

## OAHU DISTRICT OFFICE

Princess Ruth Keelikolani Building  
830 Punchbowl Street  
Honolulu, HI 96813-5094

### Office of the Director

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### Tax Services and Processing Division

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### Compliance Division

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Lynne Kaneta, *Oahu Collection Branch Chief*

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## MAUI DISTRICT OFFICE

State Office Building  
54 S. High Street, #208  
Wailuku, HI 96793-2198

Wayne Fujita, *Maui District Tax Manager*

Voice: 984-8500 Fax: 984-8522  
E-mail: Tax.Maui.Office@hawaii.gov

## HAWAII DISTRICT OFFICE

State Office Building  
75 Aupuni Street, #101  
Hilo, HI 96720-4245

Vacant, *Hawaii District Tax Manager*

Voice: 974-6321 Fax: 974-6300  
E-mail: Tax.Hilo.Office@hawaii.gov

## KAUAI DISTRICT OFFICE

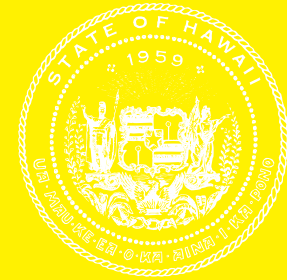
State Office Building  
3060 Eiwa Street, #105  
Lihue, HI 96766-1889

Dulcie Yano, *Kauai District Tax Manager*

Voice: 274-3456 Fax: 274-3461  
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

Neil Abercrombie  
Governor

Frederick D. Pablo  
Director of Taxation

Revised August, 2011

## Obtain tax forms and information All day, EVERY day!

### Department of Taxation Website

[www.hawaii.gov/tax](http://www.hawaii.gov/tax)

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
- Statistical Reports
- Media Releases
- Mailing and Contact Information
- Search Tax Licenses
- Individual Income Tax Refund Status
- and MORE!

TIP: Tax forms for recent years have writable fields. This feature allows you to type in your entries and print the completed form from your computer (although it will not add, subtract, or automatically perform any calculations for you).

### Forms and Publications By Mail:

- 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 and speak directly to our Call Center representatives who can help you and respond to other related questions.

### Tax Information CD-ROM

- **Tax Information CD INCLUDING the Tax Statutes and Administrative Tax Rules (unofficial) (updated through the end of the previous calendar year)**

This CD-ROM is revised annually and is available for a nominal charge. Order forms may be obtained at the Department's website, at any district tax office or by calling our Taxpayer Services Branch.

The Tax Information CD contains tax forms with writable fields for the current year, unofficial compilations of the Hawaii Tax Statutes and Administrative Tax Rules, selected unpublished court decisions, and attorney general tax opinions, informational brochures, publications, releases, reports, and more.

## Discover the convenience of e-filing!

Three (3) e-filing programs are described below. For more information on ELF, bulk filing, and JELF, contact the Electronic Processing Section by phone at 808-587-1740, or by e-mail at [Tax.Efile@hawaii.gov](mailto:Tax.Efile@hawaii.gov).

### Hawaii Business Express One-Stop Business Registration:

[www.hbe.hawaii.gov](http://www.hbe.hawaii.gov)

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

Just answer a series of questions and authorize the payment of any fees by credit card. Your business registration forms are automatically filled in and electronically transmitted to the appropriate department.

For more information call our Licensing Section at 808-587-1455 or Department of Commerce and Consumer Affairs, Business Registration Division at 808-586-2727.

### Electronic Filing Via the Internet (ELF):

[www.ehawaii.gov/efile](http://www.ehawaii.gov/efile)

You can submit a number of tax forms and payments via the Internet through ELF, including Form N-13, selected general excise, withholding, and transient accommodations tax returns, estimated taxes, filing extension requests, and applications for tax clearances.

Payments with an electronic check can be made for a nominal fee of \$1.00 per transaction. Credit card payments are accepted; however, a processing fee charged by the credit card companies will add a 2.25% processing fee to the \$1.00 transaction charge.

### Joint Federal/State Electronic Filing (JELF):

Electronically file your individual income tax return via the Internet at the same time you file your federal income tax return. Use approved tax preparation software or ask your tax professional.

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

### Taxpayer Services Branch

#### Telephone

- 808-587-4242
- 1-800-222-3229 (Toll-Free)

#### Telephone for the Hearing Impaired:

- 808-587-1418
- 1-800-887-8974 (Toll-Free)

**Fax: 808-587-1488**

**E-mail: [Taxpayer.Services@hawaii.gov](mailto:Taxpayer.Services@hawaii.gov)**

The Taxpayer Services Branch provides one-stop assistance. 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](mailto:Taxpayer.Advocate@hawaii.gov)**

If you contact the Department 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.