Florida DEPARTMENT OF REVENUE

GT-300014
R. 01/19

Florida Tax Certificate Verification Mobile App User Guide

App Versions 1.7.0 and 1.8.2 – Released August 2018

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Description

Use the ***FL Tax-Verify*** mobile app to verify a purchaser's Florida sales and use tax resale or exemption certificate is valid before making tax-exempt sales. To use ***FL Tax-Verify,*** dealers must be registered to collect Florida sales and use tax and have a valid resale certificate. ***FL Tax-Verify*** is designed for dealers who transact business away from the office or the computer.

Features

This app offers features that make it easier to keep track of Florida tax-exempt sales when a dealer is away from the business location. It allows dealers to:

- Store their own resale certificate number in the app for future reference
- Enter their customers' certificate numbers to verify
- Store a history record which includes customers' names, certificate numbers, date and time verified, verification response and the transaction authorization code, if valid
- Email the history report from within the app for the dealer's permanent records

OS Compatibility

This app is optimized for use on these operating system platforms and versions:

- Android phones and tablets running Android OS 4.4 (API level 19) and higher
  - Store Listing: https://play.google.com/store/apps/details?id=fdor.fltax
- Apple iPhone, iPad, and iPod touch running iOS 9.0.0 and higher
  - Store Listing: https://itunes.apple.com/us/app/fl-tax/id895816929?ls=1&mt=8

How to Use the App

This app is made up of two functional screens (Main and History) and two support screens (Help and Settings). The following pages provide a description of these screens and the actions to use the app.

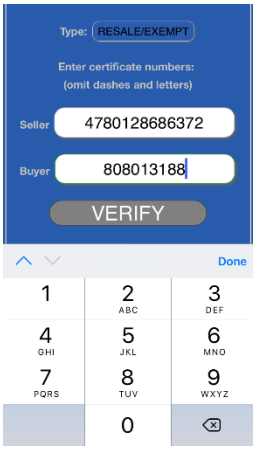
Main Screen - From this screen the user selects the type of **Florida** tax certificate to be verified and enters certificate numbers to verify. The verification responses are displayed on this screen.

- **Type** - Choose the certificate type to verify. Currently, the only choice in the *Type* dropdown menu is Resale/Exemption. Future enhancements will include additional certificate types.
- **Seller** - Enter the dealer's 13-digit Florida sales tax certificate number, without dashes, in the ***Seller*** field. Once validated, this number is stored in this field for future use unless the user clears it or turns off the setting. This number is validated each time the app is used to verify a customer's certificate number.
- **Buyer** - Enter the customer's Florida sales tax or tax exemption certificate number, without dashes or letters, in the ***Buyer*** field.
- Touch ***Verify***. Both certificates are verified. An immediate response is received containing a transaction authorization number if the certificate is valid, or a message if it is not.

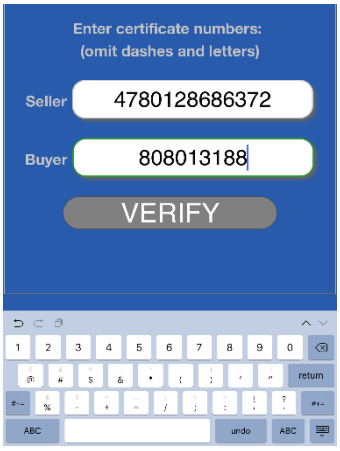
- When the Seller or Buyer field is touched, the 10-key keypad will display. A tablet will display a QWERTY keyboard with numbers and symbols turned on.

- Depending on your device's operating system, you may also see other navigational function buttons:
  - ">" or "Next" moves the cursor to the next field
  - "<" or "Prev." moves the cursor to the previous field
  - ⌫ backspace deletes the character left of the cursor
  - or "Done" hides the keypad; touching the blue background will also hide the keypad

- Once both the 13-digit Seller and Buyer certificate numbers are entered, touch ***Verify***.



Phone

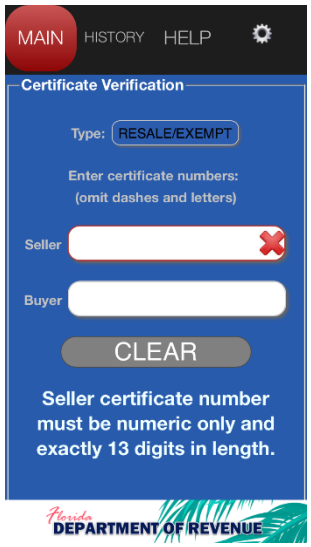


Tablet

- If a Seller certificate number is not entered, or not entered correctly, a red X-mark (✖) will display in the Seller field, and an error message will display at the bottom of the screen.

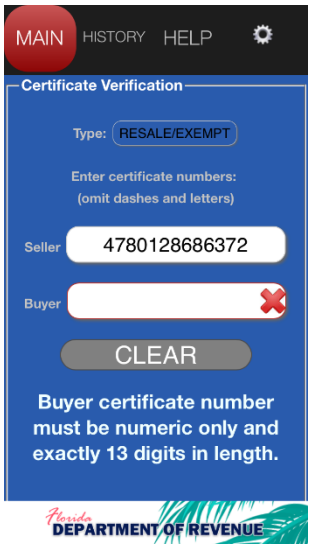
- Note the *Verify* button becomes the *Clear* button when an error or response message is displayed.

- Touch ***Clear*** to delete the error message and reset the Seller field.

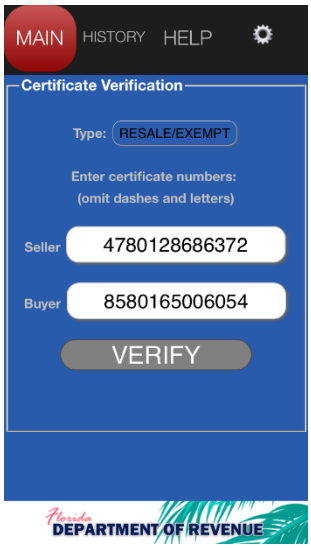


- Enter both the seller and buyer certificate numbers and touch ***Verify***.

- If a Buyer certificate number is not entered, or not entered correctly, a red X-mark (✖) will display in the Buyer field, and an error message will display at the bottom of the screen.
- The *Verify* button becomes the *Clear* button when an error or response message is displayed.
- Touch ***Clear*** to delete the error message and reset the Buyer field.

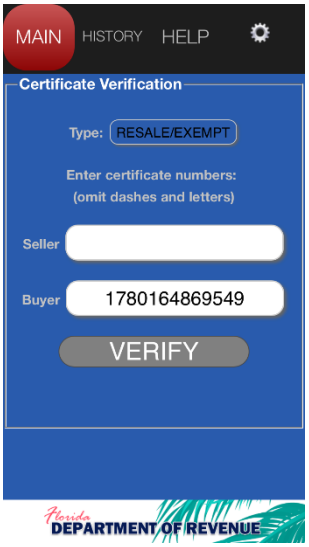


- Re-enter the Buyer certificate number and touch ***Verify***.



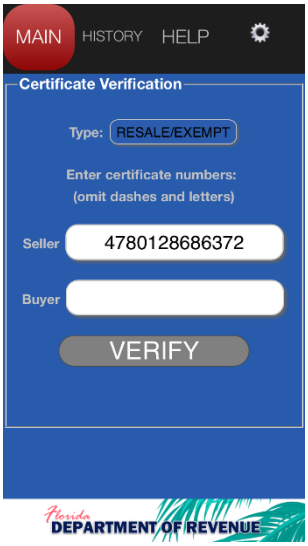
- The Seller certificate must be valid before a Buyer certificate can be verified. If the Seller certificate number is not valid, the Buyer certificate number will not be verified.
- If the Seller certificate number is not valid, a red X-mark (✖) will display in the Seller field, and a response message will display at the bottom of the screen.
- Check the number. If it was entered correctly, and you believe the message to be in error, contact the Department.
- If it was entered incorrectly, touch ***Clear*** to delete the error message and reset the Seller field.

- Re-enter the Seller certificate number and touch ***Verify***.

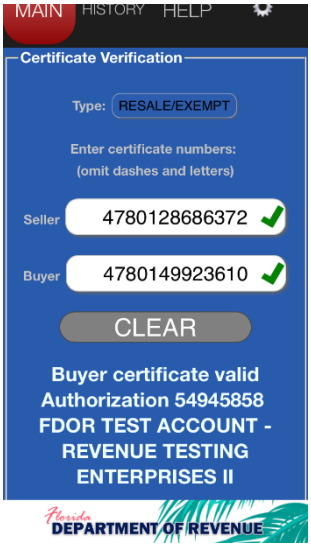


- A valid Seller number is designated by a green checkmark (✓) in the Seller field.
- If the Buyer certificate is not valid, a red X-mark (✖) will display in the Buyer field, and a response message will display at the bottom of the screen.
- Check the number. If it was entered correctly, and the buyer believes the message to be in error, the buyer should contact the Department.
- If it was entered incorrectly, touch ***Clear*** to delete the error message and reset the Buyer field.

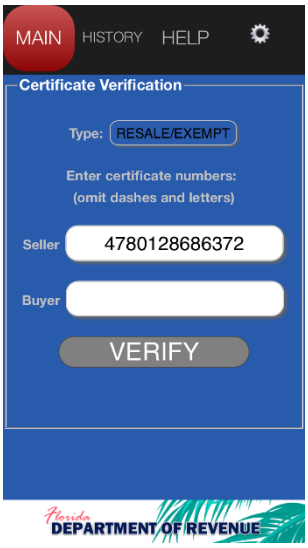
- Re-enter the Buyer certificate number and touch Verify.



- When the Seller and Buyer certificates are both valid, a green checkmark (✓) is displayed in each field, and a response message displays on the screen.
- This response message states that the Buyer certificate is valid, and contains the transaction Authorization number needed for the Seller's records. It is followed by the name of the Buyer, as found in the Department's records. This information is stored within the app in the history report.
- Touch Clear to reset the Buyer field for the next verification.
- Always look for the colored visual cues (✓ or ✗) to quickly determine the certificate numbers that are valid, not valid, or are not formatted correctly.

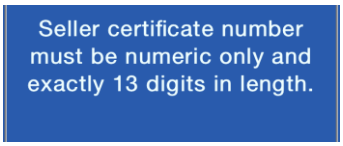


- The app will store and display the most recently validated Seller certificate number for ease of use when verifying subsequent Buyer certificate numbers.
- This option can be turned off on the Settings screen.



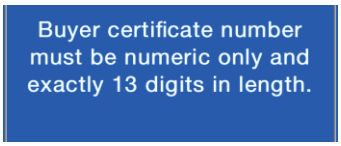
Main Screen > Messages Defined – There are eight potential messages (Error or Response) that will be displayed once the user touches ***Verify***. They are each illustrated and explained below.

Error



Seller certificate number must be numeric only and exactly 13 digits in length – the number was not entered, it was entered with dashes or letters, or was not 13 digits.

Error



Buyer certificate number must be numeric only and exactly 13 digits in length – the number was not entered, it was entered with dashes or letters, or was not 13 digits.

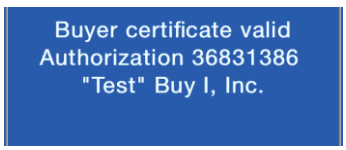
Response

Seller certificate not valid – the seller's annual resale certificate, as entered, is not valid for making sales; check the number and re-enter; if you believe this response is in error, contact the Department (850-488-6800).

Response

Buyer certificate not valid – the buyer's resale or exemption certificate is not valid for making tax-exempt purchases; the seller must charge sales tax on the transaction; if the buyer believes this response is in error, the buyer should contact the Department (850-488-6800).

Response

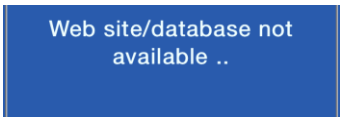


Buyer certificate valid – the buyer's resale or exemption certificate is valid; the transaction authorization number and the buyer's name will be stored in the history report; keep this number for your records.

Error

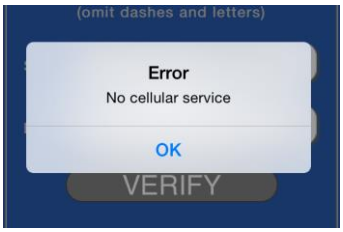
Transmission failed-please resend – an error occurred, and the data was not sent; please try again.

Error



Web site/database not available – the app could not connect with Revenue; try the inquiry again; if this error persists, you must obtain for your records a copy of your customer's *Florida Annual Resale Certificate* or *Consumer's Certificate of Exemption* to document tax-exempt sales; otherwise, you must charge sales tax on the transaction.

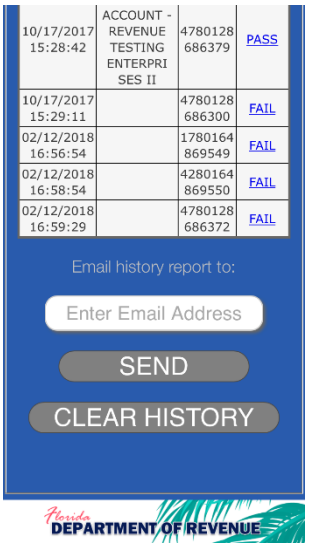
Error



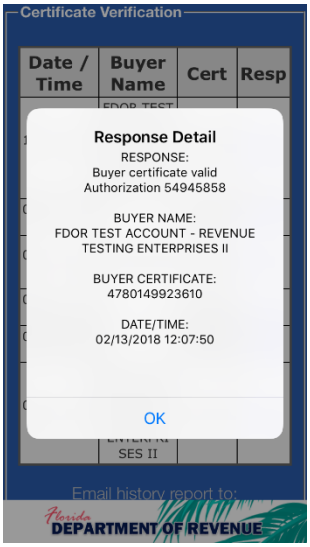
No cellular service – you are in an area where access to your mobile phone carrier is not available; no service. This message will also display on a WI-FI only device that is not connected to a wireless network.

History Screen – On this screen the user can view the verification response report, open each response to view the detailed information, email the report, and clear the history from the memory of the device.

- The verification response report is displayed on the History screen.
- The report displays the date and time of verification, the Buyer's name, certificate number, and the verification response (Pass or Fail).
- The Buyer name is not returned or displayed when the response is *Buyer certificate not valid* (Fail).
- The report is sorted in chronological order. As the report grows, swipe the screen up or down to navigate through the report.
- Touching the *PASS* or *FAIL* link in the Response column will display the Response Detail, which includes the transaction authorization number.

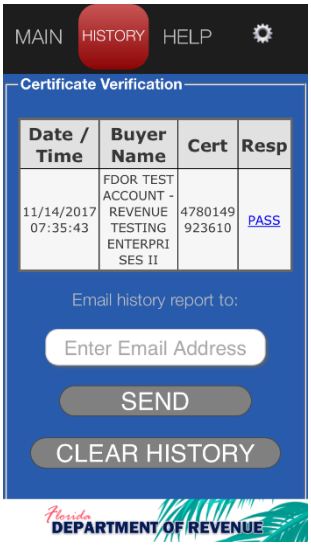


- If PASS, the Response Detail screen displays:
  - the Response Message (Buyer certificate valid)
  - the Authorization number
  - the Buyer name from Revenue's records
  - the verified Buyer Certificate number
  - the Date/Time of the verification inquiry



- If FAIL, the Response Detail screen displays:
  - the Response Message (Buyer certificate not valid)
  - **No** Authorization number
  - **No** Buyer name
  - the Buyer Certificate number entered
  - the Date/Time of the verification inquiry

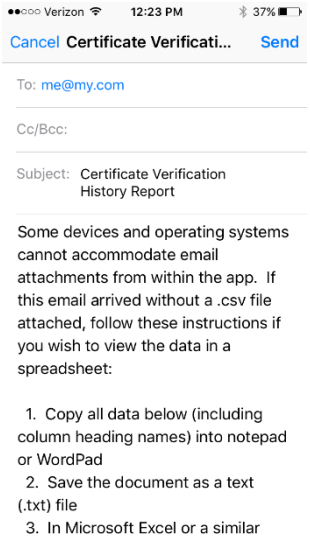
- From the History screen, the user can send the report via email or clear the history from the device's memory.



Emailing history report

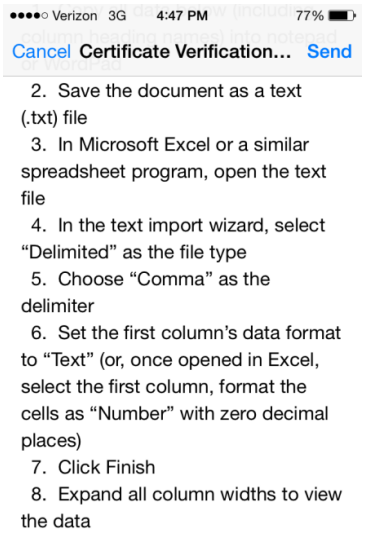
- Enter the email address to which the report will be sent.
- Touch ***Send***.

- The device's email app is opened, and the *Compose Message* screen is displayed.
- From Android and iOS devices, a .csv file will be attached to the email message
- The message will contain instructions for converting the data to a spreadsheet.
- The message will also contain the history report data.

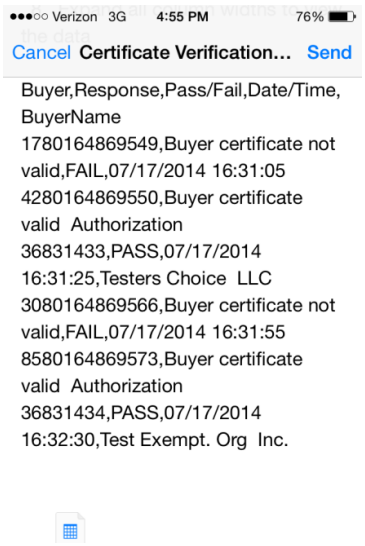


History Screen > Sending the report via email

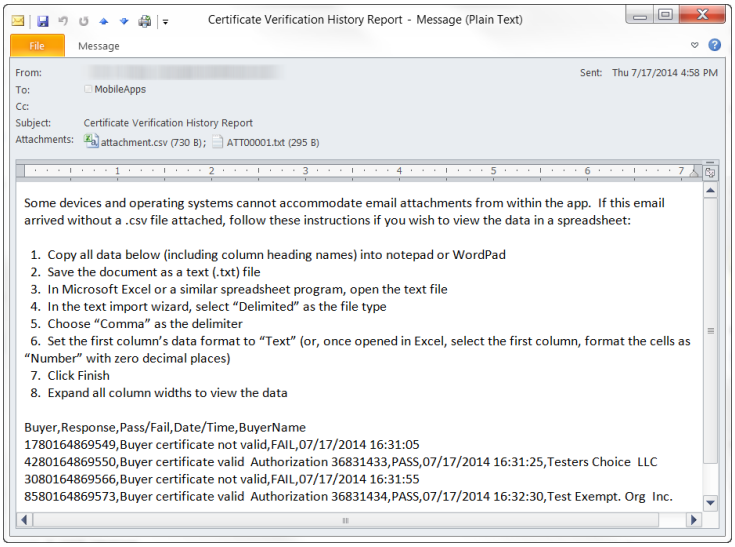
- Data conversion instructions.



- History report data in comma separated values (csv) format.
- Attachment is visible (Android and iOS devices).
- The email is ready to be sent.
- Touch ***Send.***

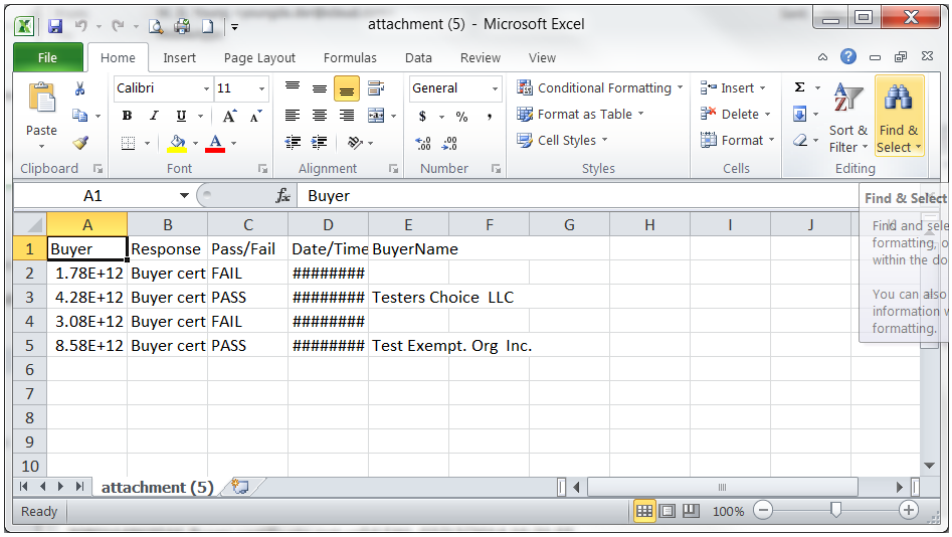


- Arriving email – report is attached; data conversion instructions; history report data is included.

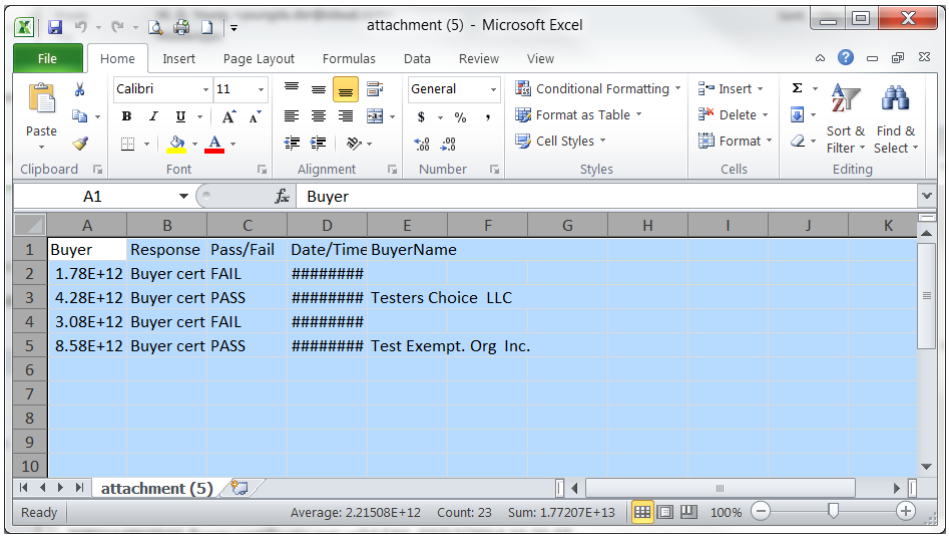


History Screen > Formatting and saving the spreadsheet attachment

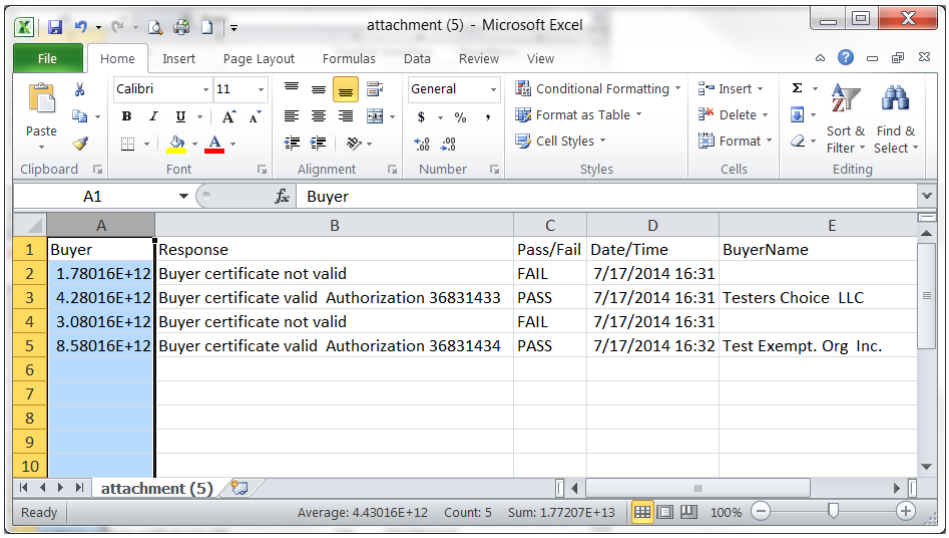
- Open the attached .csv file in a spreadsheet program such as Excel.
- Column A contains the 13-digit buyer certificate numbers; it will need to be formatted as a number.



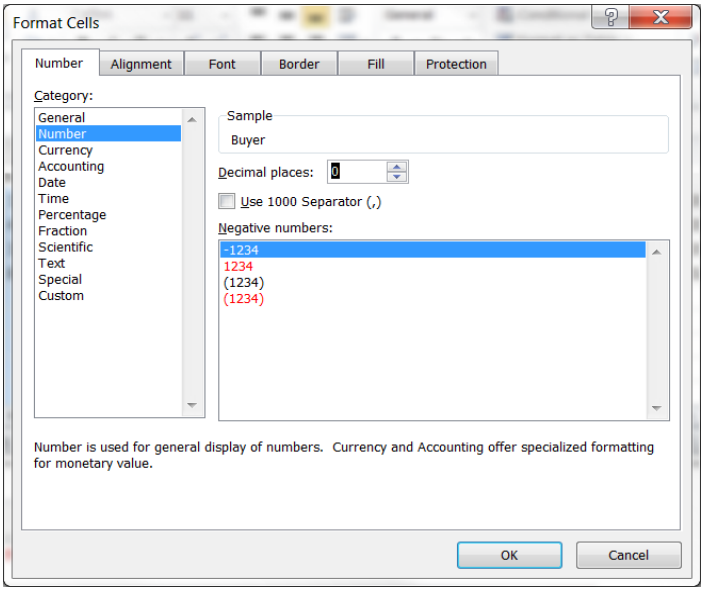
- Select all cells by clicking the grey box above the row numbers and to the left of the column headers.
- Double-click the column header between Columns A and B to expand all columns to fit content.



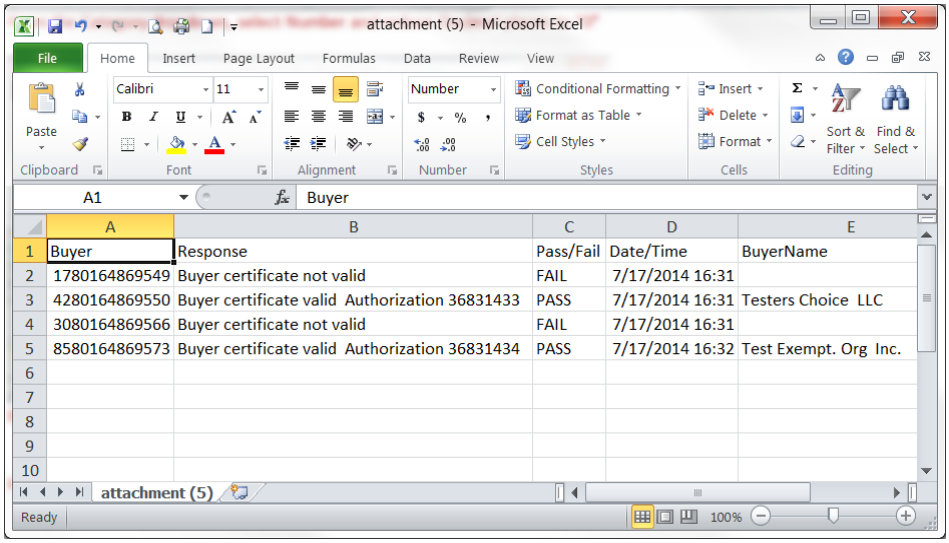
- Select Column A by clicking on the column header.
- Right-click and select “Format Cells…”



- From the Category dropdown list, select “Number.”
- Reduce Decimal places to “0.”
- Click OK.

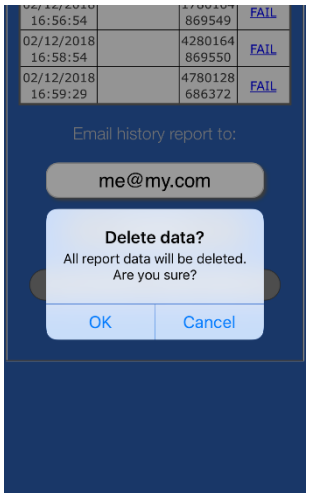


- Buyer certificate column is now properly formatted to display all 13 digits.
- Spreadsheet is ready for saving.

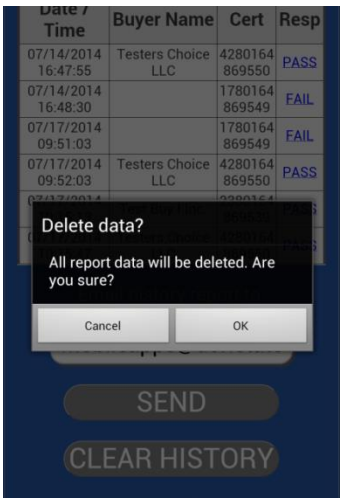


	A	B	C	D	E
1	Buyer	Response	Pass/Fail	Date/Time	BuyerName
2	1780164869549	Buyer certificate not valid	FAIL	7/17/2014 16:31	
3	4280164869550	Buyer certificate valid Authorization 36831433	PASS	7/17/2014 16:31	Testers Choice LLC
4	3080164869566	Buyer certificate not valid	FAIL	7/17/2014 16:31	
5	8580164869573	Buyer certificate valid Authorization 36831434	PASS	7/17/2014 16:32	Test Exempt. Org Inc.
6					
7					
8					
9					
10					

Clear History



iOS

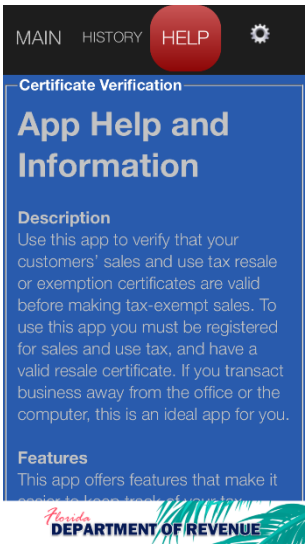


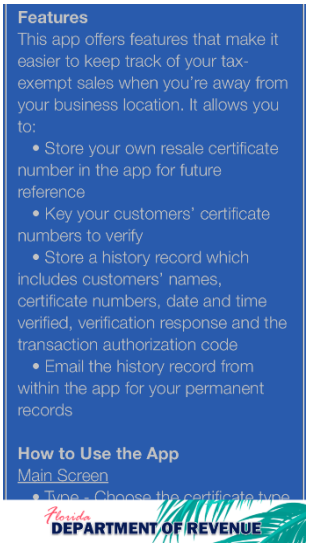
Android

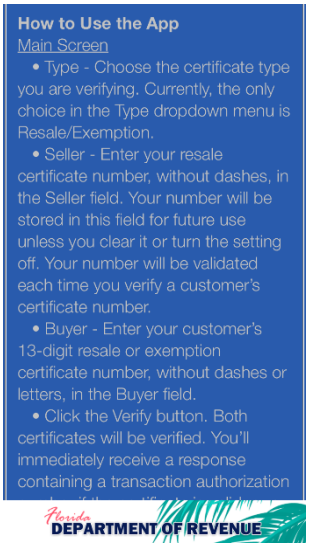
Help Screen

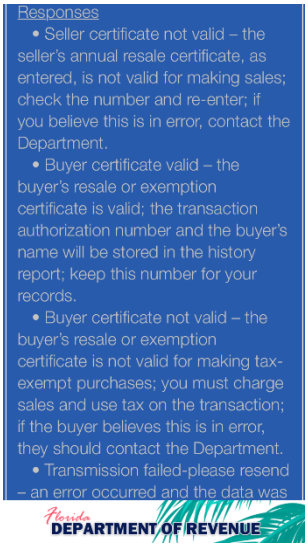
The Help screen contains the following topics/sections:

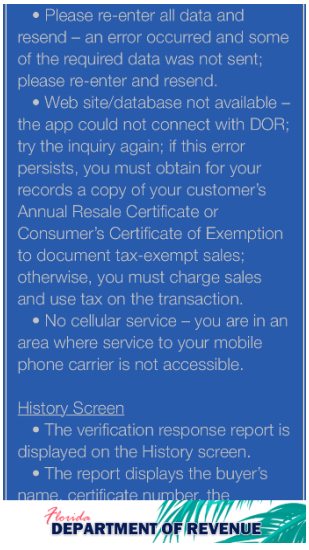
- Description
- Features
- How to Use the App
- Responses
- History Screen
- Help resources
  - Send feedback to mobileapps@floridarevenue.com
  - Call 877 FL Resale (877-357-3725) 8-5 ET, M-F
  - Certificate Verification web portal (https://verify-taxcerts.floridarevenue.com/)
- Tips
- End User License Agreement
  - Conditions of Use
  - Privacy Notice

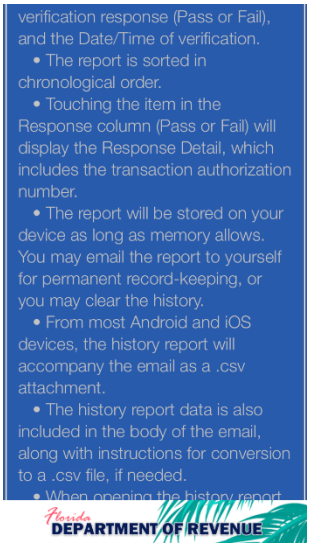


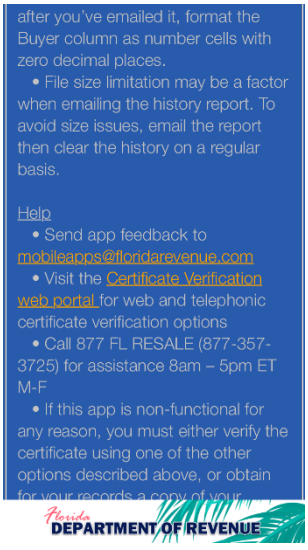




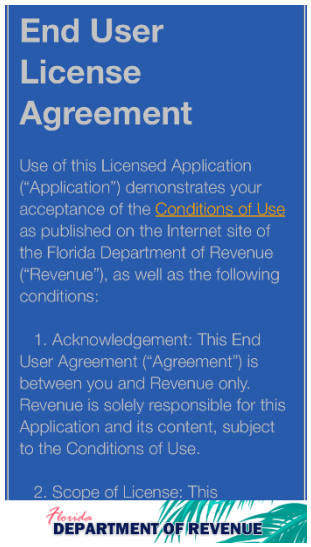


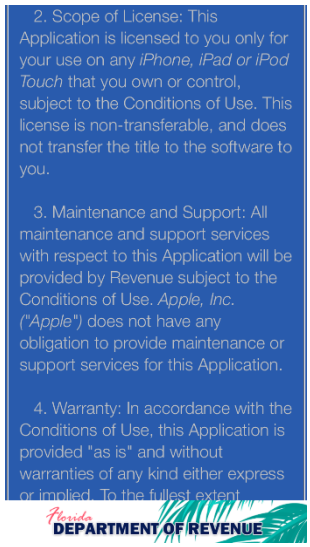


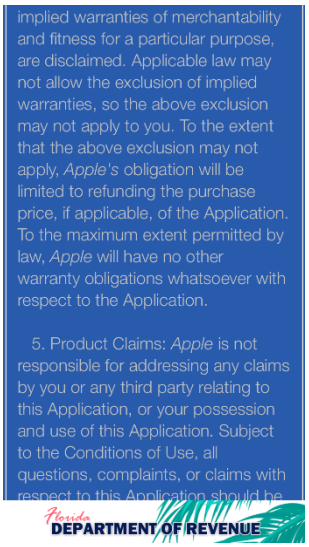


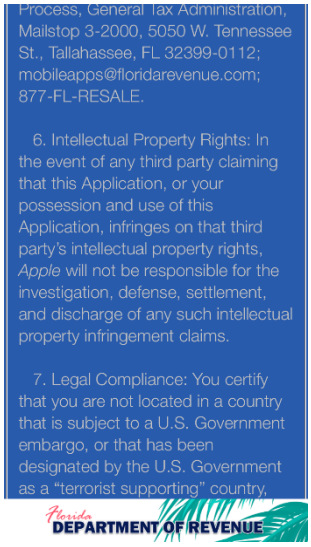


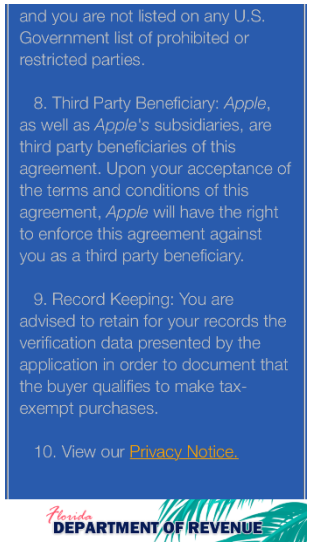
Help Screen > End User License Agreement/Certificate Verification Web Portal





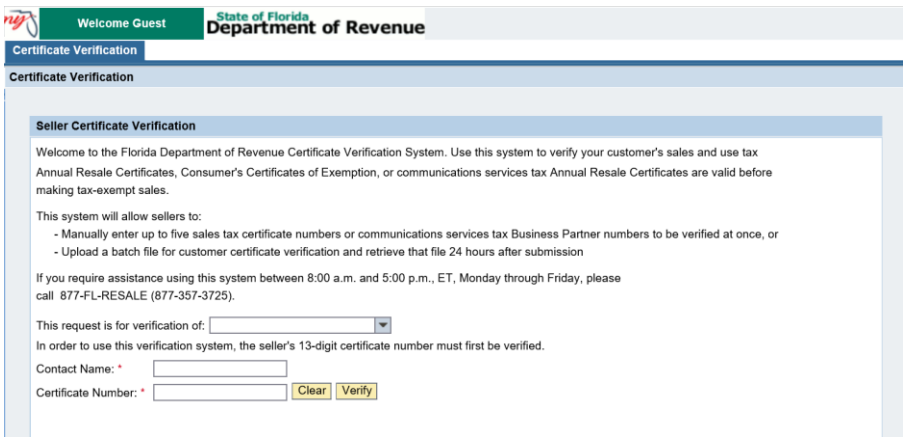






Certificate Verification Web Portal

https://verify-taxcerts.floridarevenue.com/



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Privacy Notice

Disclaimer

The purpose of this site is to provide information concerning all tax and child support enforcement laws and regulations administered by the Florida Department of Revenue (Revenue). The information and data on this site is dynamic and changing over time. We strive to provide current and accurate information, however, the information and materials provided on this site should not be relied upon exclusively to comply with Florida law. Please note that responses to questions or requests posted on this site represent the opinion of the writer(s), do not constitute legal advice and must not be used as a substitute for the advice of a lawyer.

Statement on Florida's Open Government

Pursuant to Florida's Government-in-the-Sunshine and Open Government Laws all persons are entitled to information regarding the affairs of Florida government and the official acts and policies of those who represent them as public officials and public employees.

Information obtained by Revenue is considered a public record by law, and it must be disclosed upon request unless specifically confidential and exempt from disclosure by law.

Security Statement

In general, Revenue uses physical, electronic, and procedural safeguards to protect personal, business, and confidential information.

Specifically, Revenue has taken steps to safeguard the integrity of its communications and computing infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the entire Revenue operating environment as part of its continuing commitment to safeguard information resources.

To ensure data confidentiality and integrity, all information transmitted over the Internet is encrypted using the 128-bit Secure Sockets Layer (SSL) protocol from Verisign® and Network Solutions® Certificate Authorities.

Privacy Statement

Your privacy is important to Revenue. Access to personal information about you is limited to individuals authorized by law to have access to that information. Personal information is information that is readily identifiable to a specific individual and may include name, address, e-mail address, telephone number, social security number or Federal Employer Identification (FEI) number. Revenue does not collect personal information about you when you visit this site, unless you choose to make such information available to us through e-mail, web applications, online surveys or online forms.

Revenue collects information automatically from your computer as you browse our web sites. This information does not identify you personally. This information is used to assist Revenue in reporting web traffic, and includes only your computer's IP address, and URL and HTTP status codes.

Revenue will do everything reasonably possible to protect your information using technology and good business practices. Any personal information requested or gathered via this site will be used only for purposes necessary to conduct government business with you. It will not be traded, sold, or given to any other party except as specifically allowed or required by law. As stated above, information

allowed or required by law. As stated above, information obtained by Revenue is considered a public record by law and must be disclosed upon request unless specifically confidential and exempt from disclosure by law.

Regarding e-mail: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.
However, e-mail addresses provided to Revenue by a taxpayer for tax administration purposes on a return, report, account, or declaration are confidential and exempt from disclosure under section 213.053(2), Florida Statutes, and may not be released pursuant to a public records request. Also, e-mail addresses provided to Revenue's Child Support Enforcement program a.) by an applicant or recipient of its services, or b.) that will become part of the state parent locator service, are confidential and exempt from disclosure under sections 409.2579(1) and 409.2577, Florida Statutes, and may not be released pursuant to a public records request.

Revenue will not intentionally collect any personal information from children under the age of thirteen (13) without parental consent, pursuant to the Children's Online Privacy Protection Act.

Child Support Enforcement Program

We collect social security numbers for purposes of identification in child support cases. The following laws govern the collection, use, or release of social security numbers for child support purposes:

The Privacy Act of 1974 (Pub. L. 93-579, 7(a)-(b)).

United States Code: Title 26, section 6103; Title 42, section 405, 652, 653, 653a, 654a, and 666.

Code of Federal Regulations: Title 45, sections 303.7, 303.30, and 303.71.

Florida Statutes: Sections 61.052, 61.13, 119.071, 402.308, 409.2557, 409.2558, 409.2563, 409.2567, 409.2572, 409.2576, 409.2577, 409.2579, 414.095, 455.213, 456.013, 548.021, 626.171, 741.04, 742.031, 742.032, 742.10, and 1012.56.

Florida Administrative Code: Rules 12E-1.002, 12E-1.003, 12E-1.004, 12E-1.006, 12E-1.013, and 12E-1.026.

General Tax Administration Program

Social security numbers are used as unique identifiers for the administration of Florida's taxes. Social security numbers are confidential under sections 213.053 and 119.071, Florida Statutes, and not subject to disclosure as public records. The following laws govern the collection, use, or release of social security numbers for tax administration purposes:

The Privacy Act of 1974 (Pub. L. 93-579, § 7(a)-(b)).

United States Code: Title 26, sections 6103, 7213, and 7431.

Code of Federal Regulations: Title 26, section 310.6103.

Florida Statutes: Sections 119.07; 119.071; 119.0714; 198.015; 198.03; 198.08; 198.22; 198.29; 199.183; 199.202; 201.11; 201.133; 202.151; 202.17; 202.23; 202.30; 203.01; 206.02; 206.021; 206.022; 206.09; 206.095; 206.401; 206.404; 206.41; 206.485; 206.87; 206.8745; 206.877; 206.89; 206.97; 206.9835; 206.9865; 206.9915; 206.9931; 206.9942; 212.05; 212.08; 212.096; 212.097; 212.11; 212.12; 212.17; 212.18; 213.015; 213.053; 213.0535; 213.21; 213.28; 213.285; 213.255; 213.30; 213.34; 213.755; 215.26; 220.181; 220.21; 220.725; 376.70; 376.75; 403.718; 403.7185; 443.131; 443.163; 443.171; 443.1715; 538.09; 538.11; 538.25; 624.5092; and 681.117.

Florida Administrative Code: Rule Chapter 12-22. Rules 12-6.001; 12-6.0015; 12-6.005; 12-6.030; 12-15.005; 12-18.002; 12-18.004; 12-24.004; 12-24.011; 12-25.011; 12-26.003; 12-26.008; 12A-1.060; 12A-1.061; 12A-1.091; 12A-1.097; 12A-1.107; 12A-12.003; 12A-16.004; 12A-17.003; 12A-17.005; 12A-19.010; 12A-19.020; 12A-19.100; 12B-4.001; 12B-4.003; 12B-5.030; 12B-5.040; 12B-5.050; 12B-5.060; 12B-5.070; 12B-5.080; 12B-5.090; 12B-5.100; 12B-5.110 (Blenders); 12B-5.120; 12B-5.121; 12B-5.130; 12B-5.140; 12B-5.150; 12B-5.200; 12B-5.300; 12B-5.400; 12B-6.0021; 12B-11.005; 12B-12.005; 12C-1.0188; 12C-1.051; 12C-2.005; 12C-2.0115; 12C-3.0015; 12C-3.006; 12C-3.008; 12C-3.012; 60BB-2.023; 60BB-2.024; 60BB-2.025; 60BB-2.032; and 60BB-2.037.

Unauthorized Use

Revenue reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete or otherwise tamper with or abuse an agency website, server, database, information system or other agency technology asset. This website is monitored to ensure proper operation, to verify the functioning of applicable security features and for other like purposes. Anyone using this system expressly consents to such monitoring and is advised that if monitoring reveals evidence of possible criminal activity, system personnel may provide the evidence of such activity to law enforcement officials.

Unauthorized attempts to upload or change information; to defeat or circumvent security features; or to utilize this system for other than its intended purposes are prohibited and violate Revenue policy and Florida Law under chapter 814, Florida Statutes. Revenue reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete or otherwise tamper with or abuse an agency website, server, database, information system or other State technology asset. Unauthorized use of or access to Federal tax information available via this system is a violation of Federal Law punishable by Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a), 7213A, and 7431.

Link Statement

814, Florida Statutes. Revenue reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete or otherwise tamper with or abuse an agency website, server, database, information system or other State technology asset. Unauthorized use of or access to Federal tax information available via this system is a violation of Federal Law punishable by Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a), 7213A, and 7431.

Link Statement

In the course of providing the best service to the public, Revenue may link to other organizations to provide additional useful information for our customers. These primarily include:

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2. Links to educational or non-profit organizations that complement the information or services provided by the Florida Department of Revenue; and
3. Links to Web sites owned by private companies are only provided when their products or services are a part of delivering service to our customers.

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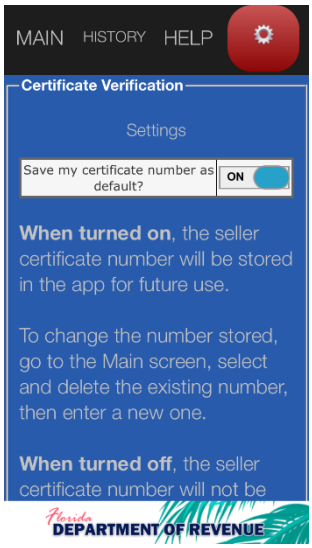
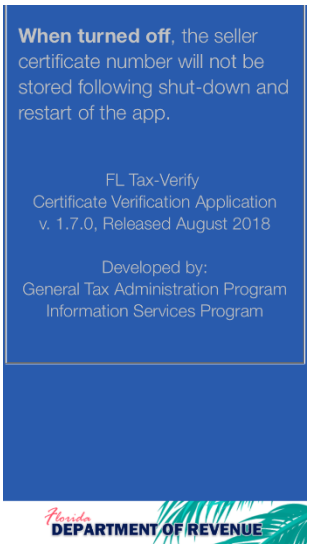
Settings Screen





Tips/Issues/Troubleshooting

Tips

- This app is optimized for use on these platforms and versions: Android version 4.4 and higher; and iOS version 9.0 and higher.
- When entering certificate numbers, omit dashes and letters. Enter 13 numerals only.
- Response times will vary based on type of mobile device, battery charge, signal strength, and service provider.

Known Issues

Android Devices

- Use of Back Button - takes the user out of the app instead of to the last screen viewed. This is the way the back button is designed to work. Each screen of the app is a top-level page. Touching the back button from one of those screens takes the user out of the app. From a linked screen or page, touching the back button returns the user to the page from which they linked.

Troubleshooting

- **Problem**
  - *The app unexpectedly quits, stops responding, or won't open.*
- **Try this:**
  - *Make sure you're connected to the Internet*
  - *Close and restart the app*
  - *Turn off and restart your device*
  - *Update your device software and your apps*