

February 20, 2009

To: Electronic Return Originators (EROs subscribing to Cybertax)
Cc: All CyberTax members
From: Bob Willis and Fred Bates, National Technology and National Tax Training Committee Chairs, and the National Technology and Tax Training Committees
Subject: CyberTax 2009-015: Reject Codes

FOR EROs ONLY.

When a return is rejected, the IRS Acknowledgment typically provides the Error Reject Code, tax form, and line sequence number. When you open the rejected return in TaxWise the form and specific line are usually shown in red. Sometimes more information is needed to identify and correct the return.

There are two IRS websites that provide up-to-date error reject codes and their descriptions:

1. The IRS Pub 1346, Attachment 1 (for 2008) provides the error description, tax form, and line sequence number. It may be found at:
http://www.irs.gov/pub/irs-utl/ty08_pub_1346_part_1_attch_1_11.pdf
2. This is another IRS website that provides up-to-date reject codes and their descriptions in a more convenient form:
"Error Reject Codes (ERC) for 2008 Individual Income Tax Returns"
<http://www.irs.gov/efile/article/0,id=186574,00.html>

Neither of the above shows the forms and lines identified by sequence number.

There is another IRS website that identifies the sequence numbers on 2008 tax forms: <http://www.irs.gov/efile/article/0,id=185296,00.html>

These websites can help identify the error in a rejected tax return.

CCH Customer Service by phone at (800) 411-6391 can also be helpful in identifying and resolving rejected returns. This is a special IRS support number that gives your call priority over callers using the general (866) 461-9476 CCH Support phone number. Do not press "0" immediately after hearing the voice prompts, as this takes you out of the IRS priority queue. CCH support is available 7 days a week and until midnight on weekdays. Calling on weekday evenings or on weekend days usually avoids long waiting times.

Please share this message with your Local Coordinators (LCs) and Technology Coordinators (TCs), Electronic Return Originators (EROs), or other volunteers not on CyberTax or as needed.

National Technology and National Training Committees

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*** No attachment intended

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