



Florida Tax Mobile App User Guide

Florida DEPARTMENT OF REVENUE

Version. 1.0.1; Released 24 July 2014

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Description

Use the **FL Tax** app to verify your customers' Florida sales and use tax resale or exemption certificates are valid before making tax-exempt sales. To use **FL Tax** you must be registered to collect Florida sales and use tax, and have a valid resale certificate. If you transact business away from the office or the computer, **FL Tax** is an ideal app for you.

Features

This app offers features that make it easier to keep track of your Florida tax-exempt sales when you're away from your business location. It allows you to:

- Store your own resale certificate number in the app for future reference
- Key your customers' certificate numbers to verify
- Store a history record which includes customers' names, certificate numbers, date and time verified, verification response and the transaction authorization code
- Email the history report from within the app for your permanent records

OS Compatibility

This app is optimized for use on these operating system platforms and versions:

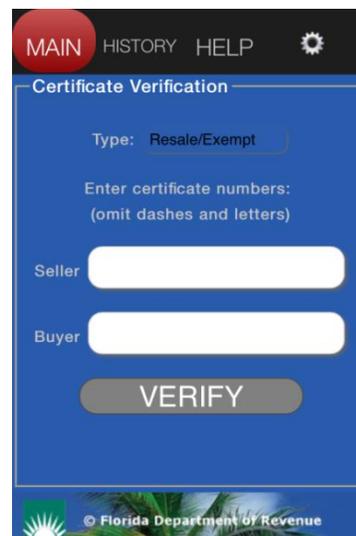
- Android phones and tablets running Android OS 2.3.2 (Gingerbread) and up
 - Store Listing: <https://play.google.com/store/apps/details?id=fdor.fltax>
- Apple iPhone and iPad running iOS version 6 and up
 - Store Listing: <https://itunes.apple.com/us/app/fl-tax/id895816929?ls=1&mt=8>
- Windows Phone OS 8.0 and 8.1
 - Store Listing: <http://www.windowsphone.com/s?appid=07bf3043-5186-494f-93ff-dc058d0f1309>

How to Use the App

This app is made up of two functional screens (Main and History) and two support screens (Help and Settings). Here is how it works.

Main Screen - From this screen the user selects the type of **Florida** tax certificate to be verified and enters certificate numbers to verify. On this screen the verification responses are displayed. [\[back to top\]](#)

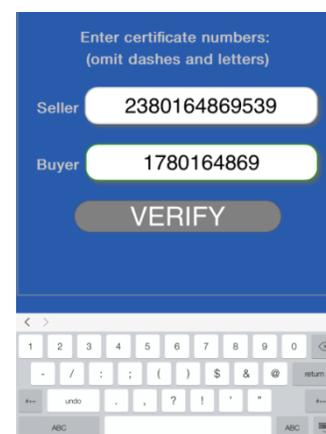
- **Type** - Choose the certificate type you are verifying. Currently, the only choice in the *Type* dropdown menu is Resale/Exemption. Future enhancements will include additional certificate types.
- **Seller** - Enter your 13-digit Florida sales tax certificate number, without dashes, in the **Seller** field. Once validated, your number will be stored in this field for future use unless you clear it or turn the setting off. The number will be validated each time you verify a customer's certificate number.
- **Buyer** - Enter your customer's Florida sales tax or tax exemption certificate number, without dashes or letters, in the **Buyer** field.
- Touch **Verify**. Both certificates will be verified. You'll immediately receive a response containing a transaction authorization number if the certificate is valid, or a message if it is not.



- Once you touch the Seller or Buyer field, the 10-key keypad will display. iPad will display a QWERTY keyboard with numbers and symbols turned on.
- Depending on your device's operating system, you may also see other navigational function buttons:
 - ">" or "Next" moves the cursor to the next field
 - "<" or "Prev." moves the cursor to the previous field
 - backspace deletes the character left of the cursor
 - or "Done" hides the keypad; touching the blue background will also hide the keypad
- Once you have entered both 13-digit Seller and Buyer certificate numbers, touch **Verify**.

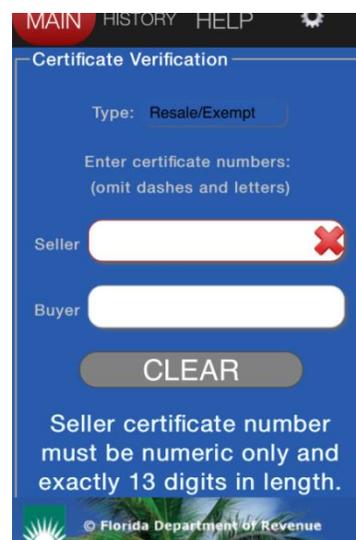


Phone



Tablet

- If you don't enter a Seller certificate number, or don't enter it correctly, a red X-mark (✖) will display in the Seller field, and an error message will display at the bottom of the screen.
- Note the *Verify* button becomes the *Clear* button when an error or response message is displayed.
- Touch **Clear** to delete the error message and reset the Seller field.



Main Screen > Verifying Certificate Numbers

- Enter both the seller and buyer certificate numbers and touch **Verify**.

The screenshot shows the 'Certificate Verification' screen. At the top, there are navigation options: 'MAIN' (highlighted in red), 'HISTORY', and 'HELP', along with a gear icon for settings. Below the title, there is a dropdown menu for 'Type' set to 'Resale/Exempt'. The instruction 'Enter certificate numbers: (omit dashes and letters)' is displayed. There are two input fields: 'Seller' and 'Buyer', both currently empty. A large grey button labeled 'VERIFY' is positioned below the input fields. At the bottom, there is a logo for the Florida Department of Revenue.

- If you don't enter a Buyer certificate number, or don't enter it correctly, a red X-mark (✖) will display in the Buyer field, and an error message will display at the bottom of the screen.
- Again, the *Verify* button becomes the *Clear* button when an error or response message is displayed.
- Touch **Clear** to delete the error message and reset the Buyer field.

This screenshot shows the 'Certificate Verification' screen after an error. The 'Seller' field now contains the numeric value '2380164869539'. The 'Buyer' field is empty and has a red 'X' mark on its right side. The 'VERIFY' button has changed to a grey button labeled 'CLEAR'. Below the input fields, an error message is displayed: 'Buyer certificate number must be numeric only and exactly 13 digits in length.' The rest of the screen, including the navigation bar and footer, remains the same.

- Re-enter the Buyer certificate number and touch **Verify**.

This screenshot shows the 'Certificate Verification' screen after the error has been resolved. Both the 'Seller' and 'Buyer' fields now contain the same numeric value '2380164869539'. The 'CLEAR' button has changed back to a grey button labeled 'VERIFY'. The error message is no longer present. The rest of the screen, including the navigation bar and footer, remains the same.

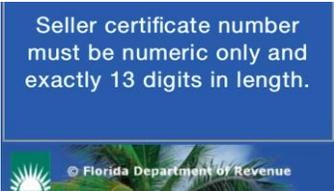
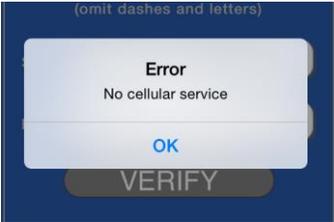
Main Screen > Verifying Certificate Numbers

<ul style="list-style-type: none">• The Seller certificate must be valid before a Buyer certificate can be verified. If the Seller certificate is not valid, the Buyer certificate will not be verified.• If the Seller certificate number is not valid, a red X-mark (✘) will display in the Seller field, and a response message will display at the bottom of the screen.• Check the number. If it was entered correctly, and you believe the message to be in error, contact the Department.• If it was entered incorrectly, touch Clear to delete the error message and reset the Seller field.	 <p>The screenshot shows the 'Certificate Verification' screen. At the top, there are navigation options: 'MAIN' (highlighted in red), 'HISTORY', and 'HELP', along with a settings gear icon. Below this, the screen title is 'Certificate Verification'. There is a dropdown menu for 'Type' set to 'Resale/Exempt'. A label 'Enter certificate numbers: (omit dashes and letters)' is present. The 'Seller' field contains the number '8080164869639' with a red 'X' mark to its right. The 'Buyer' field contains the number '1780164869549'. A 'CLEAR' button is visible. At the bottom, a message reads 'Seller certificate not valid'. The Florida Department of Revenue logo is at the very bottom.</p>
<ul style="list-style-type: none">• Re-enter the Seller certificate number and touch Verify.	 <p>The screenshot shows the 'Certificate Verification' screen. The 'Seller' field is now empty. The 'Buyer' field still contains '1780164869549'. The 'VERIFY' button is now active and highlighted. The 'CLEAR' button is no longer visible. The rest of the screen elements remain the same as in the previous screenshot.</p>
<ul style="list-style-type: none">• A valid Seller number is designated by a green checkmark (✔) in the Seller field.• If the Buyer certificate is not valid, a red X-mark (✘) will display in the Buyer field, and a response message will display at the bottom of the screen.• Check the number. If it was entered correctly, and the buyer believes the message to be in error, they should contact the Department.• If it was entered incorrectly, touch Clear to delete the error message and reset the Buyer field.	 <p>The screenshot shows the 'Certificate Verification' screen. The 'Seller' field now contains the number '2380164869539' with a green checkmark to its right. The 'Buyer' field contains the number '1780164869549' with a red 'X' mark to its right. A 'CLEAR' button is visible. At the bottom, a message reads 'Buyer certificate not valid'. The Florida Department of Revenue logo is at the very bottom.</p>

Main Screen > Verifying Certificate Numbers

<ul style="list-style-type: none"> Re-enter the Buyer certificate number and touch Verify. 	
<ul style="list-style-type: none"> The Seller and Buyer certificates are both valid. A green checkmark (✓) is displayed in each field, and a response message appears at the bottom of the screen. This response message states that the Buyer certificate is valid, and contains the transaction Authorization number needed for the Seller’s records, followed by the name of the Buyer, as found in Revenue’s records. This information is stored in the history report. Touch Clear to reset the Buyer field for the next verification. Always look for the colored visual cues (✓ or ✗) to quickly determine the certificate numbers that are valid, not valid, or are not formatted correctly. 	
<ul style="list-style-type: none"> The app will store and display the most recently validated Seller certificate number for ease of use when verifying subsequent Buyer certificate numbers. This option can be turned off on the Settings screen. 	

Main Screen > Messages Defined – There are eight potential messages (Error or Response) that will be displayed once the user touches **Verify**. They are each illustrated and explained below. [\[back to top\]](#)

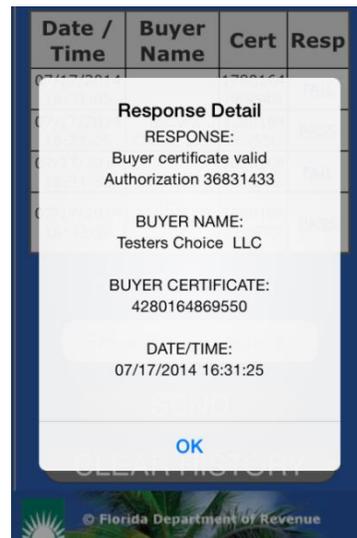
<p>Error</p>  <p>Seller certificate number must be numeric only and exactly 13 digits in length – the number was not entered, it was entered with dashes or letters, or was not 13 digits.</p>	<p>Error</p>  <p>Buyer certificate number must be numeric only and exactly 13 digits in length – the number was not entered, it was entered with dashes or letters, or was not 13 digits.</p>
<p>Response</p>  <p>Seller certificate not valid – the seller’s annual resale certificate, as entered, is not valid for making sales; check the number and re-enter; if you believe this response is in error, contact the Department (800-352-3671).</p>	<p>Response</p>  <p>Buyer certificate not valid – the buyer’s resale or exemption certificate is not valid for making tax-exempt purchases; the seller must charge sales tax on the transaction; if the buyer believes this response is in error, they should contact the Department (800-352-3671).</p>
<p>Response</p>  <p>Buyer certificate valid – the buyer’s resale or exemption certificate is valid; the transaction authorization number and the buyer’s name will be stored in the history report; keep this number for your records.</p>	<p>Error</p>  <p>Transmission failed-please resend – an error occurred and the data was not sent; please try again.</p>
<p>Error</p>  <p>Web site/database not available – the app could not connect with Revenue; try the inquiry again; if this error persists, you must obtain for your records a copy of your customer’s <i>Florida Annual Resale Certificate</i> or <i>Consumer’s Certificate of Exemption</i> to document tax-exempt sales; otherwise, you must charge sales tax on the transaction.</p>	<p>Error</p>  <p>No cellular service – you are in an area where access to your mobile phone carrier is not available; no service. This message will also display on a WI-FI only device that is not connected to a wireless network.</p>

History Screen – On this screen the user can view the verification response report, open each response to view the detailed information, email the report, and clear the history from the memory of the device. [\[back to top\]](#)

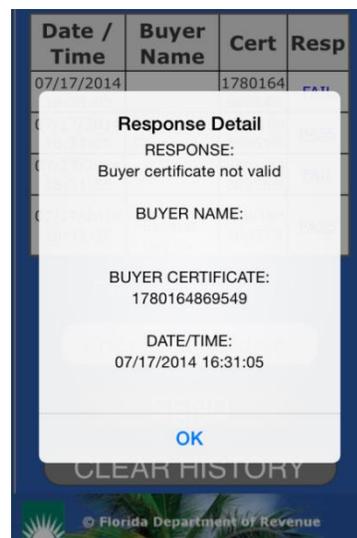
- The verification response report is displayed on the History screen.
- The report displays the date and time of verification, the Buyer’s name, certificate number, and the verification response (Pass or Fail).
- The Buyer name is not returned or displayed when the response is *Buyer certificate not valid* (Fail).
- The report is sorted in chronological order. As the report grows, swipe the screen up or down to navigate through the report.
- Touching the [PASS](#) or [FAIL](#) link in the Response column will display the Response Detail, which includes the transaction authorization number.



- If [PASS](#), the Response Detail screen displays:
 - the Response Message (Buyer certificate valid)
 - the Authorization number
 - the Buyer name from Revenue’s records
 - the Buyer Certificate number verified
 - the Date/Time of the verification inquiry

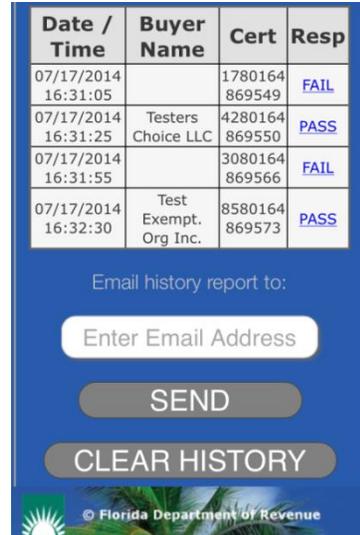


- If [FAIL](#), the Response Detail screen displays:
 - the Response Message (Buyer certificate not valid)
 - **No** Authorization number
 - **No** Buyer name
 - the Buyer Certificate number entered
 - the Date/Time of the verification inquiry



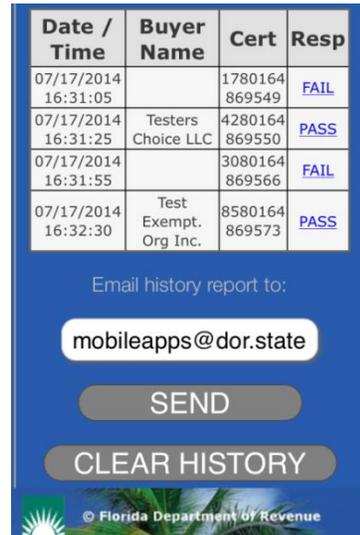
History Screen

- From the History screen, the user can send the report via email or clear the history from the device’s memory.

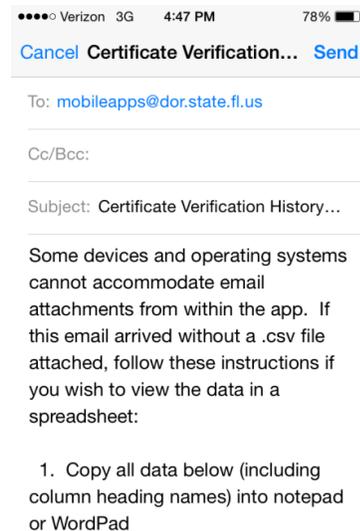


Emailing history report

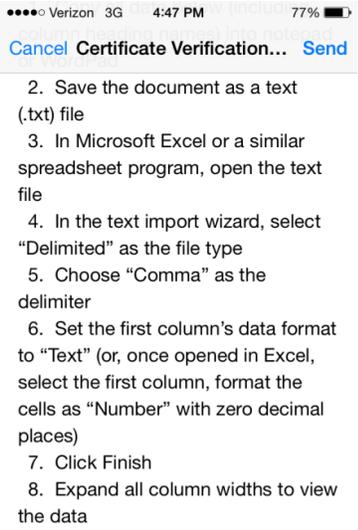
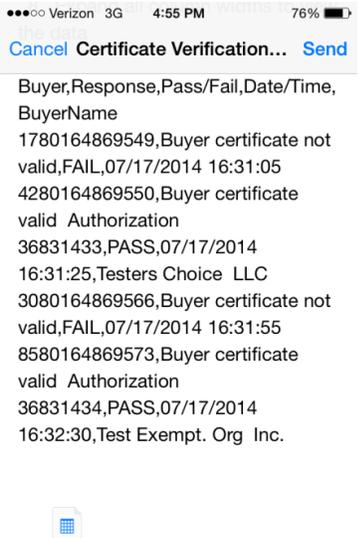
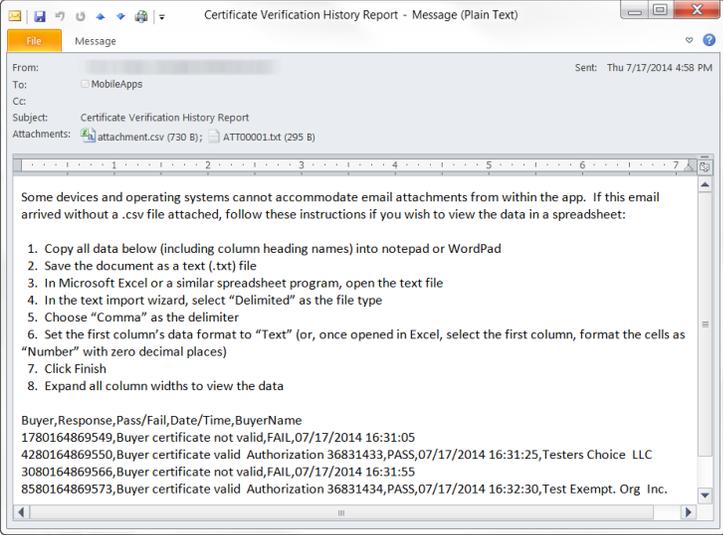
- Enter the email address to which you want to send the report.
- Touch **Send**.



- The device’s email app is opened and the *Compose Message* screen is displayed.
- From Android and iOS devices, a .csv file will be attached to the email message; Windows Phone users will need to convert the history data to a spreadsheet once the email arrives.
- The message will contain instructions for converting the data to a spreadsheet.
- The message will also contain the history report data.



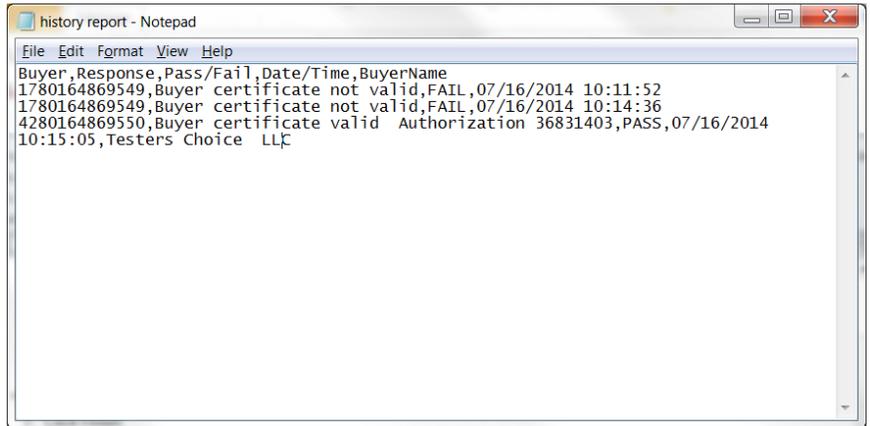
History Screen > Sending the report via email

<ul style="list-style-type: none"> • Data conversion instructions 	 <ol style="list-style-type: none"> 2. Save the document as a text (.txt) file 3. In Microsoft Excel or a similar spreadsheet program, open the text file 4. In the text import wizard, select "Delimited" as the file type 5. Choose "Comma" as the delimiter 6. Set the first column's data format to "Text" (or, once opened in Excel, select the first column, format the cells as "Number" with zero decimal places) 7. Click Finish 8. Expand all column widths to view the data
<ul style="list-style-type: none"> • History report data in comma separated values (csv) format • Attachment is visible (Android and iOS devices). • The email is ready for you to send. • Touch Send. 	 <p>Buyer,Response,Pass/Fail,Date/Time, BuyerName 1780164869549,Buyer certificate not valid,FAIL,07/17/2014 16:31:05 4280164869550,Buyer certificate valid Authorization 36831433,PASS,07/17/2014 16:31:25,Testers Choice LLC 3080164869566,Buyer certificate not valid,FAIL,07/17/2014 16:31:55 8580164869573,Buyer certificate valid Authorization 36831434,PASS,07/17/2014 16:32:30,Test Exempt. Org Inc.</p>
<ul style="list-style-type: none"> • Arriving email – report is attached (from Android and iOS devices); data conversion instructions; history report data is included. 	 <p>Some devices and operating systems cannot accommodate email attachments from within the app. If this email arrived without a .csv file attached, follow these instructions if you wish to view the data in a spreadsheet:</p> <ol style="list-style-type: none"> 1. Copy all data below (including column heading names) into notepad or WordPad 2. Save the document as a text (.txt) file 3. In Microsoft Excel or a similar spreadsheet program, open the text file 4. In the text import wizard, select "Delimited" as the file type 5. Choose "Comma" as the delimiter 6. Set the first column's data format to "Text" (or, once opened in Excel, select the first column, format the cells as "Number" with zero decimal places) 7. Click Finish 8. Expand all column widths to view the data <p>Buyer,Response,Pass/Fail,Date/Time,BuyerName 1780164869549,Buyer certificate not valid,FAIL,07/17/2014 16:31:05 4280164869550,Buyer certificate valid Authorization 36831433,PASS,07/17/2014 16:31:25,Testers Choice LLC 3080164869566,Buyer certificate not valid,FAIL,07/17/2014 16:31:55 8580164869573,Buyer certificate valid Authorization 36831434,PASS,07/17/2014 16:32:30,Test Exempt. Org Inc.</p>

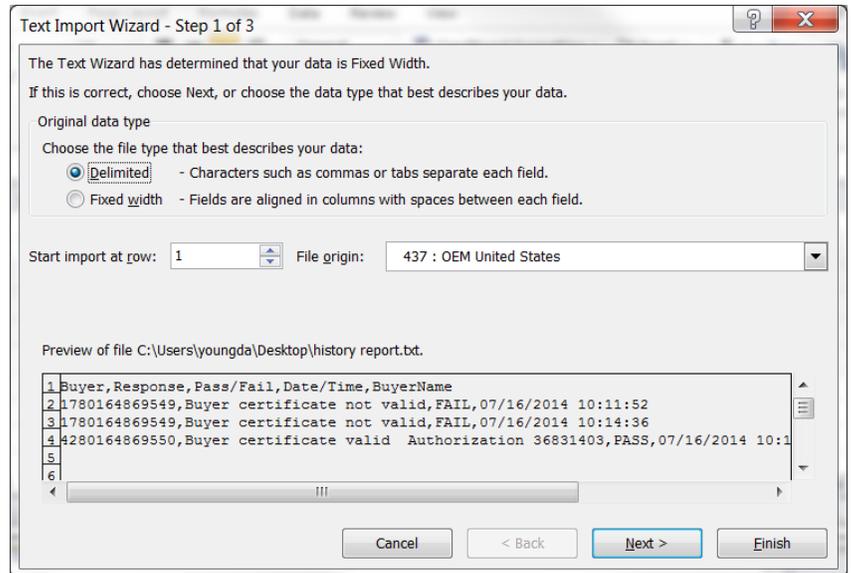
Help Screen > Windows Phone Users – Special Instructions for Converting Data to Spreadsheet

The .csv attachment of the certificate verification history report will not accompany the email sent from the Windows Phone version of the mobile app. Users will need to convert the data contained in the email to a spreadsheet. The email contains the instructions for converting the data. [\[back to top\]](#)

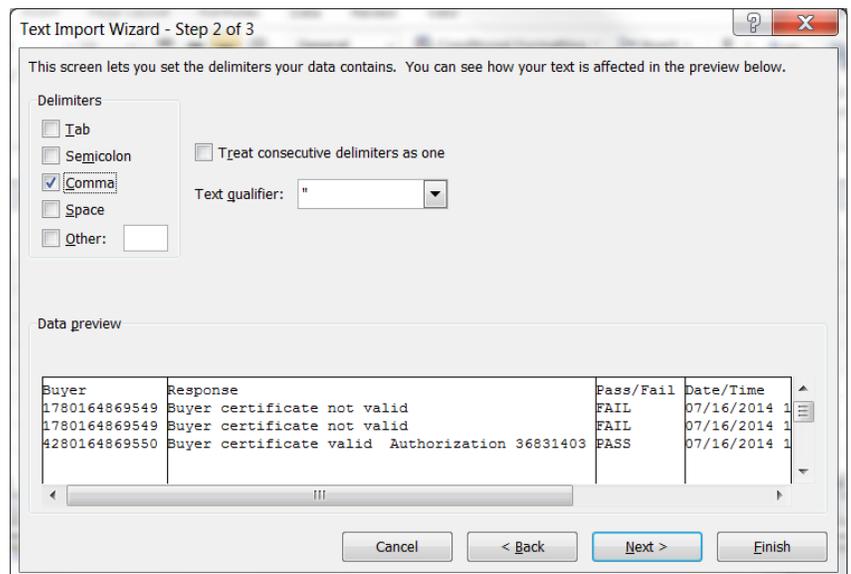
- Copy all data (including column heading names) into *Notepad* or *WordPad*.
- Save the document as a text (.txt) file.



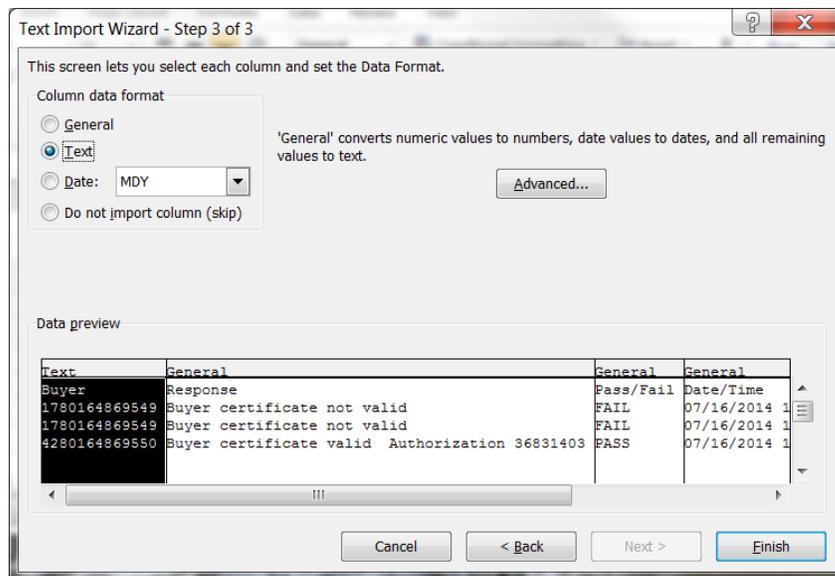
- In *Microsoft Excel* or a similar spreadsheet program, open the text file.
- In the text import wizard, select “Delimited” as the file type.



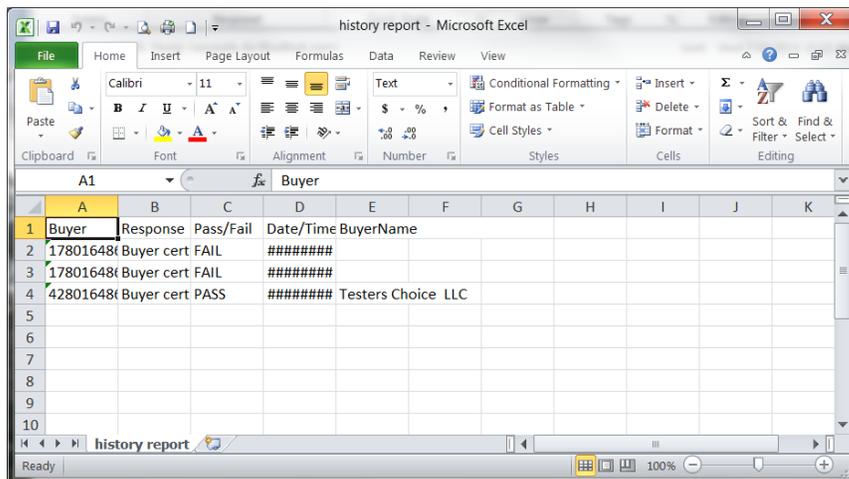
- Choose “Comma” as the delimiter.



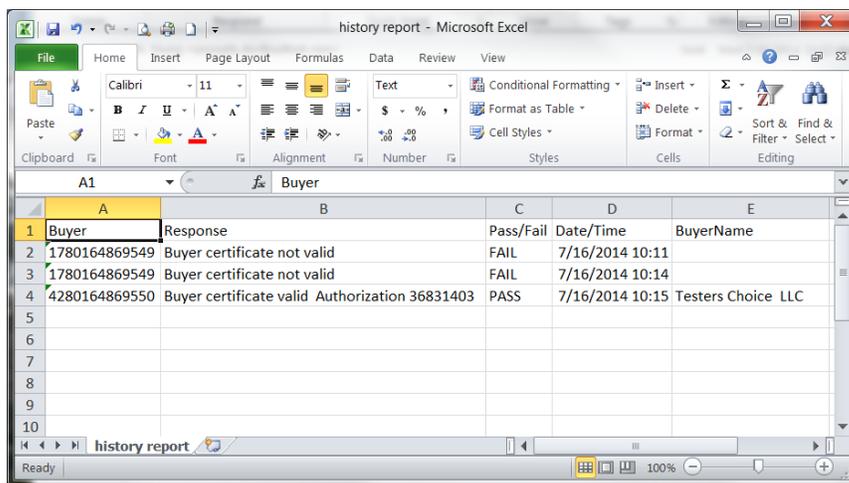
- Set the first column’s data format to “Text”.
- Click Finish.



- Expand all column widths to view the data.



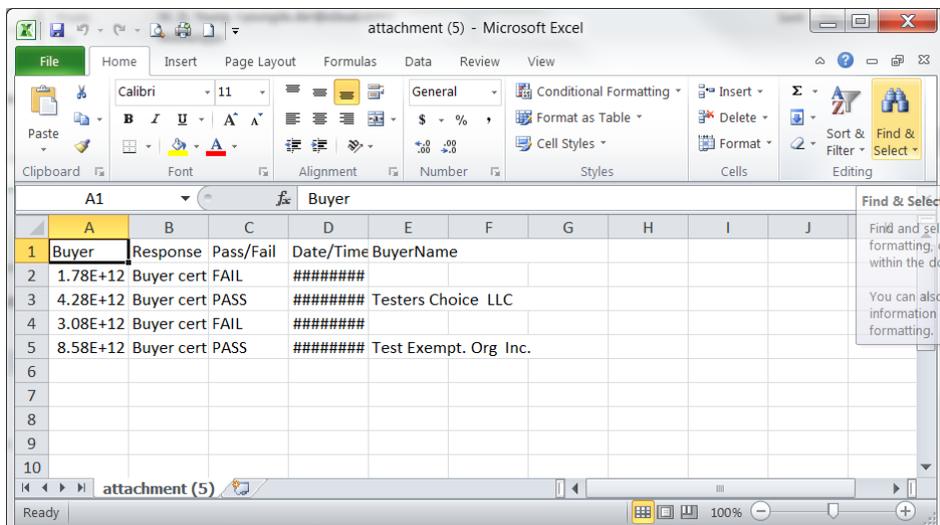
- All columns are viewable.
- Ready to be saved.



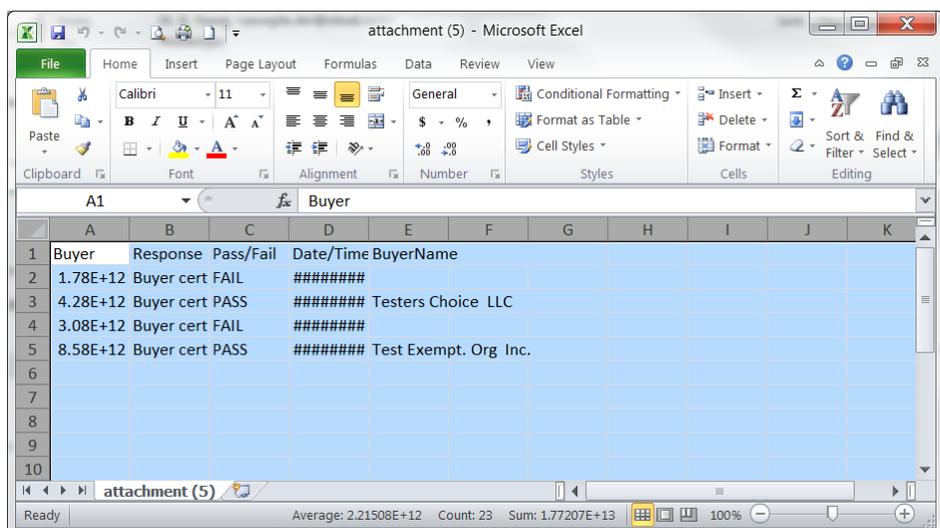
End of Special Instructions for Windows Phone users

History Screen > Formatting and saving the spreadsheet attachment

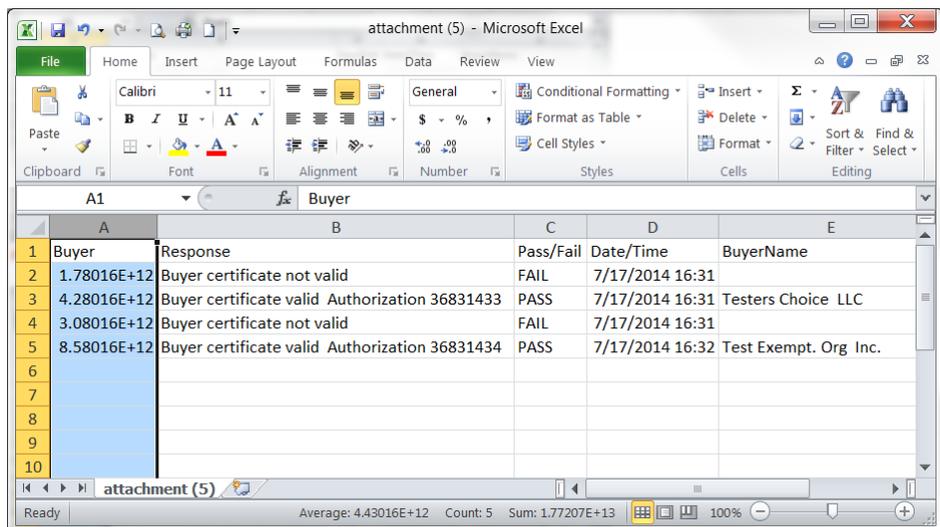
- Open the attached .csv file in a spreadsheet program such as Excel.
- Column A contains the 13-digit buyer certificate numbers; it will need to be formatted as a number.



- Select all cells by clicking the grey box above the row numbers and to the left of the column headers.
- Double-click the column header between Columns A and B to expand all columns to fit content.



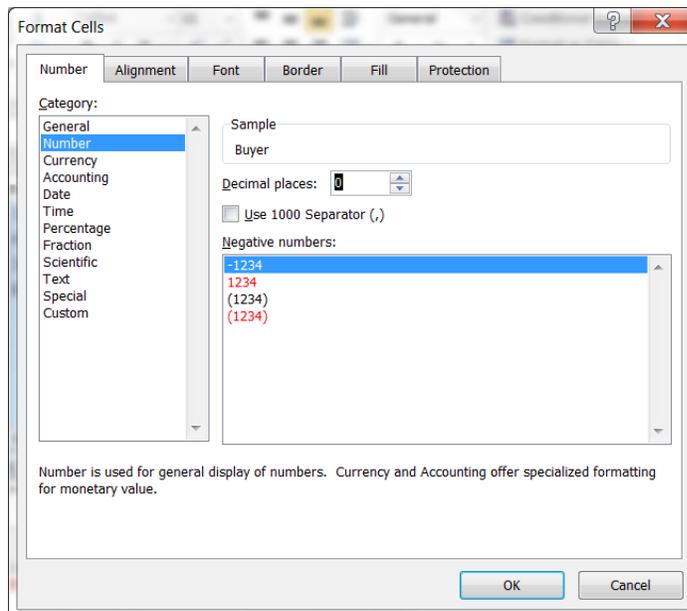
- Select Column A by clicking on the column header.
- Right-click and select “Format Cells...”



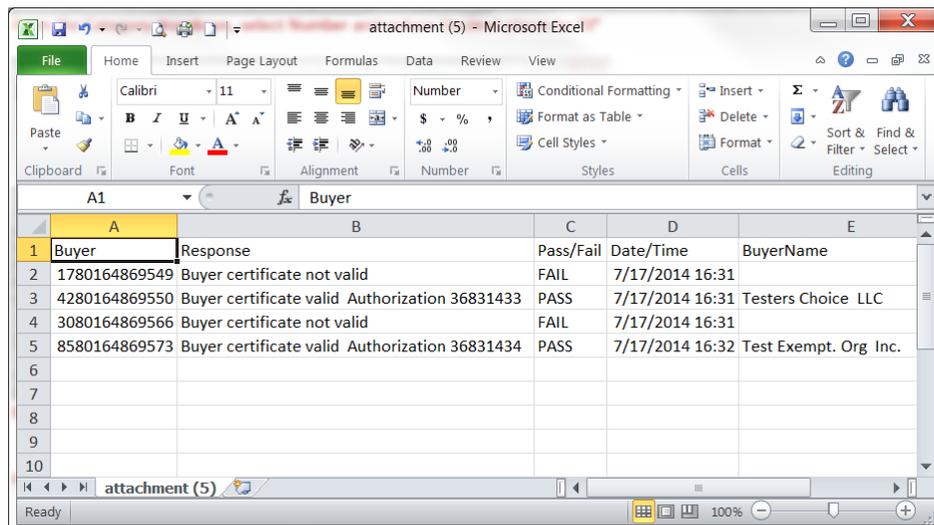
History Screen > Formatting and saving the spreadsheet attachment/Clear History

[\[back to top\]](#)

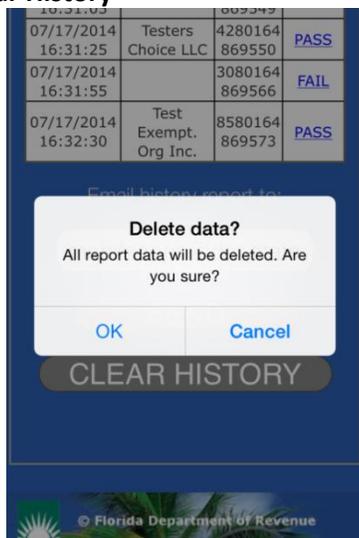
- From the Category dropdown list, select “Number.”
- Reduce Decimal places to “0.”
- Click OK.



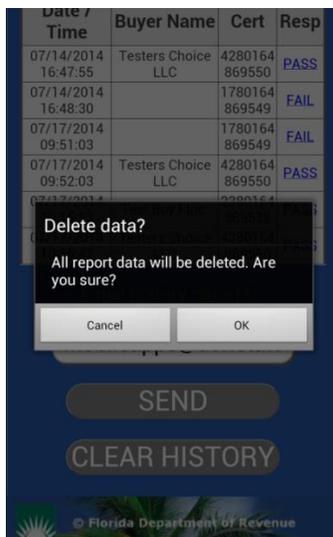
- Buyer certificate column properly formatted to display all 13 digits
- Spreadsheet is ready for saving



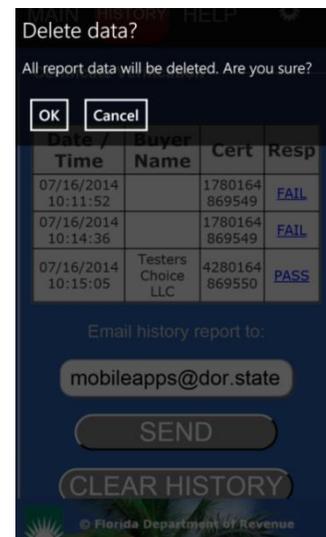
Clear History



iOS



Android



Windows Phone

The Help screen contains the following topics/sections:

- Description
- Features
- How to Use the App
- Responses
- History Screen
- Help resources
 - Send feedback to mobileapps@dor.state.fl.us
 - Call 877 FL Resale (877-357-3725) 8-5 ET, M-F
 - Certificate Verification web portal (www.myflorida.com/dor)
- Tips
- End User License Agreement
 - Conditions of Use
 - Privacy Notice



easier to keep track of your tax-exempt sales when you're away from your business location. It allows you to:

- Store your own resale certificate number in the app for future reference
- Key your customers' certificate numbers to verify
- Store a history record which includes customers' names, certificate numbers, date and time verified, verification response and the transaction authorization code
- Email the history record from within the app for your permanent records

How to Use the App Main Screen

- Type - Choose the certificate type you are verifying. Currently, the only choice in the Type dropdown menu is Resale/Exemption.



is Resale/Exemption.

- Seller - Enter your resale certificate number, without dashes, in the Seller field. Your number will be stored in this field for future use unless you clear it or turn the setting off. Your number will be validated each time you verify a customer's certificate number.
- Buyer - Enter your customer's 13-digit resale or exemption certificate number, without dashes or letters, in the Buyer field.
- Click the Verify button. Both certificates will be verified. You'll immediately receive a response containing a transaction authorization number if the certificate is valid, or a message if it is not.

Responses

- Seller certificate not valid – the seller's annual resale certificate, as



seller's annual resale certificate, as entered, is not valid for making sales; check the number and re-enter; if you believe this is in error, contact the Department.

- Buyer certificate valid – the buyer's resale or exemption certificate is valid; the transaction authorization number and the buyer's name will be stored in the history report; keep this number for your records.
- Buyer certificate not valid – the buyer's resale or exemption certificate is not valid for making tax-exempt purchases; you must charge sales and use tax on the transaction; if the buyer believes this is in error, they should contact the Department.
- Transmission failed-please resend – an error occurred and the data was not sent; please try again.
- Please re-enter all data and



- Please re-enter all data and resend – an error occurred and some of the required data was not sent; please re-enter and resend.
- Web site/database not available – the app could not connect with DOR; try the inquiry again; if this error persists, you must obtain for your records a copy of your customer's Annual Resale Certificate or Consumer's Certificate of Exemption to document tax-exempt sales; otherwise, you must charge sales and use tax on the transaction.
- No cellular service – you are in an area where service to your mobile phone carrier is not accessible.

History Screen

- The verification response report is displayed on the History screen.
- The report displays the buyer's name, certificate number, the verification response (Pass or Fail),



verification response (Pass or Fail), and the Date/Time of verification.

- The report is sorted in chronological order.
- Touching the item in the Response column (Pass or Fail) will display the Response Detail, which includes the transaction authorization number.
- The report will be stored on your device as long as memory allows. You may email the report to yourself for permanent record-keeping, or you may clear the history.
- From most Android and iOS devices, the history report will accompany the email as a .csv attachment. For Windows Phone, the report data included in the body of the email will need to be converted to a spreadsheet. Instructions for conversion are included in the email.
- When opening the history report after you've emailed it, format the



after you've emailed it, format the Buyer column as number cells with zero decimal places.

- File size limitation may be a factor when emailing the history report. To avoid size issues, email the report then clear the history on a regular basis.

Help

- Send app feedback to mobileapps@dor.state.fl.us
- Visit the [Certificate Verification web portal](#) for web and telephonic certificate verification options
- Call 877 FL RESALE (877-357-3725) for assistance 8am – 5pm ET M-F
- If this app is non-functional for any reason, you must either verify the certificate using one of the other options described above, or obtain for your records a copy of your customer's Annual Resale Certificate



customer's Annual Resale Certificate or Consumer's Certificate of Exemption to document tax-exempt sales. Otherwise, you must collect sales tax on transactions subject to tax.

Tips

- This app is optimized for use on these platforms and versions: Android version 2.3.2, iOS version 6, or Windows Phone version 8.0
- When entering certificate numbers, ignore hyphens (dashes) and letters. Enter numerals only.
- Response times will vary based on type of mobile device, battery charge, signal strength, and service provider.

End User License Agreement

© Florida Department of Revenue

End User License Agreement

Use of this Licensed Application ("Application") demonstrates your acceptance of the **Conditions of Use** as published on the Internet site of the Florida Department of Revenue ("Revenue"), as well as the following conditions:

1. Acknowledgement: This End User Agreement ("Agreement") is between you and Revenue only. Revenue is solely responsible for this Application and its content, subject to the Conditions of Use.

2. Scope of License: This Application is licensed to you only for your use on any *Android phone or tablet* that you own or control,

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tablet that you own or control, subject to the Conditions of Use. This license is non-transferable, and does not transfer the title to the software to you.

3. Maintenance and Support: All maintenance and support services with respect to this Application will be provided by Revenue subject to the Conditions of Use. *Google, Inc. (Google)* does not have any obligation to provide maintenance or support services for this Application.

4. Warranty: In accordance with the Conditions of Use, this Application is provided "as is" and without warranties of any kind either express or implied. To the fullest extent permissible pursuant to applicable law, all warranties, express or implied, including, but not limited to, implied warranties of

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implied warranties of merchantability and fitness for a particular purpose, are disclaimed. Applicable law may not allow the exclusion of implied warranties, so the above exclusion may not apply to you. To the extent that the above exclusion may not apply, *Google's* obligation will be limited to refunding the purchase price, if applicable, of the Application. To the maximum extent permitted by law, *Google* will have no other warranty obligations whatsoever with respect to the Application.

5. Product Claims: *Google* is not responsible for addressing any claims by you or any third party relating to this Application, or your possession and use of this Application. Subject to the Conditions of Use, all questions, complaints, or claims with respect to this Application should be directed

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complaints, or claims with respect to this Application should be directed to Taxpayer Services Process, General Tax Administration, Mailstop 3-2000, 5050 W. Tennessee St., Tallahassee, FL 32399-0112; mobileapps@dor.state.fl.us; 877-FL-RESALE.

6. Intellectual Property Rights: In the event of any third party claiming that this Application, or your possession and use of this Application, infringes on that third party's intellectual property rights, *Google* will not be responsible for the investigation, defense, settlement, and discharge of any such intellectual property infringement claims.

7. Legal Compliance: You certify that you are not located in a country that is subject to a U.S. Government

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that is subject to a U.S. Government embargo, or that has been designated by the U.S. Government as a "terrorist supporting" country, and you are not listed on any U.S. Government list of prohibited or restricted parties.

8. Third Party Beneficiary: *Google*, as well as *Google's* subsidiaries, are third party beneficiaries of this agreement. Upon your acceptance of the terms and conditions of this agreement, *Google* will have the right to enforce this agreement against you as a third party beneficiary.

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10. View our [Privacy Notice](#).

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Certificate Verification Web Portal

AT&T 2:47 PM

Android App Testing - Goo... Certificate Verification - SA...

verify-taxcerts.state.fl.us/f5-w-687474703a2f2f67746165707072642e66646f722e646f722e7

Welcome Guest State of Florida Department of Revenue Log on

Certificate Verification | History Back Forward

Seller Certificate Verification

Welcome to the Florida Department of Revenue Certificate Verification System. This system can be used to verify the validity of a purchaser's Sales Tax Annual Resale Certificate, Consumer's Certificate of Exemption, or Communication Services Tax Annual Resale Certificate. This system will allow sellers to:

- Manually enter up to five certificate numbers for Sales and Use Tax or Certificate/Business Partner (BP) numbers to be verified at once, or
- Upload a batch file for Purchaser Certificate Verification and retrieve that file after 24 hours from submission

If you require assistance using this system between 8:00 a.m. and 7:00 p.m., ET, Monday through Friday please call 877-357-3725 or 877-FL-RESALE.

This request is for verification of: [dropdown menu]

In order to use this verification system, the seller's 13-digit certificate number must first be verified.

Contact Name: * [input field]

Certificate Number: * [input field] [Clear] [Verify]

RETURN

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VI. OTHER

This agreement shall be governed by and construed in accordance with the laws of THE STATE OF FLORIDA, without giving effect to any principles of conflicts of law. If

not warrant that the functions contained in the materials will be uninterrupted or error-free, that defects will be corrected, or that MyFlorida.com or the server that makes it available are free of viruses or other harmful components. THE STATE OF FLORIDA and DMS does not warrant or make any representations regarding the use or the results or the use of the materials MyFlorida.com in terms of their correctness, accuracy, reliability, or otherwise. You (and not THE STATE OF FLORIDA and DMS) assume the entire cost of all necessary servicing, repair, or correction. Applicable law may not allow the exclusion of implied warranties, so the above exclusion may not apply to you.

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VI. OTHER

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RETURN

Privacy Notice

Disclaimer

The purpose of this site is to provide information concerning all tax and child support enforcement laws and regulations administered by the Florida Department of Revenue (Revenue). The information and data on this site is dynamic and changing over time. We strive to provide current and accurate information, however, the information and materials provided on this site should not be relied upon exclusively to comply with Florida law. Please note that responses to questions or requests posted on this site represent the opinion of the writer(s), do not constitute legal advice and must not be used as a substitute for the advice of a lawyer.

Statement on Florida's Open Government

Pursuant to Florida's Government-in-the-Sunshine and Open Government Laws all persons are entitled to information regarding the affairs of Florida government and the official acts and policies of those who represent them as public officials and public employees.

Information obtained by Revenue is considered a public record by law, and it must be disclosed upon request unless specifically confidential and exempt from disclosure by law.

Security Statement

In general, Revenue uses physical, electronic, and procedural safeguards to protect personal, business, and confidential information.

Specifically, Revenue has taken steps to safeguard the integrity of its communications and computing infrastructure, including but not limited to authentication,

infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the entire Revenue operating environment as part of its continuing commitment to safeguard information resources.



To ensure data confidentiality and integrity, all information transmitted over the Internet is encrypted using the 128-bit Secure Sockets Layer (SSL) protocol from VeriSign® and Network Solutions® Certificate Authorities.

Privacy Statement

Your privacy is important to Revenue. Access to personal information about you is limited to individuals authorized by law to have access to that information. Personal information is information that is readily identifiable to a specific individual and may include name, address, e-mail address, telephone number, social security number or Federal Employer Identification (FEI) number. Revenue does not collect personal information about you when you visit this site, unless you choose to make such information available to us through e-mail, web applications, online surveys or online forms.

Revenue collects information automatically from your computer as you browse our web sites. This information does not identify you personally. This information is used to assist Revenue in reporting web traffic, and includes only your computer's IP address, and URL and HTTP status codes.

Revenue will do everything reasonably possible to protect your information using technology and good business practices. Any personal information requested or gathered via this site will be used only for purposes necessary to conduct government business with you. It will not be traded, sold, or given to any other party except as specifically allowed or required by law. As stated above, information

allowed or required by law. As stated above, information obtained by Revenue is considered a public record by law and must be disclosed upon request unless specifically confidential and exempt from disclosure by law.

Regarding e-mail: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

However, e-mail addresses provided to Revenue by a taxpayer for tax administration purposes on a return, report, account, or declaration are confidential and exempt from disclosure under section 213.053(2), Florida Statutes, and may not be released pursuant to a public records request. Also, e-mail addresses provided to Revenue's Child Support Enforcement program a.) by an applicant or recipient of its services, or b.) that will become part of the state parent locator service, are confidential and exempt from disclosure under sections 409.2579(1) and 409.2577, Florida Statutes, and may not be released pursuant to a public records request.

Revenue will not intentionally collect any personal information from children under the age of thirteen (13) without parental consent, pursuant to the Children's Online Privacy Protection Act.

Child Support Enforcement Program

We collect social security numbers for purposes of identification in child support cases. The following laws govern the collection, use, or release of social security numbers for child support purposes:

The Privacy Act of 1974 (Pub. L. 93-579, 7(a)-(b)).

United States Code: Title 26, section 6103; Title 42, section 405, 652, 653, 653a, 654a, and 666.

Code of Federal Regulations: Title 45, sections 303.7, 303.30, and 303.71.

Florida Statutes: Sections 61.052, 61.13, 119.071, 402.308,

409.2557, 409.2558, 409.2563, 409.2567, 409.2572, 409.2576, 409.2577, 409.2579, 414.095, 455.213, 456.013, 548.021, 626.171, 741.04, 742.031, 742.032, 742.10, and 1012.56.

Florida Administrative Code: Rules 12E-1.002, 12E-1.003, 12E-1.004, 12E-1.006, 12E-1.013, and 12E-1.026.

General Tax Administration Program

Social security numbers are used as unique identifiers for the administration of Florida's taxes. Social security numbers are confidential under sections 213.053 and 119.071, Florida Statutes, and not subject to disclosure as public records. The following laws govern the collection, use, or release of social security numbers for tax administration purposes:

The Privacy Act of 1974 (Pub. L. 93-579, § 7(a)-(b)).

United States Code: Title 26, sections 6103, 7213, and 7431.

Code of Federal Regulations: Title 26, section 310.6103.

Florida Statutes: Sections 119.07; 119.071; 119.0714; 198.015; 198.03; 198.08; 198.22; 198.29; 199.183; 199.202; 201.11; 201.133; 202.151; 202.17; 202.23; 202.30; 203.01; 206.02; 206.021; 206.022; 206.09; 206.095; 206.401; 206.404; 206.41; 206.485; 206.87; 206.8745; 206.877; 206.89; 206.97; 206.9835; 206.9865; 206.9915; 206.9931; 206.9942; 212.05; 212.08; 212.096; 212.097; 212.11; 212.12; 212.17; 212.18; 213.015; 213.053; 213.0535; 213.21; 213.28; 213.285; 213.255; 213.30; 213.34; 213.755; 215.26; 220.181; 220.21; 220.725; 376.70; 376.75; 403.718; 403.7185; 443.131; 443.163; 443.171; 443.1715; 538.09; 538.11; 538.25; 624.5092; and 681.117.

Florida Administrative Code: Rule Chapter 12-22. Rules 12-6.001; 12-6.0015; 12-6.005; 12-6.030; 12-15.005; 12-18.002; 12-18.004; 12-24.004; 12-24.011; 12-25.011; 12-26.003; 12-26.008; 12A-1.060; 12A-1.061; 12A-1.091; 12A-1.097; 12A-1.107; 12A-12.003; 12A-16.004; 12A-17.003;

1.097; 12A-1.107; 12A-12.003; 12A-16.004; 12A-17.003; 12A-17.005; 12A-19.010; 12A-19.020; 12A-19.100; 12B-4.001; 12B-4.003; 12B-5.030; 12B-5.040; 12B-5.050; 12B-5.060; 12B-5.070; 12B-5.080; 12B-5.090; 12B-5.100; 12B-5.110 (Blenders); 12B-5.120; 12B-5.121; 12B-5.130; 12B-5.140; 12B-5.150; 12B-5.200; 12B-5.300; 12B-5.400; 12B-6.0021; 12B-11.005; 12B-12.005; 12C-1.0188; 12C-1.051; 12C-2.005; 12C-2.0115; 12C-3.0015; 12C-3.006; 12C-3.008; 12C-3.012; 60BB-2.023; 60BB-2.024; 60BB-2.025; 60BB-2.032; and 60BB-2.037.

Unauthorized Use

Revenue reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete or otherwise tamper with or abuse an agency website, server, database, information system or other agency technology asset. This website is monitored to ensure proper operation, to verify the functioning of applicable security features and for other like purposes. Anyone using this system expressly consents to such monitoring and is advised that if monitoring reveals evidence of possible criminal activity, system personnel may provide the evidence of such activity to law enforcement officials.

Unauthorized attempts to upload or change information; to defeat or circumvent security features; or to utilize this system for other than its intended purposes are prohibited and violate Revenue policy and Florida Law under chapter 814, Florida Statutes. Revenue reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete or otherwise tamper with or abuse an agency website, server, database, information system or other State technology asset. Unauthorized use of or access to Federal tax information available via this system is a violation of Federal Law punishable by Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a), 7213A, and 7431.

Link Statement

814, Florida Statutes. Revenue reserves the right to use any legally appropriate measures to prevent and investigate anyone attempting to modify, deface, delete or otherwise tamper with or abuse an agency website, server, database, information system or other State technology asset. Unauthorized use of or access to Federal tax information available via this system is a violation of Federal Law punishable by Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a), 7213A, and 7431.

Link Statement

In the course of providing the best service to the public, Revenue may link to other organizations to provide additional useful information for our customers. These primarily include:

1. Links to federal government, state government, or local government sites;
2. Links to educational or non-profit organizations that complement the information or services provided by the Florida Department of Revenue; and
3. Links to Web sites owned by private companies are only provided when their products or services are a part of delivering service to our customers.

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Settings Screen

Tips

- This app is optimized for use on these platforms and versions: Android version 2.3.2 and up; iOS version 6 and up; or Windows Phone version 8.0 and 8.1.
- When entering certificate numbers, ignore dashes and letters. Enter 13 numerals only.
- Response times will vary based on type of mobile device, battery charge, signal strength, and service provider.

Known IssuesAndroid Devices & Windows Phone

- Use of Back Button - takes the user out of the app instead of to the last screen viewed. This is actually the way the back button is designed to work. Each screen of the app is a top-level page. Hitting the back button from one of those screens takes the user out of the app. From a linked screen or page, hitting the back button returns the user to the page from which they linked.

Windows Phone

- Splash (Title) screen displays for only a fraction of a second when the app is launched. This may be fixed in an upcoming operating system update.
- Email from within the app does not accommodate attachments; the history report must be created from the data within the body of the email.

Troubleshooting

- **Problem**
 - *Try this:*
- **The app unexpectedly quits, stops responding, or won't open.**
 - *Make sure you're connected to the Internet*
 - *Close and restart the app*
 - *Turn off and restart your device*
 - *Update your device software and your apps*