OH|TAX eServices

Frequently Asked Questions (FAQs)

Q: For Business taxes, I currently use the Ohio Business Gateway (OBG). Will I file and pay my returns in OH|TAX eServices instead of OBG?

A: Yes, starting 12/9/24 a new transaction, OH|TAX eServices, will become active on OBG. All transactions occurring on or after December 9th, 2024, will take place on OH|TAX eServices for the following taxes:

Sales and Use Tax	Public Utility Excise Tax (PUET)
Employer and School District Withholding	Natural Gas (MCF)
Public Utility Personal Property (PUPP)	Adult Use Cannabis Tax

Q: Will there continue to be an OBG app in the future, or will all those taxes move into the OH|TAX eServices App?

A: While taxation transactions will continue to move to the OH|TAX eServices app, there will continue to be a connection with OBG to ensure users are able to do business with multiple state agencies in one place. There are currently 3 more phases planned to move the taxation transactions administered by the state into OH|TAX eServices.

Q: What changes will OH|TAX eServices have on the transactions remaining on OBG?

A: There will be no changes for the tax types and other transactions remaining on OBG. You will continue to file and pay through OBG as you do today. For the taxes within OH|TAX eServices, you will file and pay on the OH|TAX application.

Q: Will the taxpayer need to grant access again to the CPA?

A: No, all companies the user has access to on OBG will show up in OH|TAX eServices along with all the permissions on December 9th. No action will be needed from the CPA or taxpayer.

Q: Will you be able to file $0 returns as we could in OBG?

A: You are required to file $0 returns for some taxes, such as sales tax, but will not be able to file $0 returns for others, such as the Employer's Payment of Ohio Tax Withheld (IT 501) returns.

Q: How do my Ohio Business Gateway relationships impact OH|TAX eServices?

A: For business access, you must first establish the relationship on the Ohio Business Gateway. Once established, you will access OH|TAX eServices by adding the Ohio Department of Taxation service area and OH|TAX eServices transaction.

Q: How do the Filing Admin, Filer and Non-Filer roles impact OH|TAX eServices?

A: Filing admins will have all access to the company in OH|TAX eServices without additional permission requests. Filers and Non-Filers will be able to request File, Pay, View, or File and Pay within OH|TAX eServices.

Q: In Ohio tax services, will only the Filing Admin be able to pay for the filed return?

A: Filing Admins will be automatically given File and Pay permissions. Filers and Non-Filers will still have the right; they will just need to be granted the permissions by an Admin.

Q: Can I have access to my personal tax accounts and business clients in OH|TAX eServices? If so, will I have a toggle for business?

A: Yes, you will be able to have access to manage both individual income tax clients and business clients within OH|TAX eServices. Both the Individual and Business panels will be available without toggling. They will be separate panels.

Q: Will withholding taxes and reconciliation reports submitted by 3rd party payroll companies be visible within OH|TAX eServices?

A: Yes, those reports and recons will be housed and visible on OH|TAX eServices. All returns and payments posted to the account will be visible on OH|TAX eServices with transcripts available, regardless of the source.

Q: Will all the history associated with a filing be available on the OH|TAX eServices site?

A: The history filed from OBG will still be available on OBG. OH|TAX eServices will have transcripts of all payments and returns, with the latest values of the returns, regardless of source.