

CITY OF BALTIMORE

Brandon M. Scott  
Mayor



DEPARTMENT OF FINANCE  
BUREAU OF REVENUE COLLECTIONS

Abel Wolman Municipal Building  
Baltimore, Maryland 21202

September 10, 2021

Dear Parking Tax, Hotel Tax, and/or Short-Term Residential Rental (STRR) Customers,

We are writing to inform you that we are making significant improvements to our MUNIS database, which processes your Miscellaneous Tax Accounts. As you know, we have been diligently reviewing several accounts due to the erroneous applications of penalty and interest since the City was hit with the ransomware virus between May 2019 through September 2019. Our efforts to correct these issues have not been as swift to resolve as we anticipated. Therefore, with the assistance of our vendor, Tyler Technologies, we have developed a plan that we believe and have tested to alleviate many of the ongoing balance issues.

Starting with your September 2021 filing, due October 25<sup>th</sup>, all Hotel Tax, Parking Tax, and STRR customers will be using a new Account ID number. No longer will any Miscellaneous Tax Accounts begin with the letter "H" or "P". Additionally, these new Account ID numbers will have to be linked to your existing MUNIS Customer Self-Service portal account when you log-in. Therefore, we will send future correspondence of your new Account ID number, as well as directives on relinking your new Miscellaneous Tax Account number, no later than Friday, October 8<sup>th</sup>. This allows adequate time to update your billing records.

To ensure that we have the most accurate, up-to-date account information, we request that you use the appropriate link below to complete the informational survey online:

- For all Parking Tax Accounts:

<https://forms.office.com/Pages/ResponsePage.aspx?id=JrEsMa7Gwk-ADTGOZ5zmx-BJBkmfjyxBvtr1zaK6QktUQ0IWSUtEODg5SUFTRTdHQjNVODFaME9BWS4u>

- For all Hotel Tax and/or STRR Accounts:

<https://forms.office.com/Pages/ResponsePage.aspx?id=JrEsMa7Gwk-ADTGOZ5zmx-BJBkmfjyxBvtr1zaK6QktUNTNOWks5MDhHVEpXTjBYUFVKN0c3WTAwUC4u>

Additionally, you have the option to complete the enclosed survey and return it to:

City of Baltimore  
Bureau of Revenue Collections  
200 Holliday Street, Rm. 7  
Baltimore, MD 21202  
**ATTN: Hotel Tax/Parking Tax/STRR Survey**

Note that your current Account ID number will still be available to accept all monthly filings (past and current) up to and including your August 2021 filing, which is due September 25<sup>th</sup>.

By implementing this process, we will be able to properly audit your former Account ID number for accuracy. At the conclusion of the audit, we will notify you if there is a credit balance or an outstanding balance on your account. If there is a credit balance, we will apply it to your new Account ID number that can offset future filings. However, you are still required to submit monthly filings in accordance with ***Baltimore City Code Article 28 Subtitle 21 (Hotel & STRR Taxes) or Subtitle 22 (Parking Tax)*** under the new Account ID number.

Conversely, if there is still an outstanding balance, we will debit your new Account ID number accordingly. In this instance, we will mail (electronically and USPS) a copy of the balance due along with a copy of the spreadsheet itemizing each filing and payment breakdown.

Again, you are still required to submit monthly filings in accordance with ***Baltimore City Code Article 28 Subtitle 21 (Hotel & STRR Taxes) or Subtitle 22 (Parking Tax)*** under the new Account ID number. If you have any questions or concerns, feel free to contact Ms. Valerie Young, Revenue Compliance Analyst, at 410-396-3963 or [valeriek.young@baltimorecity.gov](mailto:valeriek.young@baltimorecity.gov)