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| The March DOR News edition was delayed to include some important information. **New Commissioner at DOR**Governor Baker [announced](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=a3d49ba6d2&e=98d991bd99) that beginning March 30, Geoffrey Snyder would be the new Commissioner of DOR. Commissioner Snyder is not a stranger to DOR. From 2016 into 2019, he served as Deputy Commissioner of Administrative Affairs and then Acting CFO. In the Commissioner’s message to DOR staff he said, “The environment in which we find ourselves working is truly unprecedented. Our DOR community will continue to take every precaution to reduce the risk for employees as we continue to provide services that are vital to the Commonwealth. “**DOR response to COVID-19 coronavirus emergency**DOR is operating under Governor Baker’s business emergency order. While DOR may have to modify some services, we are determined to support taxpayers. **On April 3, the Department issued** [TIR 20-4](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=3086c7ee9f&e=98d991bd99) **covering information about  tax filing and payment relief for personal income taxpayers (including fiduciary income taxpayers),  and corporate excise taxpayers affected by COVID-19.**Included in the TIR is information about changes to due dates forpersonal income tax filings and payments which were originally due April 15, 2020 and are now due July 15, 2020.  In addition, the Department will waive any late-file and late-pay penalties that apply to corporate excise returns and payments due April 15th, 2020 that are filed and paid by July 15, 2020. The TIR also explains the relief provided with respect to individual estimated tax payments. Please see the [COVID-19 Coronavirus Response Update from DOR webpage](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=fbe53df27c&e=98d991bd99) for additional updates. **Additional changes to deadlines**Changes have been made to deadlines and penalties for some vendors responsible for Sales and Use Taxes - including Meals Tax, and Room Occupancy Excise. Detailed information is available on the [DOR information page](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=fb22c0b02c&e=98d991bd99). **Tax or Debt Resolutions**Relief is available for a number of compliance actions to ease the burden on those currently facing tax or child support issues. Please review the changes related to appeals, audit, collections, and litigation on the [DOR information page](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=3a566661ac&e=98d991bd99). **Refunds**Refunds are being issued. We highly recommend that taxpayers who are owed a refund file as soon as possible. Taxpayers should file electronically and request direct deposit for the quickest way to get a refund. Filing on paper, or requesting a mailed paper check, will likely delay refunds. **Electronic filing and paying**The electronic filing of returns and electronic payments continue without interruption. Direct deposit refunds will also continue without interruption. **Submit documentation online**The best way to get information to DOR when it’s requested is to upload it through [MassTaxConnect](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=bcab8ce982&e=98d991bd99) under “Submit documentation.” It’s fast, it’s easy and no account is required. If you need help submitting your documents, call us at 1-617-887-6367. **Paper returns and payments**While electronic systems are up and running as usual, filing or paying on paper requires human intervention and processing will take additional time.  Choose to securely file your tax return, and make payments, electronically. It’s fast, it’s safe, and you will have an electronic record. **Customer service contact center**Customer service telephone contact centers are up and running and available for questions. Please choose the [self-service options](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=f756178d04&e=98d991bd99) on the DOR website or [contact DOR](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=db8493d387&e=98d991bd99) by email or phone for information. Walk-up counters, for both tax and child support assistance, are temporarily closed. Tax kiosks are also closed.  **Free tax preparation assistance**Not surprisingly, many of the physical sites for tax preparation services for low income, ESL and senior taxpayers are temporarily closed. Checking in with these [organizations](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=09bc90bec6&e=98d991bd99) is recommended to see what services are being offered.**More information - filing and payment deadlines, penalty relief and tax and debt resolutions**Visit the [Important COVID-19 Coronavirus Response Update from DOR](https://mass.us11.list-manage.com/track/click?u=0e9e2209abd5f7062568d9a19&id=8a7581fa1d&e=98d991bd99) page now for detailed information on filing and payment extensions and penalty relief. You will also find information on tax and debt resolutions. The DOR website will be regularly updated with important information. We appreciate your understanding as we all navigate through this extraordinary situation. |

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| **DOR News - March 2020**  |

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