

New eFile and ePay System Frequently Asked Questions

WHAT TO EXPECT

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

The new eFile/ePay system 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 system through the Florida Department of Revenue's (Department) website at floridarevenue.com. Additionally, web users will log in to the new system 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.

2. 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
- Gross receipts tax (payment only)

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

3. Will a taxpayer's login information change or remain the same in the new eFile/ePay system? 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 login user ID and password or alternate credentials in the new system.

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

4. 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 enrolled for eServices will have their profile information transferred to the new system.

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

5. 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 only 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 link to floridarevenue.com/taxes/filepay. Taxpayers may then bookmark the new web address for future use.

Keep in mind 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 system for one or more tax filings and the current system to file taxes that have not yet transitioned to the new system.

6. 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 system, users will no longer be able to file and pay that particular 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 system for the purpose of viewing or downloading their filing history only.

As each tax transitions to the new vendor, the Department will decommission the old system for that tax so that when all taxes converted, the old system will be fully decommissioned.

FILING AND PAYING TAXES

7. 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
- Gross receipts tax (payment only)

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

8. Will this transition affect direct file taxpayers?

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

9. Will a taxpayer's current deadlines for eFiling or ePaying be affected in any way with the new system?

No. Statutory deadlines for electronic filing or paying have not changed. Taxpayers must continue to meet these deadlines in the new system.

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

No. Statutory 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 system a safe, convenient, and user-friendly way to remit their tax return/report and payment.

SYSTEM FEATURES

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

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

12. 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.

TAXPAYER RECORDS

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

No. The filing history information will not be converted to the new system. 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 system for the purpose of viewing or downloading their filing history only.

14. Will taxpayers be able to view their previous filings after the eFile/ePay vendor changes?

No. 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 system for the purpose of viewing or downloading their filing history only.

DATA SECURITY

15. 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.

MISCELLANEOUS

16. 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.

17. 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.

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

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

19. 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.

20. 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

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

As the Department continues working with the new vendor to develop the eFile/ePay system, 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 system.

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