

OAHU DISTRICT OFFICE

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MAUI DISTRICT OFFICE

State Office Building

Molokai

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Kathleen Uehara, *Maui District Tax Manager*

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HAWAII DISTRICT OFFICE

State Office Building

Kona

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KAUAI DISTRICT OFFICE

State Office Building

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Lihue, HI 96766-1889

Voice: 808-274-3456

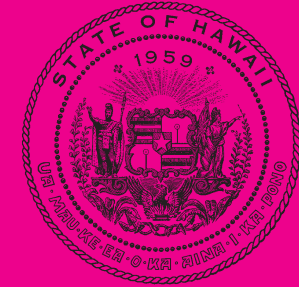
Fax: 808-274-3461

Erin Tsuda, *Kauai District Tax Manager*

E-mail: Tax.Kauai.Office@hawaii.gov

Regular office hours are Mondays through Fridays,
from 7:45 A. M. to 4:30 P. M., except State holidays.

STATE OF HAWAII DEPARTMENT OF TAXATION



Hawaii State Tax Office Information

David Y. Ige
Governor

Maria E. Zielinski
Director of Taxation

Revised April 2017

Obtain tax forms and information all day, every day!

tax.hawaii.gov

Resources and services available on the website include:

- State Tax Forms and Instructions
- Informational Brochures and Publications
- Hawaii Tax Laws (unofficial)
- Hawaii Administrative Tax Rules (unofficial)
- Tax Information Releases
- Department of Taxation Announcements
- Search Tax Licenses
- Individual Income Tax Refund Status

Forms and Publications:

808-587-4242

1-800-222-3229 (Toll-Free)

To request Hawaii tax forms and publications to be mailed to you, call our Taxpayer Services Branch.

Discover the convenience of e-filing!

Six (6) e-filing programs are described below.

(1) Bulk Filing:

dotax.ehawaii.gov/bulktax/home

The Bulk Filing System is a web-based application that allows approved Reporting Agents (tax professionals, payroll providers, property management companies, etc.) to perform on-line submission of Form HW-14 and payment for taxpayers they represent. Approval and certification must be obtained prior to participation.

For more information contact Electronic Processing Section by phone at 808-543-6814, or by e-mail at Tax.Efile@hawaii.gov.

(2) Electronic Filing Via the Internet:

tax.hawaii.gov/eservices

You can submit a number of tax forms and payments via the Internet through ELF, withholding, estimated taxes, and filing extension requests.

If you choose to pay via electronic debit to your bank account (eCheck), there is a non-refundable portal administration fee of \$1.00. If paying by a valid credit card, there is a non-refundable portal administration fee equal to \$1.00 plus 2.4% portal administrative fee of the total amount charged. No payment is processed until you authorize it.

For more information contact Electronic Processing Section by phone at 808-543-6814, or by e-mail at Tax.Efile@hawaii.gov.

(3) Electronic Filing Via Hawaii Tax Online:

hitax.hawaii.gov

Hawaii Tax Online is a new Department website that currently supports general excise; rental motor vehicle, tour vehicle,

and car-sharing vehicle surcharge; seller's collection; transient accommodations; use; and county surcharge tax types. It provides taxpayers and practitioners with 24/7 access to account information, notices, and returns. Filing taxes and making debit payments through this system is free. All taxpayers must register and create new Hawaii Tax Online accounts before using it for the first time. Hawaii Tax Online will support additional tax types each year based on the progress of the Tax System Modernization Program.

(4) Hawaii Business Express (HBE) One Stop Business Registration:

hbe.ehawaii.gov

Obtain your general excise and other business tax registrations on-line and register with the Department of Commerce and Consumer Affairs (DCCA) and the Department of Labor and Industrial Relations (DLIR) at the same time.

For more information call our Licensing Section at 808-587-1455 or DCCA, Business Registration Division at 808-586-2727.

(5) Hawaii Compliance Express (HCE):

vendors.ehawaii.gov/hce

HCE saves you time and hassle by providing an on-line "Certificate of Vendor Compliance" for your business entity. This single certificate eliminates the need to obtain individual copies of clearances with the IRS, DLIR, DCCA, and Department of Taxation (DOTAX). The service includes real time monitoring of your status of compliance with each agency and you will be automatically notified by e-mail any time your compliance status is changed.

To get started, you will need your Taxpayer Identification Number (FEIN or SSN), Hawaii Tax I.D. No., Unemployment Insurance Identification Number (UI ID#), if applicable, and a valid credit card for the \$12 annual registration fee to complete the transaction.

For more information, e-mail us at Tax.Efile@hawaii.gov.

(6) Modernized eFiling (MeF):

tax.hawaii.gov/eservices/specs/

The State of Hawaii is a participant in the Federal/State e-file Program, which allows taxpayers to file their federal and state returns electronically at the same time or individually. Form N-11, Individual Resident Income and Form N-15, Individual Income for Nonresidents and Part-Year Residents are the Hawaii tax returns eligible for filing through this program. You may use a tax professional to file your federal and state returns, or an approved software product.

Please go to our approved software page for the list of approved Federal/State e-file software products at tax.hawaii.gov/eservices/software.

For more information contact Electronic Processing Section by phone at 808-543-6814 or by e-mail at Tax.Efile@hawaii.gov.

Need help with a specific State tax question, problem, or notice?

Call **808-587-4242** or toll free at **1-800-222-3229**, for hearing impaired call 808-587-1418 or toll free at 1-800-887-8974

Customer service representatives are available during business hours only, but recorded messages and refund information are available anytime.

Taxpayer Advocate

Telephone: 808-587-1791

E-mail: Taxpayer.Advocate@hawaii.gov

If you contact DOTAX numerous times and still can't resolve a tax problem, the Taxpayer Advocate may be able to help. The following information is required:

- Taxpayer information (name, ID numbers, etc.)
- Daytime telephone number and best time to call
- Nature of the problem (type of tax, tax form, period and year, etc.)
- Details of previous attempts to resolve the problem (dates, office, and person contacted, etc.)

NOTE: The Taxpayer Advocate *does not* provide technical advice, overturn technical decisions, or address issues regarding the constitutionality or legality of the State's tax system and tax laws.

Administrative Appeals Office

Telephone: 808-587-1446

E-mail: Tax.Appeals@hawaii.gov

The Administrative Appeals Office is a separate and independent body within DOTAX that is responsible for administering the Administrative Appeals and Dispute Resolution (AADR) program. AADR is an informal appeal process designed to help people resolve tax disputes involving a DOTAX audit assessment without litigation. For more information go to tax.hawaii.gov/appeals/.