

Frequently Asked Questions for Short Term Rentals and Accommodations Excise Tax

How do I pay by ACH Credit?

To pay by **ACH Credit**, please download the [ACH Credit Form](#) and e-mail it to support support@munirevs.com to add this setting to your account.

Who is exempt from paying the local accommodations excise tax?

2-31-15 Exceptions. (a) Real property that is occupied for a period of less than thirty (30) consecutive days by a buyer or seller of real property prior to or after the closing of same shall not be considered a Short-Term Rental or require an Accommodation Excise Tax Certificate under this Ordinance, provided that the property is not otherwise furnished or offered for value to any other person(s) during the same calendar year for thirty (30) days or less at one time. (b) Real property that is occupied by or offered for occupancy to the same person for a period greater than thirty (30) consecutive days shall not be considered a Short-Term Rental or require an Accommodation Excise Tax Certificate under this Ordinance, provided that the property is not otherwise furnished or offered for value to any other person(s) during the same calendar year for thirty (30) days or less at one time.

How do I amend a return?

Please e-mail kpirruccio@glynncounty-ga.gov letting us know you need to file an amended return. In the email please include:

- 1) Your six digit certificate/ account number, and business name
- 2) Period you need to amend (i.e. Jan. 2017 form due Feb. 20th)
- 3) If you overpaid or underpaid your original form
- 4) Brief explanation as to why the form needs to be amended
- 5) A contact name and phone number

Once we receive this email we will review your account and will contact you for further information or instructions.

What types of assistance can MUNIRevs provide to me?

MUNIRevs can assist you with all your system and account questions. Whether you have a question about your account or technical questions about how to do something in

MUNIREvs, please reach out to our support team. We can always reach out to the County on your behalf if we need their assistance with one of your questions. You can reach MUNIREvs at support@munirevs.com and by phone at (888) 751-1911.

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, for monthly filers, the January, 2016 tax forms will be available in your Action Center on February 1, 2016. If you do not see the forms you expected, simply contact MUNIREvs support for assistance.

Can I manage multiple Short Term Rentals with one login?

Yes - to do so, click Add an additional business to your account. Select whether the business is an existing business or whether you are applying for a new business. You will need your 6 digit Certificate Number and MUNIREvs Activation Code to connect to an existing business record.

I did not receive or misplaced the letter with my activation code. What do I do.

Contact MUNIREvs support at support@munirevs.com or (888) 751-1911 for assistance. You will need to confirm account details to be verified for the account. To protect the security on business accounts, you will need written (e-mail) permission from an enrolled owner or officer of the business for us to provide you with a new activation code.

Can I file a Zero File tax return through MUNIREvs?

To file a zero file tax form, select your tax form from your Action Center. Then, complete the required information on the remittance, including Gross Sales and any deductions. You will be prompted to confirm your desire to complete the return as a Zero File return.

What payment types are accepted by the County through MUNIREvs?

The County accepts major credit cards: Mastercard ,VISA, American Express and Discover. In addition, if you need to remit via ACHCredit, please e-mail support@munirevs.com for payment instructions and to add this setting to your account.

Can I schedule a payment in MUNIREvs?

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

How do I change the User on a Short Term Rental?

All users need to enroll, just as you did, by going to the home page for that jurisdiction (i.e. <https://glenwoodsprings.munirevs.com>). They will click on the "Go" button under "New Users". They will also need the 6 digit account number and Activation Code for the business.

I forgot my password. What do I do?

From the Log In page, click the "Forgot your password" link and follow the instructions that will be e-mailed to the User's registered e-mail address.

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 login to the system, you will also see any open alerts that need to be addressed in your Action Center.

Do I need a Business License? If you have 6 or more rentals you will need to contact Occupational Tax to secure a Business License in addition to the Short Term Rental Certificate. For questions about a Business License please call Occupational Tax at 912-554-7122.

Can I renew or manage an existing certificate with through MUNIREvs?

Yes. Certificate renewals will be initiated based upon the expiration date of each certificate. You will be notified of available actions when a renewal certificate requirement is upcoming.

As a short term rental, what taxes should I be collecting? As a short term rental you should be collecting the following taxes:

- State sales tax of 7%, Starting April 1st, 2023. State tax is collected on all stays less than 90 days. If a stay is over 90 days it is exempt from state tax.
<https://www.glynncounty.org/Archive.aspx?ADID=76#:~:text=There%20is%20hereby%20levied%20and,for%20value%20in%20the%20unincorporated>
- Local Accommodations Excise Tax (Bed Tax) of 5%: This is collected on the first 30 days of all stays (Including long term bookings)
- State Transportation Excise tax of \$5 per night: This is a new fee effective 7/1/2021 that is due on all stays of less than 30 days. If a stay is 30 nights or more it is exempted from this fee. A copy of this recent bill signed into law in 2021 can be found here:
<https://legiscan.com/GA/text/HB317/2021>

Who is exempt from paying the local accommodations excise tax?

Tax exemptions include the following:

- Upon fees, rents, or charges made for continuous use of any guest rooms, lodgings, or accommodations after the first 30 days of continuous occupancy.
- Upon the fees or charges for any guest rooms, lodging or accommodations furnished for a period of one or more days for use by Georgia state or local government officials or employees when traveling on official business.
- Upon charges made for any guest rooms, lodgings, or accommodations provided to any persons who certify by affidavit that they are staying in such room, lodging, or accommodation as a result of the destruction of their home or residence by fire or other casualty

A copy of the lodging tax ordinance can be found here:

<https://www.glynncounty.org/Archive.aspx?ADID=76#:~:text=There%20is%20hereby%20levied%20and,for%20value%20in%20the%20unincorporated>

What about state taxes?

As mentioned above state sales tax of 6% should be collected on all rent and fees on all stays less than 90 days. The new transportation excise tax of \$5 per night should be collected on all stays less than 30 days.

I rent my unit on VRBO and Airbnb, will they collect and pay my taxes on my behalf?

Please check directly with your platform to confirm they are collecting and remitting state and local taxes. We have heard from many owners that are being told the platform will collect and remit all taxes, but it is always advisable to confirm this directly with your platform. Ultimately, as the short term rental owner/manager has the responsibility to ensure taxes are collected and paid. In addition, on a monthly basis when submitting your tax to Glynn county you will need to note those sales that have tax collected directly from the platform.

Do I have to renew my Certificate every year?

Yes, the Certificate you receive each year will expire on December 31st of this year.

Disclaimer Regarding Conversion Data

Historical forms only represent what may have been submitted and may not include all fields, payments, corrections, vendor discounts, penalties or interest charges.

For Assistance, Contact
MUNIREvs Support
support@munirevs.com
(888) 751-1911

When contacting support, be sure to include the jurisdiction (Glynn) and your account number in all emails or voicemails. This will help us assist you as promptly as possible. Thank you!