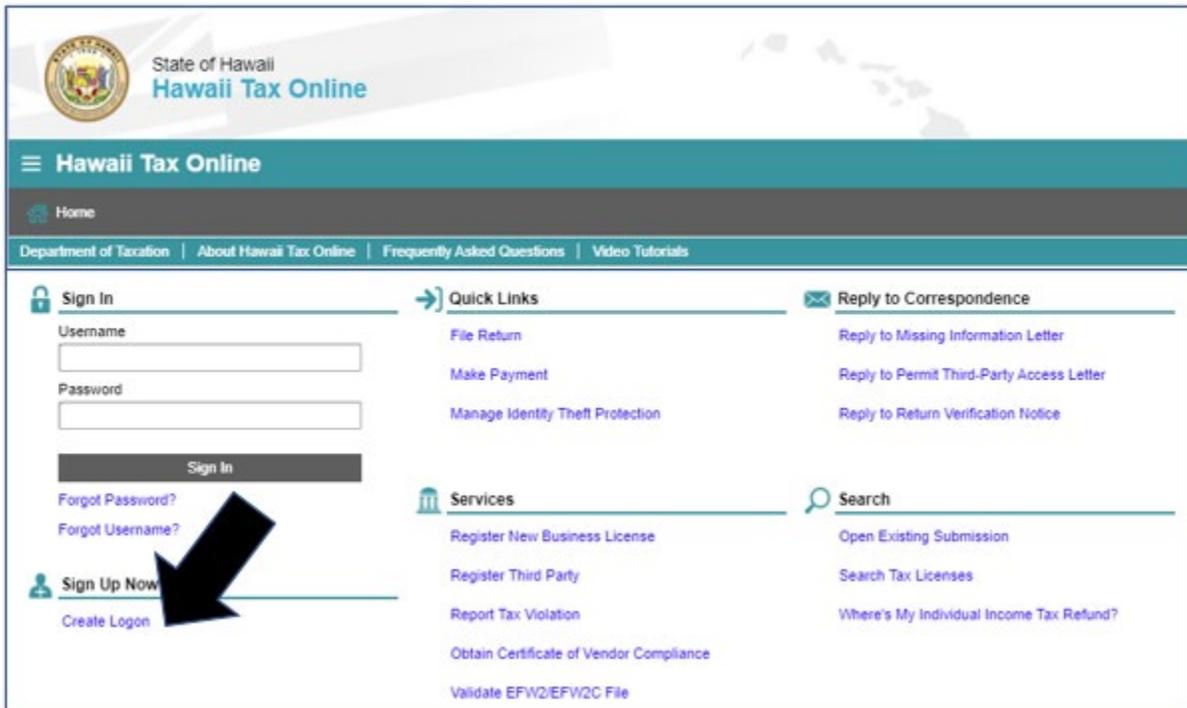


Viewing Tax Clearance Status on Hawaii Tax Online

How do I create a Hawaii Tax Online Logon?

Hawaii Tax Online (HTO) account holders are able to view, download, and print their Tax Clearance certificate (A-6). They may also view their real-time clearance status and request a new certificate via HTO.

To establish a Hawaii Tax Online account: Create a primary Hawaii Tax Online account under your business name by selecting **Create Logon**. Answer the questions that follow



Once created, sign in to Hawaii Tax Online. If you have any tax accounts, they should be displayed when you sign in.

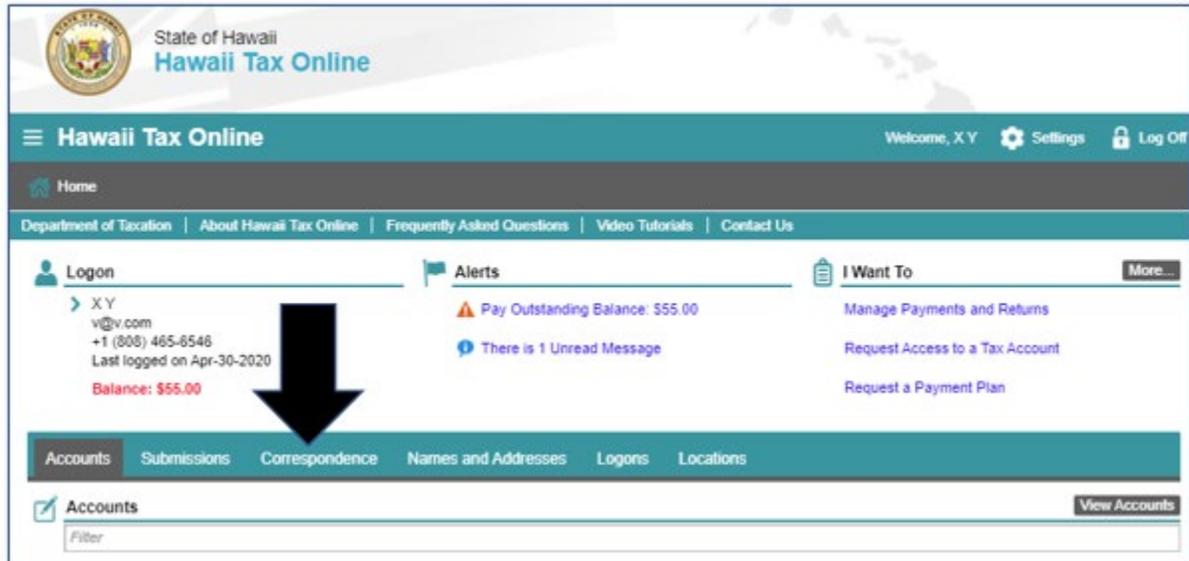
The screenshot shows the "Accounts" page in Hawaii Tax Online. At the top are tabs for "Accounts", "Submissions", "Correspondence", "Names and Addresses", "Logons", and "Locations". Below the tabs is a "View Accounts" button and a "Filter" input field. The main content is a table with the following data:

Account Name	Frequency	Account ID	Status	Balance
General Excise (G-45)	Monthly	GE-097-868-1856-01	Y X	\$20.00
General Excise (G-49)	Annual	GE-097-868-1856-01R	Y X	\$0.00
Transient Accommodations (TA-1)	Monthly	TA-097-868-1856-01	Y X	\$35.00
Transient Accommodations (TA-2)	Annual	TA-097-868-1856-01R	Y X	\$0.00

How do I access a previously issued Tax Clearance Certificate or Denial Letter?

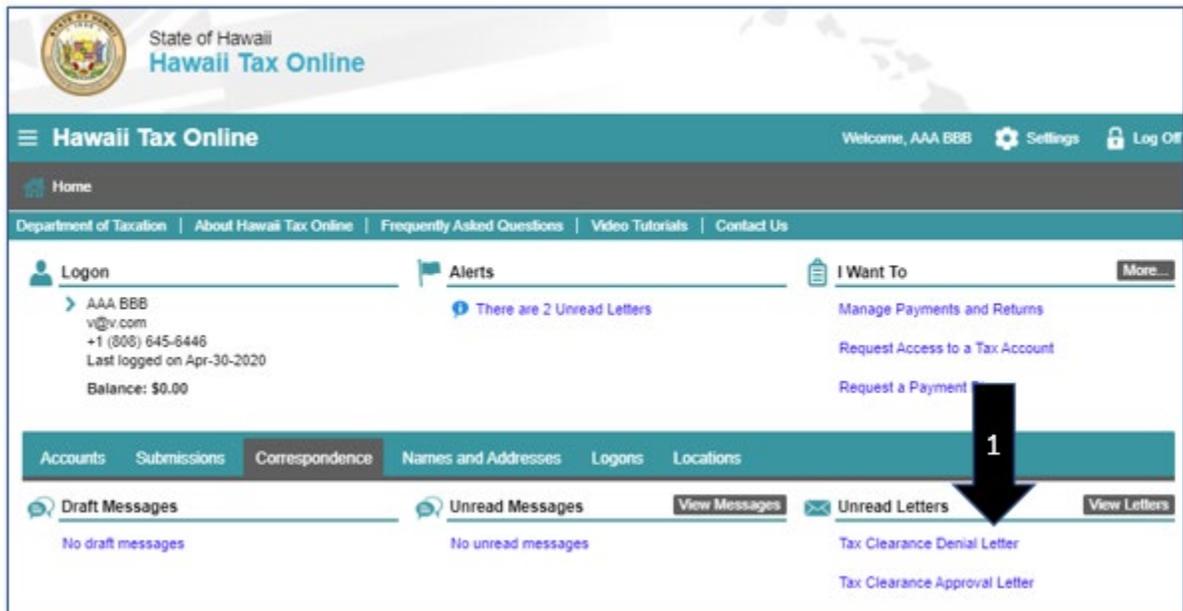
The Tax Clearance Certificate or denial letter shows your Tax Clearance status on the date the letter was issued. You should have received one in the mail; however, you are also able to view and print the same letter from HTO if you need a new copy. You may be asked to present the Tax Clearance Certificate to show proof of compliance.

From the Home screen select **Correspondence**



From the Correspondence tab under Unread Letters:

(1) Unread Letters will be listed, you may select the Tax Clearance letter if it is listed; OR



(2) Select **View Letters** to see a list of all read and unread letters

State of Hawaii
Hawaii Tax Online

Welcome, AAA BBB Settings Log Off

Home

Department of Taxation | About Hawaii Tax Online | Frequently Asked Questions | Video Tutorials | Contact Us

Logon
AAA BBB
v@v.com
+1 (808) 645-6446
Last logged on Apr-30-2020
Balance: \$0.00

Alerts
There are 2 Unread Letters

I Want To More...
Manage Payments and Returns
Request Access to a Tax Account
Request a Payment Plan

Accounts Submissions **Correspondence** Names and Addresses Logons Locations

Draft Messages No draft messages

Unread Messages View Messages No unread messages

Unread Letters View Letters
Tax Clearance Denial Letter
Tax Clearance Approval Letter

(3) From the list of letters select your Tax Clearance letter

State of Hawaii
Hawaii Tax Online

Welcome, AAA BBB Settings Log Off

Home Letters

Department of Taxation | About Hawaii Tax Online | Frequently Asked Questions | Video Tutorials | Contact Us

Letters Mark All As Read View Multiple

Filter

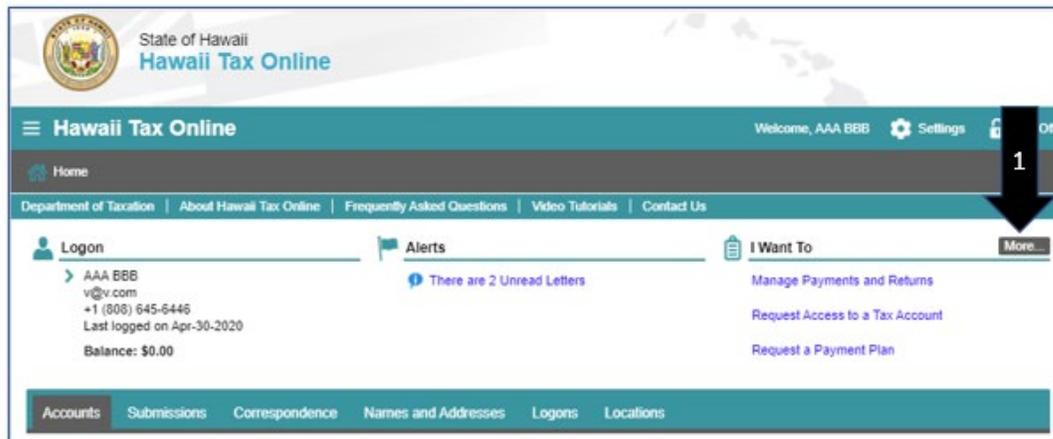
Sent	Type	For	ID	Name	Period	
Apr-30-2020	Free Form Letter - Customer	SSN	***.**-1234	HHH GGG		Mark As Read
Apr-30-2020	Tax Clearance Denial Letter	SSN	***.**-1234	HHH GGG		
Apr-30-2020	Tax Clearance Approval Letter	SSN	***.**-1234	HHH GGG		

Requesting a new Tax Clearance Certificate

If you need an updated Tax Clearance Certificate (A-6) or misplaced your current certificate, you can request one on HTO.

You are also able to view your most-up-to-date compliance status on HTO in real-time. NOTE: Agencies requesting your Tax Clearance status will require the Tax Clearance Certificate (A-6).

- (1) From the Home screen select **More** from the I Want To section



- (2) From the Tax Clearance section select **Request a Tax Clearance Certificate**

Note: You may view your current compliance status by selecting **Tax Compliance Status**



- (3) From the Tax Clearance Web Submission section select **Liquor License** from the options listed, then provide the required information at each step.

The screenshot shows the 'Specify Tax Clearance Required' form on the Hawaii Tax Online portal. The page header includes the State of Hawaii logo and 'Hawaii Tax Online'. The navigation bar shows 'Tax Clearance Web Submission' and user options like 'Welcome, X Y', 'Settings', and 'Log Off'. The breadcrumb trail is 'Home > I Want To > Tax Clearance Web Submission'. A secondary navigation bar lists 'Department of Taxation', 'About Hawaii Tax Online', 'Frequently Asked Questions', 'Video Tutorials', and 'Contact Us'. The main heading is '1. Specify Tax Clearance Required' with a sub-heading 'Specify Tax Clearance Required'. A note states: 'Any returns submitted or payments made today may not be included in this tax clearance review, which may result in the denial of a tax clearance certificate. Please verify that all returns and payments are posted before submitting a tax clearance request.' Below this, it says 'Select the appropriate reason(s) for requesting a tax clearance (must check at least one):'. The form contains a grid of checkboxes for various reasons: 'City, County, or State Government Contract in Hawaii', 'Real Estate License', 'Contractor License', 'Liquor License' (checked), 'Financial Closing', 'Progress Payment', 'Federal Contract', 'Hawaii State Residency', 'Subcontract', 'Personal', 'Other', and 'Loan'. At the bottom, there are 'Cancel' and 'Next >' buttons.

- (4) When you've completed each step and submitted your request, you will end with a submission submitted summary screen. You will receive an email once your submission has been processed. Your Tax Clearance Certificate will be available on HTO and a hard copy will be mailed to the address on file.

The screenshot shows the 'Confirmation' screen on the Hawaii Tax Online portal. The page header is the same as the previous screenshot. The navigation bar shows 'Confirmation' and user options. The breadcrumb trail is 'Home > I Want To > Tax Clearance Web Submission > Confirmation'. The secondary navigation bar is the same. The main heading is 'Confirmation' with a sub-heading 'Tax Clearance Web Submission Submitted'. A message states: 'Your submission is complete. You may save this page for your records.' Below this is a table with submission details: 'Name: TEST INC', 'Submission Type: Tax Clearance Web Submission', 'Submitted: Dec-19-2020', and 'Confirmation Number: 0-715-128-832'. Below the table, it says 'E-mail Notification(s): An e-mail will be sent once your submission has been processed.' At the bottom, it asks 'Want to View, Edit, or Cancel your submission?' and provides instructions: 'You can access your submission at any time. To do so, click the "Submissions" tab on the main page and find the submission you would like to view.' A blue box at the bottom contains the text: 'Your submission will process by end of day. Until then, you can modify or remove the submission when viewing it.'