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## Lockbox FAQs

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- 1. What is a Lockbox?**  
The Lockbox is a new, separate P.O. Box for taxpayers who mail in their General Excise Tax (GET) payment. First Hawaiian Bank will retrieve and process payments made to the new Lockbox. Sending the GET payment and return to separate P.O. Boxes will expedite the processing of payments and returns. GET paper returns (i.e., Form G-45) should be mailed to the current GET P.O. Box 1425, Honolulu, HI 96806-1425.
- 2. Why did the Department create a Lockbox system for GET payments?**  
The Lockbox will ensure quicker processing of GET payments, allow DoTax to respond to taxpayer inquiries and resolve problems more efficiently.
- 3. Will I be able to walk in and make payments at First Hawaiian Bank?**  
No, not at this time.
- 4. Why do I have to send my payment to a separate P.O. Box?**  
Mailing the GET payment and return to separate P.O. Boxes will ensure faster processing. GET payments sent to the new Lockbox (P.O. Box 1730, Honolulu, HI 96806-1730) go directly to First Hawaiian Bank for processing. GET returns sent to the current GET P.O.Box (P.O.Box 1425, Honolulu, HI 96806-1425) go directly to DoTax for processing.
- 5. Is there a penalty for sending my return and payment together to the same P.O. Box?**  
We would prefer that you send the GET payment and payment voucher (VP-1) to the new Lockbox P.O. Box 1730, and your GET return to the current P.O. Box 1425. Sending your GET return together with the GET payment will delay the processing of your GET return and payment.
- 6. What will happen if I forget to mail the payment voucher with my check?**  
The GET payment voucher (VP-1) allows First Hawaiian Bank to expedite processing of your payment. If no payment voucher is sent with the GET payment, there will be a delay in the processing of your payment.
- 7. Do I only send GET payments to the Lockbox?**  
Yes. At this time only GET payments are being processed through the Lockbox.
- 8. What happens if the GET return and payment are not sent on the same date?**  
The GET return and payment do not need to be sent on the same date. However, both the GET return and payment must be received by DoTax by the applicable due date. For GET returns or payments that are mailed, the postmark date will be treated as the received date by DoTax.
- 9. If I file the Form GEW-TA-RV-6 to request an extension of time to file Form G-49 (Annual Return & Reconciliation of General Excise/Use Tax Return), does the payment still go to the Lockbox?**  
Any GET payments for additional taxes due, as noted on the request for extension, must accompany the request and be mailed to the address noted on Form GEW-TA-RV-6.
- 10. Will the Lockbox slow up any GET refund I may be entitled to?**  
The purpose of the Lockbox process is to speed up the processing of GET payments. The Lockbox process itself should not slow down the processing of a claim for GET refund, provided that all payments are properly made and applied to the GET account that the refund is claimed for.