



State of Utah

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Utah State Tax Commission

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Commissioner

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News Release

March 16, 2020

Changes to Procedures at the Utah State Tax Commission

Salt Lake City, Utah – The Utah State Tax Commission and its divisions announce the following changes to procedures to comply with recommendations to help slow down the spread of COVID-19, the NOVEL Corona Virus. We are doing everything possible to address the needs of the public with regard to services provided by the Tax Commission.

****Please note**** As the situation continues to evolve, there may be more changes and restrictions to protect our employees and the public.

Please refer to our website: <http://tax.utah.gov> for continued updates. Thank you for your understanding.

The Tax Commission is currently open for normal hours **HOWEVER**, in-office services will be limited. Please refer to the following information with explanations of restrictions in each division. We will update the message if the situation changes. But we strongly encourage the public to complete as much business online as possible.

Taxpayer Services:

- The due date of the Utah individual income tax return is the same day as the due date of the federal individual income tax return. If the IRS changes the due date due to the outbreak, Utah's due date will also be extended.
- The due dates of Utah corporate and pass through entities is set by state statute and will not be effected by IRS changes in the due dates for those returns without action by the legislature.
- Agents will be available at 801-297-2200 or 800-662-4335 for assistance Monday-Friday, 8:00 a.m. – 5:00 p.m.
 - Counter agents will **only** be available for:
 - Immediate lien release with certified funds (Cashier's check or cash)
 - Cash payments

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- E-filed returns with refunds will not be delayed.
- Use the online systems Taxpayer Access Point (TAP) at <http://tap.utah.gov> for the following:
 - File individual income tax returns
 - Request IFTA/SFU decals (no longer available for pick-up. Mail only)
 - Request Cigarette stamps (no longer available for pick-up. Mail only)
 - Make payments for all tax types
 - e-Check with no fees
 - Credit Card payments (see TAP for details)
 - Check your income tax refund status
 - Submit ID Verification Documents
 - File your business tax returns
 - Apply for a Tax Account (TC-69)
 - All other transactions

Division of Motor Vehicles:

- The following adjustments to DMV operations are being made to be in compliance with Governor Herbert's direction to limit person-to-person contact and limit the size of public gatherings while continuing to provide necessary services.
- Effective Monday, March 16, 2020, public access within DMV offices will be controlled and may result in longer waits. To decrease wait times, some services will be limited. Due to staff shortages, smaller offices may be closed for a period of time.
- For registration renewal, use online Renewal Express <https://secure.utah.gov/rex/index.html>, visit an ON THE SPOT station or use the drive thru service, where available, at an office. Renewals will only be processed at the drive thru for the following offices: Ogden, Farmington, Salt Lake, South Valley and Hurricane.
- Beginning Monday, March 23, 2020 it is anticipated that you will be able to schedule an appointment time with the DMV. This option and process will be accessible at the DMV website <https://dmv.utah.gov>.
- We apologize for any inconvenience this may cause and ask that you plan ahead for any interactions that require you to visit a DMV office. Additional updates will be provided as required by the current emergency situation.
- Current updated information is available at <https://dmv.utah.gov>.
- The following DMV offices are currently closed until further notice:
 - Park City
 - Coalville
 - Kamas
 - Moab
 - Vernal

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Tax Appeals:

- All scheduled appeals hearings will be held by telephone from March 23 through April 24, 2020. Due to COVID-19 precautions, the Tax Commission will hold all events as scheduled, but will hold the events via telephone conference only. Individuals appearing in person will not be accommodated. If you have questions on how to proceed with a telephone hearing, or if you feel your position will be unduly prejudiced by a telephone hearing, rather than an in-person hearing, please call 801-297-2282. **To appear by telephone, you must call 15 minutes prior to the hearing at 801 297-2282 for further instructions.**
- If you have questions or require special accommodations, please call 801-297-3900 in advance of the hearing.
- If you have recently submitted a motion to withdraw or a stipulation, please disregard this notice.

Property Tax:

- The Property Tax Division functions will continue without interruption.
- Most of the work will be completed using email and phone communication.
- Centrally Assessed taxpayers have an individual contact for their industries.
- Please contact our analyst assigned to your industry if you have any questions.
- Phones have been forwarded to telework locations.
- Email will likely be the best and surest form of communication.
- County government officials may continue to contact any management or analyst you need to respond to your questions.

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