

CITY SERVICE FEE FREQUENTLY ASKED QUESTIONS (FAQ'S)

Q. WHO IS REQUIRED TO FILE?

A. All full-time/part-time employees and self-employed individuals who regularly report to work at a physical location, or work from home within the City of Charleston. Employers are required to deduct the fee from their employees pay and remit it on their behalf. Self-employed individuals will remit the fee on their own.

Q. WHEN ARE CSF RETURNS DUE?

A. CSF returns are due within one month following the end of the quarter. Quarterly payments are due in April, July, October and January. Penalty and interest will be applied against any return that is postmarked after these months. Self-employed individuals operating as sole proprietor or single member LLC may request authorization from the City Collector to remit the fees annually.

Q. WHAT ARE THE INTEREST AND PENALTY RATES?

A. The fee, if not paid when due, shall bear interest at the rate of 8% per annum from the date the return is due. The penalty shall be 5% for the first month, or fraction thereof, and 2% of the fee for each succeeding month or fraction thereof.

Q. MY EMPLOYEES ARE NOT PAID WEEKLY. HOW DO I CALCULATE THE CSF AMOUNT(S) TO WITHHOLD FROM THEIR PAY?

A. Please refer to the [City Service Fee Return](#) (CSF-2) to determine the amount(s) to withhold based on a weekly, bi-weekly, monthly, or bi-monthly pay.

Q. WHAT IF I WORK TWO JOBS WITHIN THE CITY? DO I HAVE TO PAY THE FEE TWICE?

A. No. Simply complete a [CSF-1 Prior Payment Form](#) and give it to your second employer. Once this form is received by your second employer, they are no longer required to withhold the fee.

Q. ARE NON-PROFIT ENTITIES, RELIGIOUS ORGANIZATIONS, OR OTHER BUSINESSES THAT ARE EXEMPT FROM BUSINESS & OCCUPATION TAX REQUIRED TO DEDUCT THE FEE FROM THEIR EMPLOYEES?

A. Yes. All businesses and self-employed individuals working in the City of Charleston are required to withhold and remit the fee.

Q. RATHER THAN DEDUCTING THE FEE FROM MY PAY, CAN MY EMPLOYER PAY THE FEE FOR ME?

A. There is no provision in Chapter 6, Article II of the Code of the City of Charleston prohibiting your employer from paying the fee for you; however, it may be considered taxable income for federal and state tax purposes. Employers should consult their tax advisor for more information.

Q. CAN I GET A REFUND IF MY EMPLOYER DEDUCTED THE FEE IN ERROR?

A. Yes. If your employer has withheld the CSF, but has not yet remitted the fee for the particular quarter, you will need to request the refund from your employer. If your employer has already remitted the fee for the particular quarter, simply complete a [CSF-3 Refund Claim Form](#) and remit it to the Office of the City Collector. This form must be received by our office within three (3) years following the receipt of payment from your employer. Otherwise, you will have to seek a refund from your employer.

Q. CAN I PAY THE FEE YEARLY?

A. Self-employed individuals operating as a sole proprietor or single member LLC may request authorization from the City Collector to remit the fees annually. All other Employers must remit the fees quarterly.

Q. ARE THERE A MINIMUM NUMBER OF HOURS YOU HAVE TO WORK IN ORDER TO BE REQUIRED TO PAY THE FEE?

A. No. All part-time employees are required to pay the fee.

Q. IS THE FEE PRORATED?

A. No proration is allowed.

Q. DOES AN EMPLOYEE HAVE TO PAY THE FEE IF THEY ARE ON PAID LEAVE, VACATION, PAID SICK LEAVE, PAID LEAVE OF ANY KIND, OR OUT OF TOWN ON BUSINESS?

A. Yes. The fee continues to apply with respect to an employee who, prior to the paid out of office time, was responsible for the fee.

Q. CAN I USE MY CREDIT OR DEBIT CARD TO PAY THE FEE?

A. Yes. Payments can be made on-line at: www.charlestonwvpayments.com

Q. CAN I FILE MY RETURN ELECTRONICALLY?

A. Yes. You can file your return on-line and make your payment at: www.charlestonwvpayments.com.

Q: I AM A REMOTE WORKER, WORKING FROM MY HOME, DO I HAVE TO PAY THE FEE?

A. If the employee has been permanently assigned to a home office, the following applies:

1. Someone assigned to work from home in Charleston for a Charleston employer?

Yes, the employer should withhold and remit the user fee.

2. Someone assigned to work from home in Charleston for an employer outside of Charleston?

Yes, the employer should withhold and remit the user fee.

3. Someone assigned to work from home outside of Charleston for an employer whose office is in Charleston?

No, the employer should not withhold the user fee.