

The Missouri Department of Revenue takes its commitment to continuously improve the service we provide to the citizens of Missouri very seriously. The Department of Revenue has a number of tools available to help our customers when it comes time to pay their Missouri taxes, if they need assistance.

The following resources are available for taxpayers.

- The Department has created a dedicated phone line for customers who have questions about their 2018 return. Customers can dial (573) 522-0967 for assistance.
- Customers who are unable to resolve their tax obligation immediately may set up a payment plan with the Department, either online or by phone. Internet installment agreements can be accessed at dor.mo.gov/cacs/. The Department encourages customers to utilize the online service, which is quick, secure and offers the same options as are available by phone.
- Taxation Division call center agents will be offering abatement of penalties and will work with customers to adjust balances for interest as part of conversations with taxpayers who have a balance due.
- The Department is following the Internal Revenue Service's lead and will not impose penalties for underpayment of estimated tax, provided that the taxpayer has paid at least 85 percent of the tax owed by April 15, 2019. The standard threshold is 90 percent. Read the IRS announcement [here](#).
- As it always does, if a customer is still unable to pay their taxes in full after all traditional payment options have been exhausted, the Department will evaluate if an Offer in Compromise agreement is an appropriate next step. Customers can dial (573) 522-0967 for assistance.
- Taxpayers can once again sign up to receive automatic text and email alerts each time the status of their state tax return is updated. To enroll in alerts, customers need three pieces of information: their Social Security number, filing status and anticipated refund or balance due. To access the Missouri Return Inquiry System and sign up for automatic text and email alerts, please visit dor.mo.gov/returnstatus/.

The Department is also urging all taxpayers to check their state withholding and estimated payments and adjust them, as appropriate, to achieve their desired result over the course of 2019. Customers may find additional information regarding the 2019 withholding tax and MO W-4 changes, as well as the MO W-4 Form and the withholding tax calculator at dor.mo.gov/business/withhold/.

Finally, the Department encourages citizens and businesses to check the Department of Revenue website and social media platforms often for important and helpful information.

The Department of Revenue stands ready to serve and work with all Missourians to ensure they are able to meet their tax obligations as quickly, and as easily, as possible. We look forward to demonstrating our commitment to providing exceptional customer service throughout this tax season and every day thereafter.

Sincerely,



Joel Walters, Director

