



TPT Web Upload Fact Sheet

Web upload is a service option offered by the Arizona Department of Revenue (ADOR) for customers who prepare transaction privilege tax (TPT) return(s) using tax preparation software or have the ability to create their own XML files.

Benefits include:

- Receive instant validation and feedback.
- Submit up to 20 files at a time.
- Payments are made via ACH Debit.
- There are no fees for using web upload.

Q. Who can use web upload?

A. AZTaxes primary and delegate users who have the ability to file and/or pay TPT.

Q. What is a file?

A. A file is one TPT return with or without payment information.

Q. Who must create the files to upload?

A. The files must be created by an approved third party software vendor or a business. Visit <https://azdor.gov/file-and-pay/e-file-services/e-file-software-developers> for more information.

Q. How do I find out if a software vendor is approved for web upload?

A. Approved vendors can be found on the ADOR website. Visit <https://azdor.gov/file-and-pay/e-file-services/approved-vendors>

Q. How do I use web upload?

A. Log into AZTaxes.gov with your username and password. Click "E-Filed Documents", then "Web Upload". Select "Choose Files" to browse and select up to 20 return XML files. (System will only accept valid XML format files.) Enter your E-Signature PIN and click "Upload File". Each file should contain one return and/or payment.

Q. What files are accepted for web upload?

A. Only XML formatted returns and payments are currently accepted for web upload.

Q. How does web upload work?

A. Web upload is a two-step process. Every file is checked, individually, for form mapping and data integrity.

- If your file(s) were successfully uploaded, you will receive a confirmation message for each file.
- If your file(s) contained an error for form mapping, you will receive an error message on the same page for each file.

This is confirming ADOR received your file. You must check if your file(s) were accepted or rejected.

Q. How can I confirm that ADOR received my file?

A. Log into AZTaxes, select "E-File Status" from the left side menu to verify if your file(s) were accepted or rejected in the E-File Status page. You will receive a separate status for each file.

Q. What does it mean if a file is accepted?

A. Accepted means your return was submitted to the department. Wait at least two hours to view a copy of the return.

Q. What does it mean if a file is rejected?

A. Rejected means your return was **NOT** submitted to the department. You can download the rejection reasons.

Q. If a file contains an error, who do I contact?

A. Please contact your vendor to correct the error.

Q. If my file is rejected, what happens to the payment?

A. Your payment will not post until the file is accepted.

Q. I fixed my file, now what?

A. Upload the file again. Remember to check the status to verify the file successfully uploaded.