

Business Tax Receipt (BTR)

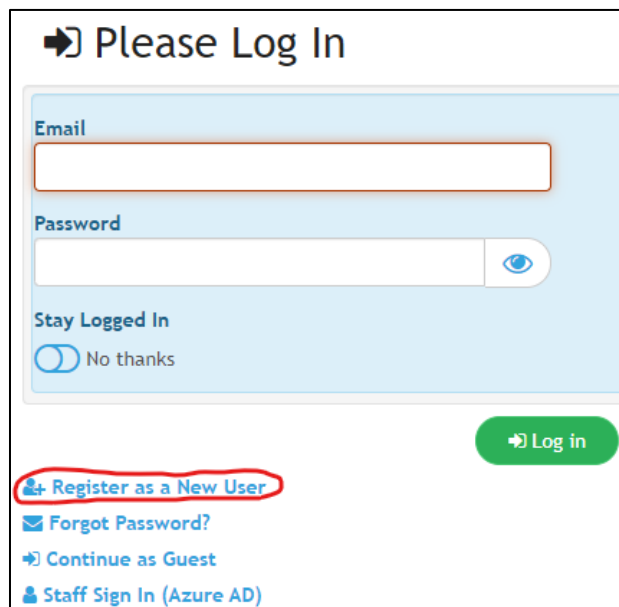
iMS: How to Renew a BTR (For Existing Businesses)

Description

The following is a Step-by-Step guide for existing businesses to renew their BTR(s) through iMS.

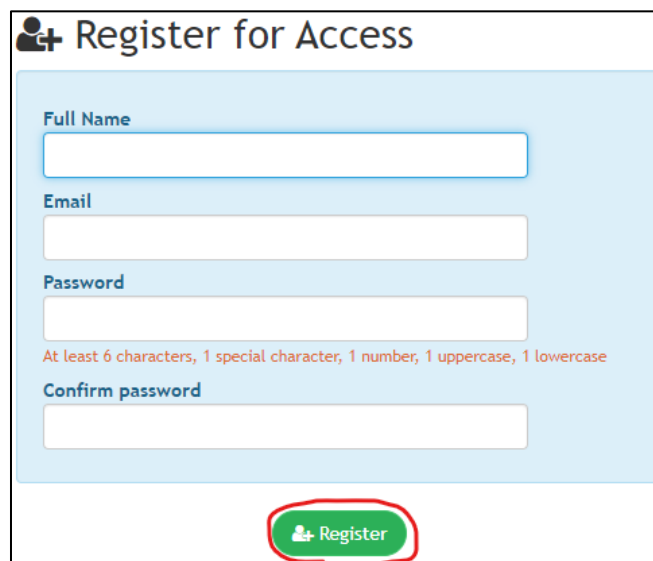
Steps

- 1) Navigate to the iMS portal through the City of Palm Bay website ([Business Tax Receipts | City of Palm Bay, FL \(palmbayflorida.org\)](https://www.palmbayflorida.org/business-tax-receipts)). Once you reach the iMS login page, click **“Register as a New User”**.



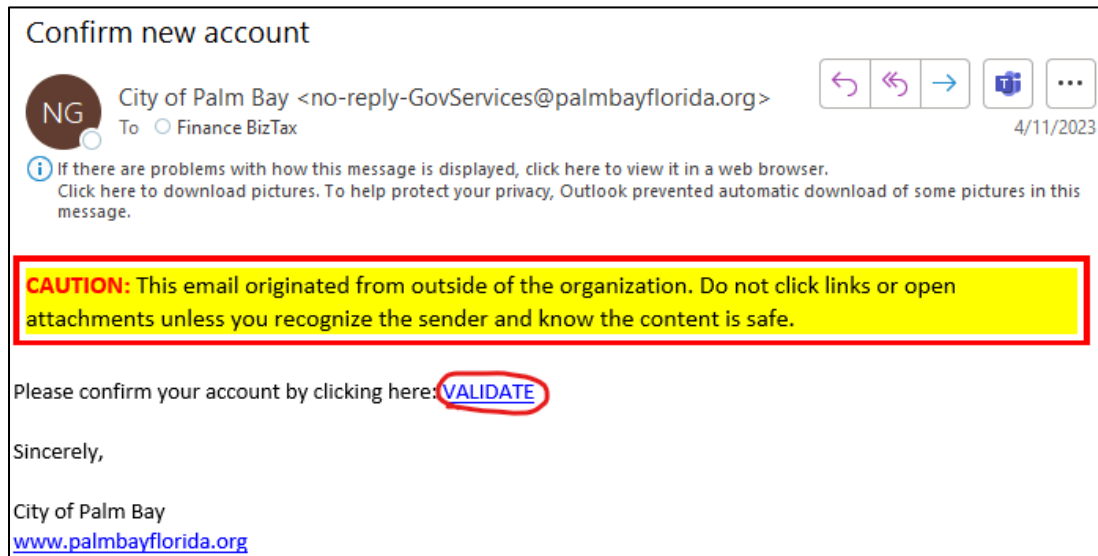
The screenshot shows the 'Please Log In' page of the iMS portal. It features a light blue header with the title 'Please Log In' and a right-pointing arrow icon. Below the header, there are two input fields: 'Email' and 'Password'. The 'Password' field has a toggle icon (an eye) to its right. Below these fields is a 'Stay Logged In' section with a toggle switch and the text 'No thanks'. A green 'Log in' button with a right-pointing arrow icon is located on the right side of the form. At the bottom of the form, there are four links: 'Register as a New User' (which is circled in red), 'Forgot Password?', 'Continue as Guest', and 'Staff Sign In (Azure AD)'.

- 2) Enter your name, email address, and create a password. Then hit the green button that says **“Register”**.

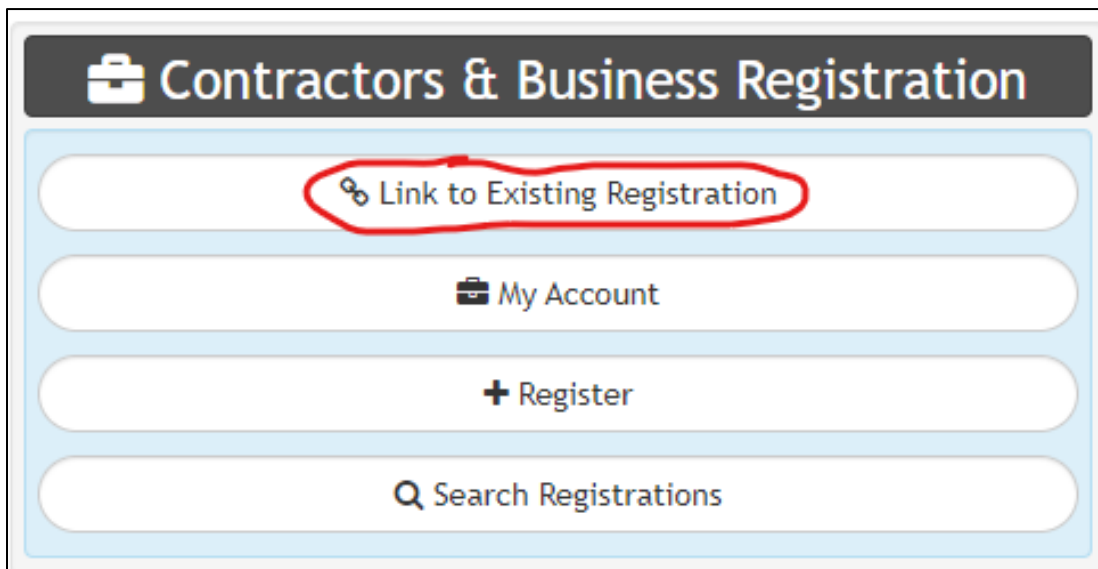


The screenshot shows the 'Register for Access' page of the iMS portal. It features a light blue header with the title 'Register for Access' and a user icon. Below the header, there are four input fields: 'Full Name', 'Email', 'Password', and 'Confirm password'. Below the 'Password' field, there is a red text requirement: 'At least 6 characters, 1 special character, 1 number, 1 uppercase, 1 lowercase'. A green 'Register' button with a user icon is located at the bottom of the form, circled in red.

- 3) iMS will send you a confirmation email to **VALIDATE** your email address. Click on the link in that email to finish the registration process.



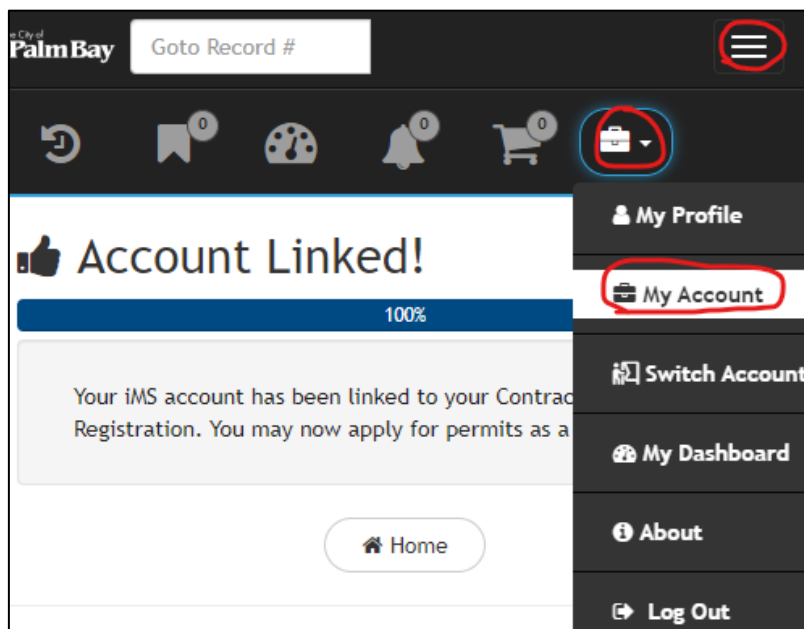
- 4) Once logged into iMS, you must navigate to the "Contractors & Business Registration" tile from the home page, and click "**Link to Existing Registration**".



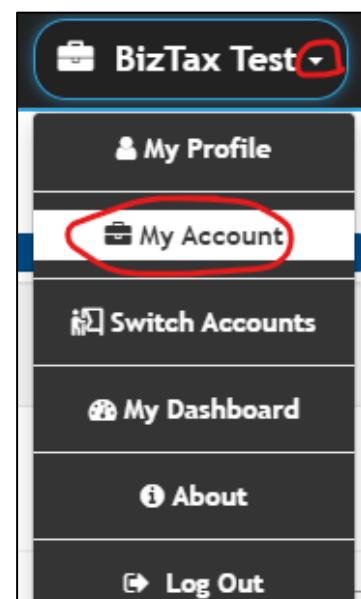
- 5) Type your existing registration number into the space provided. Then, click **“Next”**. If you need your iMS registration number, please call (321-952-3419) or email (biztax@palmbayflorida.org) BTR staff.

The screenshot shows a web form titled "License Link" with a database icon. Below the title is a link "Link to Existing Contractor Registration" and a progress bar at 35%. A dark gray box contains the instruction: "Enter your City of Palm Bay Registration Number or Click Here to Search for Your Registration Number by Company Name." Below this is a light blue box with the label "Registration Number *" and an empty input field. At the bottom are three buttons: "Discard" (orange), "Undo" (gray), and "Next" (green).

- 6) Once your account is linked, if on a mobile device, tap the “burger” icon at the top right, then the pro icon (briefcase), and then **“My Account”** on the drop-down menu. If on your computer device, click on your name at the top righthand corner, then click **“My Account”**.



OR

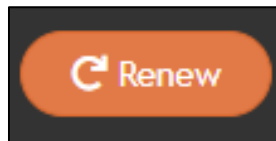


- 7) From your account, select the BTR(s) that show a status as **“Expired – Delinquent”** in the **“Linked Records”** tile.

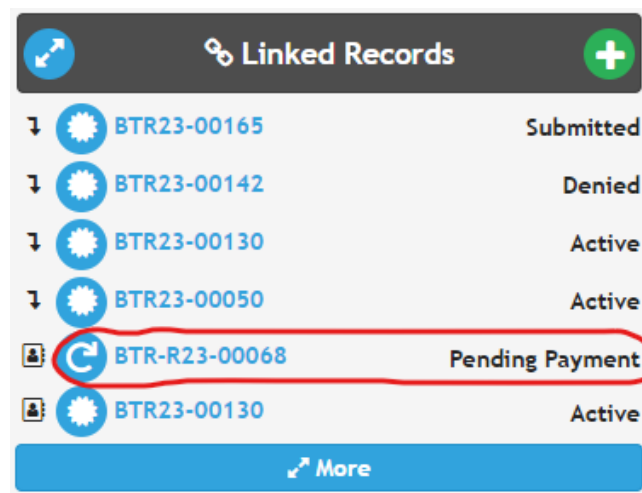


Linked Records		
↓	BTR23-00071	Pending Payment
👤	BTR23-00142	Denied
👤	BTR23-00130	Under Review
👤	BTR23-00087	Expired - Delinquent

- 8) Click on the orange **“Renew”** button at the top, righthand side of the expired BTR(s), and continue through the renewal process.



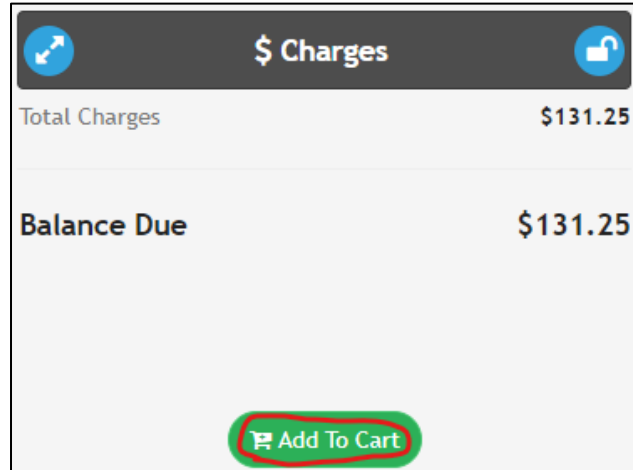
- 9) Once you submit your renewal, BTR staff will verify and approve it. You will receive an email notifying you to pay for your BTR Renewal. At that time, you may navigate back to iMS and click on your renewal record.
- BTR renewal records will always have an icon of an arrow spinning clockwise, and, if not paid, will have a status saying **“Payment Pending”**.



Linked Records		
↓	BTR23-00165	Submitted
↓	BTR23-00142	Denied
↓	BTR23-00130	Active
↓	BTR23-00050	Active
👤	BTR-R23-00068	Pending Payment
👤	BTR23-00130	Active

More

10) Click **"Add to Cart"** on the "\$ Charges" tile, and make your payment.



11) After payment is recieved, you have completed the renewal process and iMS will allow you to print your payment receipt and a copy of your new BTR.

12) If you need to reprint your BTR, you may navigate to the "Files" tile of the renewal record and click on "BTR License" to download and print your BTR again.

