



SPECIAL NOTICE

CALIFORNIA DEPARTMENT
OF TAX AND FEE
ADMINISTRATION
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Sacramento, CA 95814

GAVIN NEWSOM

Governor

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Secretary
Government Operations Agency

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Director

CDTFA WEBSITE
www.cdtfa.ca.gov

CUSTOMER SERVICE CENTER
1-800-400-7115

TTY
711

Your Tobacco Products Wholesaler License Will Move to the New Online Services System Effective August 12, 2019

Your tobacco products wholesaler license accounts will be included in our new online services system on August 12, 2019. To help you prepare, here are some important details about your license renewal in the California Department of Tax and Fee Administration's (CDTFA) new online system.

License renewal

- You will renew your license(s) annually online in the new online services system.
 - We will email you a courtesy reminder to renew your license(s) to the email address we have on file. See *How to prepare* below.
- You will need to create a new login before you can renew your license(s) in the new system.

How to login

- The current *User ID*, *Password*, and *Express Login* for your license(s) will not be moved to the new online services system.
- You will need to sign up for a new *Username* and *Password* to login before you can renew your license(s) online.
- We will mail a security code to the address we have on file so you can complete the login process. Watch for our letter with information about how to sign up.

How to prepare

Please confirm or update your email and mailing address with us at STFRegUpdates@cdtfa.ca.gov or call our Customer Service Center at 1-800-400-7115 (TTY:711), then select the *Special Taxes and Fees* option and follow the prompts for *Cigarette and Tobacco Products Licensing*. Customer service representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.

Questions?

For more information on the upcoming changes to our online services, please see our FAQ page at www.cdtfa.ca.gov/services/cros.htm.