



DEPARTMENT OF TAXATION

**News Release**

**LINDA LINGLE**  
GOVERNOR

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**DEPARTMENT OF TAXATION ENCOURAGES TAXPAYERS AND  
TAX PRACTITIONERS TO E-FILE (ELECTRONICALLY FILE)  
STATE TAX RETURNS**

HONOLULU—The State Department of Taxation is encouraging do-it-yourself tax filers and taxpayers who use tax practitioners to electronically file (e-file) their tax returns. E-filing delivers greater accuracy, requires less paperwork, provides electronic verification of filing, and generally results in faster refunds.

State Tax Director Kurt Kawafuchi recommends taxpayers and tax practitioners utilize the many avenues of electronic filing offered by the Department of Taxation.

"It is a win-win situation when people e-file their tax returns," said Kawafuchi. "E-filing allows the State to save on the cost of manually processing paper returns, requiring fewer seasonal hires during the tax season, which saves the taxpayers money. E-filers also save on the cost and hassle of mailing their returns, and they generally get their refunds faster!"

Another benefit to taxpayers is the reduced error-rate on e-filed returns, which minimizes processing time and delays. Most e-filers get their refund in about two to three weeks compared to four to six weeks for those who file paper returns by mail.

In addition, the Department of Taxation will direct deposit refunds into a taxpayer-designated account, further speeding receipt of the refund and eliminating any paper or a trip to the bank.

The Department takes taxpayers' security and privacy very seriously and our website has numerous security features to safeguard taxpayer information. For example, to protect confidentiality, the e-filing system does not allow the taxpayer to store any confidential information on his/her hard drive in the event an unauthorized person gains access to the computer. In addition, account information is not saved as part of the registration profile so information must be re-entered each time a tax payment is made. With these safeguards, taxpayers can feel safe and secure as they file and pay their returns electronically.

**Why should you e-file?**

E-filing delivers greater accuracy with less paperwork and provides verification of returns filed WITH FASTER REFUNDS!

**How do you e-file?**

You may file your N-11, Hawaii Resident Income tax return or the N-15, Hawaii Part-year or Nonresident return through the Joint Federal/State E-filing (JELF) program. Check the Department of Taxation's website for a list of approved vendors who offer JELF at: [http://www.state.hi.us/tax/b2\\_3vendors.htm](http://www.state.hi.us/tax/b2_3vendors.htm) There is a fee involved, so be sure to check with the vendor you select for details.

You may also file your N-13, Resident Income Return-Short Form, on our website for free! Just go to <http://www.ehawaii.gov/efile/> and create an account. As soon as you are done you can file your N-13 on-line! If you use this option, be sure to have completed a paper N-13 before you file, as our website will not do any computations for you. You may even make a payment for any taxes due on-line for a nominal transaction fee.

**Can businesses e-file?**

You can e-file your general excise/use tax, transient accommodations, and employer's withholding tax returns, with no charge. Go to: <http://www.ehawaii.gov/efile/>. You may even pay your business taxes using Electronic Funds Transfer ("EFT"). To use EFT, complete Form EFT-1, (available on our website at: <http://www.ehawaii.gov/efile/>), mail it in and the Department will mail you the information you need to get started. You may also pay on-line using an electronic check or credit card.

**Are there any costs or fees to e-file?**

If you make a payment on-line, there is a nominal fee of \$2.50 for each transaction. Payments can be made using an electronic check or credit card, but credit card companies will charge an additional fee for using a credit card. This charge is the responsibility of the taxpayers. Anyone making a payment on-line should carefully check the total tax and fees being assessed before authorizing payment.

**What do you do if you have any questions about e-filing?**

For more information about e-filing, call the Department's Taxpayer Service Branch at (808) 587-4242 or toll-free at 1-800-222-3229. You may also contact us via e-mail at [taxpayer.services@hawaii.gov](mailto:taxpayer.services@hawaii.gov)

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