021

If you feel that you have not been treated appropriately or that a proposed method of delinquent tax collection will cause you a significant hardship, you may call the Arizona Department of Revenue as follows:

Problem Resolution Office:
602-542-3887

NOTE:

General Information:

Sales Tax Rates:

State	-	5.6 %
County	-	1.1 %
Town	-	2.0 %
Total	=	8.7 %

**Tax change for State
effective 06/01/2013**

TOWN OF FLORENCE

TAXPAYER BILL OF RIGHTS



June 2013

Taxpayer Bill of Rights

This brochure will inform you, the taxpayer, of your rights under the Model City Tax Code laws. Adopted by all Arizona cities, the Model City Tax Code is a uniform privilege tax code tailored to fit each of the cities individual needs. The taxpayer bill of rights has been adopted by the Town of Florence Town Council to promote fairness, confidentiality and consistency in the application of the privilege (sales) tax laws.

Taxpayer Problem Resolution Officer

- The Town of Florence does not have a Taxpayer Problem Resolution Officer. The Town has contracted with the State of Arizona Department of Revenue for the administration of the tax. The Town of Florence utilizes the Arizona Department of Revenue taxpayer assistance office; taxpayer problem resolution officer for its Taxpayer Problem Resolution Officer under A.R.S. 42-2051

The Taxpayer Bill of Rights

This information has been adopted in the Model City Tax Code to define citizens' rights when resolving tax issues with the town tax collectors.

General Taxpayer Rights

The Taxpayer Problem Resolution Office shall assist taxpayers with the following:

- Obtain easily understandable tax information and information on audits, corrections, and appeals procedures of the department.
- Answer questions regarding preparing and filing returns with the department.
- Locate documents or payments filed with or submitted to the department by taxpayers.
- Receive and evaluate complaints of improper, abusive or inefficient service by employees of the department and recommend to the director appropriate action to correct such service.
- Identify policies and practices of the department that might be barriers to the equitable treatment of taxpayers and recommend alternatives to the director.
- Provide expeditious service to taxpayers whose problems are not resolved through normal channels.



Taxpayer Assistance

- Negotiate with department personnel to resolve the most complex and sensitive taxpayer problems.
- Take action to stop or prohibit the department from taking an action against a taxpayer.
- Participate and represent taxpayers' interest and concerns in planning meetings, reviewing instructions and formulating department policies and procedures.
- Compile data each year on the number and type of taxpayer complaints and evaluate the actions taken to resolve complaints.
- Survey taxpayers each year to obtain their evaluation of the quality of service provided by the department.
- Monitor the number and type of seizures of property.
- Notify and recommend appropriate action to the director if the office determines that a seizure has occurred or will occur which has subjected or will subject the taxpayer to a seizure of property without affording a reasonable opportunity for discussion of alternative methods of payment of the obligation.