

## Coronavirus Disease 2019 (COVID-19) in Colorado: State & National Resources

# COVID-19 Updates

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**\*\*\*We encourage you to frequently check this page for updates, as our response to COVID-19 is evolving.\*\*\***

## Colorado Department of Revenue - In-Person Services Suspended

We are open for business online and by phone. Please try to use one of the alternative [contact methods](#) listed below.

### Operations Modifications

Tax Service Centers are closed for one month. Please review the [Available Services](#) section below for more detailed information.

### Income Tax Deadlines Extended

The income tax payment deadline has been extended for all Colorado taxpayers by 90 days until July 15, 2020. All income tax returns that were required to be filed by April 15, 2020 are granted a six-month extension, and are due on or before October 15, 2020. [Click here for more information.](#)

### COVID-19 Public Health Updates

The Colorado Department of Public Health and Environment (CDPHE) has been working hard to detect and contain COVID-19, and has been partnering with federal and local health departments. For the latest health information [visit the CDPHE website.](#)

### Resources for Businesses & Tax Professionals

- [Tax Professionals](#)
- [Small Businesses](#)

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## How to Call Us or Visit Us Online

## Visit Our Website

[Colorado.gov/Tax](https://colorado.gov/Tax) is the best place to start when looking for general information. We have been making many improvements to the website and add new content regularly. You can access [forms](#), [how-to videos](#), [guides for various tax types/topics](#) and many more informational resources. You can also [sign up to receive regular email updates](#) for various tax types and topics.

Also, many tax filing and account management tasks can be done by using [Revenue Online](#). By filing and managing your tax account online, you will not need to visit an office to pick up paper forms. [Click here to see what you can do using Revenue Online.](#)

## Call Us

The Taxpayer Service Helpline is a great resource for Coloradans. To help keep call hold times low, please only call the [Taxpayer Helpline](#) if you need personalized assistance with your unique tax situation or tax account. Most general questions can be answered by reviewing the information on our website.

CDOR also has dedicated teams for many taxation operations. Please be sure to call the dedicated team instead of the Taxpayer Helpline for the following:

- [Collections](#): 303-205-8291
- Compliance: 303-866-3711
- [EFT/Electronic Payment Help](#): 303-205-8333
- [Report Tax Evasion, Fraud or Scams](#): 303-205-8262
- [Excise Tax Unit \(Cigarette, Tobacco Products, Liquor\)](#): 303-205-6848
- [Fuel Tax Unit \(Fuel & IFTA\)](#): 303-205-8205
- [Marijuana Information Line](#): 303-205-8287
- Bankruptcy: 303-866-3711
- Discovery: 303-205-8292
- Field Audit: 303-692-7981

## Send Us a Fax

Did you know you can fax the Department? You can send a wide variety of forms to the following dedicated teams:

- Business Tax Accounting Section (BTAS): 303-866-3211
  - [Contractor Exemption Applications](#)
  - [Certificate of Exemption for Nonprofits Applications](#)
  - Written requests for copies of exemption certificates
- Registration Control: 303-866-4176
  - [Withholding Account Applications](#)
  - [Power of Attorney Forms](#)

- [Third Party Access Requests](#)
- [E-Filer Attachment Forms](#)
  - NOTE: Be sure to include your attachments with the faxed form.

## Email Us

If you cannot find what you are looking for on the website, you can email one of our dedicated service teams for help. Please be sure to email the team who specializes in the tax situation you are inquiring about. General questions can usually be answered by visiting our website at [Colorado.gov/Tax](http://Colorado.gov/Tax).

- Excise Accounting Unit: [DOR\\_ExciseTax@state.co.us](mailto:DOR_ExciseTax@state.co.us)
  - Marijuana, Cigarettes, Tobacco Products, and Liquor
- Fuel Tax Unit: [DOR\\_FuelTax@state.co.us](mailto:DOR_FuelTax@state.co.us)
- Collections: [DOR\\_Collections@state.co.us](mailto:DOR_Collections@state.co.us)
- Compliance: [DOR\\_Compliance@state.co.us](mailto:DOR_Compliance@state.co.us)
- Bankruptcy: [DOR\\_TAC\\_Bankruptcy@state.co.us](mailto:DOR_TAC_Bankruptcy@state.co.us)
- Discovery: [DOR\\_Discovery@state.co.us](mailto:DOR_Discovery@state.co.us)
- Criminal Tax Investigations: [DOR\\_TaxInvestigations@state.co.us](mailto:DOR_TaxInvestigations@state.co.us)

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## Available Taxpayer Services

### Tax Assistance

Taxpayer Service Centers will be closed to the public but customers needing assistance can call the Taxpayer Helpline at 303-238-7378 from 8:00 a.m. to 4:30 p.m. MDT, Monday through Friday.

### Services Available Online

- Any service done via ROL can be done over the phone
- Helping with individual tax issues and all things related to income tax
- Helping businesses with sales tax returns and all business tax issues
- Revenue Online (ROL) Account setup, maintenance and recovery
- Revenue Online Services will still be available:
  - Make a Payment
  - File an income tax or sales tax return
  - Check the status of a refund
  - Request a copy of your return
  - Respond to an inquiry letter
  - File a protest

- File a PTC application
- Submit Year End Withholding
- Submit POA
- Request a letter ID
- Verify a license or certificate
- View delinquent taxpayer list
- Submit an e-filer attachment

## Cigarette Stamps

Excise tax cigarette stamps will be available to be ordered via phone or by email to licensed wholesalers from the Department of Revenue:

- No walk-ins for pick-up of cigarette stamps will be available.
- 20 cigarettes per stamp rolls, wide 20 count rolls, 20 count sheets and 25 cigarette per stamp rolls.
- The Licensed distributors may order cigarette stamps by calling the Department of Revenue at 303-866-2570 or emailing [dor\\_cdp-research\\_unit@state.co.us](mailto:dor_cdp-research_unit@state.co.us).

The Department of Revenue will only be shipping cigarette stamps once per week. All orders have to be received by 4 pm Tuesday to guarantee mailing on the next day, Wednesday.

## International Fuel Tax Agreement (IFTA) Decals

If taxpayers need to obtain an International Fuel Tax Agreement (IFTA) decal, we would ask that they first call the FuelTax Unit at 303-205-8205, option 1, to handle the account specific issues. After that call, taxpayers can arrange a time to pick up the IFTA decal.

## Tax Return Processing

- Income Tax Returns will be received and processed electronically and via mail.
  - A secure drop-off box is located at Taxpayers services at 1375 Sherman St., Denver, Co 80203, and will soon be located outside of additional facilities for those who want to drop off their returns, mail and any forms.
- Severance Tax will function normally.

## Tax Auditing and Compliance

Tax Auditing and Compliance locations will be closed to the public while auditors continue to work normal caseloads.

## Tax Fraud & Discovery

Tax Fraud will still take phone calls and emails from the public.

## Tax Training Classes

Out of an abundance of caution, all in-person tax training classes have been suspended until further notice. Visit the [Tax Training section of our website](#) for virtual tax training and financial educational resources. Also, a live tax training webinar is scheduled for April 16th, from 9:00 a.m. to 12:30 p.m. MDT. [Click here to sign up.](#)

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## Income Tax Deadline Extension

Governor Jared Polis has extended the income tax payment deadline for all Colorado taxpayers by 90 days until July 15, 2020. Interest from the due date of the payment until July 15, 2020 is waived. All income tax returns that were required to be filed by April 15, 2020 are granted an automatic six-month extension, and are due on or before October 15, 2020.

In addition, the deadline for estimated payments has also been extended for the 2020 tax year. The penalties for estimated payments are also waived until July 15, 2020. This extension and these waivers do not apply to payments due pursuant to a notice of deficiency, notice of final determination, demand for payment, installment agreement, closing agreement, or other agreement or requirement to pay.

This is similar to the Internal Revenue Service (IRS) extension, but applies to any income tax payment, regardless of the amount. Unlike the federal government, the state will not impose any caps on the amount of tax that can be deferred.

The Governor also directed the Colorado Department of Revenue (CDOR) to coordinate with local governments that choose to extend tax payment deadlines for property tax, and sales and use tax.

For more detailed information, review Executive Order # D 2020-010 on the [Governor's Office website](#).

Please note that the extensions and waivers granted by this notice apply only to the payments and returns described above. They do not apply to other returns, filings, or payments required to be made, including, but not limited to, withholding tax required to be paid under sections 39-22-604 and 39-22-604.5, C.R.S.

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## Resources for Tax Professionals

[The website has a new section just for you.](#) It contains [guidance publications](#), [training materials](#), [tax policy information](#), and many other resources designed for tax professionals. If you cannot find what you

are looking for online, please reach out to a dedicated tax team listed above or email the Office of Public Information & Education at [DOR\\_TaxInfoEmail@state.co.us](mailto:DOR_TaxInfoEmail@state.co.us) for further assistance.

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## Resources for Small Businesses

Colorado small businesses impacted by COVID-19 can seek individual small business loans up to \$2M as part of the Small Business Administration's Economic Injury Disaster Loan program. Small businesses throughout all 64 counties may seek SBA Economic Injury Disaster Loans. Governor Jared Polis [announced](#) that Colorado's application for federal disaster area designation has been approved. For more information, visit the [Office of Economic Development & International Trade \(OEDIT\) website](#).

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