



April 8, 2025

BUSINESS LICENSES FOR ADMINISTRATIVE OFFICE USE ONLY

Administrative Office Use Only

FREQUENTLY ASKED QUESTIONS

Question: I plan to use my own home as an office for my City of Upland business. Do I need a City of Upland business license?

Answer: Yes. You are required to obtain a City of Upland business license if you are using your home as an office for your business (without customer traffic).

Question: My business is at an Upland commercial or business property which I only use as an administrative office. Is there a special business license I need from the City of Upland?

Answer: No. You do not need to obtain a “special” business license. You must obtain a normal or regular City of Upland business license. Please review the Business License Tax Rate form to learn of the additional cost that may be applicable to your business regarding the number of employees at your administrative office.

Question: I have more than one business location in the City of Upland. One of the locations is only used as an administrative office. Which business license tax schedule applies to my tax account(s)?

Answer: Per the Upland Municipal Code, business licenses are not transferable or exchangeable between business locations. You must obtain a business license for each location. The correct business license tax schedule will be applied based on gross receipts and any additional applicable fee categories. Please review the Business License Tax Schedule for more information or contact our HDL Business Support Center at (909) 348-0460



Question: The nature of my business is operated out of an “Administrative Office” type setting. Customers and clients come to my business for services. Which business license tax and fee schedule must I comply with?

Answer: Although your physical business location is an office setting which provides service to customers, your business no longer qualifies to be identified as an “administrative office” only. Your business license tax will be based on annual gross receipts (according to the Business License Tax Schedule) and the “Professional/Semi-Professional” category on the tax schedule. If you need assistance identifying which tax schedule and/or category fees applies to your business, please contact our HDL Business Support Center at (909) 348-0460. You may also contact the City of Upland Business License Inspector at (909) 931-4133.

Question: My business provides telecommunication and/or virtual services in an administrative office setting. I do not have any employees. Am I counted as the employee and therefore required to pay the additional category fee for administrative employees?

Answer: If you do not have any employees, you are not considered the employee. You are considered the business owner. You are not subject to pay the additional category fee for employees.

Question: My business provides telecommunication and/or virtual services in an administrative office setting. I have a few employees; however, the employees work virtually/telecommute. Am I required to pay the additional category fee for administrative employees?

Answer: Yes, you are required to pay the additional category fee for employees if all employees work virtually or telecommute **AND** if the company is based in Upland.

Question: What happens if I initially had employees physically working in the administrative office and I no longer have employees working physically in the administrative office. Does the City of Upland issue prorated fees or refunds for the additional employee fee?

Answer: No, the City of Upland does not offer prorated fees or refunds for such cases. If there is a change in your reported number of employees, please contact our HDL Support Center at (909) 348-0460 to notify them of the change so you will be billed correctly moving forward.