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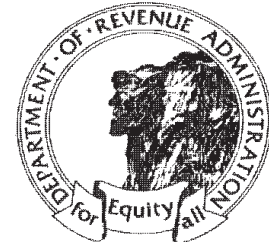
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Individuals who need auxiliary aids for effective communication in programs and services of the New Hampshire Department of Revenue Administration are invited to make their needs and preferences known. Individuals with hearing or speech impairments may call TDD Access: Relay NH 1-800-735-2964.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF REVENUE ADMINISTRATION
(603) 271-2191**

**FREQUENTLY ASKED QUESTIONS
(FAQ's)
ELECTRONIC FILING
AND PAYMENTS**



Kevin A. Clougherty, Commissioner

www.nh.gov/revenue

The New Hampshire Department of Revenue Administration offers this publication of answers to the most frequently asked questions. While we have attempted to identify the most common concerns, this publication does not address every situation, set of facts, or circumstances. Our goal is to develop a tax administration system that is fair and efficient, with taxpayers having the highest degree of confidence in the integrity of the Department.

Should you have questions or wish to request additional educational services or publications for use in state tax instruction, please feel free to send your request in writing to our NH DRA Customer Education Committee, PO Box 457, Concord, NH 03302-0457.

Q: Who must participate?

A: New Hampshire requires all taxpayers having a total liability for Business Profits Tax (RSA 77-A) and/or Business Enterprise Tax (RSA 77-E) of \$100,000 or greater for the most recently file tax year, to submit their tax payments by electronic funds transfer (EFT), either by the Department ACH-Credit or ACH Debit method.



Q: Can you voluntarily participate in electronic funds transfer?

A: If you do not meet the threshold established for statutory participation in either electronic funds transfer program, you may participate on a voluntary basis.

Q: Why are these systems better than the paper system?

A: You can make your payment in the comfort of your own home, it won't get lost in the mail, there is no purchasing of stamps, you don't have to write out a check, and you may possibly reduce or avoid interest and penalty charges.

Q: What is the e-FILE NH DRA Program?

A: This on-line program allows Business Enterprise, Business Profits, Meals and Rentals and Interest & Dividend taxpayers to electronically pay estimates, tax notices, and extensions as well as send return payments via the Internet. The payment method will be an Automated Clearing House (ACH) debit transaction to your bank account authorized by you through the Internet.

Q: How will I access the e-FILE system?

A: Each taxpayer will set up their own Personal Identification Number (PIN) and hint questions and answer upon their initial entry into the system. Taxpayers will be able to maintain their own PIN and hint. In the event that the taxpayer forgets their PIN, they can enter into the system via their hint, or call the Department and request their PIN be reset. Hint questions and answers should be very unique to each taxpayer (something only they would know).

Q: Can I file my tax return electronically?

A: Certain Interest and Dividends and Meals & Rentals returns can be filed electronically at this time. Other returns will be available soon.

Q: When will this program be available to all taxpayers?

A: The payment program for most taxes is available at this time. Other taxes will be added at a later date.

Q: How safe will my information be in the e-FILE program?

A: The Department has worked closely with the selected vendor to ensure this system is secure and easy to use.

Q: Are there any other payment options?

A: Yes, the New Hampshire Electronic Funds Transfer (EFT) ACH-Credit Program is another payment option. To register for the ACH-Credit program, a registration form DP-175 must be completed.

Q: What is the New Hampshire EFT ACH-Credit Program?

A: The New Hampshire EFT ACH-Credit Program is limited to filers making payments for Business Enterprise Tax and Business Profits Tax liabilities.

The ACH-Credit transfers money electronically in which the taxpayer, through their bank, originates an entry crediting the State's designated bank account and debits the taxpayer's bank account for the amount of the tax payment.

Q: How do I get started in the EFT ACH-Credit Program?

A: To register for the ACH-Credit Program, complete the registration Form DP-175. Within 30 days of receipt of the completed form, the Department will mail a letter confirming your registration. This will contain the bank account information you will need in order to make your ACH-Credit transactions.

Q: Will the Department have access to my bank account?

A: No. These programs are the same as writing an electronic check. Just as the Department can only cash a check sent to us, under the electronic method we can only access the amount that you have authorized. The system will verify the amount you are paying, and once confirmed, it becomes an electronic check that is transmitted to the bank.

Q: How will payments be made?

A: On the first business day following the due date of the payment or the first business day the payment is initiated, whichever is later, the payment will be electronically deducted from your bank account. Only the amount you authorized through the Internet process will be transferred.

Q: What if I don't have a bank account?

A: You are required to have a checking or savings bank account to participate in this program.

Q: What if I change banks?

A: You must cancel all future payments and re-enter the new banking information. EFT ACH-Credit payors are required to submit changes via Form DP-175 and complete a successful pre-note prior to the switch to the new bank.

Q: Can I cancel a payment if I discover I made a mistake?

A: Yes. You may cancel up to 24 hours prior to the date you indicated you wanted the payment made. ACH-Credit cancellations are dependent upon your individual bank policies.

Q: Can I make future estimate payments?

A: Yes, through our e-FILE system, you can make all quarterly estimate payments at one time and indicate when you want them deducted from your account.

Q: Can I charge the payment on my credit card?

A: Not at this time.