
Frequently Asked Questions

Q I've closed / sold my business.

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

Q. I never received my bill/invoice (renewal), can you send me another one?

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

Q. I no longer have a mobile, but I still have a restaurant.

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

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 beginning of April. All overpayments will be handled at that time. The online processing fee cannot be refunded.

❖ Q. Can I make a payment over the phone?

- ❖ FCS cannot take payments over the phone. Please renew online, mail a check or money order. If you choose to mail a check, or money order, please put the license number in the memo to ensure the fees are credited to your license in a timely manner.

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

- ❖ Paid 2022 licenses will be mailed beginning the first week in December, to the local Environmental Health Department for validation, so you should receive it by the end of December, the local must validate the license. Paid licenses are mailed to the counties on a weekly basis. Please be aware this can take up to 4 weeks.

Q. I need to update my mailing address or email address.

- ❖ Go to our website www.fcsc.mt.gov and use the [Update Your Licensed Establishment Contact Info](#) to update your mailing address or email address. Please be aware that new owner must contact the local [Environmental Health Dept](#) to obtain a new license.

Q. Can I get a hard copy of my renewal?

- ❖ Please call 406-444-2837 or email us at hhsfcs@mt.gov to have one sent to you

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

- ❖ No, don't pay your neighbors license fee. We ask you to make a copy of the renewal, white-out your information, and give the copy to your neighbor. Do you have a separate mailing address, like a unit A or STE B or # 1 or #3? If so, please go to www.fcsc.mt.gov and use [Update Your Licensed Establishment Contact Info](#) to update your mailing address.
 - *(The reason why you got two - both are printed on one page- we are sending renewals to a single mailing address)*

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

- ❖ If you are a bar/tavern, just a heads-up ice is a food and if you pour liquor or soda into a glass, or open a beer, it is also considered food. If you still believe you no longer need the license please contact their local Environmental Health Dept.

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

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