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## **Board of Equalization Launches Online Appointment System**

*Online Appointments Can Be Made for Taxpayer Assistance at Field Offices*

Michelle Steel, Third District Member of the State Board of Equalization (BOE), today announced that taxpayers statewide can now make appointments for BOE office visits through an online system.

Earlier this year, the BOE implemented an online appointment pilot program to allow taxpayers to make appointments to come into BOE district offices to meet with BOE staff. The successful pilot program has been expanded to offer the online appointment system, available at [www.boe.ca.gov](http://www.boe.ca.gov), to schedule office visits at 20 BOE field offices locations throughout the state.

The online appointment system provides an additional method for scheduling an appointment before taxpayers visit a BOE field office. While BOE offers many online, mail-in, and telephone services, anyone who needs to visit a BOE office can use this appointment system. Appointments may be scheduled up to 30 days in advance.

The appointments can be made for visits to the following BOE field offices: Bakersfield, Culver City, Fresno, Irvine, Norwalk, Oakland, Rancho Mirage, Redding, Riverside, Sacramento, Salinas, San Diego, San Francisco, San Jose, San Marcos, Santa Rosa, Suisun City, Van Nuys, Ventura, and West Covina. The local BOE offices are open Monday through Friday (except state holidays) from 8:00 a.m. to 5:00 p.m. (Pacific Time). Appointments are available for assistance in the following areas:

- [Obtain a Seller's Permit](#)
- [Close Your Seller's Permit](#)
- [Obtain an Escrow Clearance](#)
- [Request a Use Tax Clearance - Nontaxable Vehicle and Vessel Transfers](#)
- [Reinstate a Revoked Permit](#)
- [Obtain a Cigarette and Tobacco License](#)
- [Assistance in Completing/E-Filing Your Return](#)
- [Tax Advisory Service](#)
- [Permit Update and Maintenance](#)

Taxpayers can now access the online appointment system under the easy-to-use, "How do I...?" link on [www.boe.ca.gov](http://www.boe.ca.gov), as well as under [Contact Us](#) and [Field Office Locations](#):  
[www.boe.ca.gov/info/phone.htm](http://www.boe.ca.gov/info/phone.htm).

Or, taxpayers may go directly to [www.boe.ca.gov/sutax/appointment.htm](http://www.boe.ca.gov/sutax/appointment.htm) to make an appointment.

Elected to the Board of Equalization in 2006, Michelle Steel serves as Southern California's elected taxpayer advocate. In 2008, Steel uncovered a \$42 million mistake in the agency's sales tax refund procedures. Following her investigation, the tax agency refunded tax security deposits to over 5,500 small businesses.

The five-member California State Board of Equalization (BOE) is a publicly elected tax board. The BOE collects more than \$53 billion annually in taxes and fees supporting state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and serves a significant role in the assessment and administration of property taxes. For more information on other taxes and fees in California, visit [www.taxes.ca.gov](http://www.taxes.ca.gov).

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