

Frequently Asked Questions Regarding Business License Renewals

When is my renewal due?

- **Renewals must be submitted by the renewal deadline date, April 30th.**

What happens if my renewal is late?

- Late fees are assessed starting May 1st. It starts at 5% and will increase by 1% each month after. *In an effort to reduce delinquency, the City will issue citations pursuant to Section 40.140 of the City code.*

How do I turn in my renewal?

- Your renewal paperwork and payment can be mailed or submitted in person to Customer Service. Online renewals are not accepted.

How does the sale of retail goods affect my renewal?

- If your business sells retail goods, we are required to verify with the State of Missouri that there is no tax due before we are allowed to process your renewal. If we cannot verify this online, you will be required to submit a Certificate of No Tax Due along with your renewal paperwork and payment. If you need to provide a Certificate of No Tax Due, the renewal will be returned to you without being processed.

What forms of payment can I use?

- Checks (made payable to City of Webster Groves) and money orders can be mailed in for payment. MasterCard, Visa, and Discover cards can be used for your renewal as long as your license fee is under \$2,000. Businesses are not able to use credit cards over the phone for payments.

How do I calculate my license fee?

- Businesses will use their gross receipts total from the previous year to calculate their license costs. The total amount due is calculated by adding up the total from section A, B, & C.
 - Section A = All businesses will use section A.
 - Section B = Businesses located in a Special Taxing Districts will use section B in addition to section A.
 - Section C = Section C will be used only if the renewal is processed after April 30, 2018.

For help calculating your business license please email or call Customer Service.

What if my business has closed or moved?

- If your business has closed or moved to another City, you will want to notify the City of these changes. This can be done by mail, email, or by going online at www.webstergroves.org to submit the "Closed Business Statement". Please let us know if you have moved so that we update our records and avoid sending notices or assessing late fees and court cost.
- If your business has moved to another location within Webster Groves, please contact Customer Service for guidance on what paperwork will need to be filled out.

Non-Profits & MO Sec 71.620

Why am I getting a renewal?

- While we understand that your business may be exempt from license fees, you are still required to have a current business license to occupy the space you are operating from. In order to renew we just need confirmation that your business is still in operation and that your address has not changed.

How can I complete my renewal?

- You can complete your renewal with the City by mailing back the renewal form with confirmation that you are still operating, or you can complete the online form on our website at www.webstergroves.org.

How does the sale of retail goods affect my renewal?

- If your business sells retail goods, then your business would be required to pay a license fee based on the gross receipts of the retail sales only. If you are unsure if you need to pay a license fee, you can contact the Customer Service Department for additional information.

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