

## **Sales Tax Increase on Off-Premise Alcoholic Beverages**

On June 29, the Mayor signed the FY 2012 Emergency Budget Support Act, which included the sales tax increase on off-premise alcoholic beverages. Today, the Office of Tax and Revenue has begun to mail notices on implementation of this increase to applicable vendors in the District of Columbia.

### **Rate Increase**

Effective July 1, 2011, vendors shall collect a sales tax of 10 percent on the sale of alcoholic beverages for off-premise consumption, an increase of one percent.

Off -premise alcoholic beverage is defined as spirits, wine and beer sold at a licensed establishment, other than a restaurant, tavern, nightclub, hotel, club, or multipurpose facility.

*The Office of Tax and Revenue recognizes that this is short notice for this tax rate change. Vendors are expected to make this change effective as soon as possible. To avoid liability for a brief period of inability to change to the new 10 percent tax rate, vendors must be able to demonstrate a good faith effort was made to implement the new tax rate promptly.*

### **Procedures for Remitting the Additional Alcoholic Beverage Sales Tax**

Revised booklets will not be mailed before new booklets are issued for the fiscal year beginning October 1, 2011. The new tax rate will be reflected on revised FR-800M, FR-800Q, and FR-800SE forms that will be available before the end of July on OTR's website at <http://www.taxpayerservicecenter.com/>.

Taxpayers may also use the forms in their existing sales tax booklet. The 10 percent tax on sales of off premise alcoholic beverages can be reported on Line 4, "Sales and Purchases Taxable at 9 percent" but must be calculated at the 10 percent rate. Do not use Line 5. Line 5 is not for off-premise alcoholic beverages. If the correct rate is not used for amounts reported on Line 4, taxpayers will be billed for the difference.

For additional information, please contact OTR's Customer Service Center at (202) 727-4TAX (4829).



Government of the District of Columbia  
Office of the Chief Financial Officer  
Office of Tax and Revenue

# **2011** FR-800Q Sales and Use Tax Quarterly Return Booklet

Secure - Accurate - Convenient ...

DISTRICT OF COLUMBIA



ELECTRONIC TAXPAYER SERVICE CENTER

**File Electronically Today!**

**[www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com)**

## What's New .....

- **We Have Moved**

The Office of Tax and Revenue (OTR) has relocated its customer service centers and offices to 1101 4th Street, SW. The new location consolidates the OTR services including the Recorder of Deeds. The new location is conveniently adjacent to the Green Line Metrorail (Waterfront-SEU).

- **New tax**

6% tax rate on soft drinks (non-alcoholic beverages with natural or artificial sweeteners). See page 3 of instructions.

- **New charge**

2% of 911 prepaid wireless telecommunication sales receipts. See page 4 of instructions.

- **FP-331 "Claim for Refund"** form included in this booklet.

# General Instructions

## Quarterly Sales and Use Tax Return

### Filing period and due date

Your quarterly returns are due by the 20th of the month after the quarter being reported. If the due date falls on a Saturday, Sunday, or legal holiday, the return is due the next business day. You must file a return, even if you did not make any sales or no sales or use tax is due. Otherwise, you will receive a delinquency notice.

If your sales and use tax liability is less than or equal to \$200 per period, you must file an annual return, FR-800A. If your sales and use tax liability is greater than or equal to \$201 and less than or equal to \$1200 per period, you must file a quarterly return, FR-800Q. If your sales and use tax liability is greater than or equal to \$1201 per period, you must file a monthly return, FR-800M. You may call the Office of Tax and Revenue (OTR) at 202-727-4TAX (4829) to change your filing frequency. **If your tax liability is \$10,000 per period, you may file electronically.** Visit [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com) for instructions.

**If you are not filing a 2011 sales and use tax return, do not use this booklet.** Request a booklet for the specific year you are filing for by calling our Forms Center (202) 442-6546 or visit our Customer Service Administration (CSA) at 1101 4th Street, SW. You may also visit our website [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com).

### Final return

If you are not required to continue filing a return due to the ending of business operations, fill in the “final return” oval on the return. We will then cancel your filing requirement. **Do not use this oval to indicate the return is the final for the month, year or quarter.**

### Amended returns

You can correct a previously filed return by filing an amended return. Fill in the “amended return” oval on the FR-800M and show the corrected figures. You must complete and attach a Form FP-331 to any amended return requesting a refund.

### Forms

This booklet has all the forms and instructions you will need. It is mailed to each registered taxpayer except those that file electronically or use a substitute form. It also contains mailing labels. You are responsible for filing and paying taxes on time whether or not you receive the forms.

### Substitute forms

You may file your DC tax return using a computer-prepared or computer-generated substitute form provided the form is approved in advance by the OTR. The fact that a software package is available for retail purchase does not mean that the substitute form has been approved for use.

### Account number

The account number must be the number that was provided by OTR when you registered. Omission of the account number will cause delays in processing your return.

### Payments

Include your Federal Employer Identification Number (FEIN) or Social Security Number (SSN), and tax year on your Payment.

There are three payment options:

- Electronically – If your liability is greater than \$10,000 per period, **you must pay electronically.** There is a fee for use of a credit card to make payments. Visit [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com) for instructions; or
- Mail – Make your payment payable to the DC Treasurer; mail it with your return to the Office of Tax and Revenue, PO Box 96385, Washington, DC 20090-6385; or
- Bank – You may pay at any Wachovia Bank in DC.

### Overpayment of sales or use tax

You cannot claim credit on your FR-800Q for an overpayment of sales or use tax from a prior year. To claim an overpayment credit, you must file a claim (FR-331). If you need more information, please call (202) 442-6546 or visit [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com).

### Dishonored payments

You will be charged \$65 for any payment not honored by your financial institution and returned to OTR.

### Electronic filing instructions

The instructions in this booklet are specifically for filers of paper returns. When you file electronically, note that the instructions may differ. Follow the “on screen” instructions. If you need further explanations, review the instructions in this booklet.

### International ACH transaction (IAT)

For electronic payers, in order to comply with the new banking rules, you will be asked the question “Will the funds for this payment come from an account outside the United States?”. If the answer is yes, you will be required to pay by check or credit card. Please notify this agency if your response changes in the future.

### Taxpayer identification number(s) (TIN)

You must have a TIN, whether it is a SSN or FEIN.

- **If you apply for a SSN, it must be a valid number issued by the Social Security Administration (SSA) or the United States Government.** To apply for a SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at [www.ssa.gov](http://www.ssa.gov). You may also get this form by calling 1-800-772-1213;
- **If you apply for a FEIN, it must be a valid number issued by the Internal Revenue Service (IRS).** To apply for a FEIN, get Form SS-4, Application for Employer Identification Number, from the IRS or get this form online at [www.irs.gov/businesses](http://www.irs.gov/businesses), click on Employer Identification Number (EIN) under Starting a Business. You may also get this form by calling 1-800-TAX-FORM (1-800-829-3676).

You must wait until you receive either number before you file a DC return. Your return may be rejected if your TIN is missing, incorrect or invalid. You could be subject to a balance due or disallowance of credits or exemptions if your dependents or other

## Penalty and interest charges

OTR will charge –

- A penalty of 5% per month if you fail to file a return or pay any tax due on time. It is computed on the unpaid tax for each month, or fraction of a month, that the return is not filed or the tax is not paid. It may not exceed an additional amount equal to 25% of the tax due;
- A 20% penalty on the portion of an underpayment of taxes if attributable to negligence. Negligence is a failure to make a reasonable attempt to comply with the law or to exercise ordinary and reasonable care in preparing tax returns without the intent to defraud. One indication of negligence is a failure to keep adequate books and records;
- Interest of 10% per year, compounded daily, on a late payment;
- A one-time fee to cover internal collection efforts on any unpaid balance. The collection fee assessed is 20% of the tax balance due after 90 days. Payments received by OTR on accounts subject to the fee are first applied to the fee then to penalty, interest and tax owed;
- A civil fraud penalty of 75% of the underpayment which is attributable to fraud (see DC Code §§47-4212).

## Enforcement actions

OTR may use lien, levy, seizure, collection agencies and liability offset if a taxpayer fails to pay the District within 10 days after receiving a Notice of Tax Due and a demand for payment. Visit [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com). Click “Information”, “Collection Division”, “Enforcement Actions”.

## Criminal penalties

You will be penalized under the criminal provisions of the DC Code, Title 47 if you are required to file a return or report, or perform any act and you –

- Fail to file the return or report timely. If convicted, you will be fined not more than \$1,000 or imprisoned for not more than 180 days, or both, for each failure or neglect;
- Willfully fail to file the return or report timely. If convicted, you will be fined not more than \$5,000 or imprisoned for not more than 180 days, or both;
- Willfully attempt to evade or defeat a tax; willfully fail to collect, account for, or pay a tax or willfully make fraud and false statements (and any other applicable penalties). Corporate officers may be held personally liable for the payment of taxes owed to DC, if not paid.

## Exempt and/or Nontaxable Sales:

- Sales to the United States or the DC Government or any of their instrumentalities;
- Sales to a semipublic institution with a DC Certificate of Exemption (FR-551);
- Sales to a purchaser who provides you with a DC Certificate of Resale (OTR-368);
- Sales delivered to a purchaser outside DC; and

For additional exempt sales please refer to DC Code §§47-2005 and -2001. Also see Publication FR-379, General Information for Businesses - Sales and Use Taxes.

**NOTE:** Charitable organizations must pay sales tax on taxable items purchased that are not for purposes of maintaining,

operating or conducting the activities of the organization. Charitable organizations must also collect sales tax if they are regularly engaged in making retail sales.

## Tax rates

- **A 2% rate** applies to sales of prepaid wireless communication services.
  - Recent enacted legislation authorizes sellers to collect from consumers a charge of 2% of the sales price of prepaid wireless telecommunication services. This charge will be in addition to the 10% sales tax already being charged on telecommunication retail transactions and must be separately stated on the invoice, receipt or other similar document given to the consumer.

The additional 2% charge will apply as of October 1, 2010. Under the new law, the 2% charge will be for prepaid wireless services that allow a caller to dial 911. This is the equivalent of the 911 fee charged to non-prepaid cell phone users by the wireless service providers. The charge will apply to wireless telecommunication services whether they are provided on a card, via remote sales such as internet or telephone purchases, or by other means, such as an authorization code on a receipt.

## Exemptions

The charge will not apply to:

- The purchase of wireless telecommunication services which are made for purposes of being resold; and
- An amount of service of 10 minutes or less, or valued at \$5 or less when the service is sold with a prepaid wireless device for a single, non-itemized price.

## Procedures for Remitting Collected Funds

The prepaid wireless 911 charge is the liability of the consumer but the seller is liable for remitting the prepaid wireless 911 charges collected to the OTR. The seller is entitled to retain 3% of the total prepaid wireless 911 charges collected. The Form 800 series, sales tax return, is the vehicle for submitting the collected fees.

While the additional 2% charge will apply as of October 1, 2010, sales tax returns are not being modified to accommodate the 911 charge until returns due on or after January 20, 2011. The first due date for submitting the collected fees will be:

- For annual filers, January 20, 2011 – This will include the sales tax collected for the year and the 911 charges collected between October 1, 2010 and December 31, 2010;
- For quarterly filers, April 20, 2011 – This will include the sales tax collected for the quarter ending March 31, 2011 and the 911 charges collected between October 1, 2010 and March 31, 2011.
- For monthly filers, February 20, 2011 – This will include the sales tax collected for the month ending January 31, 2011 and the 911 charges collected between October 1, 2010 and January 31, 2011.

Subsequent sales tax returns will include the fees collected for the specific return period – month, quarter or year.

- **A 6% rate** applies to sales of certain tangible personal property and selected services delivered in DC such as:
  - Rentals or leases of tangible personal property, except rentals of textiles to residential users;
  - Sales of non-alcoholic soft drinks; “Soft drink” means a non-alcoholic beverage with natural or artificial sweeteners. The term “soft drink” shall not include a beverage that:
    - (1) Contains:
      - (a) milk or milk products
      - (b) soy, rice, or similar milk substitutes
      - (c) fruit or vegetable juice, unless the beverage is carbonated; or
    - (2) is prepared for immediate consumption, as defined in subsection (g-l) of Section 47-2001;
  - Sales of newspapers and publications;
  - Sales of food or drinks sold through vending machines;
  - Sales of certain services: real property maintenance, landscaping, employment, personnel placement, data processing, information, production, fabrication or printing, repairs or alterations of tangible personal property, copying, photocopying, duplicating, or mailing, delivery and laundering, dry cleaning, or pressing, unless the service is performed by coin-operated equipment;
  - Sales of stationary two-way radio services, telegraph services, teletypewriter services, teleconferencing services, “900,” “976,” “915,” and other “900” type telecommunication services, telephone answering services, and coin-operated telephone services. These services are exempt from sales tax if charges to the end-user are subject to the DC gross receipts tax or the toll telecommunication tax;
  - Admissions to certain public events;
  - Sales of local telephone service, gas, oil and electricity for commercial use; and
  - Sales of solid fuel or steam.
  - Gross receipts from sales contracts on the date the sale is made, regardless of the time of payment or delivery. If the sale is made on or after October 1, 2009, it is taxed at 6%. If the sale is made by a vendor located outside DC, the tax on the purchase – the use tax – whether collected by the vendor or remitted by the purchaser is due at the 6% rate if possession is taken in the District on or after October 1, 2009.
  - If tax due on rental or lease payments for rentals or leases of tangible personal property applies to each rental or lease period, regardless of the length of the lease or the date the lease agreement was signed. Payments for lease periods beginning on or after October 1, 2009, for leases of other than motor vehicles, are subject to the 6% rate.
- **A 9% rate** applies to sales of alcoholic beverages sold for consumption off the premises.
- **A 10% rate** applies to:
  - All sales of food and drink served or prepared for immediate consumption or sold in or by restaurants,

lunch counters, cafeterias, hotels, caterers, boarding houses, carry-out shops and similar places of business. This includes food or drink in a heated state, cold drinks dispensed on a self-service basis into a container; and frozen yogurt, ice cream, ice milk or sherbet sold in quantities of less than one pint;

- Rentals of motor vehicles and utility trailers, except those registered for commercial purposes;
- Sales of alcoholic beverages sold for consumption on the premises; and
- Sales of prepaid telephone calling cards.

- **A 12% rate** applies to:

- Parking, storing or keeping motor vehicles or trailers;
- Tobacco products, other than cigarettes or premium cigars or pipe tobacco. This includes any product made primarily from tobacco that is intended for consumption by smoking, by chewing or as snuff.

**NOTE:** A premium cigar means an individual cigar with a retail cost of \$2 or more or a packaged unit of cigars with an average cost of \$2 or more per cigar.

- **A 14.5% rate** applies to charges for rooms, lodgings, or accommodations furnished to transients.

For more details, see Publication FR-379

General Information for Businesses – Sales and Use Taxes (visit [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com)).

### Rules for Reporting Sales and Use Taxes

You must charge and collect tax on the actual selling price. Report cash, credit and charge sales, including conditional sales, for the period each sale took place, even if you have not collected part of the sales price.

Do not deduct:

- Refunds you issued for previously reported sales, see Claim for Refund of Sales and Use Tax (FP-331) for detailed instructions on how to claim overpayments.
- Amounts for any sale of property that was later repossessed.

You may deduct bad debts. Subsequent collections of deducted bad debts must be reported in full in the period you collected them. Expenses incurred in collecting bad debts are not deductible. (See: Title 9 of the DC Municipal Regulations available for purchase from: Office of Documents and Administrative Issuances, 441 4th St NW #520S, Washington DC 20001-2714.)

### Use Tax Reporting

You must report the cost of all personal property and taxable services used or consumed by you in DC on which sales tax has not been paid to any state. This includes the cost of items purchased under a DC Certificate of Resale (OTR-368) and withdrawn from stock for personal use or for use in the conduct of your business. QHTC filers do not need to report use tax on certain purchases. See publication FR-399, Qualified High Technology Companies, for more details.



## Specific Line Instructions

### Use Tax

**Line 1, Taxable at 6%:** In Column B enter the Taxable amount of all items or services you used in DC for the month being reported and on which you have not paid a sales tax to any state. Multiply the amount by .06 and enter the result on Line 1C.

**Line 2, Gross sales:** In Column B enter the total gross dollar value of all sales, before deducting customer's discounts, returns, or allowances and exempt sales.

### Sales Tax

**Line 3, Taxable at 6%:** In Column B enter the amount of all sales taxed at 6% for the month being reported. Multiply the amount by .06 and enter the result on Line 3C.

**Line 4, Taxable at 9%:** In Column B enter the amount of all sales taxed at 9% for the month being reported. Multiply the amount by .09 and enter the result on Line 4C.

**Line 5, Taxable at 10%:** In Column B enter the amount of all sales taxed at 10% for the month being reported. Multiply the amount by .10 and enter the result on Line 5C.

**Line 6, Taxable at 12%:** In Column B enter the amount of all sales of the services of parking, storing or keeping motor vehicles taxed at 12% for the month being reported. Multiply the amount by .12 and enter the result on Line 6C.

**Line 7, Taxable at 12%:** In Column B enter the amount of all sales of Other Tobacco Products taxed at 12% for the month being reported. Multiply the amount by .12 and enter the result on Line 7C.

**Line 8, Taxable at 14.5%:** In Column B enter the amount of all sales taxed at 14.5% for the month being reported. Multiply the amount by .145 and enter the result on Line 8C.

**Line 9, Total sales and use tax due:** Add lines 1C - 8C.

**Line 10, 2% of 911 sales receipts less 3% discount:** Use the worksheet on this page to determine the amount to be entered on Line 10C. Multiply the 911 prepaid wireless telecommunication sales receipts by 2% for the period being reported. Multiply the result by 3% and then subtract the 3% discount to get the net charges to be submitted to the OTR.

### Line 11, Disposable carryout bag fee

Enacted DC legislation imposes effective January 1, 2010, a \$.05 fee on each disposable carryout bag provided by retail establishments – grocery stores, drug stores, liquor stores, restaurants and food vendors (including street vendors) – to their customers.

A retail establishment may retain \$.01 of each \$.05 fee collected. In addition, it may retain another \$.01 of each \$.05 fee if it offers a carryout bag credit program for customers.

A carryout bag credit program is one where the retailer credits customers with \$.05 for each carryout bag provided by the

customers for packaging their purchases, regardless of whether the bag is paper, plastic or reusable.

The amounts properly retained by the retail establishments and the food vendors are not considered revenue and are tax exempt. The portion of the fee due the OTR is payable using the form in the FR-800 series currently filed by the particular retail establishment. Food vendors are to use the Sales and Use Quarterly Form FR-800Q.

Street vendors who hold a license under Public Health: Food Establishment retail endorsement are required to collect the disposable bag fee where applicable. If the vendor does not file DC sales and use returns because they pay the quarterly \$375 flat fee in lieu of collecting the tax from the customers, they will need to apply for a sales and use tax account to remit the bag fee. Street vendors may apply for a sales and use tax account by filing a Form FR-500, available on the OTR website. OTR will open these accounts on a quarterly basis, with returns due on the 20th day following the end of each calendar quarter. Street vendors will continue to report the \$375 flat fee as usual. Only the bag fee will be reported on the sales and use tax return.

**Line 12, Total tax and fee:** Add Lines 9C - 11C.

**Line 13, Penalty:** 5% per month with a maximum of 25%.

**Line 14, Interest:** 10% per year.

**Line 15, Total amount due:** Add Lines 12C - 14C.

### Preparer Tax Identification Number (PTIN)

A PTIN is issued by the IRS to a paid preparer who applies for one. A PTIN may be used for tax identification purposes, instead of the preparer's SSN.

### Change of Name or Address

For any name or address change, fill out the FR-800C, "Change of Name or Address," form in this booklet and mail it to the Office of Tax and Revenue, PO Box 470, Washington, DC 20044-0470. Do not make a change on the return if you received a personalized return.

### Prepaid Wireless Telecommunications Worksheet

a Enter the amount of sales on 911 prepaid wireless telecommunication services for the period being reported.

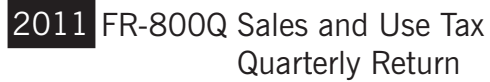
b Multiply the amount by .02 X .02

c Enter the result here

d Multiply the amount on Line c by .03 X .03

e Enter the result here. This is the 3% discount you retain.

f Net Charges  
Subtract Line e from Line c.  
Enter this amount on Line 10C of the form.







## FR-800C Change of Name or Address

Important: Print in CAPITAL letters using black ink.

Taxpayer Identification Number

Fill in ☐ if FEIN

Fill in ☐ if SSN

OFFICIAL USE

Account number (provided by OTR when business was registered)

Old business name

Old mailing address line #1

Old mailing address line #2

City

State

Zip Code + 4

Date of change MMDDYYYY

New Taxpayer Identification Number (if applicable)

New business name

New mailing address line #1

New mailing address line #2

City

State

Zip Code + 4

Contact person

Contact telephone number

### Instructions

The FR-800C "Change of Name or Address" form may be used to make a name or address change for your Sales and Use Return.

- Fill in your taxpayer identification number.
- Fill in the appropriate oval to indicate whether the number entered is a Federal Employer Identification Number (FEIN) or a Social Security Number (SSN).
- Complete all lines affected by your change.
- Fill in the contact person and telephone number fields.
- Mail the completed form to the Office of Tax and Revenue, PO Box 470, Washington, DC 20044-0470.



FP-331  
Year 201\_\_\_\_\_

**CLAIM FOR REFUND**  
SALES AND USE TAX

NAME OF TAXPAYER

TRADE NAME

☐ FEDERAL EMPLOYER IDENTIFICATION NO. ☐ SSN

STREET ADDRESS

CITY

STATE

ZIP CODE

PHONE #

FAX #

**NOTE: FOR TAX PAID ON MORE THAN ONE RETURN, LIST EACH ON A SEPARATE LINE**

PERIOD ENDED	TOTAL TAX PAID	DATE OF PAYMENT	AMOUNT OF REFUND CLAIMED	EXPLANATION OF OVERPAYMENT
	\$	←TOTAL→	\$	(FOR ADDITIONAL SPACE, USE OTHER SIDE)

Under penalties of law the duly authorized applicant(s) do solemnly swear or affirm that the foregoing statements are correct to the best of my (our) knowledge.

AUTHORIZED SIGNATURE

TITLE

DATE

OFFICIAL USE

	INITIAL	DATE	AMOUNT
APPROVED			
DENIED			

## **FP-331 Instructions**

### **Sales and Use Tax**

Section 47-2020(a) of the DC Sales Tax Act allows a refund of tax erroneously or illegally collected if a claim is filed within **three years** from the date you paid the tax. If the tax has been collected from the customer, it must be refunded by the seller to the customer in cash or credit before the vendor can apply for a refund.

Attach your evidence to support the claim for refund. Include copies of original invoices, Certificates of Resale (OTR-368), Qualified High Technology Company Exempt Purchase Certificates (FP-337), tax exemption numbers of semipublic institutions, credit memos for returned sales or taxes refunded to customers and any other related documents.

Mail the claim to:

Office of Tax and Revenue  
Audit Division  
PO Box 556  
Washington, DC 20044-0556

Questions? Call us at (202) 727-4829.

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
OFFICE OF TAX AND REVENUE  
PO BOX 96384  
WASHINGTON DC 20090-6384

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## Need assistance?

**File or pay online:** [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com)

### Get tax forms

Download forms at [www.taxpayerservicecenter.com](http://www.taxpayerservicecenter.com)

Request forms by mail: 202-442-6546

Pick up forms:

**Office of Tax and Revenue**

1101 4th St SW 2nd Floor  
8:15 am–5:30 pm

**Reeves Center**

2000 14th St NW Lobby  
7 am–7 pm

**Municipal Center**

300 Indiana Av NW Lobby  
6:30 am–8 pm

**One Judiciary Square**

441 4th St NW Lobby  
7 am–7 pm

**Wilson Building**

1350 Pennsylvania Av NW Lobby  
7 am–7pm

**MLK Jr Memorial Library**

901 G St NW  
Business Information Center  
Sunday, 1-5 pm  
Monday–Thursday 10 am–9 pm  
Friday, Saturday 10 am–5:30 pm

### Ask tax questions; get tax forms preparation help free

Contact our Customer Service Center: 202-727-4TAX(4829)

Visit our Walk-In Center, 1101 4th St SW, 2nd Floor

**Regular hours:** 8:15 am–5:30 pm, Monday–Friday

**Do you need help with this form?** Visit our Walk-In Center, at 1101 4th St SW, 2nd Floor.

**Are you unable to hear or speak?** Call the DC Relay Service, 202-855-1234.

[Chinese/中文] 您需要協助閱讀或了解英文嗎？請致電 202-727-4829 或請到 1101 4th St SW 2nd Floor 要求免費語言熱線(Language Line)口譯員協助您。

[Korean/한국어] 영어를 읽거나 이해하기 위해 다른 사람의 도움이 필요하십니까? 202-727-4829 번으로 전화하시거나 1101 4th St SW 2nd Floor 를 방문하십시오. 귀하를 도와드릴 무료 랭귀지 라인(Language Line) 통역사를 요청하십시오.

[Spanish/Español] ¿Necesita ayuda para leer o entender inglés? Llame al 202-727-4829 o venga a 1101 4th St SW 2nd Floor Pida que le asignen un intérprete de la Línea de los Idiomas (Language Line) para que le ayude, sin costo alguno.

[Vietnamese/Tiếng Việt] Quý vị có cần giúp đỡ để đọc và hiểu Anh ngữ không? Xin gọi 202-727-4829 hoặc đến 1101 4th St SW 2nd Floor Yêu cầu có được thông dịch viên Đường Dây Ngôn Ngữ (Language Line) để giúp đỡ miễn phí cho quý vị.