



Business Licensing Division, Finance Department
1136 Washington Street, First Floor Columbia, SC 29201 • Phone: 803-545-3345

The City of Columbia Business Licensing Division to Launch New Software for Licensing

The City of Columbia Business Licensing Division is excited to announce a partnership with **HdL Companies** to provide enhanced licensing services via a new cloud-based platform effective now.

What is Changing?

The new software will bring several updates:

- **New Self-Service Portal change to Look and Feel:** Expect a refreshed online system that is more user-friendly
- **Enhanced Reporting and Payments:** You can now report and make payments online for business license tax, hospitality tax, and tourism & development fees
- **Updated Process for Coupons:** Hospitality and tourism tax coupons will no longer be used nor sent with renewals, please utilize the online self-service portal to report and remit. Or visit our city website to download the Local Remittance Form to mail in alternatively. You may also request a form by contacting our office.
- **Updated Renewal Form:** The renewal form has the your new account number and web pin identified on the top right-hand corner
- **Apply for various Supplemental Permits:** Garage Sale Permit, Single Event Arts & Crafts, and Group Promoter License

Why is This Change Happening?

Our goal is to improve our processes to better serve our customers. This new software is part of our ongoing efforts to make business interactions more efficient and user-friendly.

Who is Impacted?

All businesses operating within the city limits of Columbia will be affected by this transition.

What do I need to do as a licensee?

- Go the new self-service portal using the log in information provided in the top-right corner of your renewal enclosed (Account Number & Web Pin) to: Renew your business license online, report on HTax or Tourism Development, Pay online, Manage account updates, and more. You will not need to register to use, unless you are missing the account number.



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Steps to utilize the NEW self-service portal:

- **Step 1** - Go to the Self-Service Portal website located on top section of your renewal form or access the QR code below
- **Step 2** - Choose between the two portal options on the page: Business License or Local Tax Remittance
 - **Business License Portal** – Allows for new applications, renewals, payments of license, updates of account, closure of account, and more
 - **Local Remittance Portal** – Allows for reporting and remittance of Hospitality Tax and Tourism Development Fees, pay balance dues, and more
- **Step 3** - Enter your Account Number and Web Pin for access, these can be found on the top-right corner of your renewal form

*If you prefer to report & remit HTax or TDF via mail or walk in the downloadable form located on our city website: <https://businesslicensing.columbiasc.gov>



FAQs

- When can I start renewing for my 2025 business license online?
 - Once you receive your renewal:
 - Renew with new Self-Service portal website using your Web Pin and Account Number website listed on the top section on your renewal form
 - Your renewal was also emailed to the address on file at the end of January
 - Renewals will be available on the Statewide Renewal Portal on February 1st*
- Do I need to register to use the new self-service portal?
 - No, if you use the WEB PIN and ACCOUNT NUMBER on the top-right hand corner of your renewal. However, if you do not have that information with you, an account & password need to be created to access the portal. Please call our office for your account number if you have an existing business license account
- Is my account number the same as what is written on my business license from last year?
 - No, the account number is a new unique identifier for your specific account and it will not be written on the Business License

*Note: you must use your new account number located on the enclosed renewal form

All business licenses expire April 30th yearly, penalties will begin May 1st

For questions, concerns, or general assistance the Business Licensing team is happy to assist. Please contact our office at (803)545-3345