

FREQUENTLY ASKED QUESTIONS FOR TAXPAYERS USING TAX PREPARATION SOFTWARE

Why has the West Virginia State Tax Department rejected my return?

The most common reasons returns are rejected are:

1. The return was generated by a vendor using an unauthorized software product which was not recognized by the Department's processing system.
2. The quality is poor so the return is not legible.
3. The submitted return is a photocopy. Only original returns are accepted.
4. The return is not printed in blue or black ink. Returns written in pencil and other ink colors cannot be processed by the system.

I made an error typing my Social Security Number/FEIN/Account Number. Can I write the correct number above the printed number?

No. You must make the correction and reprint for legibility purposes.

My address has been printed wrong on my return. Can I cross it out and write the correct address?

No. You must make the correction and reprint for legibility purposes.

Can I create a form on my PC and submit it?

No. Forms must come from the Tax Department or an approved Tax Preparer.

Is there a list of approved preparers available?

Yes. You can contact the Tax Department at (304) 558-8710 or on the web at www.state.tax.wv.us/tax.

What do I do if I do not receive my forms in the mail?

You can contact the Tax Department at (304) 558-3333 between the hours of 8:30 AM and 4:30 PM, Monday-Friday or you can find the forms on our website at www.state.wv.us/taxdiv under the forms link.

If my form is rejected for any reason, will I be subject to additional interest and penalties.

Yes. Returns are considered timely filed when accepted by the Department. If a return is rejected for any reason, you still must file an accepted return by the original deadline to avoid interest and penalties or a delay in your refund.

What if I need to change my address?

For a business tax return, contact the Department at (304) 558-3333. or (800) 422-2075.

For Personal Income Tax, make sure you have the correct address on your return when filing it.

What options are available for paying balance due returns?

You may pay balance due returns by one of the following methods. **DO NOT SEND CASH THROUGH THE MAIL.**

- You may include a check or money order with your return.
- You may pre-register for Electronic Funds Transfer by completing an Application for EFT (WV/EFT-5) and mailing it to WV State Tax Department, RD-EFT, PO Box 11895, Charleston, WV 25339-1895 or faxing it to (304) 558-8713. You may choose either the ACH Credit or ACH Debit method of payment. (See our website for additional information on EFT's).
- You may pay by credit card through Official Payments. You will find a link on our website. There is a convenience fee for this service.

How does ACH Credit/Debit work?

See the Electronic Services page on our website at www.state.wv.us/taxdiv and select the WV/EFT-4 Program Guide for information on our EFT program or call the Revenue Division at (304) 558-8710.

Can I pay all my taxes with one EFT account?

You can pay all tax types for any one account number with only one EFT account. Each taxpaying entity requires a separate EFT account.

Where can I get forms?

On our website at www.state.wv.us/taxdiv under the forms link or by calling the Tax Department at (304) 558-3333 between the hours of 8:30 AM and 4:30 PM, Monday through Friday.

What if I have other questions not answered on the web?

Contact us at (304) 558-3333 or (800) 422-2075 between the hours of 8:30 AM and 4:30 PM, Monday – Friday.