Delaware Taxpayer Portal – Correspondence

The following explains how to manage your communication preferences in the Portal, as well as where to find correspondence.

We have broken this down into the following sections:

1. Managing communication preferences
2. Viewing correspondence history
3. Viewing previously submitted returns
4. Viewing incomplete documents

In order to view and manage correspondence on the Portal, you must first be a Registered User and linked to the tax account(s) you will be filing for either as an Administrator or Authorized User. Note that many of the actions explained below will only be available for Administrator accounts.
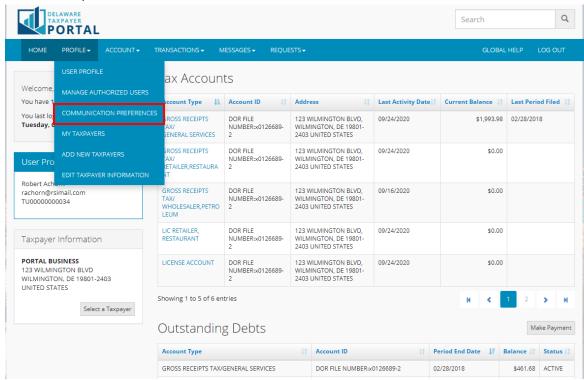
Managing Communication Preferences

Once you have made the update you will receive emails indicating that your communication preferences have been updated, indicating that you are now set to receive paperless communication.

To manage your communication preferences:

1   Navigate to the "Communication Preferences" page

After logging in to the Portal, from the "Profile" header, select "Communication Preferences" from the drop-down menu.
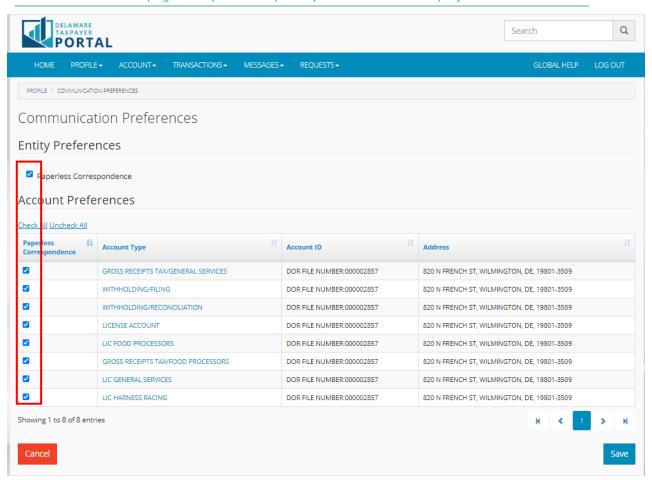
2   Manage your communication preferences

On the Communication Preferences page, you can manage your communication preferences for both the Taxpayer Entity and Account levels. All boxes will automatically be checked off to receive paperless communication initially.

If you would like to receive communication by paper, uncheck the appropriate boxes. Select "Save" to save your changes. After updating your communication preferences, you will receive confirmation in your Message inbox.

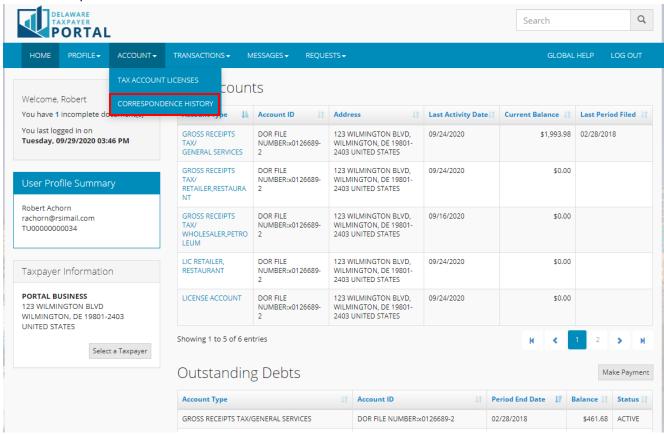*You can return to this page at any time to update your communication preferences.*

DELAWARE
TAXPAYER
PORTAL

| HOME | PROFILE▾ | ACCOUNT▾ | TRANSACTIONS▾ | MESSAGES▾ | REQUESTS▾ | | GLOBAL HELP | LOG OUT |

PROFILE / COMMUNICATION PREFERENCES

Communication Preferences

Entity Preferences

☑ Paperless Correspondence

Account Preferences

Check All Uncheck All

Paperless Correspondence		Account Type	Account ID	Address
☑		GROSS RECEIPTS TAX/GENERAL SERVICES	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		WITHHOLDING/FILING	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		WITHHOLDING/RECONCILIATION	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		LICENSE ACCOUNT	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		LIC FOOD PROCESSORS	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		GROSS RECEIPTS TAX/FOOD PROCESSORS	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		LIC GENERAL SERVICES	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509
☑		LIC HARNESS RACING	DOR FILE NUMBER:000002857	820 N FRENCH ST, WILMINGTON, DE, 19801-3509

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Cancel   Save

Viewing correspondence history

1 Navigate to the "Correspondence History" page

After logging in to the Portal, from the "Account" header, select "Correspondence History" from the drop-down menu.
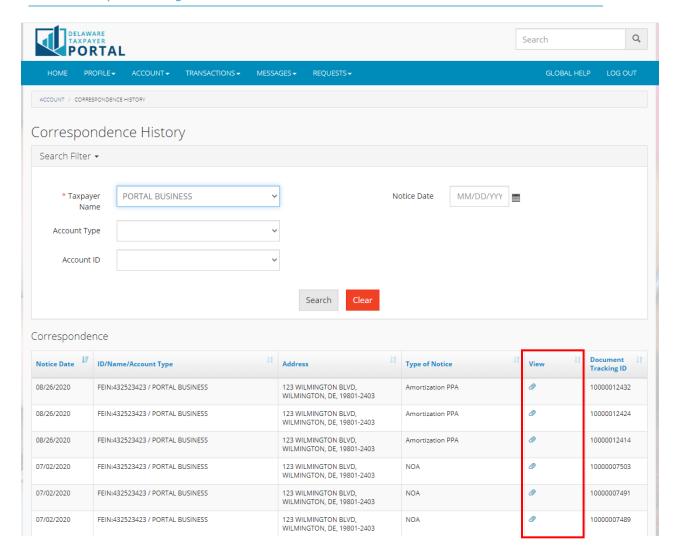
2   View correspondence history

On the Correspondence History page, you can view and search for items of correspondence received by your Taxpayer Entity.

For some notices, you may open the notice to view it. Items that can be opened for viewing are indicated by a paperclip icon in the "View" column.

When a new item of correspondence is posted to your account you will receive a notification by email and in your Message inbox.
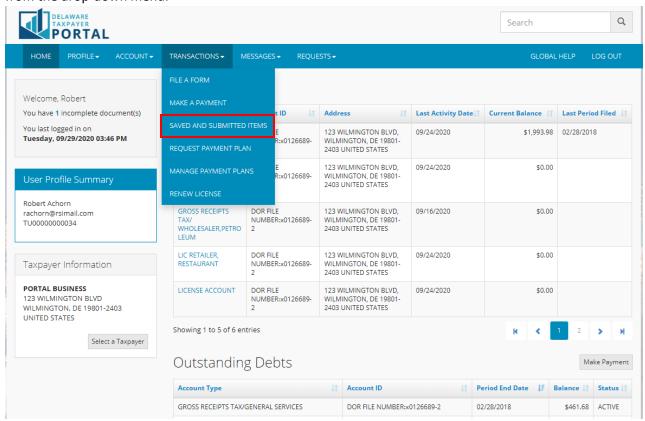
Viewing previously submitted returns

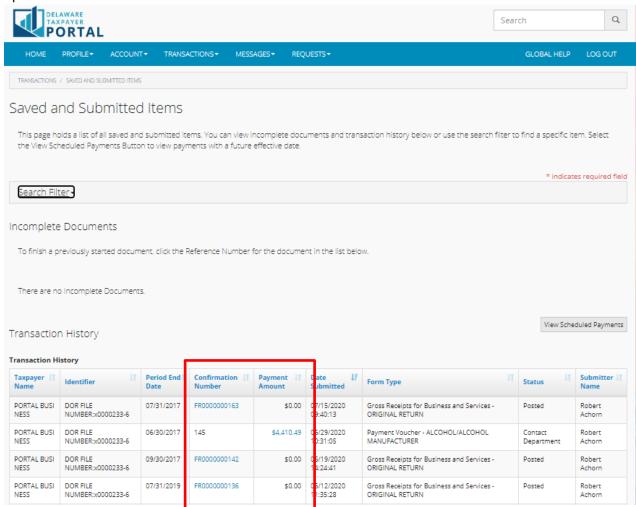## 1 Navigate to the "Saved Items" page

After logging in to the Portal, from the "Transactions" header, select "Saved and Submitted Items" from the drop-down menu.

2 View previously submitted items in the "Transactions History" table

To view previously submitted returns and payments, scroll down to the Transaction History table. Then select the Confirmation Number (for returns) or Payment Amount (for payments) hyperlink to open the document.
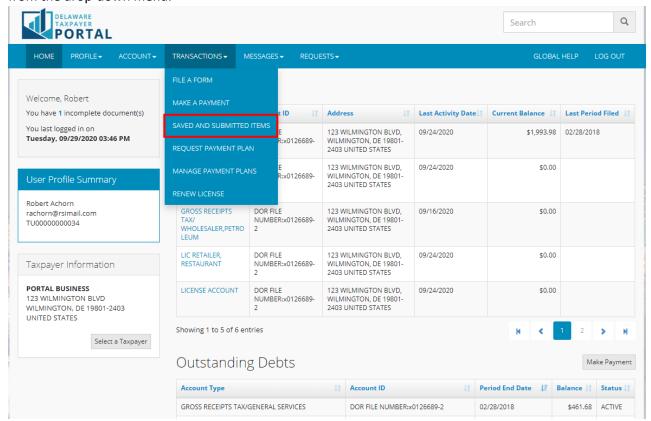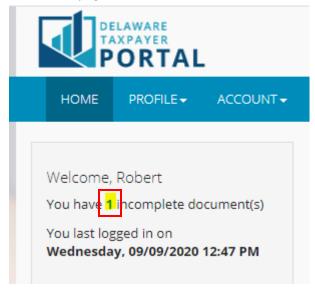
Viewing Incomplete Documents

1   Navigate to the Saved Items page

After logging in to the Portal, from the "Transactions" header, select "Saved and Submitted Items" from the drop-down menu.

You may also navigate to this page by clicking on the "Incomplete Documents" section on the Registered User home page.

2   View incomplete documents in the "Incomplete Documents" table

To view and complete any document that has been started but not yet submitted, refer to the "Incomplete Documents" section on the Saved Items page. Select the "Reference Number" to open the document and complete it.

Items are not considered submitted to the Division of Revenue until they appear under your Transaction History. This requires completion through the confirmation/signature screens. Please monitor your Incomplete Documents to ensure items you expect to be complete are under Transaction History.

Incomplete Documents

Form Type	Taxpayer Name	Identifier	Period End Date	Reference Number	Last Activity Date	Submitter Name
LOCATION REGISTRATION	PORTAL BUSINESS	DOR FILE NUMBER:x0000090-6		FR0000000044	02/19/2020	Robert Achorn
Alcohol Manufacturer Return - Original Return	PORTAL BUSINESS	DOR FILE NUMBER:x0000233-6	11/30/2017	FR0000000130	06/04/2020	Robert Achorn
Gross Receipts for Business and Services - Amended Return	PORTAL BUSINESS	DOR FILE NUMBER:x0000233-6	07/31/2019	FR0000000176	07/22/2020	Robert Achorn

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Transaction History

Form Type	Taxpayer Name	Identifier	Period End Date	Confirmation Number	Payment Amount	Date Submitted	Status	Submitter Name	Financial Institution Confirmation Number
Payment Voucher - ALCOHOL/ALCOHOL MANUFACTURER	PORTAL BUSINESS	DOR FILE NUMBER:x0000233-6	06/30/2017	145	$4,410.49	06/29/2020 10:31:05	Contact Department	Robert Achorn	
Alcohol Manufacturer Return - ORIGINAL RETURN	PORTAL BUSINESS	DOR FILE NUMBER:x0000233-6	05/31/2017	FR0000000086	$0.00	05/12/2020 15:10:13	Error	Robert Achorn	