

**WISCONSIN DEPARTMENT OF REVENUE  
DIVISION OF INCOME, SALES, AND EXCISE TAX**

**NOTICE OF PROPOSED GUIDANCE DOCUMENTS**

Pursuant to sec. 227.112, Wis. Stats., the Wisconsin Department of Revenue, Division of Income, Sales, and Excise Taxes hereby seeks comment on the proposed guidance document listed in the table below.

**SUBMITTING PUBLIC COMMENTS**

Public comments on proposed or adopted guidance documents may be submitted online at: <https://www.revenue.wi.gov/Pages/contactUs/proposed-Guidance.aspx>.

**DEADLINE FOR SUBMISSION**

The period for public comment for proposed guidance documents ends 21 days after publication in the Administrative Register, unless the Governor approves a shorter commenting period.

<b>Document Number</b>	<b>Document Title</b>
<b>100053</b>	Electronic Filing - Advanced Information - Common Questions

State of Wisconsin  
Department of Revenue

## Electronic Filing - Advanced Information

**This is a proposed guidance document. The document has been submitted to the Legislative Reference Bureau for publication in the Administrative Register for public comment as provided by sec. 227.112(1), Wis. Stats.**

### Advanced Information

1. How do I electronically file my income tax return?
2. How do I get help?
3. How do I know the Department of Revenue received my electronically filed return?
4. If I do not receive an acknowledgment within three business days of transmitting my return, how do I find out what happened to my return?
5. If I realize that I made a mistake after I transmit my electronic return, what do I do?
6. I did not receive a Form 1099-G or misplaced it, but I did receive a refund. What is the Payer's name, address and ID number?
7. If my spouse died in during the taxable year, can I file electronically?

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#### 1. **How do I electronically file my income tax return?**

Wisconsin promotes several types of e-filing for individual income taxes. They are professionally prepared electronic returns, online filing, and Wisconsin e-file.

- o Professionally prepared electronic returns. The tax professional collects your income tax information, prepares your tax return, and transmits the return to the Internal Revenue Service (IRS) and the Wisconsin Department of Revenue (DOR). See Electronic Filing Through a Tax Professional for more information.
- o Online filing. If you have access to a computer with a modem or an Internet connection, you can:
  - purchase off-the-shelf tax preparation software that includes an option for electronic filing. Some off-the-shelf software now includes the price of transmitting tax returns electronically.
  - go to the website of a software company that transmits tax returns. The software prepares your tax return for you based on the information you provide. When you are done, you can submit your return. You will be asked for any payment at that time.

**Note:** Not all software supports Wisconsin e-filing. See the information concerning [web-based filing](#) and [off-the-shelf or downloaded software](#).

- [Wisconsin e-file](#) is the department's free online application that allows individuals to file their state income tax return electronically.

## 2. How do I get help?

For help with your software program:

- Review their instructions
- Access their Help menu
- Call their Help staff

For help in preparing your income taxes:

Phone: (608) 266-2486

Email: [DORIncome@wisconsin.gov](mailto:DORIncome@wisconsin.gov)

For help with electronic filing:

Phone: (608) 264-6886

Email: [DORElectronicFiling@wisconsin.gov](mailto:DORElectronicFiling@wisconsin.gov)

## 3. How do I know the Department of Revenue received my electronically filed return?

You or your tax preparer will receive an electronic acknowledgment from both the IRS and the Wisconsin DOR within 24-72 hours of e-filing.

If you use the department's free Wisconsin e-file application, you will receive a confirmation number immediately upon successful submission of your tax return.

## 4. If I do not receive an acknowledgment within three days of transmitting my return, how do I find out what happened to my return?

If you are using third party software, log back into to your account and check your e-file status. If your return was rejected by federal or state you would need to correct your mistakes and resubmit your return. If you are not sure how to correct the return please contact your software provider if you are using third party software, or the Wisconsin DOR by phone at (608)264-6886 or email [DORElectronicFiling@wisconsin.gov](mailto:DORElectronicFiling@wisconsin.gov), if you are using Wisconsin e-file.

## 5. If I realize that I made a mistake after I transmit my electronic return, what do I do?

The only way to correct an electronic return once it has been transmitted is to file a Wisconsin amended tax return. Amended returns can be filed electronically through [Wisconsin e-file](#). Otherwise, you must file a paper amended income tax return.

- Find the paper form you filed (Form 1, 1A, WI-Z, or 1NPR) and check the box next to the words at the top right side that say "check here if an amended return." Complete and send a Schedule AR - Explanation of Amended Return, along with the completed amended return.

Forms are available on our [Individual Income Tax Forms](#) page.

## 6. I did not receive a Form 1099-G or misplaced it, but I did receive a refund. What is the Payer's name, address and ID number?

Payer's Name: Wisconsin Department of Revenue

Payer's Address: Mail Stop 3-258, PO Box 8905, Madison, WI 53708-8905

Payer's FEIN: 39-6006491

You can view and/or print your Form 1099-G at:

<https://www.revenue.wi.gov/Pages/Apps/1099GIquiry.aspx>

**7. If my spouse died during the taxable year, can I file electronically?**

Yes, you can. If you are filing as surviving spouse, your software should ask for this information. If you are not filing as surviving spouse, you need to fill in federal Form 1310, Statement of Person Claiming Refund Due a Deceased Taxpayer. If you are having problems filing as surviving spouse, check with your software developer.

## Applicable Laws and Rules

This document provides statements or interpretations of the following laws and regulations in effect as of January 8, 2020: Section 71.03, Wis. Stats., and secs. Tax 2.08 and 2.12, Wis. Adm. Code.

Laws enacted and in effect after January 8, 2020, new administrative rules, and court decisions may change the interpretations in this document. Guidance issued prior to January 8, 2020, that is contrary to the information in this document is superseded by this document, pursuant to sec. 73.16(2)(a), Wis. Stats.

### FOR QUESTIONS OR COMMENTS CONTACT:

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Electronic Filing Unit

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Madison, WI 53708-8949

Income Tax Customer Service Phone: (608) 266-2486

Business Tax Customer Service Phone: (608) 266-2776

Customer Service Fax: (608) 267-1030

Email additional questions to [DORElectronicFiling@wisconsin.gov](mailto:DORElectronicFiling@wisconsin.gov)

Guidance Document Certification: <https://www.revenue.wi.gov/Pages/Certification-Statement.aspx>

Guidance Document Number: 100053

January 8, 2020

### Related Links

- [Basic Information | En Español](#)
- [Advanced Information](#)
- [Paying Your Taxes or Receiving Your Refund](#)

Training



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