Special Notice

CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION
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CDTFA WEBSITE
www.cdtfa.ca.gov

CUSTOMER SERVICE CENTER
1-800-400-7115

TTY
711

Changes to Online Services: Cigarette and Tobacco Products Retailer License Fee Accounts

The California Department of Tax and Fee Administration (CDTFA) is improving its online services. Beginning on May 7, 2018, your cigarette and tobacco products retailer's license(s) will be moved to the CDTFA's enhanced online system, referred to as the Centralized Revenue Opportunity System (CROS). Here are some important details about our new online system:

Logging In:

- Go to *www.cdtfa.ca.gov* and click on the login button to begin the login process when the new system is released on May 7, 2018.
- You will be asked to register in our new system using a unique security code that will be mailed to the address we have on file for you. The security code is required to complete the login process.
- Your current User ID and Password will not be valid in our new online system.

License Renewals:

- You will continue to renew your license(s) annually using our new online system.
- You will continue to receive reminders prior to your renewal date.

Email and Mailing Address Updates:

- To receive reminders to file, other updates, and to ensure that your security code for the new system is mailed to the correct address, please confirm or update your email and mailing address with us at: *STFRegUpdates@cdtfa.ca.gov*. You may also call our Customer Service Center at 1-800-400-7115 (TTY:711). Follow the prompts for *Special Taxes and Fees, Registration and Licensing*, then *Cigarette Licensing*. Representatives are available weekdays from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.

Important information about the new services, system interruptions, and how to access your account will be available on our website. For more information, please visit us at *www.cdtfa.ca.gov/services/cros/htm*.

Please Note**:** Due to system upgrades, online services will be temporarily unavailable from May 1, 2018 at 3:00 p.m. (Pacific time), through May 6, 2018.