



CDTFA
CALIFORNIA DEPARTMENT OF
TAX AND FEE ADMINISTRATION



**STATEWIDE
COMPLIANCE
AND OUTREACH
PROGRAM**

Why have you contacted me?

We plan to visit most of the businesses in our state for routine permit and license verifications under our [Statewide Compliance and Outreach Program \(SCOP\)](#). We intend to:

- Confirm you have the state tax and fee permits and licenses you need,
- Make sure you have access to the many resources we provide,
- Verify that our records on your business are updated and correct,
- Allow you to meet a representative who can provide information and answer your questions, and
- Ensure you understand your reporting requirements.

This program is part of a statewide effort to educate business owners, increase tax compliance, and ensure our compliance system is fair. The permit and license verification does not replace audits or other tax compliance or enforcement activity.

What permits and licenses do I need?

If you sell or lease merchandise, you must have a California seller's permit. State law requires the seller's permit to be prominently displayed at your place of business (Revenue and Taxation Code [R&TC] section 6067).

You may also need a permit or license for other tax and fee programs we administer. For example, California law requires businesses that sell cigarettes or tobacco to have a separate license for the sale of those products. When we visit your

business, we will provide you information on how to register for any permits and licenses you may need.

Am I required to register for use tax reporting?

California law requires a “qualified purchaser” to register with the California Department of Tax and Fee Administration (CDTFA) and annually report and pay use tax directly to us, as required by [R&TC section 6225](#). You should report and pay the use tax through our online filing system. A “qualified purchaser” includes any business not otherwise required to register with us for sales and use tax purposes that makes more than \$10,000 in purchases subject to use tax (excluding vehicles, vessels, or aircraft) per calendar year if the use tax imposed on those purchases has not otherwise been paid to a retailer engaged in business in this state or authorized to collect the tax. This definition of “qualified purchaser” is effective from January 1, 2024, through December 31, 2028. For additional information, see [publication 126, Mandatory Use Tax Registration for Service Enterprises](#), on our website at www.cdtfa.ca.gov.

See our [online guide, California Use Tax, Good for You. Good for California](#), to learn more about the California use tax.

What will happen during the permit and license verification visit?

SCOP representatives will visit your business, identify themselves, and show CDTFA-issued identification. The representatives will then determine whether you are selling or leasing merchandise that requires a seller's permit.

If you are required to have a seller's permit, and it is not on display, the SCOP representatives will ask to see it. They will also ask to see any additional CDTFA-issued permits and licenses you may have and your local business license.

SCOP representatives will verify that our records on your business are correct. They may also ask you for more information about your business operations to ensure you understand your reporting requirements. Finally, they will ask you if you have any questions.

If you need to register for a seller's permit or license, the SCOP representatives will provide information on how to apply using online registration available at www.cdtfa.ca.gov/services. Registration is also available in our offices—www.cdtfa.ca.gov/office-locations.htm. You will need to register within one week. Our registration system will ask you questions about your business. Your response will identify any tax and fee program(s) for which you need to register. Please contact our Customer Service Center for assistance at 1-800-400-7115 (TTY:711).

Keeping records

It is vitally important that you keep accurate and complete records. California law requires that you keep sales and purchase records, receipts, resale certificates, and normal books of account. Records must be kept for at least four years. For more information, see [Regulation 1698, Records](#).

What are my rights?

You have specific legal rights as a California taxpayer. Our employees must honor and protect your rights every time we interact with you. Your rights as a California taxpayer include the right to:

- Courteous and prompt service,
- Fair treatment,
- Confidentiality, and
- Information and assistance.

Can I file a complaint if I have concerns about the verification visit or the representative's behavior?

Yes. If you believe a SCOP representative was unprofessional or violated your rights, you may file a complaint by calling or writing your local SCOP Team office.

You can find a list of SCOP Team offices on our website www.cdtfa.ca.gov/taxes-and-fees/SCOP.htm#Contact, by contacting your local CDTFA office, or by calling our Customer Service Center.

A supervisor will investigate your complaint and will contact you to address your concerns.

If you cannot resolve your problem with a supervisor or manager or prefer to have your complaint handled outside the Field Operations Division, you may contact the Taxpayers' Rights Advocate (TRA) Office.

Taxpayers' Rights Advocate

www.cdtfa.ca.gov/tra

1-888-324-2798

The TRA Office assists taxpayers when they are unable to resolve account issues through normal channels, when they need information regarding procedures relating to a particular set of circumstances, or when there are possible rights violations.

Write to TRA at:

Taxpayers' Rights Advocate, MIC:70
California Department of
Tax and Fee Administration
PO Box 942879
Sacramento, CA 94279-0070

For more information

If you have any questions about the license verification visit, you may contact your local SCOP Team office.

CDTFA website

www.cdtfa.ca.gov

Email

www.cdtfa.ca.gov/email

Customer Service Center

1-800-400-7115 (TTY:711)

Customer service representatives are available Monday through Friday from 7:30 a.m. to 5:00 p.m. (Pacific time), except state holidays.

Report Tax Evasion

To report suspected tax evasion, contact our Tax Evasion Hotline at 1-888-334-3300.