

Six common reasons refunds take longer and what to do about it

1. Filing a paper return. Paper returns take longer to process and, as a result, it takes longer to issue related refunds. File electronically instead.
2. Filing electronically and requesting to receive a refund via a check takes longer. Request direct deposit instead.
3. Filing more than once. Sending a paper return through the mail after e-filing will delay a refund. Taxpayers should file just once.
4. Filing during peak filing periods. Refunds are also issued slower during peak filing periods, like the last few weeks before the April 18 deadline. Filing well ahead of the deadline will help taxpayers get their refunds sooner.
5. Refunds can also be delayed when errors are identified on returns. Taxpayers who receive a letter requesting additional information are urged to respond promptly through Revenue Online to speed the processing of their return.
6. Taxpayers who check Where's My Refund one week after they file and receive a message saying their return is being manually processed should watch their mailbox for correspondence from the department. If it has been 12 weeks or more since they filed their return and they haven't received a letter from the department, taxpayers should call 503-378-4988 or 800-356-4222 to speak with a customer service representative.