May 29, 2020

The Department is happy to announce that beginning June 1, 2020, the Henderson, Carson City and Reno offices will reopen and provide limited services to Taxpayers by appointment only. Due to continued COVID-19 restrictions and precautions, the Department requires that all Taxpayers visiting our locations wear face masks. Additionally, in order to maintain social distance protocols, the Department will not be accepting any walk-in visits. We encourage Taxpayers with appointments to come alone. You may bring one other person with you if he/she is needed to assist with translation. If you are more than 10 minutes late to your appointment it will be rescheduled.

During this time, the Department requests that any tax returns and/or payments for taxes due either be filed online or mailed to one of the addresses above.

The Department will accept appointments for the following only:

- Cash payments over $5,000
- Responding to a citation
- Initiating a payment plan (sign payment plan agreement)
- Clearance request for vehicle/vessel/ OHV

If you would like to schedule an appointment, please click on the link below: https://nevadat taxa.s.me/schedule.php

For an appointment to make a payment for Cannabis Account over $5,000 click on the link below:
https://NevadaTax.as.me/ExciseCounts

The Department will not accept appointments for the following as these transactions can be completed through our Online Tax System or mailed to one of our local offices or Lockbox:

- File/pay sales/use tax, commerce tax and modified business tax returns (online, mail, lockbox)
- Register a new business (online or mail)
- Update/change mailing and/or location addresses (mail only)
- Payment plan payments (online or mail)
- Request for waiver of penalty and/or interest (mail only)
- Marijuana Agent card applications (online only)
The following should be mailed to our Carson City office:

- All Excise Tax returns with/without payment
- Payments for security deposits
- Completed Surety Bonds
- Account close out requests

Payments for the following are to be mailed to P.O. Box 1948, Carson City, NV 89701:

- Cannabis check payments for License fees, Time & Effort billings, and Civil Penalties
- Agent Card payments

Any billing questions, account review, revenue officer contact information and/or general questions please contact the Call Center at 866-963-3707.