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) or www.palmbayflorida.org/btr). Once you reach the iMS login page, click **"Register as a New User"**.
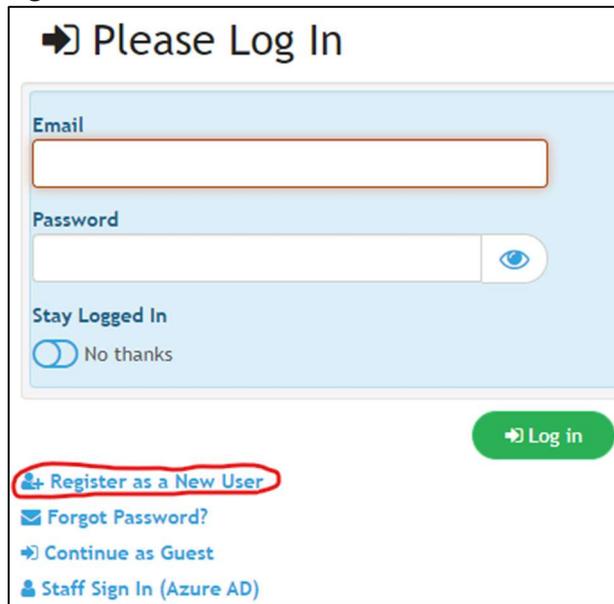
2) Enter your name, email address, and create a password. Then hit the green button that says **"Register"**.
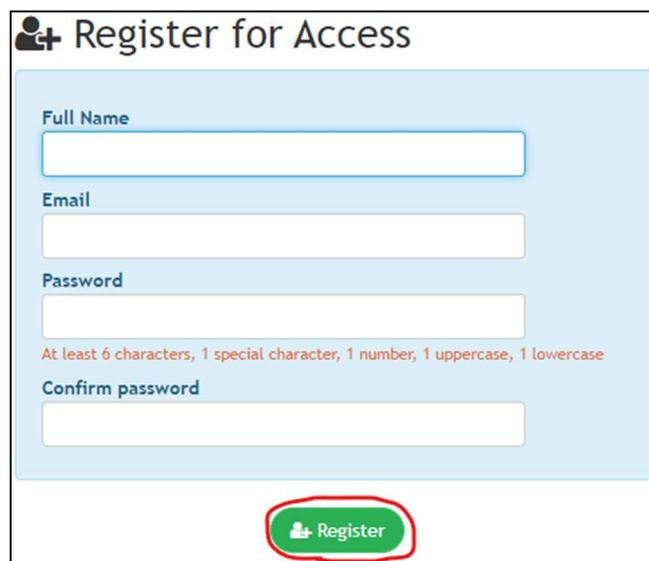
3) iMS will send you a confirmation email to **VALIDATE** your email address. Click on the link in that email to finish the registration process.

Confirm new account

NG   City of Palm Bay <no-reply-GovServices@palmbayflorida.org>
To   Finance BizTax   4/11/2023

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please confirm your account by clicking here: VALIDATE

Sincerely,

City of Palm Bay
www.palmbayflorida.org

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

💼 Contractors & Business Registration

🔗 Link to Existing Registration

💼 My Account

➕ Register

🔍 Search Registrations
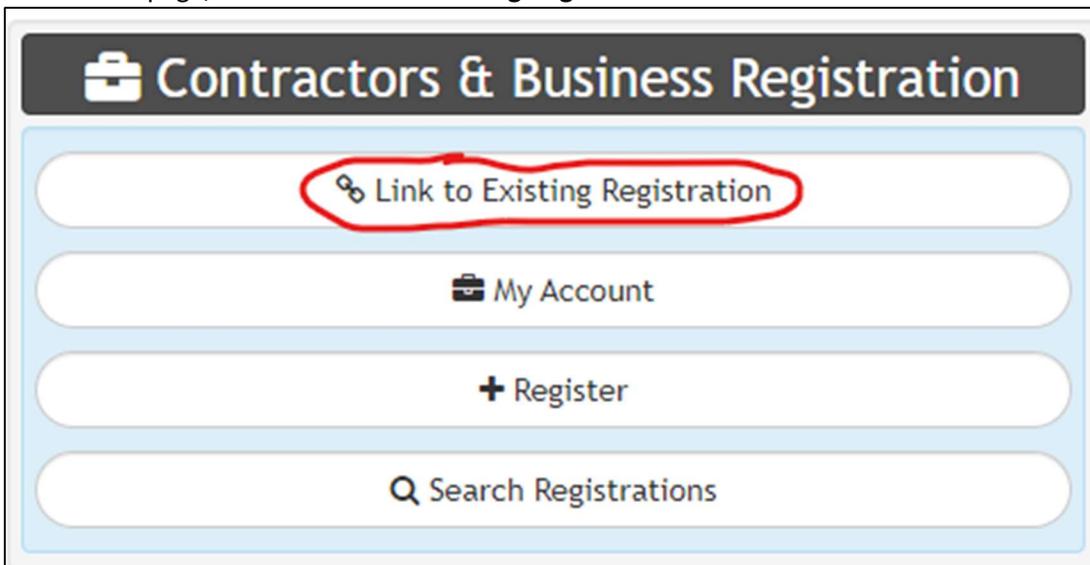
5) Type your existing registration number into the space provided. Then, click **"Next"**. If you need your iMS registration number, please call (321-952-3419) or email (biztax@palmbayflorida.org) BTR staff.
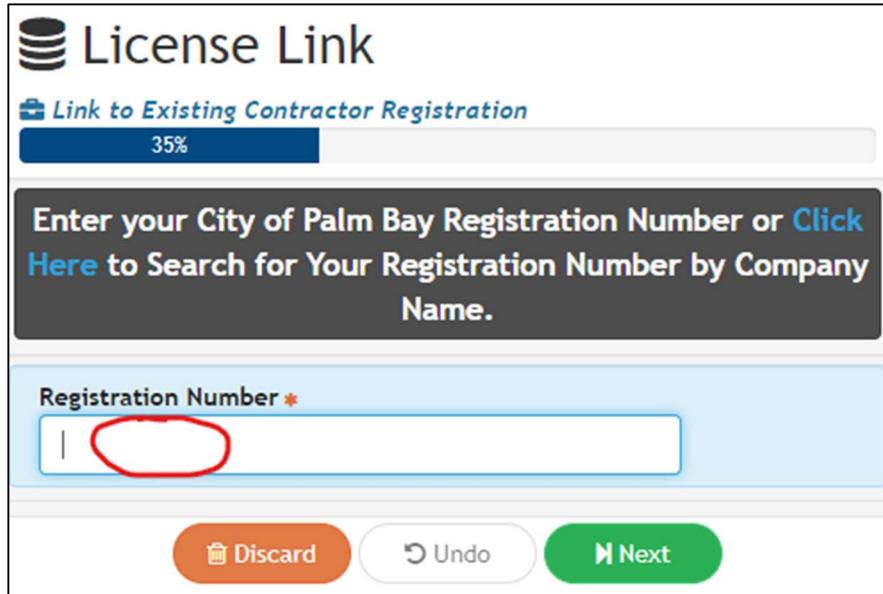
6) Once your account is linked, if on a mobile device, tap the "burger" icon at the top right, then the pro icon (briefcase), and then **"My Account"** on the drop-down menu. If on your computer device, click on your name at the top righthand corner, then click **"My Account"**.

 OR
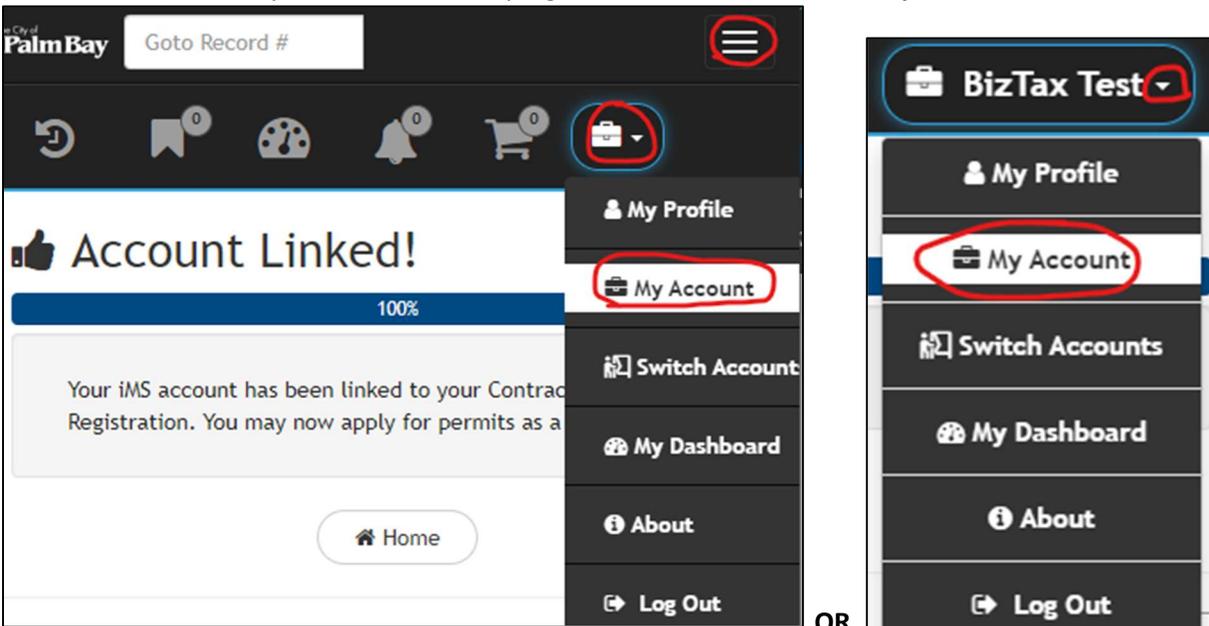
7) On your Business Registration, navigate to the "Linked Records" tile.
   a. If you are paying for an expired BTR, select the BTR record(s) that show a status as **"Expired – Delinquent"** and that have a "seal/sun" icon next to them in the "Linked Records" tile.

b. If you are prepaying for the next fiscal year, select the BTR record(s) that show a status as **"Active"** and that have a "seal/sun" icon next to them in the "Linked Records" tile.

8) Click on the orange **"Renew"** button at the top, righthand side of the expired BTR(s), and continue through the renewal process.
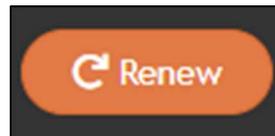
9) Once you submit your renewal, BTR staff will verify and approve it. You will receive an email notifying you to pay for your BTR Renewal. At that time, you may navigate back to iMS and click on your renewal record.

a. BTR renewal records will always have an icon of an arrow spinning clockwise, and, if not paid, will have a status saying "Payment Pending".
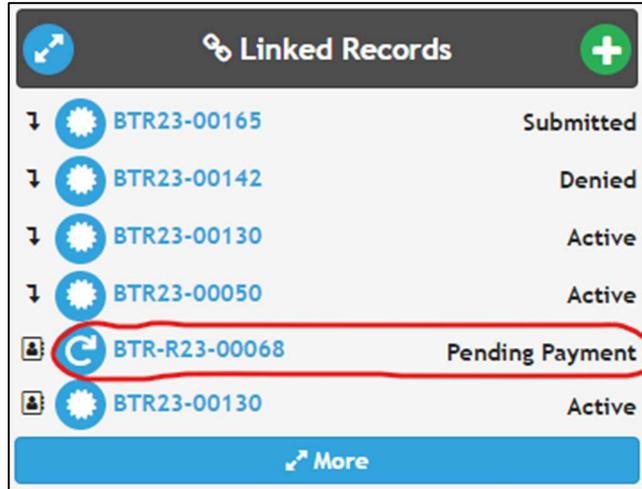
10) Click **"Add to Cart"** on the "$ Charges" tile, and make your payment.
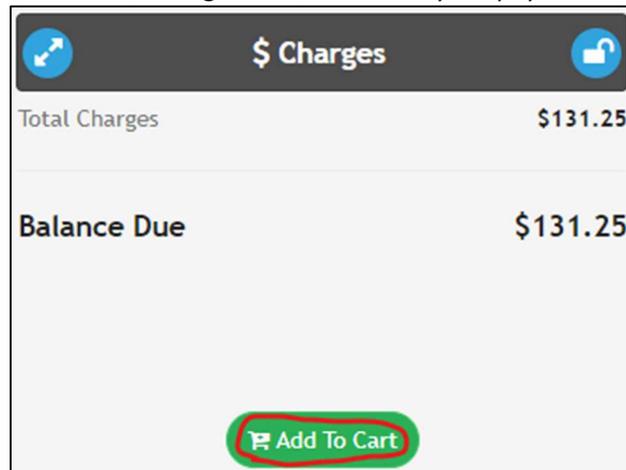
11) After payment is recieved, you have completed the renewal process and iMS will allow you to print your payment receipt and a copy of your new BTR.

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