



April 8, 2025

## Comprehensive Business Licensing FAQ

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City of Upland Licensing FAQ

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### FREQUENTLY ASKED QUESTIONS

**Question:** How do I apply for a business license?

**Answer:** The business license applications are located and submitted electronically on the City of Upland website <https://upland.hdlgov.com>.

**Question:** How much does the business license application cost?

**Answer:** Currently, the business license application fee is \$16.00. It is a one-time fee and must be paid at the time your application is submitted.

**Question:** How do I calculate how much my business license tax will cost?

**Answer:** Per the Upland Municipal Code, the City of Upland calculates your annual business license tax based on your gross receipts (earned income from your business). There is a tax amount associated with each range of income. The business license tax schedule can be found on the City of Upland website and on the Business License page.

**Question:** I have an existing City of Upland business license. When do I need to apply for a new business license with the city?

**Answer:** A new City of Upland business license application must be submitted when there is a change in ownership, a change in ownership type (LLC, Sole Proprietorship, General Partnership, Limited Partnership, Corporation), a change in business location, or a change in the EIN number. For additional information, please contact the Business License Inspector (909) 931-4133.



**Question:** How often will I have to pay the business license tax?

**Answer:** The business license tax is paid to the City of Upland annually. Depending on when your application is received and processed, your business license tax will be due on June 30<sup>th</sup> or December 31<sup>st</sup> of every year.

**Question:** Do I need a Zoning Approval, COO, or COI

**Answer:** Whether or not you need a COO (Certificate of Occupancy) or COI (Certificate of Inspection) is determined by business type, location type, and change or modification to “usage” or renovation/reconstruction of the business location. Every business (regardless of business type or location) is required to obtain a Zoning Approval from the city.

**Question:** Do I need a business license if my business is non-profit?

**Answer:** Whether non-profit or for profit, ALL businesses are required to procure a business license tax certificate, however, non-profit businesses are exempt from paying the business license tax as identified by the IRS guidelines.

**Question:** I have more than one business in the city. Do I need a separate business license for each?

**Answer:** Yes, according to the Upland Municipal Code, a separate business license tax certificate is required per location and/or per business or ownership type.

**Question:** Are there any other requirements for a City of Upland business license?

**Answer:** Yes. Any CA State or County permit or license that are applicable to your profession are required. Additionally, depending on the type of business or location, you will be required to obtain a Zoning clearance (approval) and/or a Certificate of Occupancy/Certificate of Inspection from the City of Upland Development Services Division.

**Question:** How do I obtain a copy of my business license tax certificate?

**Answer:** To obtain a copy of your City of Upland business license tax certificate, please contact our HDL support center at (909) 348-0460.



**Question:** How do I transfer my business license?

**Answer:** Per UMC 5.04.260, No business license is transferable. No license issued pursuant to this title shall be transferable; provided, that where a license is issued authorizing a person to transact and carry on a business at a particular place, such licensee may upon application therefor and paying a fee of two dollars have the license amended to authorize the transacting and carrying on of such business under the license at some other location to which the business is or is to be moved.  
(Prior code § 6320.9)

**Question:** How do I check to see if a business has a business license?

**Answer:** You can check if a business has a business license registered with the City of Upland by using the online search tool on our website. You may also submit a Public Records Request to the Upland City Clerk's office by emailing the Upland City Clerk at [UplandCityClerk@UplandCA.gov](mailto:UplandCityClerk@UplandCA.gov) . To contact the Upland City Clerk's office, dial (909) 931-4120.

**Question:** Are temporary business licenses available?

**Answer:** No. Currently, the City of Upland does not offer temporary or limited term business license tax certificates. The business license tax certificate is issued on an annual basis and in accordance with your business license tax renewal date.

**Question:** Where can I find my PIN# to renew my business license online?

**Answer:** Business owners receive notification of their PIN# when they first establish their City of Upland business license tax account. If you do not know your PIN number or if you would like to reset your PIN number, please contact our HDL Business Support Center at (909) 348-0460.

**Question:** Why did I receive the alert, "Account Not Eligible for Online Renewal"?

**Answer:** If you received this message while you were attempting to renew your business license online, please contact our HDL Business Support Center at (909) 348-060. The alert message will usually be displayed on accounts if additional required information is missing and must be collected before payment can be accepted.



**Question:** Why did I receive a compliance notice or business license tax invoice when my business has not opened?

**Answer:** Currently, the City of Upland allows business owners and applicants to submit the business license application prior to or simultaneously while the business owner/applicant are in the process of obtaining additional required permits and inspections from other City of Upland Departments. When the submitted business license application is processed, the business license tax account is created. The tax balance on the account is automatically calculated and based on the gross receipts amount you provided on your application. You have the option to pay the business license tax as soon as your business license tax account is established. If you need to change the start date on your business license tax account, please contact our HDL Support Center at (909) 348-0460.

**Question:** What is a PBIA Tax and why was I charged the PBIA Tax?

**Answer:** The PBIA is an additional voluntary tax that a business owner is required to pay if their business property/location has been identified in a Parking & Business Improvement Area assessment zone. There are different PBIA tax rates according to specified business locations. Visit the Business License page to learn more about the PBIA tax.

**Question:** I am changing the name of my business. How do I update my City of Upland business license with the new name?

**Answer:** If you need to change the name of your business, submit the updated record you received from filing your new business name with the California Secretary of State or IRS (both filings are required), and you will receive your updated City of Upland business license (your local business license number will remain the same). When you are ready to submit your documentation, visit our HDL Business Support Center at (909) 348-0460.

**Question:** I am the owner of a business property that has several different business suites/store locations on the same lot or property location. Will I receive one business license tax invoice for the entire property, or an invoice for each parcel I own on the property?

**Answer:** Property owners who own a business location which consists of multiple store locations or business suites (that have different parcels/addresses) should only receive one business license tax invoice. The rent that is paid by each business owner on the property- to the property owner is established as the gross receipt amount that the property owner will report to the City of Upland. Each individual business/business owner



must also report their earnings (annual gross receipts), even though the property is owned by someone else.

**Question:** I received a 1099 form instead of a W-2 from my job. Am I required to obtain a City of Upland business license?

**Answer:** Yes, those that work as an independent contractor and are paid by 1099 (versus W-2) are liable for the City of Upland Business License Tax Certificate. State law (Business and Professions Code 16300) prohibits the imposition of business license tax on employees. In the case of a dispute between a taxpayer and the local agency, the local agency must defer to how the taxpayer reported income to the FTB.

**Question:** I rent a chair, space or booth from a business owner in Upland. Am I required to obtain a City of Upland business license?

**Answer:** If you are an employee who rents a chair, space, or booth (such as, Cosmetologists, Barbers, Estheticians, Nail Technicians, Massage Technicians, Photographer, Artist, etc.) at a business property in Upland; AND you do not receive a W-2 from the business owner, then you are required to pay a business license tax to obtain a City of Upland business license tax certificate. If you receive a W-2 from the business owner, then you are not required to obtain a City of Upland business license tax certificate.

**Question:** My home is in Upland, and I have a business in a different city or state. Am I required to obtain a City of Upland business license?

**Answer:** Under the conditions that ALL business activities are conducted outside of the Upland jurisdiction, the Upland resident/business owner are not required to obtain a City of Upland business license tax certificate.

**Question:** Does the City of Upland allow mobile businesses?

**Answer:** The City of Upland allows mobile food businesses under strict Upland Municipal Code regulations and guidelines. A City of Upland business license is required in addition to other conditions being met. To learn more about the requirements for obtaining a mobile food business license and permit, please review the Upland Municipal Code: Title 17.33 "Mobile Food Businesses".



**Question:** My business entity is entirely passive or dormant and it is paying a minimum tax to the Secretary of State. Do I still need a City of Upland business license?

**Answer:** Yes. If your business entity is registered as active with the Secretary of State and reporting a business return with the FTB and IRS, it will need a City of Upland business license.

**Question:** I want to report on an illegal business. Who do I contact?

**Answer:** To report an illegal business in the City of Upland, contact the Upland Police Code Enforcement Department at (909) 946-4260. You may also submit your report online at [codeenforcement@uplandpd.org](mailto:codeenforcement@uplandpd.org)

**Question:** I want to report suspicious or specific individuals and prevent them from entering my business. Who do I contact?

**Answer:** To report or request a “No-Trespass” letter be filed regarding specific individuals and/or prevent or deter them from entering onto the premises of your business, please contact the Upland Police Department non-emergency line (909) 982-1331. For emergencies, please call 911.

**Question:** How do I cancel my City of Upland business license?

**Answer:** To cancel your City of Upland business license, please contact our HDL Support Center at (909) 348-0460 or (909) 244-3694.