PALite FAQ

Q: How do I register to file on PALite?

A: You will have to fill out an LST "New Account Registration" so that we can add your Federal EIN to the online filing system. This questionnaire can be found on www.cityofwilliamsport.org - Government > Treasurer > Mercantile, Business Privilege & LST – LST Documents click here. The questionnaire can be emailed to treasurer@cityofwilliamsport.org. You will receive an email with your login information when the form has been processed. Alternatively, you may call our office at 570-327-7520.

Q: How do I register for PALite as a payroll processor?

A: Payroll processors must fill out the bottom half of the registration form referenced above. You MUST include your company's EIN on this registration. The questionnaire can be emailed to treasurer@cityofwilliamsport.org along with a list of clients, their Federal EINs, and their account numbers. When the form has been processed, you will receive an email with your login information.

Q: PALite will not accept my Federal EIN when I attempt to log in.

A: When you log into your PALite account, please note that the dash cannot be in the Federal EIN. If you receive a message saying that your Federal EIN is not recognized, this means that you do not have an online filing account and will have to register for one with our office. Please call 570-327-7521.

Q: How can I change my password?

A: Once you log into your online filing account, you can change your password by going to the "Change Password" page under Other Options on the sidebar. Please note that there is no "I forgot my password" function when you attempt to log in. If you do not remember your password, you will have to contact the Williamsport Treasurer's Office to have your password reset.

Q: Can I change my username? What if I need to add a new user to my account?

A: This may be done by administrators on the account using the "manage users" option on the side bar.

Q: I was locked out of my account when I tried to log in.

A: When you are locked out of your account, you will have to wait 30 minutes until you can attempt to log in again. If you remain locked out of your account please call our office at 570-327-7520.

Q: I get an error message when I attempt to upload my spreadsheet to PALite.

A: Your spreadsheet may not be formatted correctly, which may be why PALite is rejecting it. Here are the common fixes to this problem.

1. Make sure your spreadsheet is saved as an **Excel 97 – 2003 Workbook**. When you save your spreadsheet, go to SAVE AS, then select Excel 97 – 2003 Workbook in the SAVE AS TYPE dropdown menu.
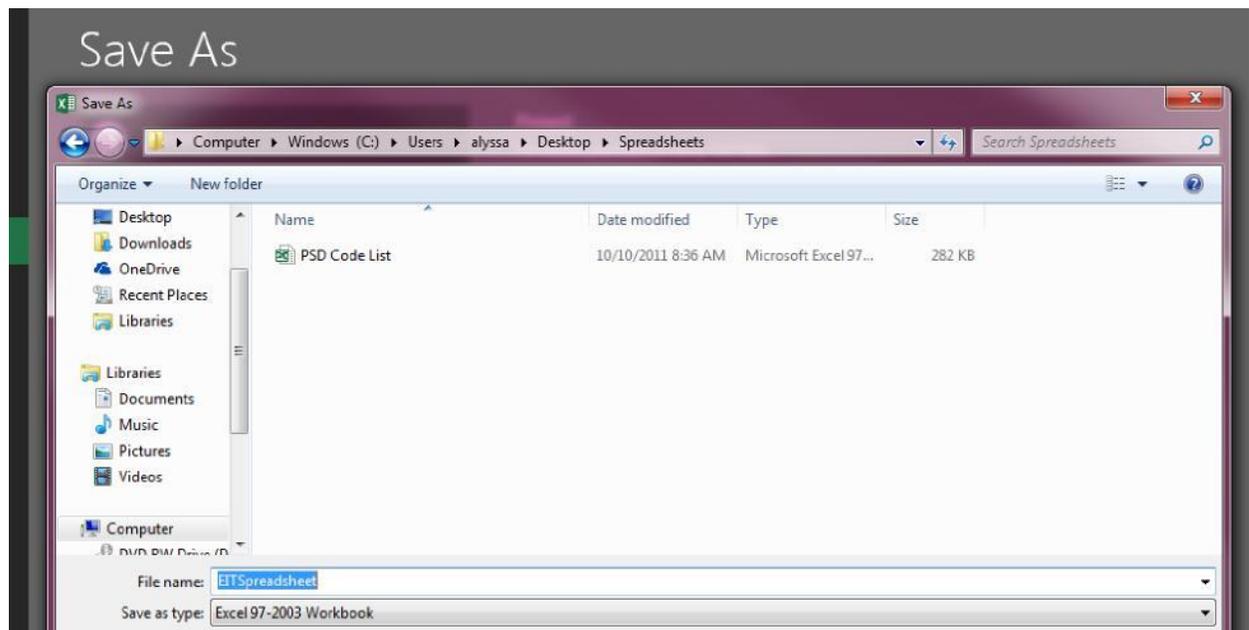
2. Copy and paste your data from your current spreadsheet to a new spreadsheet. This can remove any blank cells or macros that may be conflicting with PALite.
3. Remove totals. PALite does not accept spreadsheets that have a TOTAL row or column. If your spreadsheet has totals listed, delete them. Please note that the cells with totals must be DELETED completely and not just have the contents blanked out.
4. Make sure your spreadsheet has the correct column headers. ACCOUNT, SSN, FIRST NAME, LAST NAME, ADDRESS, CITY, STATE, ZIP, TAX WITHHELD, PSD.
5. Make sure there are no blank columns, rows, or cells in your spreadsheet. If you remove data from your spreadsheet, it must be DELETED instead of just blanked out. If you are unsure if you have blank rows, columns, or cells in your spreadsheet, copy and paste your data into a new spreadsheet.
6. Make sure your spreadsheet does not have titles (for example: 2018 LOCAL EARNED INCOME TAX) or anything unrelated to your employee detail.
7. Make sure that you are not missing any rows or columns and that all data is in consecutive order.
8. Make sure your account numbers are correct and complete. You may remove leading zeros from your account numbers.

Q: I was not brought to the payment screen after I uploaded my detail. Where can I pay my tax?

A: If you were not brought to a payment screen after uploading your detail, there are two reasons.

a) Your session on PALite timed out. This is a security measure that PALite uses to keep your account safe. PALite will end your session automatically within a set period of time. First, make sure that your detail was submitted successfully in the View Return Status screen. Once you have confirmed that your detail was submitted, you can file your payment.

b) You selected "File EIT/LST Employee Detail Only" in error. This option will not take you to a payment screen once the detail is uploaded.

To resolve this, just select "Begin a New Return" on the homepage and select "File Payment Only" on the options screen. You will just have to confirm which account, year, and quarter you will be submitting payment for before inputting your payment information.

Q: How do I file zeros for a quarter?

A: Select the "Payment Only" option. Once you get to the payment screen, select the box indicating that no payment is due.

Q: My filing had an error when I submitted it! How can I resubmit my corrected filing?

A: If you found the error the same day you submitted your filing, you can go to the View Return Status screen and delete the filing/payment, then resubmit your filing.
If you found the error one or more days after submitting your filing, you will need to contact our office so that we may reject or correct your filing.

Q: I have credit from a prior quarter. How can I apply it to my filing?

A: First, file a new return under "Detail Only". Then, submit a payment of the difference owed through the "Payment Only" option. These filings must be done separately because PALite will not know about the credit.

Q: How do I check the status of my filed return?

A: Select "View Return Status" to view recent filings and payments.
 Select "View Filing History" to view previously filed returns and payments.

Q: I filed my return, but I normally send a check to your office. PALite didn't give me a coupon to send with my payment.

 A: You may send a printed copy of the confirmation page after submitting your return or a printed copy of the "View Return Status" page showing what was filed. You do not need to send a copy of your employee detail unless requested by our office.

Q: How can I change my bank account information for payments?

A: While making a payment, you will be able to change your bank account information on step 3 of the payment screen.

Q: How can I change the payment delivery date?

A: While making a payment, you may enter the date that you would like the payment to be taken out of your account. If you are paying taxes already in the penalty amount, then the effective date may not be moved into the future.

PAYMENT RETURN (3 OF 4)

Step 3 - Choose payment method.

◯ No Payment is Due

◉ Pay Directly Online via ACH from Checking or Savings

ACH Payment Info	
Account Type:	Checking ▾
Bank Name:	
Routing #:	
Account #:	
Retype Account #:	
Effective Date:	03/14/2018

[Previous Step]   [Continue]