

**WISCONSIN DEPARTMENT OF REVENUE
DIVISION OF INCOME, SALES, AND EXCISE TAX**

NOTICE OF PROPOSED GUIDANCE DOCUMENTS

Pursuant to sec. 227.112, Wis. Stats., the Wisconsin Department of Revenue, Division of Income, Sales, and Excise Taxes hereby seeks comment on the proposed guidance document listed in the table below.

SUBMITTING PUBLIC COMMENTS

Public comments on proposed or adopted guidance documents may be submitted online at: <https://www.revenue.wi.gov/Pages/contactUs/proposed-Guidance.aspx>.

DEADLINE FOR SUBMISSION

The period for public comment for proposed guidance documents ends 21 days after publication in the Administrative Register, unless the Governor approves a shorter commenting period.

Document Number	Document Title
100056	Electronic Filing - Paying Your Taxes or Receiving Your Refund - Common Questions

State of Wisconsin
Department of Revenue

Electronic Filing - Paying Your Taxes or Receiving Your Refund

This is a proposed guidance document. The document has been submitted to the Legislative Reference Bureau for publication in the Administrative Register for public comment as provided by sec. 227.112(1), Wis. Stats.

Paying Your Taxes or Receiving Your Refund

1. Can I use direct deposit?
2. If I electronically file my income tax return, how long will it take to get my refund?
3. If I filed electronically but did not receive my refund as quickly as I expected to, what might be the cause of the delay?
4. How do I find out about my refund?
5. If I electronically file my return early and I owe taxes, when do I have to pay?
6. If I electronically file my tax return on the due date and I owe taxes, when is the payment due?
7. Can I pay my taxes by credit card?
8. Can I use direct debit to pay my income taxes?
9. Can I use electronic funds transfer to pay my taxes?

10. If I have a balance due on my electronically filed return, where do I send the payment?

1. **Can I use direct deposit?**

Yes. If you electronically file using Wisconsin e-file, a tax professional or an online software product, you may have your refund direct deposited. If your refund is delayed for any of the reasons listed in the answer to [Question 3](#), direct deposit is still possible.

Once you have submitted your return requesting direct deposit, this cannot be changed. If your financial institution rejects the direct deposit, the department will mail a paper check to the address on your tax return.

2. **If I electronically file my income tax return, how long will it take to get my refund?**

Directly deposited, most refunds are issued in less than three weeks. Filing a paper return could delay your refund. Our strong fraud and error safeguards could delay some returns up to 12 weeks.

3. **If I filed electronically but did not receive my refund as quickly as I expected to, what might be the cause of the delay?**

Certain conditions will delay refunds and may change refund amounts. This happens with refunds from electronically filed returns as well as refunds from paper returns. Some possible reasons for refund delays:

- The proper homestead credit attachments were not timely received.
- The taxpayer or spouse owes delinquent Wisconsin taxes.*
- The taxpayer or spouse owes a debt to another Wisconsin state agency.*
- The taxpayer or spouse owes a debt to counties or municipalities in Wisconsin.*
- The taxpayer or spouse owes a debt to the Internal Revenue Service.*
- The estimated tax payments claimed on the return do not match the estimated tax payments recorded on the Department of Revenue estimated tax file. [Verify](#) your estimated tax payment amount before electronically filing your return.
- The refund or balance due amount is changed when the electronic return is processed.
- The return acknowledgment contained one or more error codes.
- The return must be reviewed before the refund can be issued. Returns with earned income credit or homestead credit may be reviewed.
- The taxpayer must complete an identity verification request made by the Department of Revenue.

* To avoid delays, clear your debts before electronically filing your return.

4. How do I find out about my refund?

You can check your refund:

- Online: [Refund Inquiry](#).
- Phone: (608) 266-8100 Madison
(414) 227-4907 Milwaukee
(866) 947-7363 Toll Free

You will need your social security number and the amount of your refund.

5. If I electronically file my return early and I owe taxes, when do I have to pay?

You can e-file and pay the amount owed at the same time as you file or you can pay later; but, full payment must be made on or before April 15 to avoid interest and/or penalties. You can:

- Post-date your payment through direct debit/withdrawal or [Pay Online](#) up to April 15
- Pay by [credit card](#) on or before April 15 (your credit card will be charged immediately)
- Pay by check or money order on or before April 15. Include a complete [Form EPV](#) (Electronic Payment Voucher) with your payment (make sure the name(s), social security number(s), and amount due matches the information on the income tax return you filed).

If you e-file after April 15, you must make payment on the same day as you file.

6. If I electronically file my tax return on the due date and I owe taxes, when is the payment due?

You must make your payment on the due date, April 15. You can pay by:

- Direct debit/withdrawal or [Pay Online](#)
- [Credit card](#)
- Check or money order. Include a complete [Form EPV](#) with your payment (make sure the name(s), social security number(s) and amount due matches the information on the income tax return you filed). Payment must be postmarked on the due date.

7. Can I pay my income taxes by credit card?

Yes. The Wisconsin Department of Revenue does allow taxpayers to pay state income taxes by credit card. For more information, see [Credit Card Payments](#).

8. Can I use direct debit to pay my income taxes?

Yes. The Department of Revenue does allow taxpayers to pay state income taxes by direct debit if you file electronically. For more information, see [Direct Debit Withdrawals](#).

9. Can I use electronic funds transfer to pay my taxes?

Yes. You can pay most taxes through the electronic funds transfer method. See [Electronic Payments - Income, Corporation and Other Taxes](#) for more information. Individuals and fiduciaries will use the department's [Pay Online](#) system. All businesses will use [My Tax Account](#), where you will need a Wisconsin User ID and password to access the system.

10. If I have a balance due on my electronically filed return, where do I send the payment?

The easiest way to pay your amount owed is to use direct withdrawal/debit or [Pay Online](#).

If you want to pay by check or money order, you must complete a [Form EPV](#) and mail to the address listed on that form. Your software should provide you with a completed Form EPV.

Applicable Laws and Rules

This document provides statements or interpretations of the following laws and regulations in effect as of February 11, 2020: Sections 71.01, 71.09, 71.55, 71.80, 71.82, 71.83, 71.93 and 73.03, Wis. Stats., and secs. Tax 1.12 and 14.01, Wis. Adm. Code.

Laws enacted and in effect after February 11, 2020, new administrative rules, and court decisions may change the interpretations in this document. Guidance issued prior to February 11, 2020, that is contrary to the information in this document is superseded by this document, pursuant to sec. 73.16(2)(a), Wis. Stats.

FOR QUESTIONS OR COMMENTS CONTACT:

WISCONSIN DEPARTMENT OF REVENUE

Electronic Filing Unit

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Madison, WI 53708-8949

Income Tax Customer Service Phone: (608) 266-2486

Business Tax Customer Service Phone: (608) 266-2776

Customer Service Fax: (608) 267-1030

Email additional questions to DORElectronicFiling@wisconsin.gov

Guidance Document Certification: <https://www.revenue.wi.gov/Pages/Certification-Statement.aspx>

Guidance Document Number: 100056

February 11, 2020

Related Links

- [Basic Information](#) | [En Español](#)
- [Advanced Information](#)
- [Paying Your Taxes or Receiving Your Refund](#)

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