

Dear Customer,

As the situation around the COVID-19 health crisis evolves, the Department of Revenue is working hard to continue serving Missouri's citizens and businesses to the very best of our ability. On March 21, the Department announced special tax filing and payment relief, as well as extensions for expiring driver licenses and motor vehicle registrations. If you have not already seen our news release outlining these provisions, I encourage you to view it at [dor.mo.gov](https://dor.mo.gov).

We want to remind you that e-filing remains the fastest, most seamless way to file your individual income tax return or Property Tax Credit (PTC) claim. As our Department has implemented social distancing to help protect the health and safety of our team members, there will be times during this crisis when we are not fully staffed. Now more than ever, we strongly encourage all filers, who are able to do so, to e-file their state tax returns and PTC claims.

Consider the following:

- Electronically filed returns and PTC claims go straight into our processing system, while paper returns require additional steps, such as being mailed to the Department and physically keyed into our system, which increase the overall turnaround time. As a result, electronic returns are able to be processed significantly faster than paper returns. That difference in processing time will likely be larger this year.
- Individuals who e-file can have their refund deposited directly into their bank account and generally receive their refund faster than those who file using a paper return. ACH deposit refunds are routed straight to a bank account, while paper checks (just like paper returns) require additional steps that increase the amount of time before a refund is received. When filing with ACH deposit, be sure to double-check that your ACH number is accurate.

In addition to electronic tax **filing** and **payment** capabilities, the Department has the following online resources and services, which may be especially useful during this challenging time:

- The Department's **tax return status tracker** allows customers to enroll in automatic text and email alerts that are sent each time the status of their return is updated. Customers need their Social Security number, filing status and anticipated refund or balance due to enroll and must re-enroll each year.
- Get answers 24 hours a day, seven days a week, by reviewing the **Personal Tax FAQs** or with the help of the Department's chatbot, **DORA**, a virtual assistant programmed to respond to common taxation, motor vehicle and driver licensing questions.

We appreciate your patience and understanding, and we look forward to serving you.

Sincerely,



Ken Zellers  
Director of Revenue

