

NEW EFILE AND EPAY PORTAL FREQUENTLY ASKED QUESTIONS

WHAT TO EXPECT

1. What is the Portal?

The Portal is a free self-service site that allows Florida taxpayers to file their taxes online easily and securely. Through the Portal, businesses can complete several tax functions themselves.

2. How will the eFile/ePay Portal change with a new vendor? Or will it work the same way?

The new eFile/ePay Portal will be hosted by a new vendor. This means users who bookmarked the former URL(s) will need to change their bookmark(s). Users will continue to be able to access the new Portal through the Florida Department of Revenue's (Department) website at floridarevenue.com. Additionally, web users will log in to the new Portal in the same manner as they do currently – the Department will not change user IDs and passwords through the conversion process. Users will find a more modern look and navigation process as well as instructional/help messages on most screens.

3. When is this change taking place?

The transition to the new vendor will take place in four phases during 2025-2026.

April 1, 2025:

- Gross receipts tax on utilities
- Use tax on out-of-state purchases
- Payment only – gross receipts tax

Fall 2025:

- Sales and use tax
- Solid waste taxes and fees
- Prepaid wireless fee
- Payment only – all taxes in this phase
- Reprint annual resale certificates for sales and use tax

Winter 2025:

- Communications services tax
- Documentary stamp tax
- Motor fuel taxes
- Insurance premium taxes and fees
- Reemployment tax
- Payment only – all taxes in this phase
- Reprint annual resale certificates for communications services tax

Early 2026 (new tax category with statutory effective date of January 1, 2026):

- Natural gas tax
- Payment only – natural gas tax

4. Will a taxpayer's login information change or remain the same in the new eFile/ePay Portal? If it is changing, will the Department provide new login credentials, or does the taxpayer need to create their own?

Taxpayers who file and pay via the web will use their current user ID and password or alternate credentials to login to the new Portal.

Taxpayers who direct file will receive additional information from the Department before the scheduled release date by tax type.

5. Will a taxpayer's saved profile information be transferred to the new eFile/ePay vendor, or will they need to update that information?

Taxpayers who are currently enrolled for eServices will have their profile information automatically transferred to the new Portal.

Taxpayers who log in using alternate credentials will have their account numbers transferred to the new Portal but will not have profile information, such as their bank account numbers, visible.

6. If a taxpayer has the old eFile/ePay website bookmarked on their computer, will it still work with the new vendor?

As the Department transitions to the new vendor, taxpayers will need to visit floridarevenue.com/taxes/filepay to access the new eFile and Pay website. Beginning on the go-live date for each phase, taxpayers must use the new website to file tax returns and make tax payments.

The Department is not transferring prior filing history to the new eFile and Pay website. However, the old web address will remain active for one to two months for the purpose of allowing taxpayers to view and download prior tax filings. Additionally, if taxpayers use the old web address, the former vendor plans to provide a redirect to the new page at floridarevenue.com/taxes/filepay. Taxpayers may then bookmark the new web address for future use.

Remember that the Department is transitioning the taxes in phases, so depending on the business's tax obligations, the taxpayer may log in to the new Portal for one or more tax filings and the current Portal to file taxes that have not yet transitioned to the new Portal.

7. Will there be a transition period allowing users to use either the old eFile/ePay vendor or the new vendor?

As the Department transitions each tax to the new Portal, users will no longer be able to file and pay that tax in the old system. However, the Department is working with the old vendor to allow taxpayers to log in to the old system for a short period of time (one to two months) after the tax transitions to the new Portal for the purpose of viewing or downloading their filing history.

As each tax transitions to the new vendor, the Department will remove that tax from service in the old system. When all taxes have been transitioned to the new Portal, the old system will be fully removed from service.

FILING AND PAYING TAXES

8. What taxes will be affected by this change to a new eFile/ePay vendor?

Each tax that is currently paid through the Department of Revenue's current vendor will transition to the new vendor as follows:

April 1, 2025:

- Gross receipts tax on utilities
- Use tax on out-of-state purchases
- Payment only – gross receipts tax

Fall 2025:

- Sales and use tax
- Solid waste taxes and fees
- Prepaid wireless fee
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- Reprint annual resale certificates for sales and use tax

Winter 2025:

- Communications services tax
- Documentary stamp tax
- Motor fuel taxes
- Insurance premium taxes and fees
- Reemployment tax
- Payment only – all taxes in this phase
- Reprint annual resale certificates for communications services tax

Early 2026 (new tax category with statutory effective date of January 1, 2026):

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- Payment only – natural gas tax

9. Will this transition affect direct file taxpayers?

Yes. Direct file taxpayers will utilize the new Portal. Taxpayers who direct file will receive additional information from the Department before the scheduled release date by tax type.

10. Will a taxpayer's current due dates for eFiling or ePaying be affected in any way with the new Portal?

No. Established due dates for electronic filing or paying have not changed. Taxpayers must continue to meet these deadlines in the new Portal. For a list of electronic payment deadlines, visit floridarevenue.com/forms and select the *Florida eServices Calendar of Electronic Payment Deadlines* (Form DR-659) under the eServices section.

11. If a taxpayer is not currently required to eFile or ePay, will they be required to do so with the new Portal?

No. Established requirements for electronic filing or paying have not changed. Taxpayers who do not meet these requirements may voluntarily file and/or pay electronically and may find the new Portal a safe, convenient, and user-friendly way to remit their tax return/report and payment. For more information about requirements and ways to file and pay electronically, visit floridarevenue.com/forms and select the *Filing and Paying Taxes Electronically Brochure* (Form GT-800001) under the eServices section.

12. What Transaction History Status will be available in the Portal?

In Progress

Processed

PORTAL FEATURES

13. Will the new eFile/ePay Portal provide greater functionality than the current system?

During the initial implementation in 2025, the Department will focus on replacing existing functionality. However, the new Portal provides the Department opportunities to enhance this functionality across future updates.

14. Will it be easier to use than the previous system? How?

Users will find a more modern look and navigation process, as well as instructional/help messages on most screens.

15. How long will Inbox Messages be retained in the Portal?

Inbox will be stored indefinitely within the Portal. There is no purge timeframe currently in place, but taxpayers can archive messages if necessary and to maintain the Inbox.

16. What Types of communications will be in Inbox Messages?

Payment Confirmation

Canceled Payment (ACH only)

Return Filed

Return Saved

Canceled Return

TAXPAYER RECORDS

17. Will taxpayers be able to view or retrieve copies of their previous returns or confirmation numbers filed under the old eFile/ePay system in the new Portal?

No. The filing history information will not be converted to the new Portal. Taxpayers will need to save copies of their previous returns from the current application. However, the Department is working with the old vendor to allow taxpayers to log in to the old system for a short period of time (one to two months) after the tax transitions to the new Portal for the purpose of viewing or downloading their filing history.

18. Can I save my progress and come back to finish my return later?

Users have the option to view and complete saved documents. You can save your progress and exit the portal at any time. Unsubmitted returns are saved for up to 90 days.

19. How do I check the status of my submitted return?

Once you submit a return in the Portal, you will receive confirmation through the Message Center area of the Portal. You can also view the status of your return in your filing history.

20. Can I cancel a submitted return?

Yes, if there is a trash can icon available, the return can be canceled. The status of the return will change to Canceled.

21. What payment methods are accepted for online tax payments?

Payments can be made via ACH Direct Debit and credit card. Please note credit card payments are submitted through a third-party payment vendor and are subject to a service charge.

22. Can I cancel a payment?

Bank Account Debit (ACH) - Payments can only be canceled by the Taxpayer if it is before 5:00 p.m. ET on the day the payment was submitted, or the next business day if the payment was submitted on a weekend or holiday. After that the payment CANNOT be canceled, and the Cancel Payment button will no longer display. The status of the payment will change to Canceled Payment.

Credit Card - Payments submitted by credit card CANNOT be canceled.

23. Can a taxpayer who logged in using alternate credentials (guest user) cancel a scheduled payment?

Not at this time. If the taxpayer is enrolled and logs in using their user ID and password, the taxpayer will see the scheduled payment, regardless if it was submitted when logged in as a guest or registered user, and can cancel a scheduled payment. If the taxpayer does not have a user ID and password, the taxpayer must contact the Department at FDORTaxpayerServices@floridarevenue.com or 850-488-6800 to request assistance in canceling the scheduled payment.

DATA SECURITY

24. Will taxpayers' personal information be safeguarded?

The Department takes its responsibility to maintain the confidentiality of information in our possession very seriously. Contracts with vendors require that vendors adhere, at a minimum, to this same level of data security.

25. Will the Portal “time out” for security purposes?

The Portal features a time out protocol when users are idle for 15 minutes for data security.

MISCELLANEOUS

26. Why/how was it decided to replace the old system?

When the contract with the former vendor was nearing expiration, the Department, following state procurement procedures, posted an invitation to negotiate on the vendor information portal. Two potential vendors (former and new) submitted bids. After consideration of each bid, the new vendor was selected and a contract awarded.

27. How was the new vendor selected? What types of requirements were imposed as part of the decision?

The Department followed State of Florida procurement procedures from the posting of the invitation to negotiate through review/vetting of the bid and awarding the contract.

28. Will taxpayers still be able to enroll online to eFile and ePay using the new Portal?

Yes. The electronic enrollment process is not changing. For more information about enrolling for eServices, visit floridarevenue.com/taxes/enrollment.

29. Can a taxpayer file and pay electronically without enrolling for eServices?

Yes. Although the Department encourages enrollment, you can electronically file or pay using a combination of two alternate credentials such as Certificate Number, Business Partner number, Federal Employer Identification Number, Reemployment Tax Account Number, or Contract Object Number. For more information about enrolling for eServices, visit floridarevenue.com/taxes/enrollment.

30. Are there benefits to submitting and paying my taxes electronically as compared to submitting paper returns and checks?

Yes. The Department makes filing and paying electronically quick and easy, and there are many benefits to filing and paying electronically. For example, it:

- Saves time and money
- Increases accuracy
- Is convenient
- Provides confirmation of receipt

The Department encourages taxpayers to enroll to file and pay electronically. If you enroll to file and pay electronically, you can take advantage of additional features, such as:

- Saving your bank account and contact information
- Viewing your filing history on the account
- Printing copies of your tax returns
- Canceling a pending submission

TAXPAYER EDUCATION

31. What training or educational materials are available to assist taxpayers with filing under the new eFile/ePay Portal?

As the Department continues working with the new vendor to develop the eFile/ePay Portal, we will be creating educational information to assist taxpayers. We will publish informational videos and updates to our new eFile and Pay Information Center webpage (floridarevenue.com/taxes/efilepayinfo) to help taxpayers prepare for the transition to the new Portal.

As each tax is transitioned to the new vendor, the Department will update any current guides or tutorials that reference the old vendor. The Department will publish help materials, such as step-by-step guides, to assist in completing the electronic return and payment in the new Portal.

The Department's Taxpayer Education webpage (floridarevenue.com/taxes/education) features tutorials, information, and other resources to assist you.