



SPECIAL NOTICE

CALIFORNIA DEPARTMENT
OF TAX AND FEE
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Revisions to the California Cigarette Tax Stamp Ordering Process *and* Launch of New Online Services Effective August 12, 2019

The *California Cigarette Tax Stamp Purchase Order* will be included in our new online services system. To help you prepare, here are some important details about ordering cigarette tax stamps in the new system with the California Department of Tax and Fee Administration (CDTFA).

What to expect

- Beginning August 12, 2019, you will submit your cigarette tax stamp payments directly to the CDTFA through our new online services system.
 - Payment will no longer be processed through Bank of America directly.
- Your cigarette stamp order(s) will be completed using our new online services system.
- Individuals using the cigarette stamp order and/or payment process will need to create a login within the new system before submitting orders and/or payments. See *How to login* below.
- You will be provided with two separate account numbers in the new system, one for ordering cigarette tax stamps and another for filing your *Cigarette Distributor's Tax Report*.
 - Select the *Cigarette Stamp Account* to order stamps and/or file a claim for refund of taxes paid on stamps affixed to unsalable packages of cigarettes or unaffixed stamps.
 - Select the *Cigarette Distributor/Importer* account type to file your *Cigarette Distributor's Tax Report*.

How to login

- Your existing *User ID*, *Password*, and *Express Login* for this account will not be moved to the new online services system.
- You will need to sign up for a new *Username* and *Password*. We will mail a security code to the address we have on file, so you may complete the login process. Watch for our letter with information about how to sign up.

How to prepare

Please confirm or update your email and mailing address with us at STFRegUpdates@cdtfa.ca.gov or contact the cigarette tax stamp desk at 1-916-341-6923. Assistance is available weekdays from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.

Questions

For more information on the upcoming changes to our online services, please see our FAQ page at www.cdtfa.ca.gov/services/cros.htm.