

FILE NOW, PAY LATER: If you owe tax, you can have your tax payment deducted electronically from your checking or savings account. This option allows you to determine the date you want to pay your tax. You can pay when you file or you can delay your payment until the due date.

NOTHING TO MAIL: Those filing and paying electronically usually do not have to mail anything to the department.

FOR GENERAL TAX QUESTIONS:

Online Customer Service Center
www.revenue.state.pa.us

Taxpayer Service & Information Center
Personal Taxes: 717-787-8201
Business Taxes: 717-787-1064
e-Business Center: 717-783-6277

1-888-PATAXES (728-2937)

Touch-tone service is required for this automated 24-hour toll-free line. Call to order forms or check the status of a corporate tax account.

Automated Forms Ordering Message Service
1-800-362-2050

Services for Taxpayers with Special Hearing
and/or Speaking Needs
1-800-447-3020

Call or visit the Revenue district office nearest you, listed in the blue pages of your local phone directory.

www.revenue.state.pa.us

PERSONAL INCOME TAX ELECTRONIC FILING AND PAYMENT OPTIONS



Electronic filing offers advantages to taxpayers not available to those filing by paper, such as error-reducing automatic calculators, instant confirmation of successful filing, faster refund processing and direct deposit options. Further, electronic filing saves taxpayer dollars, as electronic returns are processed more efficiently than paper returns.



REV-745 PO (08-10)

Electronic Filing for Individual Taxpayers:

The PA Department of Revenue offers two, free electronic options for filing PA personal income tax: TeleFile (1-888-4PA-FILE) and pa.direct.file, available through the department's website, www.revenue.state.pa.us.

- If a taxpayer filed a return last year, they may file by phone with TeleFile 24-hours a day simply by providing a Social Security number and five-digit ZIP code using a touch-tone telephone. Detailed information on TeleFile is available in the Fast File booklet.
- To file returns using pa.direct.file, each taxpayer will need to provide a Social Security number and one of the following: the prior year's tax liability; a PA driver's license or identification number; or a registered e-signature account. Taxpayers can report most types of income and claim dependent children for Tax Forgiveness using pa.direct.file

Also available through tax preparers and authorized computerized software is the Fed/State e-file service, which allows taxpayers to file state and federal returns together or separately. Visit www.revenue.state.pa.us to review a list of software providers approved for filing PA personal income tax.

Through www.revenue.state.pa.us, taxpayers can file returns electronically, make payments (including estimated payments), check the status of returns and refunds, update information, pay taxes by credit/debit card, access online customer service, review answers to commonly asked questions and download tax forms.

Which Electronic Option Is Right For You?

Following are some of the most common filing scenarios and options for electronic filing.

	TeleFile	pa.direct.file	Fed/State e-file
You are using the same filing status as last year	X	X	X
You changed filing status from last year		X	X
You moved in the past year		X	X
This is the first PA tax return you are filing		X	X
You do not live in Pennsylvania		X	X
You are a part-year resident		X	X
Your compensation is reported on one or more W-2 forms	X (up to 7 W-2 forms)	X (up to 20 W-2 forms)	X (up to 50 W-2 forms)
Your employer withheld PA income tax on all your W-2s and at a rate not greater than 3.07 percent	X	X	X
Your employer withheld PA income tax on only some of your W-2s and/or at a rate greater than 3.07 percent		X	X
You have employee business expenses that include only union dues, small tools and supplies, and/or work clothes or uniforms	X	X	X
You have employee business expenses in addition to those listed immediately above		X	X
You have \$2,500 or less of interest and/or dividend income reported on 1099 forms	X	X	X
You have more than \$2,500 of interest and/or dividend income reported on 1099 forms		X	X
This year and last year you claimed Tax Forgiveness with no dependents	X	X	X
You are claiming Tax Forgiveness for the first time		X	X
You are claiming Tax Forgiveness with dependents		X	X

NOTE: Many additional schedules and forms can be filed electronically through pa.direct.file and Fed/State e-file. Visit www.revenue.state.pa.us for more information.

Electronic Payment Options

Tax obligations, including estimated payments, may be paid electronically by credit/debit card or electronic funds transfer. For details on electronic payment options, visit the department's e-Services Center at www.revenue.state.pa.us.

Online Customer Service Center

Through Revenue's Online Customer Service Center at www.revenue.state.pa.us, taxpayers can search a knowledgebase of tax information to find answers to commonly asked tax questions. Taxpayers may also submit questions to customer service support staff and share feedback about the Department of Revenue and its services.

Why File Electronically?

SAFE: Regardless of the option you choose, the department protects your information with the latest security safeguards. Revenue's electronic filing systems are secure and protected with the industry standard for online banking and trading, 128-bit secure socket layer encryption.

EASY: The systems perform the math calculations for you.

FAST: The department processes electronic refunds in half the time of paper returns.

DIRECT DEPOSIT: You can have your refund deposited directly into your checking or savings account. Direct deposit is not available with a paper PA tax return.

CONFIRMATION: Upon filing with pa.direct.file or TeleFile, the department immediately gives you a confirmation number as proof that you filed. When using Fed/State e-file, the department sends an acknowledgement directly to you, your tax professional or electronic return originator.