



Canada Revenue
Agency

Agence du revenu
du Canada

Canada Revenue Agency EFILE for Tax Professionals

In this publication, we use the name “Canada Revenue Agency” and the acronym “CRA” to represent the Canada Customs and Revenue Agency. This reflects recent changes in the structure of the Agency.

La version française de cette brochure est intitulée *TED pour les professionnels de l'impôt*.

Commitment to meeting the needs of Canadians

The Canada Revenue Agency (CRA) is dedicated to the Government On-Line initiative to make the Government of Canada the most electronically connected government in the world. It has launched an ambitious program of service improvements, which includes allowing individuals and tax professionals to file income tax and benefit returns as well as corporate tax returns over the Internet. The CRA will continue to develop on-line enhancements specifically for tax professionals who use EFILE.

What is EFILE?

EFILE is a cost saving, FREE Web-based service that allows third-party tax preparers to transmit tax returns. It is specifically designed to meet the demanding requirements of Canadian tax professionals who prefer to submit their client's T1 (personal) and/or T2 (corporation) tax returns conveniently and efficiently.

More power and privilege

EFILE is also the CRA's most flexible tax return transmission service. Once users have been approved (see suitability screening below), they are given access to certain features that are not available to anyone else. For example, *efilers* can update address and direct deposit information themselves.

Other advantages of using EFILE

- **Save time and money** – You do not need to print, collate, or mail paper returns and forms.
- **Faster processing** – It's the fastest way to have your clients' refunds processed. Most electronically filed T1 returns are processed within 8 business days.
- **Greater accuracy** – There is less chance of error because we process exactly what you send us. You control the data entry.
- **Confirmation of receipt** – After completing checks and balances, we send you an electronic acknowledgement confirming that we have the return.
- **Secure and confidential** – Our Web site uses the most secure form of encryption commonly available in North America.
- **Ongoing service enhancement** – The CRA's electronic services are continuously tested and newer and better electronic services for tax professionals are developed.

How does EFILE work?

For Personal Income Tax and Benefit Returns

The EFILE transmission service requires the use of EFILE-certified professional tax preparation software. The most recent listing of EFILE-certified tax preparation software can be found on our Web site: www.cra.gc.ca/efile.

Once returns have been prepared, they can be *efiled* in two different ways:

- returns can be sent individually and receipt can be confirmed instantly, or
- returns can be batched and submitted up to 60 at a time and acceptance can be confirmed later.

For Corporation (T2) Income Tax Returns

Once you've been approved, you can also use your EFILE number (instead of an access code) to transmit Corporation (T2) Income Tax Returns via the Corporation Internet Filing System. For more information, visit our Web site at www.cra.gc.ca/corporation-internet.

The System for Electronic Notification of Debt

Electronic filers also have access to the CRA's System for Electronic Notification of Debt (SEND). With the client's authorization, SEND provides preliminary information such as whether the client has an outstanding balance or student loan, or is expected to make repayments to the Home Buyers' Plan.

How to apply?

All new applications must be submitted on-line at www.cra.gc.ca/efile and must include an email address.

We will provide an EFILE number and password to an applicant once he or she has submitted all of the necessary information on-line. However, the EFILE number will only be activated (to allow for the actual filing of returns) once the suitability screening has been completed.

As an additional measure of security and to ensure that EFILE users adhere to high standards of conduct and integrity, every applicant is screened for suitability before an application is approved. For more information on our suitability screening criteria, visit www.cra.gc.ca/efile.

Renewing your participation

Although you need not **re-apply** every year, you must show that you are going to participate in each subsequent program by renewing (confirming) your existing application before the start of the next filing season.

Participants are sent a renewal reminder in the fall.

Support network

We provide EFILE technical information on our Web site at www.cra.gc.ca/efile and through email updates. However, if the answer to your question(s) cannot be found on our Web site or through your software provider, you can call one of our EFILE Help Desks for additional assistance.

Comments and suggestions

We welcome your comments on our EFILE service. Please email your comments and/or suggestions to EFILE_comments@ccra-adrc.gc.ca or phone or fax any one of our EFILE Help Desks (listed on the back cover).

EFILE Help Desks

St. John's Tax Centre
P.O. Box 12071, Station A
St. John's NF A1B 3Z1

Local: (709) 772-5809
Long distance: 1-800-563-2331
Fax: (709) 772-3611

Jonquière Tax Centre
P.O. Box 1900, Station PDF
Jonquière QC G7S 5J1

Local: (418) 699-0735 (extension 2900)
Long distance: 1-888-699-0735 (extension 2900)
Fax: (418) 699-0712 or 1-800-497-5806

Shawinigan-Sud Tax Centre
P.O. Box 5000, Main Station
Shawinigan-Sud QC
G9N 8M1

Local: (819) 537-5753
Long distance: 1-800-265-6201
Fax: (819) 536-5487 or 1-888-959-2929

Sudbury Tax Services Office
1050 Notre-Dame Avenue
Sudbury ON P3A 5C1

Local: (705) 670-6499
Long distance: 1-800-361-6283
Fax: (705) 670-6500

Winnipeg Tax Centre
66 Stapon Road
Winnipeg MB R3C 3M4

Local: (204) 983-2281
Long distance: 1-800-461-1806
Fax: (204) 984-5302

Surrey Tax Centre
9755 King George Highway
Surrey BC V3T 5R8

Local: (604) 585-7369
Long distance: 1-800-268-1822
Fax: (604) 951-7011

Summerside Tax Centre
Suite 105, 275 Pope Road
Summerside PE C1N 6E8

Local: (902) 432-5316
Long distance: 1-877-522-2061
Fax: 1-877-522-2062

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