

ONESPOT Conference Call
Tuesday, February 11, 2025, 10:30 a.m.
Next Meeting: March 11, 2025, 10:30 a.m.

Summary of Topics Discussed

Central Office Move from Gordon Persons Building

Most of the Alabama Department of Revenue Divisions have moved to our new location. The physical address for the new building is 375 South Ripley St, Montgomery AL 36104. The mailing address PO Boxes are remaining the same.

The new building is not complete at this time to welcome in-person taxpayers. We are requesting that if taxpayers need in-person assistance, that they go to the Montgomery Taxpayer Service Center located at 2545 Taylor Rd, Montgomery AL 36117.

Annual Account Closure Program

The state and local tax accounts of taxpayers that were identified as having no taxable activity or tax paid during the previous twelve months were closed effective 12/31/2024. These accounts are no longer valid. The taxpayer will need to contact non-state administered (NSA) localities or its tax administrator to close those local tax accounts, as the closing of the state accounts will not automatically close those local NSA accounts.

If the taxpayer feels that the account closure is in error, they can contact the Alabama Department of Revenue at 334-242-1490 or 1-866-576-6531.

Question Raised During Conference Call

A question was asked about updated taxpayer profiles in MAT. When a taxpayer logs into MAT, the taxpayer is prompted to verify and update information if needed. This prompt is given to the taxpayer on a rolling six-month basis and not on an annual basis. Therefore, taxpayers' profiles are updated based upon the last time the taxpayer received the prompt.

Email Concerns/Questions

Please email all questions/concerns/issues to ONESPOT@revenue.alabama.gov for assistance.

Next Conference Call - Next conference call is scheduled for Tuesday, March 11, 2025, at 10:30 a.m.

ONESPOT Conference Call
Tuesday, January 14, 2025, 10:30 a.m.
Next Meeting: February 11, 2025, 10:30 a.m.

Summary of Topics Discussed

The ONESPOT Conference Call was cancelled. There were no new issues or concerns to discuss.

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