



Rhode Island Department of Revenue

Division of Taxation

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TAX ADMINISTRATION

ADVISORY FOR TAX PROFESSIONALS
JUNE 08, 2020

Division's office still closed, but many services are available

Taxpayers and others encouraged to use agency's email, website, and portal

PROVIDENCE, R.I. – Due to some damage incurred at the William E. Powers building early on June 2 from the riots in downtown Providence, the Rhode Division of Taxation's office remains closed to the public -- but many services are still available for taxpayers, tax professionals, and other stakeholders.

"Although our office remains closed temporarily, we continue to operate, with certain limitations, and we continue to provide needed services for the State of Rhode Island, its taxpayers, and other stakeholders," said Rhode Island Tax Administrator Neena Savage.

"Virtually all services the Division provides are available via the agency's website, email system, and portal," she said. For example, while there is no walk-in service available, and telephone service is limited, the Division can still be contacted via email, payments may be made electronically, and returns may be filed electronically.

The Division continues to issue tax refunds. The Division continues to accept paper filings and payments by check via the United States Postal Service and via private delivery service (although there may be a brief delay in processing). Furthermore, forms, instructions, notices, rulings, and other publications are available 24 hours a day, seven days a week, from the Division's website: www.tax.ri.gov.

A summary of the services that continue to be available, and those that are temporarily unavailable, is in the table below.¹

| Division of Taxation services: What's available, what's not* | |
|--|-------------------------|
| SERVICES AVAILABLE: | SERVICES NOT AVAILABLE: |
| Electronic payments | Walk-in service |
| Electronic filings | Phone service |
| Payments and filings by mail | |
| Payments, filings by private delivery service | |

* Electronic filings and payments may be made via tax-preparation software, the [Division's portal](#), online by [credit card or debit card](#), or the [Business Tax Filings webpage](#) (depending on the filing and/or payment – not all methods accept all filings/payments). A third-party charge applies to payments by credit card/debit card.

Although the Division will continue to accept payments and filings by mail or private delivery service, such as United Parcel Service (UPS), Federal Express (FedEx), or DHL Express, there may be a brief delay in processing.

Some phone service will be available, but the Division urges use of email.

¹ The Division's office remains closed for maintenance following a minor fire in a remote part of the office early in the morning of June 2, 2020, which was immediately extinguished by the sprinkler system. No one was injured, no records were affected, and the property damage (mainly water, from the sprinkler system) was minimal.

Frequently used services

Following is a list of frequently used email addresses and web links that taxpayers, tax professionals, and other stakeholders may use to reach the Division of Taxation.

| Division of Taxation: Some key contact information* | |
|---|---|
| EMAIL ADDRESSES | |
| Personal income tax | Tax.Assist@tax.ri.gov |
| Forms and instructions | Tax.Forms@tax.ri.gov |
| Sales/use tax, cigarette tax | Tax.Excise@tax.ri.gov |
| Collections | Tax.Collections@tax.ri.gov |
| Corporate and business taxes | Tax.Corporate@tax.ri.gov |
| Estate tax | Tax.Estate@tax.ri.gov |
| Sale of real estate by nonresident | Tax.Assist@tax.ri.gov |
| ADDITIONAL RESOURCES | |
| Main website | http://www.tax.ri.gov/ |
| Coronavirus webpage | http://www.tax.ri.gov/COVID/ |
| Forms and instructions | http://www.tax.ri.gov/taxforms/ |
| Rhode Island Free File program | http://www.tax.ri.gov/misc/efile.php |
| Personal income tax refund status | https://www.ri.gov/taxation/refund/ |
| Portal | https://taxportal.ri.gov/ |
| Business tax EFT filing accounts | https://www.ri.gov/taxation/business/index.php |
| Payments via credit card, debit card | http://www.tax.ri.gov/misc/creditcard.php |
| Employer tax | http://www.uitax.ri.gov/ |
| Detailed list of contact information | http://www.tax.ri.gov/contact/ |
| Division of Taxation blog, for latest news | http://rhodeislandtax.blogspot.com/ |
| Division of Taxation on Twitter | https://twitter.com/RhodeIslandTax |
| <p>* Electronic filings and payments may be made via tax-preparation software, the Division's portal, online by credit card or debit card, or the Business Tax Filings webpage (depending on the filing and/or payment – not all methods accept all filings/payments. A third-party charge applies to payments by credit card/debit card). Limited phone service is available, but the Division urges use of email.</p> | |

- ✓ For the latest information about the Division of Taxation, see, the Division's blog: <http://rhodeislandtax.blogspot.com/>.

The Rhode Island Division of Taxation, part of the Rhode Island Department of Revenue, has normal operating hours from 8:30 a.m. to 3:30 p.m. business days. For more information, contact the Division of Taxation at (401) 574-8829 or see <http://www.tax.ri.gov/contact>
