



Rhode Island Department of Revenue

Division of Taxation

ADV 2020-26
TAX ADMINISTRATION

ADVISORY FOR TAX PROFESSIONALS
JUNE 03, 2020

Division's office remains closed through Friday, but many services still available

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

PROVIDENCE, R.I. – Due to some damage incurred to the William E. Powers building from Monday's riots in downtown Providence, the Rhode Island Division of Taxation's office will remain closed to the public through Friday, June 5, 2020, but the Division continues to offer a number of services to taxpayers, tax professionals, and other stakeholders.

The Division's first-floor office remains closed to the public, with no walk-in service and limited telephone service. Nevertheless, taxpayers, tax professionals, and others may still contact the Division via email, make payments electronically, and file 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.

"Although our office remains closed through Friday, June 5, 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. A brief list of the services that continue to be available, and the few that are temporarily unavailable through June 5, is in the table below. A list of frequently used email addresses and Division website links is on the next page of this Advisory.¹

Division of Taxation services this week: 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 is 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>	

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>
