

NEWFOUNDLAND AND LABRADOR ELECTRONIC TAX SERVICE (NLETS)

TAX ADMINISTRATION DIVISION

CONTACT INFORMATION

Mailing address:

Government of Newfoundland and Labrador - Department of Finance
Tax Administration Division
P.O. Box 8700
St. John's, NL A1B 4J6

Web Site: <https://www.gov.nl.ca/fin/tax-programs-incentives/business/taxefile/>

E-Mail Address: TaxAdmin@gov.nl.ca

Fax Number: 709-729-2856

Telephone: 1-877-729-6376

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GENERAL INFORMATION

To assist you with filing provincial tax returns for your business, the Government of Newfoundland and Labrador, Department of Finance offers the NLETS. Using this service, you can file and pay your tax returns.

TAX PROGRAMS AVAILABLE FOR E-FILING

This service is available for the following programs:

- Gasoline Retailer Tax
- Gasoline Wholesaler Tax
- Health and Post-Secondary Education Tax
- Insurance Companies Tax
- Insurance Premiums Tax
- Tobacco Tax
- Used Vehicle Tax
- Utilities Tax
- Sugar Sweetened Beverage Tax
- Vapour Tax

PROGRAM FEATURES

This service will allow you to:

- File tax returns
- Make payments on account
- Post-date payments

COST OF USING THIS SERVICE

There are no sign up or transaction processing fees charged by the Government of Newfoundland and Labrador.

COMPUTER EQUIPMENT AND SOFTWARE REQUIRED

1. An Internet accessible computer
2. Internet Browser - Internet Explorer 5.5 with 128-bit encryption or higher.

SECURITY OF THE DATA

Encryption of Information

This website uses an encryption method known as SSL (Secure Sockets Layer), the industry standard security protocol. Encryption is the process of scrambling data into an unreadable format that is more secure for transmission over the Internet. SSL first verifies the identity of the secure site with an electronic certificate. It then provides a secure connection between the server and the client machine. In short, information is encrypted at the originating computer and is not decrypted until it reaches its destination. To enable confidentiality and security, Government cannot conduct a transaction with a customer unless their Internet browser (such as Microsoft Internet Explorer) has at least a 128-bit encryption.

Storage of Information

Once a transaction request is received by Government, remitter information is maintained on a separate server, protected by a firewall. Firewalls use features to protect the server from external security threats. Government is confident in the security of information actually received and stored behind the firewall. **Banking information will not be stored anywhere on the Government's website.**

REGISTRATION INFORMATION

WHO MAY USE NLETS?

Any business or individual required to file returns for any one of the Government of Newfoundland and Labrador, Department of Finance tax programs listed under General Information may use NLETS.

HOW TO REGISTER

Complete an Application to e-File Returns and Payments and a Pre-Authorized Debit (PAD) Agreement and return them to the mailing address indicated on the front of this document. These forms are available from the Government of Newfoundland and Labrador [website](#) or you may contact the Department of Finance at the address/numbers noted on the front of this document.

MAILING YOUR USER IDENTIFICATION NUMBER (ID) AND PERSONAL IDENTIFICATION NUMBER (PIN)

Once your application is processed, your User ID and PIN will be mailed to you, separately. The User ID and PIN will be sent to the attention of the user named for the Tax Program, to the address provided on your Application to e-File Returns and Payments.

CHANGING INFORMATION PROVIDED ON AN APPLICATION FORM

If at any time you wish to change the information provided on your Application to e-File Returns and Payments, you must complete a Change of Information Form for e-File. This form is available from the Government of Newfoundland and Labrador [website](#) or you may contact the Department of Finance at the address/numbers noted on the front of this document.

USING THE NEWFOUNDLAND AND LABRADOR ELECTRONIC TAX SERVICE

FILING A TAX RETURN

Tax return forms will be mailed to you as in the past. When you e-File a tax return using this service, **do not** mail the completed paper tax return form. A confirmation number, which will act as your receipt, will be generated for each tax return that is filed through this service. For tax returns that have supporting schedules, the schedules and back-up documentation are required to be forwarded to the Department.

MAKING PAYMENTS USING THIS SERVICE

In order to use this service to make payments, you will be required to attach a void cheque, on a Canadian funds account, from a Canadian financial institution with your Pre-Authorized Debit Agreement. A separate Pre-Authorized Debit Agreement must be completed for each Tax Program for which you are registered to remit electronically.

NOTE: Only payments that **you** authorize through the NLETS can be withdrawn from your bank account. Payments will be withdrawn for the amounts and on the dates indicated by you when you e-File.

A confirmation number, which will act as your receipt, will be generated for each transaction that you make using this service. Post-dated payments up to 3 months into the future may be made, however, interest will apply if the payment is post-dated beyond the due date.

KEEPING YOUR PIN CONFIDENTIAL

It is your responsibility to keep your PIN confidential and secure. When you apply for this service, all communication related to the User ID and PIN will be directed to the individual named on the application. Should this person leave your employment, or if you wish to change responsibility for any Tax Program, you must complete a Change of Information Form for e-File.

The following are suggestions for keeping your PIN secure:

- PIN must be a minimum of 6 characters and a maximum of 11 characters in length
- PIN must contain at least one alpha and one numeric character
- Avoid using common words, names of people or places
- Do not write down your PIN where others can see it
- PIN should be changed frequently, at regular intervals, and when an employee who knows the PIN leaves your employment

COMMON QUESTIONS

Q. WHEN CAN I START USING THIS SERVICE?

A. You may use this service as soon as you receive your User ID and PIN in the mail.

Q. WHAT ARE THE HOURS OF OPERATION?

A. This service is available 24 hours a day, 7 days a week, except for maintenance time. If you require assistance from the Department of Finance, you must call during regular working hours between 8:30 a.m. and 4:30 p.m., Monday to Friday.

Q. HOW DO I ACCESS THIS SERVICE?

A. The service is available at www.gov.nl.ca/fin/etax on the Government of Newfoundland and Labrador web site.

Q. WHEN DO I FILE?

A. There is no change to the due date on any return. Your return can be filed at any time prior to and including the due date of the return. There is no need for you to wait until the due date as the server may be especially busy on that date and service may be slower than normal. Your payment will not be taken from your bank account until the effective date indicated on your tax return.

R. HOW CAN I CORRECT INFORMATION FILED ELECTRONICALLY?

A. If you wish to change tax information that was filed electronically, you must call 1-877-729-6376.

Q. WHAT IF I FORGET MY PIN

A. If you require assistance of any kind you should call the Department of Finance at 1-877-729-6376 or 709-729-6376. If you forget your PIN, you will be asked to provide the answer to the authenticity question you provided. This will allow the Department of Finance to confirm who you are. If you are able to answer the question correctly, the Department of Finance will provide you with a new PIN. You will be required to change the PIN the first time you login using the new PIN. If you are unable to answer the question correctly, you will be required to submit a new application form and will not have access until a new PIN is assigned.

R. DO I NEED TO FILL OUT A PRE-AUTHORIZED DEBIT AGREEMENT FOR EACH TAX PROGRAM?

A. Yes, you must fill out a PAD Agreement for each tax program in which you wish to register for e-Filing. The monthly payment limit associated with each tax program must be specified on each PAD Agreement.