



# SPECIAL NOTICE

CALIFORNIA DEPARTMENT  
OF TAX AND FEE  
ADMINISTRATION  
450 N Street  
Sacramento, CA 95814

**GAVIN NEWSOM**  
Governor

**YOLANDA RICHARDSON**  
Secretary  
Government Operations Agency

**NICOLAS MADUROS**  
Director

CDTFA WEBSITE  
[www.cdtfa.ca.gov](http://www.cdtfa.ca.gov)

CUSTOMER SERVICE CENTER  
**1-800-400-7115**  
CRS  
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## Important Information for California Cigarette Tax Stamp Purchasers – Stamp Order System Down November 5, 2020, 10:00 a.m. to November 9, 2020, 12:00 p.m.

On November 5, 2020, the California Department of Tax and Fee Administration (CDTFA) will shut down its online services for system upgrades with services restored on November 9, 2020. The CDTFA is working to mitigate any potential inconvenience by sharing outage details early, allowing distributors to plan accordingly for this temporary outage:

- **Wednesday, November 4, 2020** – Cigarette distributors are encouraged to review their stamp inventory to ensure they have an ample supply of stamps in their possession during the system outage and place cigarette stamp orders accordingly.
- **Thursday, November 5, 2020** – CDTFA's online stamp ordering system is scheduled to shut down at 10:00 a.m. (Pacific time).
- **Monday, November 9, 2020** – The online stamp ordering system will resume operations at 12:00 p.m. (Pacific time). Stamp purchase orders received on November 9, 2020, will be processed the following day.

If you have specific questions regarding cigarette tax stamp purchases, you may contact the cigarette tax stamp desk at 1-916-341-6923. Assistance is available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays. For information about stamp orders, please see [publication 63](#), *Cigarette Distributor Licensing and Tax Stamp Guide* on our website at [www.cdtfa.ca.gov](http://www.cdtfa.ca.gov).