



Rhode Island Department of Revenue

Division of Taxation

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TAX ADMINISTRATION

ADVISORY FOR TAX PROFESSIONALS
JUNE 11, 2020

Division's office reopens tomorrow

Taxpayers and others should still use agency's phones, email, website, and portal

PROVIDENCE, R.I. – The Rhode Island Division of Taxation's office reopens to the public tomorrow, Friday, June 12, 2020, but the Division continues to urge taxpayers and others to use its phone system, email system, website, and portal, instead of in-person visits, to limit the spread of the coronavirus (COVID-19).

Due to some damage incurred at the William E. Powers building early on June 2, 2020, from the riots in downtown Providence, the Division's office was closed to the public to allow for clean-up and maintenance. Nevertheless, many services continued to be available for taxpayers, tax professionals, and other stakeholders.

"Although our office remained closed temporarily, we continued to operate, with certain limitations, and we continued to provide needed services for the State of Rhode Island, its taxpayers, and other stakeholders," said Rhode Island Tax Administrator Neena Savage. Still, phone service was limited, and all walk-in service was unavailable during the damage remediation.

As of 8:30 a.m. tomorrow, Friday, June 12, the Division's office will be open; full phone service will be available, as will limited walk-in/drop-off service. (Normal operating hours continue to be 8:30 a.m. to 3:30 p.m.) Although the Division's office reopens tomorrow, the Division still encourages taxpayers, tax professionals, and others to avoid visiting the office due to the pandemic. "We appreciate the patience that our stakeholders have shown during the remediation period. We want them to know that, starting tomorrow, our cashier window and our reception area will be open for limited walk-in/drop-off service, and all our phones will be staffed during normal operating hours," she said.

"We continue to encourage taxpayers to use our drop box (located inside the Powers Building, at One Capitol Hill in Providence) and use our email, telephone, and online services to communicate with the Division," Savage said. "This is in keeping with the State of Rhode Island's continuing effort to limit the spread of the coronavirus."

Virtually all services the Division provides are available via the agency's phone system, website, email system, and portal. For example, the Division can 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. 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 more detailed listing of the Division's most frequently used phone numbers, email addresses, and web addresses appears on the following page.

The following table includes some of the most frequently used phone numbers and email addresses.

Rhode Island Division of Taxation – key phone numbers, email addresses		
Personal income tax	(401) 574-8829 (option #3)	Tax.Assist@tax.ri.gov
Forms and instructions	(401) 574-8970	Tax.Forms@tax.ri.gov
Sales/use tax, cigarette tax	(401) 574-8955	Tax.Excise@tax.ri.gov
Collections	(401) 574-8941	Tax.Collections@tax.ri.gov
Portal	(401) 574-8484	TaxPortal@tax.ri.gov
Corporate and business taxes	(401) 574-8935	Tax.Corporate@tax.ri.gov
Estate tax	(401) 574-8829 (option #8)	Tax.Estate@tax.ri.gov
Sale of real estate by nonresident	(401) 574-8829 (option #4)	Tax.Assist@tax.ri.gov
Employer taxes (including UI, TDI)	(401) 574-8700	
Registering a business	(401) 574-8938	
Main phone number	(401) 574-8829	

Phones are typically staffed from 8:30 a.m. to 3:30 p.m. business days.

The following table includes some of the most frequently used web addresses.

Rhode Island Division of Taxation – frequently used web addresses*	
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

* 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).

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>
