



**United States Department of State**

*Washington, D.C. 20520*

**September 8, 2023**

## **NOTICE**

### **Tax Card Payment Process**

Eligible foreign missions were previously informed that the Department's Office of Foreign Missions (OFM) is transitioning towards the use of Pay.gov for all services and benefits transactions. OFM wishes to provide additional information regarding new procedures related to the tax card payment process.

Effective September 11, 2023, all payments associated with the issuance of tax cards must be made via Pay.gov. Checks or money orders will no longer be accepted. Should payment be required prior to tax card issuance, OFM will issue an invoice. All requests for personal and official sales tax cards submitted via eGov will now require the applicant's email address to which these invoices should be sent. This process will be similar to the payment process for driver's licenses which was implemented in December 2022. The OFM invoice will include the link required to submit payment. The payment process will require the user to provide the invoice number and Pay.gov access code provided in the invoice. The eGov transaction will not be accepted and a tax card will not be issued until the associated payment is received through Pay.gov. Payment is expected within 30 days of receipt of the Pay.gov invoice. Sales tax card requests which have been assessed a fee and are unpaid after 30 days will be cancelled; such transactions will need to be resubmitted in a new request via eGov.

With limited exceptions, OFM expects to exclusively utilize Pay.gov to collect payments for all OFM services, benefits, and fees in the future. Until issuance of a subsequent notice, except for driver's licenses and tax cards,

OFM will continue to accept payments via check or money order for all other services, fees, and surcharges.

Questions concerning Pay.gov and online payments should be directed to [OFM-Payments@state.gov](mailto:OFM-Payments@state.gov). Questions about the adjudication of tax-card related transactions should be addressed to [OFMTaxCustoms@state.gov](mailto:OFMTaxCustoms@state.gov). Questions regarding OFM's tax policies to include the pay.gov policy should be addressed to [OFM-Policy@state.gov](mailto:OFM-Policy@state.gov).