
Frequently Asked Questions

**Food & Consumer Safety (FCS) is in the process of changing to Environmental Health & Food Safety (EHFS)*

Q When is my license fee due?

- ❖ Licenses expire December 31st every year, therefore they must be paid on or before December 31st to avoid late fees and inactivation.

Q What happens if I don't pay my license fee on time?

- ❖ Licenses not paid by December 31st will incur a late fee of \$25. If still unpaid by April 3rd, your license will be inactivated.

Q I owe a late fee that I do not believe I need to pay; can that be waived?

- ❖ To avoid a late fee, license payments must be received by December 31st of every year. Payments postmarked by December 31st will be considered paid on time and will not be subject to the \$25 late fee. As a reminder, renewal notices are sent as a courtesy; if for some reason, you did not receive the notice, late fees cannot be waived.

Q My license is inactive, how do I reactivate it?

- ❖ To reactivate your license, you will need to contact the local [Environmental Health Department](#). EHFS cannot reactivate licenses without written authority from them.

Q I've closed / sold my business.

- ❖ Please contact the local [Environmental Health Department](#). EHFS cannot inactivate licenses without written authority from them.

Q. I never received my courtesy reminder; can you send me another one?

- ❖ Please call 406-444-2837 or email hhsfcs@mt.gov to have one mailed or emailed to you.

Q. I have paid twice for my license; how do I get my money back?

- ❖ Refunds will be made by check the end of March or the beginning of April. All overpayments will be handled at that time. The online processing fee can't be refunded.

Q. Can I make a payment over the phone?

- ❖ EHFS cannot take payments over the phone. Please renew online [here](#) or mail a check or money order. If you choose to mail a check or money order, please make it out to FCS and put the license number in the memo to ensure the fees are credited to your license in a timely manner. Checks and money orders can be sent to this address:

DPHHS FCS
PO Box 4210
Helena, MT 59620-4210

Q. I paid for my license, but I haven't received the license yet.

- ❖ Paid 2023 licenses are mailed to the local Environmental Health Department for validation on a weekly basis. They then send licenses to the mailing address on file. Please be aware this can take up to 4 weeks. If it has been longer, please call 406-444-2837 or email hhsfcs@mt.gov to ensure your payment has been received.

Q. I need to update my contact information.

- ❖ Please use the [Update Your Licensed Establishment Contact Info](#) form to update your mailing address or email address. Please be aware that new owners must contact the local [Environmental Health Department](#) to obtain a new license.

Q. I got an invoice with mine and my neighbor's information on it – what do I do? Do I have to pay them both?

- ❖ Please do not pay your neighbor's license fee. We ask you to make a copy of the renewal notice, white-out your information, and give the copy to your neighbor. Do you have a separate mailing address, like a unit number? If so, please use the [Update Your Licensed Establishment Contact Info](#) form to update your mailing address.
 - *The reason you received both is because we send courtesy reminders to a single mailing address.*

Q. Can you send me a copy of my license?

- ❖ EHFS cannot mail or email an unvalidated license. All licenses need to be validated by the local Environmental Health Department before being sent to the licensee.

Q. I want to cancel my license, I no longer serve food.

- ❖ Please remember that if you serve ice, pour beverages into a cup, or open a beer, that is all considered serving food and you require you to have a license. If you still believe you no longer need a license, please contact the local [Environmental Health Department](#) to inactive your license.