



Frequently Asked Questions (FAQ)

MUNIREvs

This FAQ was created to provide answers to commonly asked questions about MUNIREvs.

General Information

1. What is MUNIRevs?

The City of Eugene and MUNIRevs have partnered to provide an online tax administration service for the Community Safety Payroll Tax. Rather than invest in setting-up a new tax collection system, the City is contracting with MUNIRevs to administer and collect the tax through an online portal. Their excellent tools and intuitive navigation make it easy for employers to register, file and pay the tax.

2. Will my business and user information be kept confidential and secure?

Information submitted on the registration form and tax forms will only be used for the purposes of administering the tax. All user information in MUNIRevs is protected behind a web application firewall. Administrative users are only granted access via written authorization via an authorized client administrator. MUNIRevs does not store or schedule payment information for security purposes.

Registering with MUNIREvs

1. How do I register in MUNIREvs?

To register

- Go to the [MUNIREvs website](#)
- Select “New User”
- Complete the user profile to set up your account
- Register your business(es).

Once you register, it’s easy to

- File tax returns and make payments electronically
- Manage all your accounts under one login
- Get automated notifications sent to your email address
- Track your entire account history from your MUNIREvs Business Center.

2. I need assistance with registering, filing, or making payments through MUNIREvs. Who do I contact?

Whether you have a question about your account or technical questions about how to do something in MUNIREvs, please reach out to the support team at support@munirevs.com or at 888-751-1911.

3. What is the “Bulk Filer” option? As a tax preparer with multiple clients, would this be the option applicable to me?

The Bulk Filer option is only applicable if you are going to file the payroll taxes using an XML. If your business does not have the capability to use an XML, you should not choose this option. You will need to individually fill out the tax returns for the businesses you are filing for and proceed with either registering the businesses on behalf of the owner or adding yourself to the account of an already registered business.

4. My Tax Preparer is not registering my business for me. How do I register my business?

You will need to create your own user account in [MUNIREvs](#). Once you complete the user registration, you will be on the [business profile screen](#). Choose the option “Individual Business registering for the first time.” Complete the application for your business. To add your Tax Preparer to the business account you just created, give them your six-digit business Account Number and six character Activation Code. You can find that in your business center under “Your Remittance Account(s).” **Do not give them your account username or password.** Once you give this information to your Tax Preparer, you are both users on the account and they can file on your behalf.

Filing the Payroll Tax

1. The business I am filing for registered themselves. How do I add myself to their account as a Tax Preparer?

- You will need to create your own user account in [MUNIRevs](#).
- Once you complete the user registration, you will be on the [business profile screen](#). Choose the option “Add or Remove a Registered Business.”
- Enter the Account Number and Activation Code for the business you are managing. The business owner, who created their own account, can find the Account Number and Activation Code in their [business center](#) under “Your Remittance Account(s).”
- Enter the Account Number and Activation Code in the business profile screen and click “Lookup”.
- Choose your role and click “Connect”. You are now a user on this business and can file the payroll tax on their behalf.

2. I'm a Tax Preparer and registering a business on behalf of a client. How should I register?

You will need to create your own user account in [MUNIRevs](#). Once you complete the user registration, you will be on the [business profile screen](#). Choose the option “Individual Business registering for the first time.” Complete all applicable fields on the registration form with the client’s business information.

3. I'm a Tax Preparer. Do I need to register my business in MUNIRevs?

If you are a bulk filer using the XML upload, you will need to register using the “Bulk Filer” option from the [business profile screen](#).

If your business is subject to the tax (or physically located in the Eugene city limits), you will need to register your business. Select the “Individual Business registering for the first time” option from the business profile screen.

If you are not using the XML upload to file on behalf of your clients and your business is not subject to the tax, you do not need to register your business in MUNIRevs.

4. I'm a Tax Preparer and will bulk file on behalf of my clients using the XML bulk filing option. Do I need to register my business in MUNIRevs?

Yes. Please select the “Bulk Filer” option from the [business profile screen](#), enter the business name and your role, and complete the registration form for your business.

5. What if I don't have any subject wages for a quarter?

A ‘zero’ subject wages return is due even if you have you don’t have any subject wages for the quarter.

6. I don't have any subject wages for a quarter. Can I file a 'zero' return through MUNIRevs?

Yes. To file a ‘zero’ return, select your tax form from your Action Center. Then complete all the required information on the return. You will be prompted to confirm your submission of a ‘zero’ return through a zero-cost checkout.

Using the MUNIRevs System

1. Can I manage multiple businesses with one login?

Yes. Click “Add accounts” from your user login under “Manage Your Account(s).” You will need your 6-digit account number and the MUNIRevs activation code to connect to an existing business record. This is also accessed at the bottom of the business center under “Register a new or existing business”.

2. Can a business have more than one user?

Yes. Each business can have an unlimited number of users. Each user is required to provide the 6-digit account number and the MUNIRevs activation code to be authorized to connect to an existing business record.

3. How do I change the User on a Business?

All users need to register by going to the [homepage](#). You will click on the "Go" button under "New Users." You will also need the 6-digit account number and activation code for the business.

4. I forgot my password. What do I do?

From the login page, click the “Forgot your password” link and follow the instructions that will be e-mailed to the User’s registered e-mail address.

5. Do I have to login to MUNIRevs to see my alerts and reminders?

No. All alerts are e-mailed to your authenticated e-mail address. When you log-in to the system, you will also see any open alerts that need to be addressed in your Action Center.

6. Where are my tax forms? My Action Center is empty.

Your tax forms will be available on the 1st day of the month following the last day of the tax period. For example, quarterly tax forms will be available in your Action Center on April 1, 2021 for the first quarter of 2021. If you do not see the forms you expected, simply contact MUNIRevs support for assistance.

7. How do I update my account information?

From your business center, find your account under the Your Remittance Account(s) section. Click on your account. Click the hyperlink "Account Information Update." This will open the account information update form. Complete the form to update your information.

Paying the Payroll Tax

1. Can I schedule a payment in MUNIREvs?

For your security, MUNIREvs does not store any payment information. You will need to enter your desired payment information each time you check out. If you would like to transmit payments via ACH Credit, email support@munirevs.com for payment instructions and to add this setting to your account.

Note: The MUNIREvs system sets the payment date as the date you complete the transaction for online check and credit card payments.

2. What if I am unable to use the MUNIREvs online system?

The City of Eugene allows businesses to submit paper returns and payments (including money orders and cashier's checks) via mail, as well as pay-in-person at the downtown location:

City of Eugene
Payroll Tax Unit
100 West 10th Avenue Suite 400
Eugene, Oregon 97401

3. What if I want to file my report online but mail in my check or pay in person?

You can file online and make your payment separately by mail or in person. However, please note that your tax filing will not be considered complete until the City of Eugene receives your payment. The City will honor either the date you bring the payment in person or the postmark date. Late payments may result in penalties and interest. Please send all mailed filings and/or payments to:

City of Eugene
P.O. Box 10087
Eugene, OR 97440