

Arizona eFile Update

The Arizona Department of Revenue has processed over 1.5 million e-file tax return so far this tax season. Most taxpayers receiving a refund have received refunds in less than 10 days.

There have been, however, a few taxpayers who may have had a delay in receiving an acknowledgement of acceptance or rejection from the department.

Communication failures between DOR and IRS have resulted in non receipt of the Arizona acknowledgement for some Arizona filed returns. These communication failures can occur for a number of reasons. However, these issues have been identified and resolved. During the resolution process, the Department identified approximately 50,000 returns that did not receive an acknowledgement and we are currently working with the IRS to get acknowledgements sent to those taxpayers. Our plan is to have all these acknowledgments transmitted to the IRS by the end of the day on Monday, April 8, 2013.

In addition, some acknowledgments were *delayed* when one of DORs servers went down. This issue occurred on March 26th and was addressed by April 1st. Between March 26th and April 1st, the Department did not reconcile submitted returns with the IRS. However, when the issue was identified and addressed, the Department worked with the IRS to get the acknowledgements and as a result approximately 80,000 were sent on April 1st.

We are advising taxpayers who filed returns prior to today (April 5, 2013) to wait until Tuesday, April 9, 2013 for their acknowledgment. If after that day you have not received an acknowledgment, be advised your Tax Preparer and/or Software Company has (have) been advised how to check with the Department on the status of taxpayer's returns.

Please note that even if a taxpayer does not receive an acknowledgement, that does not necessarily mean that their Arizona return was not received and processed. Also if a taxpayer's return was e-filed and transmitted correctly prior to the April 15, 2013 due date, the return will process as a timely filed return.

Taxpayers can check the status of their refunds by using "Where's my refund?" option on www.aztaxes.gov.