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DOR tax document drop box gives walk-in customers safe alternative

MILWAUKEE — The Wisconsin Department of Revenue (DOR) Milwaukee customer service center has installed a simple, safe and secure way to serve its walk-in customers as the pandemic continues into the 2021 tax season which opened February 12.

A drop box in the first-floor lobby at 819 N. Sixth Street allows anyone to stop in and drop off payments, homestead credits, tax returns or other documents without personal contact.

"We know our customers, many by name, and we wish we were seeing them in-person this year, but their safety and the safety of our employees is our top priority," said Milwaukee DOR Customer Service Center Supervisor Danielle Bolden. "The good news is the drop-box has become an effective and popular alternative and is working well for our walk-in customers."

With Milwaukee and all other DOR customer service centers closed to walk-in customers due to pandemic precautions, the drop box is an effective and secure alternative for area residents who prefer dropping off their documents in-person.

The drop box is one option customers use to securely deliver their payments and other documents to DOR. Sending them electronically through [the DOR website's My Tax Account application](#) is the most popular option. They may also use [Wisconsin e-file](#) to electronically file Wisconsin income tax returns and homestead credits free of charge. And there is also the option to [mail documents to DOR](#) using the office address related specific to their business with the agency. While all these options help maintain social distance, there may be special circumstances that call for an in-person meeting with a DOR agent. Customers may contact DOR at (608) 266-2486 to talk with an agent and make an in-person appointment if necessary.

The 2021 individual income tax filing season opens February 12, 2021. Taxpayers are encouraged to visit the DOR website [common questions page](#) and [instructional videos](#) for detailed information on preparing and filing individual income tax returns and related documents.

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