Scannable Tax Forms
Frequently Asked Questions

Tax forms that are sent to the Department are normally keyed into our computer system by data entry personnel. We have enhanced our system to enable certain forms to be read by scanners, and bypass the manual keying process.

General Information

Q: Why is this being done?
A: Scanning forms into our system will enable the efficient automated processing of returns, payments and refunds. By scanning the forms and storing an image of the in our system, allow the Department's staff the ability to view your filing on their computer without requesting a copy from the paper based filing system. This not only saves the State your tax dollars by automating the manual processes, but also saves on storage space. The online real-time capability to access your filings enables the Department to provide enhanced customer service to you, our customer.

Q: Does this change how and when I report my taxes?
A: No. The reporting and filing requirements have not been affected by having them scanned into our system.

Q: Have the filing requirements changed or am I being required to pay any additional taxes?
A: No, only the look of the forms have changed.

Forms

Q: What forms are affected?
A: Most of the tax returns submitted to the Department are now being scanned and the images are being stored in our computer system. The following forms have been redesigned to allow them to be "recognized" or read by the computer equipment for input into our computer system bypassing most of the manual processes involved in entering your return into the computer.
- N-11 Resident Individual Income Tax Return
- N-15 Nonresident and Part Year Resident Individual Income Tax Return
- Schedule CR Schedule of Tax Credits
- G-45 General Excise/Use Tax Periodic Return
- G-49 General Excise/Use Tax Annual Return
- H-14 Withholding Periodic Tax Return

Q: Where can I get these forms?
A: The redesigned forms will be included in the tax booklets that you normally receive from the Department. The forms can also be downloaded from our website at www.hawaii.gov/tax. In addition, they can be faxed or mailed to you through our Forms by Fax/Mail Service (a 24-hour service) at 587-7572 or toll-free at 1-800-222-7572. They will also be on the Department of Taxation's Tax Information CD, which is sold for a nominal fee. The CD order form is available at our website, or through the Forms by Fax/Mail service.

Q: **Why do the forms look so different?**

A: The forms have been redesigned to achieve the optimum readability of your information you have entered on your return. This reduces the necessity of having staff manually complete entering your return into our computer system.

Q: **Why do the forms have more pages than before?**

A: The redesigned scannable forms with the exception of the HW-14 have more pages to facilitate better recognition on these forms. Please make sure that all pages are completed before submitting these forms.

Q: **Can photocopies of the forms be submitted?**

A: No, the recognition software will not be able to properly recognize the data on photocopied forms.

Q: **Do I need to enclose a payment voucher if I'm remitting payment?**

A: Payment vouchers are not required with the scannable G-45, G-49, and HW-14 (Business returns) but are required if remitting payment on the N-11 and N-15 (Income returns).

Q: **What if I have old versions of the G-45, G-49, and HW-14 forms?**

A: Please continue to use the forms that were sent to you for your current tax year. Use the redesigned forms for the periods beginning after December 31, 2005. If you have not filed returns for previous tax years and wish to file them now, please use the redesigned Forms G-45, G-49 and HW-14 for these periods. Income tax returns are tax year specific; please use the appropriate return for the tax year you are filing for.

Q: **I am trying to print the PDF form but am having trouble. I can see the boxes and text on the screen, but some of them do not print out on my printer. Is there something wrong with PDF form?**

A: You are probably experiencing some compatibility problem with the printer you are using or the print drivers on your PC. If this occurs, you can have the forms sent you through our Forms by Fax/Mail service or visit one of our offices and pick up the forms.

Adobe has listed some of the resolutions to printing problems and you can find them in their support area on their website www.adobe.com. We have found some of articles that may be of some assistance to you.

- If you are using a Mac, please see the article "Troubleshoot printing problems (Acrobat Reader 5.0 – 7.0 for Mac OS)
- If you are using a PC, please see the article "Troubleshoot printing problems (Acrobat Reader 5.0 – 7.0 for Windows)

Filling out the forms

Q: **What kind of pen should I use to complete the forms?**

A: For best results, please use black or blue ink pens. Please do not use pens that potentially could "bleed" through the paper such as felt tip pens. Do NOT use red ink or pencil as these will "drop out" when being scanned and your return will appear to be blank to the computer.

Q: **Can correction tape or liquid like white-out be used on the forms?**
A: Yes, correction tape or liquid is allowed.

Q: **Why do certain amounts have .00 already in the cents column?**
A: To simplify processing most of the amounts are required to be rounded. Do not write the cent amounts in any of the boxes or over the grayed text. This will cause the system to read your amount as a whole dollar amount (e.g., 1,300.00 will be read as 130,000) increasing your tax liability and you may be billed for additional taxes due.

Q: **Where do I report my GE exemption?**
A: Use Schedule GE to report exemptions/deductions and submit the schedule with your return. Please note that only one copy is provided in your booklet. If you require additional copies of the schedule, make photocopies or download from www.hawaii.gov/tax

Q: **Does the customer information on page 2 need to be completed if I am not using the pre-printed form?**
A: Yes, having the customer information completed on page 2 will allow for more efficient processing of the form.

Q: **Why do I have to enter the first 4 characters of my last name on my Individual Income Tax Return?**
A: This also assists our system by automating the process which validates that the correct person is using the correct Social Security Number (SSN) on the tax return. This allows us to update your records should you have a change of name and also allows us to validate that no one is using your SSN (identity theft) to claim the tax refund you may be entitled to. Currently this process was done by the data entry personnel.

Q: **Why do I have to put the last 4 digits of my FEIN or Social Security Numbers on the Forms G-45, G-49 and HW-14?**
A: This will assist our system by automating the process which validates that you have filed your return with the correct Hawaii Tax ID number. Currently this process is done manually.

Q: **How can I help ensure my return goes through as efficiently as possible?**
A: Please follow these guidelines:
1. Fill in forms using Black (or Blue) Pen
2. Stay within each fields' boxes
3. Use Department provided paper forms to ensure high quality printing (when possible)
4. Use Department provided address labels
5. Please follow all other provided instructions for the particular return type

Q: **What other details can you provide?**
A: Selected tax forms are scanned on an optical character reader. Scanning success relies on the condition of the forms and the proper placement of the data. Your written responses and dollar amounts should only be placed in the area or box provided on the form. Avoid writing outside the boxes or outside of areas provided for responses.

If you are printing forms from our web site then please use size 8½" x 11" paper, printed on 24-pound bond paper, and with undamaged paper. This will allow for optimal speed in feeding the forms through scanning equipment.

Try to use only forms distributed by the Department of Taxation. These are manufactured using drop-out ink that is not visible to the scanner, which allows only data entered to be detected by the scanner. Substitution forms not specifically manufactured for scanning, or pre-approved and certified by the Department of Taxation should be avoided. If you use forms that are carbon copies, photocopies, or handprint forms, then the scanner is able to make and store an image of your form, but the actual character recognition will require manual processing. For this reason try to use only forms distributed by the Department of Taxation.

Do not crumple and wrinkle your tax forms. Fold forms as neatly as possible.

For best character recognition:
- Print entries neatly.
- Do not slash zeros.
- Do not hyphenate the number seven.
- Do not put dashes for cents.
- Do not include dollar signs.

The Department of Taxation appreciates your efforts to automate the scanning of your tax return in order to reduce cost as well as provide fast and efficient processing.   We thank you for your support. Mahalo!