



# SPECIAL NOTICE

CALIFORNIA DEPARTMENT  
OF TAX AND FEE  
ADMINISTRATION  
450 N Street  
Sacramento, CA 95814

**GAVIN NEWSOM**  
Governor

**MARYBEL BATJER**  
Secretary  
Government Operations Agency

**NICOLAS MADUROS**  
Director

CDTFA WEBSITE  
[www.cdtfa.ca.gov](http://www.cdtfa.ca.gov)

CUSTOMER SERVICE CENTER  
**1-800-400-7115**

TTY  
**711**

## Important Information for California Cigarette Tax Stamp Purchasers — Stamp Order System Down August 6, 2019, 10:00 A.M. to August 12, 2019, 12:00 Noon

On August 6, 2019, the California Department of Tax and Fee Administration (CDTFA) will shut down its online services for system upgrades with services restored on August 12, 2019. The CDTFA is working to mitigate any potential inconvenience by sharing outage details early, allowing distributors to plan accordingly for this temporary outage:

- Monday, August 5, 2019 – Cigarette distributors are encouraged to review their stamp inventory to ensure they have an ample supply of stamps in their possession during the system outage and place cigarette stamp orders accordingly.
- Tuesday, August 6, 2019 – CDTFA's online stamp ordering system is scheduled to shut down at 10:00 a.m. (Pacific time). Faxed stamp purchase orders received after 10:00 a.m. (Pacific time) will be processed after 12:00 noon (Pacific time) on August 12, 2019.
- Monday, August 12, 2019 – The online stamp ordering system will resume operations at 12:00 noon (Pacific time). Stamp purchase orders received (online or fax) on August 12, 2019 will be processed the following day.

*Please note:* Beginning August 12, 2019, the stamp ordering and payment operations will be included in our new online services system and payments will be processed by the CDTFA directly.

If you have specific questions regarding cigarette tax stamp purchases, you may contact the cigarette tax stamp desk at 1-916-341-6923. Assistance is available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays. For information about stamp orders please see [publication 63](#), *Cigarette Distributor Licensing and Tax Stamp Guide* on our website at [www.cdtfa.ca.gov](http://www.cdtfa.ca.gov).