



# Rhode Island Department of Revenue

## Division of Taxation

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### **NOTICE TO VISITORS**

### **CASHIER OFFICE HOURS: 9-3:30 STARTING JUNE 1**

This Notice is to inform you that beginning June 1, 2022, the Division of Taxation's Cashier Office hours will be as follows:

Monday – Friday  
Cashier: 9am to 3:30pm  
Drop Box: 8:30am to 4 pm

Most payments to the Division may be made electronically.<sup>1</sup> Below is a brief guide to the different payment options that may be available to you.

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Portal: If you are already registered to use the Division of Taxation's Taxpayer Portal, you may use the portal to make many payments.

- If you are not already registered for the Taxpayer Portal, you can create an account online: <https://taxportal.ri.gov/>. This option is best for taxpayers who intend to also use the Taxpayer Portal repeatedly.
- First-time users must create an account, obtain a PIN (delivered by postal mail – so give yourself plenty of time), and validate their account. Instructions, including helpful videos are available at: [www.taxportal.ri.gov](http://www.taxportal.ri.gov).
- For those taxpayers who do not intend to use the Taxpayer Portal again at a later date, but would like to use it for a one-time payment, you can pay using same-day guest payments. This method does not require you to obtain a PIN.

Bill Pay: Your bank or credit union may let you use their “bill pay” feature to make tax payments. Check with your financial institution for details. When making a payment through “bill pay” remember to include as much information as possible on the payment. This will ensure that the payment amount is properly credited to your amount due. Payments must be sent to the following address, not to a post office box:

Rhode Island Division of Taxation  
One Capitol Hill  
Providence, RI 02908

Debit/Credit Card: You can pay your amount due by using a debit or credit card. VISA, American Express, MasterCard, and Discover Card are accepted. Please be aware that card payments are subject to fees. For more information, or to make a payment by card, visit: <https://tax.ri.gov/online-services/make-payment-online/credit-card-payments>.

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<sup>1</sup> License blocks must be paid by bank check or cash.

Pay by Check: Electronic payments are strongly advised. However, some payments may require use of check or bank check. When paying by check, be sure that your check is accompanied by a payment voucher. This ensures that your payment is properly and promptly credited to your amount due. If you or your tax preparer use tax preparation software, you can use the payment voucher provided by the software program. You can also use the Division's voucher available at: <http://www.tax.ri.gov/taxforms/>.

Cash: If you must pay with cash, you may do so by visiting the Division's Cashier Office. Please ensure you have the exact amount due, a photo ID, and the account identification number. You can pay by cash at the Cashier window or by Drop Box on business days from 9am to 3:30pm at:

Rhode Island Division of Taxation  
One Capitol Hill  
Providence, RI 02908

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Contact Information: For questions about this Notice, contact the Rhode Island Division of Taxation's Compliance and Collections section by telephone at (401) 574-8941, by email: [Tax.Collections@tax.ri.gov](mailto:Tax.Collections@tax.ri.gov).

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