

# My DOR Communications

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# Introductions

- Jason Sayer – My DOR Change Manager – Taxpayer Services
- Jen Sparks – My DOR System Specialist – Taxpayer Account Administration

# Types of My DOR Communication

- Letters
- Web Messages
- Emails

# Letters

- Most Important Communication
  - Examples
    - ✓ Refund Approval and Denial
    - ✓ Balance Due Notice
    - ✓ Audit Report
    - ✓ Delinquency Notice

- How are letters sent?
  - Mail Only
  - Mail & My DOR
  - My DOR Only



STATE OF WASHINGTON  
DEPARTMENT OF REVENUE

WATPRT WAT

April 18, 2023  
Letter ID: L0001316909  
UBI: 604-414-006  
Account ID: 604-413-122  
Account Type: Excise Tax

### **IMPORTANT! Tax Registration Information**

Congratulations! You are now registered to operate your business in Washington. Your Unified Business Identifier (UBI) number shown above is a nine-digit number linking your business to the following UBI agencies if applicable; the Department of Revenue Business Licensing Service, the Office of the Secretary of State, the Department of Employment Security and Labor and Industry.

# Letters

- All letters are sent in an evening batch and only one email is sent per user login communicating all letters sent to this user at one time:



Dear My DOR user,

An electronic letter has been sent to you regarding the following Account(s):

[Blurred text representing account information]

# Secure Web Messages

- Direct messages between customers and staff
- Educational communications with confidential tax or license information (CTI/CLI)
- Rate change notifications
- Message that are account specific

One email notification is sent immediately per web message:



A new message is waiting in your Secure Messaging Inbox.

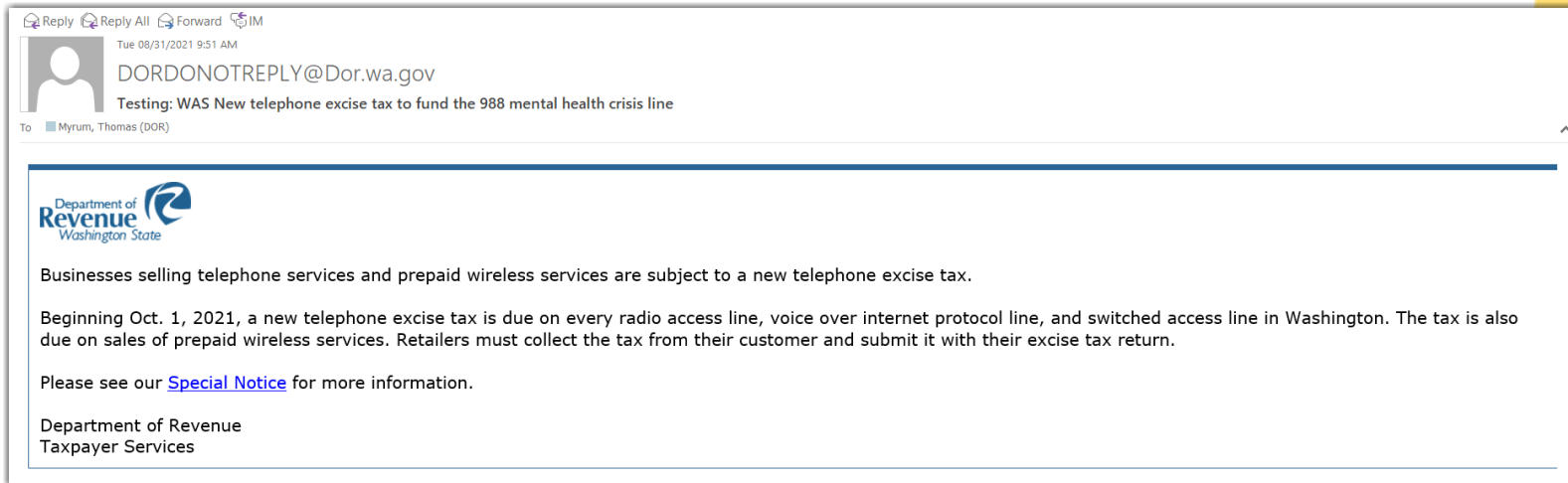
To read the message, click the following link and log into My DOR:

<https://test-secure.dor.wa.gov/>

This email was auto-generated. Please do not reply to this message.

# Email Messages - Unsecure

- Educational communications with no CTI/CLI
- Starting in July – Business licenses and business license renewal notifications





Questions?