

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

Item#	Issue/Question	Date Opened	Resolution	Environment (ATS/Production)	Status
1	Some companies are reporting that they have not received their Software ID.	11/5/2012	The e-Help Desk is looking into this and will continue to issue SWID as soon as possible. Software Companies that are experiencing problems securing a SWID can contact the e-Help Desk for assistance.	ATS	Closed 11/6/2012
2	Form 1040, Scenarios 2, 3, 5, 6, 7, 8, 9, and 10 - The W-2 Social Security Tax Rate of 6.2% is incorrect.	11/5/2012	The correct Social Security Tax of 4.2% should be used. This has been added to the ATS Known Issues and Solutions.	ATS	Closed 11/5/2012
3	Form 1040, Scenario 3 – The Year of Birth for Child 1 (1999) is incorrect.	11/5/2012	The Year of Birth for Child 1 should be 1999 and all boxes should be checked in this instance. This has been added to the ATS Known Issues and Solutions.	ATS	Closed 11/5/2012
4	When will the 1065 and 1120 scenarios be issued?	11/5/2012	The scenarios have been provided to the e-Help Desk for distribution. SWD should contact e-Help Desk assistor.	ATS	Closed 11/6/2012
5	When will the 990 scenarios and Publications be issued?	11/5/2012	See Item # 31. IRS Publication 4205 will be sent via e-mail to MeF stakeholders during the week of November 12 <sup>th</sup> and posted to the MeF Publications page on IRS.gov.	ATS	Closed 11/6/2012
6	When will the 1041 scenarios and Publication be issued?	11/5/2012	Publications 1437 and 1438 are expected to post to IRS.gov on November 13 <sup>th</sup> .	ATS	Closed 11/6/2012
7	Form 1120S, Scenarios 4, 5, and 6 has a misplaced entry.	11/6/2012	The entry for Return Allowances should be reported in Gross Receipts or Sales.	ATS	Closed 11/6/2012
8	Maryland and Oregon have reported Login problems.	11/5/2012	This is a problem with coding on the IRS side. IRS is researching on how to fix the coding, but there is no ETA on a resolution. (11/8/12) Weekend fix has resolved this issue. (11/13/12)	ATS	Closed 11/13/12

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9	Maryland and Oregon have reported .net MTOM failure when no attachment is received in response.	11/5/2012	Users were pointed to a code patch to fix their client.	ATS	Closed 11/6/2012
10	Taxworks has reported authentication issues.	11/5/2012	Our research indicates that this problem is caused by an issue on the IRS side. IRS is researching on how to fix the coding, but there is no ETA on a resolution. Xan believe this has been fixed, but has not touched base with the Vendor to confirm. (11/9/12). Vendor has verified that issue has been corrected - Closed. (11/13/12)	ATS	Closed 11/13/12
11	Some states have reported issues with <u>Send New Acks</u> and <u>Get Reconciliation List</u> .	11/5/2012	The Send New Acks Response problem ( <i>showing null because the wrong element is returned</i> ) is being fixed by IRS. We will let you know when the fix will be implemented in production. Fix has been implemented. (11/14/12)  There is no Reconciliation List problem. (11/8/12)	ATS	Closed 11/14/12
12	New York reporting unable to get Server Configuration error	11/6/2012	Caused by a bad gateway. Gateway was rebooted, which Xan feels has fixed this configuration error. (11/7/12)	ATS	Closed 11/7/2012
13	Thomson-Reuters is reporting Internal System Error.	11/6/2012	IRS is reviewing and researching this issue, we will provide a resolution as soon as possible. Xan suggested that the stakeholder continue to check on this issue. Xan thinks that it may be a line feed error that can be corrected by changing the input to a different line. Stakeholder will attempt the fix and send an e-mail to Xan and the MeF mailbox with the results. Thomson-Reuters confirms that this issue has been resolved. (11/8/12)	ATS	Closed 11/8/2012

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14	Transmitter reported an issue with Form 1040 Scenario 1 with the Physical Presence Test and recommended that the date be changed from 1/1/2012 to 1/1/2011. Form 2555-020 error message.	11/6/2012	ATS indicated that the solution is that for Test 1 Form 2555, Part III, line 16, transmitters should use the year 2011 with the date, not 2012. This rule has been disabled in ATS. (11/8/12)	ATS	Closed 11/7/2012
15	Some transmitters are reporting Session/Server limit errors.	11/6/2012	Xan stated the errors he has looked over are legitimate and requested if they are still receiving these errors to submit examples to the MeF mailbox. Xan suggested 2 solutions on the 11/7 call: Transmitters can set the Session indicator set to null, or log in, do a single service request, or don't do more than 5, and log out. No ETA on a resolution.	ATS	Closed 11/6/2012
16	Some transmitters are reporting Login Response Certificate errors.	11/6/2012	Xan states that this is a problem with coding on the IRS side. IRS is researching on how to fix the coding, but there is no ETA on a resolution. (11/8) Fix will be run this weekend. (11/9/12). Fix has resolved this issue. (11/13/12)	ATS	Closed 11/13/12
17	Some transmitters are reporting host name not in MeFException node (WSDL 8 testing).	11/6/2012	IRS is reviewing and researching this issue, and will provide a resolution as soon as possible. IRS is still working on this issue as of 11/8. Xan is still researching this issue. (11/15/12) We are closing this issue as resolved per Xan. (12/19/12)	ATS	Closed 12/19/12
18	IRS is noticing an increase in Get Ack Service Requests errors.	11/6/2012	We recommend transmitters look over the Service Request SLA.	ATS	Closed 11/6/2012
19	Java Class error message	11/7/12	Stakeholders need to check to make sure they are using the correct WSDLs on the port. There is additional functionality that is causing this error message. Software vendors need to use the new WSDLs on the la.alt URL for ATS transmissions. Vendors will need to use the old WSDLs for production. (11/8/12)	ATS	Closed 11/8/2012

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20	Vertex reported that they get the session timeout even with one entry.	11/7/12	<b>Duplicate issue to item # 15.</b> Xan stated the errors he has looked over are legitimate and requested if they are still receiving these errors to submit examples to the MeF mailbox. Xan suggested 2 solutions on the 11/7 call: Transmitters can set the Session indicator set to null, or log in, do a single service request, or don't do more than 5, and log out. No ETA on a resolution.	ATS	Closed 11/6/2012
21	Issue for the individual apps. If you have a Schedule SE or Schedule C, it's rejecting because the software is looking for version 4.0 instead of 3.0. Business Rule 1040-180-01.	11/7/2012	The business rule that is causing this issue has been disabled in ATS. See listing of disabled rules in item 26 below. (11/9/12)	ATS	Closed 11/9/12
22	F 1040 – 112 – 01 error message.	11/7/2012	The business rule that is causing this issue has been disabled in ATS. See listing of disabled rules in item 26 below. (11/9/12)	ATS	Closed 11/9/2012.
23	1120 issue. Version 1.2 is currently listed as a minor version change. Vendor feels that Version 1.2 had many changes that would seem to indicate a major version change. Does it need to be corrected?	11/7/2012	BMF reports that the major version change is slated to be issued on December 17 <sup>th</sup> . BMF looked at its' testing scenarios to ensure that the minor version change does not affect any software approvals. (11/8/12)	ATS / <b>BMF</b>	Closed 11/8/2012

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24	R000-932 error message. Message notes that Amended or Superseded return box is not checked, so it's rejecting the transmission because the system assumes a return has already been submitted.	11/7/2012	IRS (BMF) is reviewing and researching this issue, and will provide a resolution as soon as possible. BMF has identified the problem, but no resolution yet. (11/9/12) Still working on getting this rule disabled. (11/13/12). Rule has been disabled and returns should not be getting the R000-932 error message anymore. (11/15/12)	ATS / <b>BMF</b>	Closed 11/15/12
25	Urban institute. New submissions giving a R8-MeF error indicating that there is a conflict in submissions.	11/8/2012	<p>The specific error encountered is:</p> <p>“&lt;faultstring xml:lang="en-US"&gt;IDP Rule 'R8-MeF Invalid WSDL IDP Rule' aborted processing. The root element {http://www.irs.gov/a2a/mef/MeFStateServiceMTOM.xsd}GetNewSubmissionsRequest' found within the SOAP body does not match the name and namespace of any message defined in the WSDL file.&lt;/faultstring&gt;”</p> <p><u>IRS Resolution:</u></p> <p>Urban's request contained two parts and typical ones for this type contain one. The URL's local part was <u>/a2a/mef/mtom/GetSubmissions</u>, while the action ended with <u>GetNewSubmissions</u> matching the request. They must match. In other words your message body type isn't valid for the URL you sent it to.</p> <p>Perhaps a better worded error message would have said something like:</p> <p><b>"The root element ... found within the SOAP body does not match the name and namespace of the operation defined for the request's URL in the WSDL file".</b></p> <p>The current wording is misleading since that element is proper for a message in the WSDL file - just not the one for that URL. (11/8/12)</p>	ATS	Closed 11/8/12

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26	F 1040-SS-PR-007. Error message states that Dependent SSN is invalid even though it's a test SSN.	11/8/2012	The business rule that is causing this issue has been disabled in ATS. See the list of disabled ATS rules in item 26 below. (11/8/12)	ATS	Closed 11/8/12
27	Disabled Business Rules	11/9/2012	The following rules have been disabled in ATS:  F1040-180-01 F1040-020 SD-F1065-063 F1040-112-01 F1040SSPR-007 F2555-020  F499R2W2PR-004 (This rule will also be disabled in x-Domain (PROD) environments)	ATS	Closed 11/9/12
28	Oregon – Send New Acks returns a blank submission error message.	11/9/2012	IRS is working on a resolution for this issue (reopened – 11/9/12). Have not verified that this has been fixed. (11/13/12). This issue has been resolved (11/14/12)	ATS	Closed 11/14/12
29	Vendor is having a problem getting a response from Get New Submissions using the WSE 2.0 application. They are trying to trace what's causing the problem.	11/9/12	<b>Solution:</b> Software developers / transmitters should <b>not</b> use WSE version 2.0 because WSE 2.0 does not support MTOM. Vendors must use the WSE 3.0 or WCS versions.	ATS	Closed 11/9/12

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30	New Publications	11/13/12	This week, the IRS will be posting the following e-file testing packages to IRS.gov:  Pub. 4162 – for Forms 1120 Pub. 4505 – for Forms 1065 Pub. 1436 – for the 1040 Series Pub. 1437 – for Forms 1041 (procedures) Pub. 1438 – for Forms 1041 (file specifications)	ATS	Closed 11/13/12
31	New Publication	11/13/12	Publication <b>4205</b> has been sent out via e-mail to E-file stakeholders. The publication will be posted on the MeF Publications page on IRS.gov later this week ( <a href="http://www.irs.gov/uac/Modernized-e-File-(MeF)-User-Guides-&amp;-Publications">http://www.irs.gov/uac/Modernized-e-File-(MeF)-User-Guides-&amp;-Publications</a> ).	ATS	Closed 11/13/12
32	Scenario Update	11/13/12	IRS will post an update in regards to missing forms in scenarios 4 and 6. Information will be posted in both the cover letter for Publication for 1436 as well as in the ATS Known Issues and Solutions file on the IRS.gov website.	ATS	Closed 11/13/12
32	Kentucky reports Invalid SOAP message when submission response comes back to them.	11/13/12	Xan advised the state to capture the message and submission ID and submit the information to him (or the IRS MeF mailbox) via e-mail. Kentucky reports that this issue has been resolved and this item can be closed. (11/19/12)	ATS	Closed 11/19/12
33	Oregon – getting errors when attempting to open the zip files if there is an attachment. The un-zip utility loops eternally.	11/13/12	Xan advises Oregon to send him the submission Zip file for him to research the error message. State needs to work this issue with the software developer. This is not an IRS issue. (11/14/12)	ATS	Closed 11/14/12
34	Vendor wants to know an update on the WSDL and the Send New Acks conflict issue.	11/13/12	Xan notes that the WSDL is correct, but what is getting sent back from the IRS is incorrect. Still working on a resolution to this issue. This is either a duplicate to item # 28 or may be the <u>Multi-part</u> label response error in the Acks portal (response should be <b>Tech.html</b> ). Fix has been implemented. (11/14/12)	ATS	Closed 11/14/12

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35	CCH Small Firm Services and Tax Technologies - no word on developer questionnaires and software IDs for 1120 and 1065 forms. No response from E-Help desk assistors to vendor inquiries.	11/13/12	The IRS E-help desk will research the issues and get back to the vendors as soon as possible. E-help desk is working on resolving this issue with the vendors. The E-help desk reported that they have resolved this issue. (11/16/12)	ATS / E-Help	Closed 11/16/12
36	Vendor has been asking the E-Help desk about questionnaires and IDs for Forms 720 and 8849.	11/13/12	The IRS E-help desk will research the issues and get back to the vendors as soon as possible. The E-help desk reported that they have resolved this issue. (11/16/12)	ATS / E-Help	Closed 11/16/12
37	Schema issue with IP address and the large TP indicator types.	11/13/12	Still internal discussions going on. Still a requirement in the schema, but IRS will be going back out with new information at a later date.	ATS	Closed 11/13/12
38	Correction to ATS Test 3 - for Schedule C, lines 22 and 44a.	11/14/12	Will be updated on the ATS Known Issues and Solutions Log later this week. (11/14/12)	ATS	Closed 11/14/12
39	Urban Institute is reporting a conflict in the change password function. Sent an e-mail to the MeF mailbox.	11/14/12	A fix for this problem has been identified. However, the fix will not be implemented until <u>Sunday, Nov. 25<sup>th</sup></u> . (11/15/12)	ATS	Closed 11/15/12
40	Urban Institute also reports e-mailing a problem with a state return in one of the test scenarios.	11/14/12	IRS acknowledges receiving the e-mail from Urban institute. We will research the issue and provide a resolution as soon as possible. (11/14/12) Xan is still researching this issue. (11/15/12) Xan confirms that this issue has been resolved. (11/16/12)	ATS	Closed 11/16/12

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41	Ultra Tax asks if answer keys are being developed for ATS Test # 3 and Test # 11.	11/14/12	The answer keys for these tests have been forwarded to the e-help group. Please contact the e-help group for assistance in obtaining the answer keys (11/14/12)	ATS	Closed 11/14/12
42	New York <u>AG</u> office reports having trouble creating the proxy in regards to New WSDL file. Sent an e-mail to the MeF mailbox.	11/14/12	IRS acknowledges receiving the e-mail from the NY AG office. We will research the issue and provide a resolution as soon as possible. (11/14/12) Xan is still researching this issue. (11/15/12) The AG office has confirmed to the IRS that this issue has been resolved and the item can be closed. (11/19/12)	ATS	Closed 11/19/12
43	RSI asks if State rule - 015 broken or turned off? Rule checks the manifest for the current or previous tax year. Sent to the mailbox, no response yet.	11/14/12	If an est. payment, it's the processing year, if it's a regular return, it's the return year or prior year. Xan confirms that there is a separate place for estimated payments. Xan said it should have been in the most recent schema placement. IRS reports that the schema placement will post on Dec 17 <sup>th</sup> . (11/14/12)	ATS	Closed 11/14/12
44	RSI has a related question: 2014 manifest went thru, but it should <u>not</u> have gone thru.	11/14/12	Xan or the IMF team will check to see if the rule has been disabled. Still researching this issue. (11/14/12) The IMF team is making a request to activate or correct the applicable business rule so that it triggers to prevent Tax Year 2014 submissions. (11/15/12) Per Xan, the business rule trigger will not be activated in ATS this year, but the business rule trigger will be activated in <b><u>production</u></b> . (11/28/12)	ATS / Production	Closed 11/28/12
45	State of Virginia. Having problems with sending / receiving receipts as an attachment.	11/15/12	Xan asked that Virginia send the log information to him via the MeF mail box. (11/15/12) Xan has confirmed with the State of Virginia that this issue has been resolved, so this issue can be closed. (11/16/12)	ATS	Closed 11/16/12
46	NY State Tax	11/16/12	Xan confirms that the issue of validating the response on the new WSDLs reported by the New York State Tax Authority has been fixed.	ATS	Closed 11/16/12

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47	Taxslayer.	11/16/12	Some 44 rejects error messages appear to be caused by Schedule 8812 and Form 8867. New to PATS this year. IRS recommended that the vendor report the issues to the E-Help desk.	ATS	Closed 11/16/12
48	ATS Scenario Updates	11/19/12	IRS has an update for scenario # 4: Testers should use Identity Pin # 876543. Also, scenario # 5 is being corrected to show scenario # 4. Both of these solutions will be posted to the ATS known issues and solutions spreadsheet on the ATS webpage. (11/19/12)	ATS	Closed 11/19/12
49	PATS issues	11/19/12	There are 2 issues to report for Scenario # 9 – there is an issue with reject code 0010 setting incorrectly for Form 8863 and there is an issue with reject code 0044 setting incorrectly for Form 8867. IRS is working to resolve both issues. When they become available, the solutions will be posted to the PATS known issues and solutions spreadsheet on the IRS.gov website. (11/19/12) Jackson-Hewitt requested additional information on this issue, so it's being re-opened. IRS. The PATS known issues spreadsheet on the IRS.gov website indicates that a workaround has been implemented for Form 8867, but there is not additional information to clarify, and there is no information on the reject code issue for Form 8863. IRS will research these issues and provide a response as soon as possible. (11/28/12) The IRS is posting several updates for these reject codes. All of the PATS reject codes have established workarounds. The workarounds are being coordinated with E-help assistors, who will manually validate the transmissions. Additional information will be posted to the Form 1040 – PATS Known Issues and Solutions sheet on IRS.gov. (11/30/12)	PATS	Closed 11/30/12
50	Oregon. Will the new took kit use the old web services framework or WSE?	11/19/12	IRS research indicates that the framework will be WSE 3.0. (11/20/12)	ATS	Closed 11/20/12

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51	Vertex. No response to 4 issues submitted to the E-help desk in regards to business return test submissions.	11/19/12	E-help desk support personnel will follow-up on this issue. (11/19/12) Per the E-Help Desk, both SWDs have been contacted by the e-help Desk assistants and feedback of their testing has been sent to them. This issue has thus been resolved. (11/26/12)	ATS / E-help	Closed 11/26/12
52	New York. Wanted to know if the Dec. 17 <sup>th</sup> date for rolling out the 64 bit utility could be moved up. NY is implementing a Java upgrade and wants to test the utility as soon as possible.	11/20/12	Xan will check into the possibility, but it's unlikely. Xan advised NY that a better solution may be to send NY a zip file with the utility. NY stated that they would e-mail a request to Xan accordingly. (11/20/12)	ATS	Closed 11/20/12
53	Kim from Virginia. Problem with the Send Acks function. Could not read the response back from the IRS and e-mail sent to MeF mailbox bounced.	11/20/12	Xan advised Virginia to send him an e-mail without the attachment and a separate e-mail with the attachment and he will research. (11/20/12) Xan researched the issue and states that this issue has been resolved. (11/21/12)	ATS	Closed 11/21/12

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54	Urban Institute ( <a href="#">State of Washington</a> ). Problem with the Get New Submissions function. It doesn't appear on the e-file client services application.	11/21/12	Xan states that he thinks this issue can be fixed by adding a service request role to the external's account. Xan will research and provide a definitive resolution next week. (11/21/12) The Get New Submissions comes as part of the Get Submissions package. When software providers click on the Get Submissions package, they should be able to see the Get New Submissions function. Xan may have additional information to provide on the next conference call in regards to the State of Washington's query. (11/30/12) A programming change to correct this issue is scheduled to be deployed on December 17 <sup>th</sup> . Xan asked the provider to send an e-mail to the MeF mailbox if there were additional questions or concerns. (12/5/12)	ATS	Closed 12/5/12
55	State of Indiana. Getting an error message of File Not Supported when transmitting Send Acks file.	11/21/12	Xan asked Indiana to e-mail him the error message and the message ID # and he will research the issue. (11/21/12) Per Indiana, this issue has been resolved. (11/28/12)	ATS	Closed 11/28/12
56	State of NY. Having a problem with the reconciliation function. Sent an e-mail to the MeF mailbox indicating a problem with the Send Receipt, No Acks response.	11/28/12	Xan will research the issue and provide a solution as soon as possible. (11/28/12). Closing the issue as resolved since we have not heard anything further from the State of NY. (12/7/12)	ATS	Closed 12/7/12
57	Taxwise. Had questions / clarifications about items 3, 23, and 24 in the ATS known issues and solutions sheet.	11/28/12	IRS will research these issues and provide a response as soon as possible. (11/28/12). Item 3 will be removed since item 23 have corrected this issue. Item 24 Identity Theft PIN addresses Test Scenario 4. (11/29/12)	ATS	Closed 11/29/12

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58	<p>Ultratax. On a production conference call on 11-27, the IRS indicated that a new schema version will be coming out on Dec. 11<sup>th</sup>. Ultratax wanted to know what schema version it will be and when will it be put in ATS &amp; production.</p>	11/28/12	<p>The new schema version is Schema Version <u>4.1</u> and it will be operational in <u>ATS</u> on 12-31-2012 and in <u>Production</u> on 1-22-12. (11/29/12)</p>	ATS / Production	Closed 11/29/12
59	<p>RSI had a question about 2012 <u>Stylesheets</u>. XML Transformer sheets with specific name spaces and functions have been posted to the MeF Stylesheet page on IRS.gov. Want to know if <u>standard</u> transformer functions could be used in production as standard functions would be easier for state tax return filing.</p>	11/28/12	<p>IRS will research these issues and provide a response as soon as possible. (11/28/12). IBM has discovered a few (6) stylesheets that contain non-standard functions that cannot be read by compilers. IBM is scheduled to remove the non-standard functions on December 24<sup>th</sup>. Additional research on 2012 stylesheets is still being conducted by the IRS. (12/5/12) No additional non-standard functions have been found by IBM, so this item can be closed. (12/12/12)</p>	ATS	Closed 12/12/12

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60	<p>Taxwise. The E-Help desk assistors currently have stylesheets based on the latest published schemas, not based on the schemas that are currently active in the ATS testing environment. This is causing information to be reported as mis-compare. Also, E-Help desk assistors' answer keys (especially in the 1065 test package) are incomplete. Since the answer key doesn't have an entry, but the actual return does, returns again are being labeled as mis-compare. When will these issues be resolved?</p>	12/7/12	<p>IRS asked Taxwise contact to send an e-mail describing the issue in detail to the MeF mailbox so that the MeF team can follow-up with the E-Help desk team. The Taxwise contact agreed to send the applicable e-mail. (12/7/12) IRS E-Help desk support and BMF analysts are currently working on a coordinated response to this item. (12/10/12) E-Help desk assigned an experienced examiner to this case, and BMF ensured that the latest schema version now matches the ATS version. This issue can be closed. (12/19/12)</p>	<b>ATS / E-Help / BMF</b>	Closed 12/19/12
61	<p><u>Corptax</u> had a question about Version 2.2 schemas for tax year 2011 Forms 1065 &amp; 1120. The links on the IRS website do not appear to be working.</p>	12/7/12	<p>IRS will research these issues and provide a response as soon as possible. (12/7/12). There are problems with the system that the IRS uses to post to IRS.gov. The IRS is working to resolve. (12/10/12) Corptax reports that the links have been fixed, so this item can be closed. (12/12/12)</p>	<b>ATS / BMF</b>	Closed 12/12/12

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62	Corptax also wanted to know why the BMF ATS Known Issues and Solutions Page does not include information on the fix for Form 8586.	12/7/12	IRS will research these issues and provide a response as soon as possible. (12/7/12). IRS needs additional information from Corptax in order to provide an accurate response on this issue (12/10/12). The latest schemas posted to IRS.gov correct this issue, so this item can be closed. (12/12/12)	ATS / <b>BMF</b>	Closed 12/12/12
63	Corptax. Noted that the 1065 production date for version 2.2 is January while the 1120 production date is August. Recommend that the production date for both products be the same.	12/7/12	IRS will research these issues and provide a response as soon as possible. (12/7/12). There are problems with the system that the IRS uses to post to IRS.gov that caused the IRS to use different dates (similar to the issue impacting item # 61). IRS is working to resolve. (12/10/12) IRS updated the applicable page on IRS.gov so that both production dates are showing as August.	ATS / <b>BMF</b>	Closed 12/14/12

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64	<p>Vince from Petz Enterprises. Question regarding Form <u>8941</u> (<i>Credit for Small Employer Health Insurance Premiums</i>). Line 1b entry limits EIN numbers to one. However, taxpayers can have multiple EIN numbers. Will the production schema for this form be modified to allow for unlimited EIN numbers on line 1b?</p>	12/10/12	<p>IRS will research these issues and provide a response as soon as possible. (12/10/12). The following response was sent out to the stakeholder via the MeF mailbox: Per the instructions for Form 8941, no more than one Form 8941 can be filed with a tax return even for taxpayers / employers who have multiple partnerships, proprietorships, etc., under a common control. (12/19/12) Re-opened. Petz Enterprises will send an e-mail to the MeF mailbox so that the IRS can research and provide a more detailed answer on this issue. (12/20/12) ACA implementation division of IRS indicates that it would be uncommon for business taxpayers to need to complete multiple EIN entries in filing for the SEHIP credit via IRS Form 8941. ACA feels that allowing for multiple EIN entries on line 1b would complicate the instructions for Form 8941, which would cause undue taxpayer burden. Thus, the IRS has no plans currently to update the schema or the instructions for Form 8941 to allow for multiple EIN entries on line 1b. (1/8/13) Will follow-up with analyst and Tax form specialist on 1-10-13 call. (1/9/13) IRS analyst suggests that providers input a general dependency EIN number on line 1b. IRS will add to the Known Issues and Solutions list in order to assist providers who have issues during the filing season. (1/10/13)</p>	Production	Closed 1/8/13
65	<p><u>RSI</u>. Will software providers be able to test <u>State</u> estimated payment functionality in the ATS testing environment on Dec. 17<sup>th</sup> (after the schema package is scheduled to be deployed by the IRS)?</p>	12/10/12	<p>IRS will research these issues and provide a response as soon as possible. (12/10/12). Information has been provided to RSI, so this item can be closed. (12/12/12)</p>	ATS	Closed 12/12/12

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66	<u>Corptax</u> . Can the ATS system status page on IRS.gov be updated or quick alerts issued on a more regular basis?	12/10/12	IRS MeF team committed to keeping the ATS status page as current as possible going forward. (12/10/12)	ATS	Closed 12/10/12
67	<u>Taxwise</u> . A quick alert was issued informing external stakeholders that the schema for Form <u>W-2G</u> will change in Version 4.1. If elements are being removed in version 4.1, won't it mean that submissions using version 4.0 will not be able to validate?	12/12/12	IRS will research these issues and provide a response as soon as possible. (12/12/12). IRS is verifying that the schema changes in version 4.1 will not affect Form W-2G submissions using version 4.0. (12/18/12) Research conducted by the IRS indicated that the changes in version 4.1 should have been classified as a major version change. Therefore, IRS will issue a quick alert to advise software developers to look closely at the changes in version 4.1 and use version 4.1 as the standard instead of 4.0. (12/21/12)	ATS / <b>Release 8</b>	Closed 12/26/12
68	<u>Corptax</u> . Noted that the finalized BMF Schedule D and Form 8949 ( <i>Sales and other Dispositions of Capital Assets</i> ) have not been posted to the IRS.gov page for corporate e-file. When will the finalized documents be posted for taxpayers who refer to this page for the latest e-file documents?	12/14/12	IRS / BMF analysts will research to ensure that this page is updated with the latest information. (12/14/12) BMF provided updated information on the status of corporate e-file page on IRS.gov during the call to the stakeholder and indicated that this item can be closed. (12/20/12)	ATS / BMF	Closed 12/20/12

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69	<u>State of New York</u> . Is the Hub testing process in place?	12/14/12	IRS will follow up on this issue. Our plan is to have the FTA coordinate with the states on the hub testing process. (12/14/12) IRS verified that the FTA will coordinate this issue, so this item can be closed (12/17/12)	ATS	Closed 12/17/12
70	<u>Ultratax</u> . On the Dec. 7 <sup>th</sup> call, it was noted that Form 2350 ( <i>Application for Extension of Time To File U.S. Income Tax Return</i> ) was rejecting in ATS for payments. Has this issue been resolved?	12/17/12	IRS analysts noted on the call that the correction for this issue will not be available until December 28 <sup>th</sup> . (12/17/12)	ATS	Closed 12/17/12
71	<u>Taxwise</u> . Version 2.0 for Form 1065 series is causing the system to reject Form 1065 itself. System is invoking Business Rule 1.1	12/17/12	IRS noted a problem with the system on the morning of Dec. 17 <sup>th</sup> and reposted the new version. IRS advises software developers to check to see if the schema versions reposted on the morning of 12/17/12 have corrected this issue. (12/17/12) Business Rules causing this issue have been disabled in ATS. (12/19/12)	ATS	Closed 12/19/12
72	<u>Urban Institute, State of Ohio, &amp; State of Kentucky</u> . Problem with the Zip files for Get New Submissions. Extra Data section is not allowing the Zip files to extract properly. Will send a detailed e-mail to the MeF mailbox.	12/17/12	IRS will research these issues and provide a response as soon as possible. (12/17/12). The IRS has identified the cause of this issue and has a fix ready to go. IRS hopes to provide a date for the fix to be implemented on Friday's (12-21) call. (12/20/12) Fix will be deployed on Sunday (12-23). Software developers should see that this issue has been resolved after 12 pm EST on 12-23. (12/21/12)	ATS	Closed 12/21/12

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73	<u>Intuit</u> . Noted that a Business Rule for Duplicate TINs is being erroneously invoked in the ATS testing system.	12/17/12	IRS is requesting that the business rule causing the issue be disabled in ATS. Will advise when the rule has been disabled. (12/17/12) IRS has disabled the Business Rule (R0000-902) causing this issue, Item can be closed. (12/20/12)	ATS	Closed 12/19/12
74	<u>State of Indiana</u> . Getting an error message about wrong header in the current schema for 1040s that posted today (12/17).	12/17/12	IRS will research these issues and provide a response as soon as possible. (12/17/12). Indiana reported that this issue was resolved by updating their software library. (12/19/12)	ATS	Closed 12/19/12
75	<u>Oklahoma Tax Commission</u> . Recommend that the tool kit be made available in production prior to January start-up.	12/19/12	IRS noted that production tool kits cannot be made available before the January start date because they are based on tax year. However, IRS will attempt to make ATS tool kits available before the November start of ATS testing next year. (12/20/12)	Production	Closed 12/20/12
76	<u>Jackson-Hewitt &amp; Online Taxes</u> . Transmitting documents in <u>PATS</u> , but not receiving any acknowledgements.	12/19/12	IRS will research these issues and provide a response as soon as possible. (12/19/12). Item has been resolved by the IRS. (1/4/13)	ATS	Closed 1/4/13
77	<u>State of Kentucky</u> . Will the Zip file problem fix correct packages that have already received error messages?	12/21/12	IRS will research this issue and provide a response as soon as possible. If you have a message ID, you can probably use the corrected zip file package. However, developers may need to submit new packages. (12/21/12) Received confirmation that this issue has been resolved. (1/7/13)	Release 8	Closed 1/7/13

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78	<u>Quick-Tax</u> . Request clarification on the quick alert posted to the MeF status page on IRS.gov. Can any tax returns be filed using 2012 schemas?	1/7/13	No. Tax returns (either IMF or BMF) can only be filed if the vendor is using a prior year schema. IRS will post a clarification to the quick alert. (1/7/13) The IRS has posted a clarification to the MeF status page. Send an e-mail to the MeF mailbox if further clarifications are needed. (1/8/13)	Production	Closed 1/7/13
79	<u>Online Taxes</u> . Receiving duplicate return error message when transmitting in the EMS system.	1/7/13	IRS analyst states that E-help desk personnel have indicated that this error message is issued when developers use the same EIN number when transmitting multiple test documents. IRS asked the developer to contact the E-help desk line for assistance in researching and solving this issue. (1/7/13)	Production	Closed 1/7/13
80	Query about the FTA. Did the FTA complete the survey of the states on their readiness relative to Hub testing?	1/7/13	IRS will contact FTA to gather more details on this issue. An update will be provided as soon as the information is received. (1/7/13) FTA stated that 10 states have indicated that they would be ready on time: Idaho, Georgia, Oklahoma, Vermont, Virginia, Arkansas, Nebraska, Oregon, New York, and Wisconsin. Alabama also responded that they are ready. FTA felt that the other states that did not respond to the survey would be ready for start-up. (1/8/13)	Production	Closed 1/8/13
81	<u>Taxwise</u> . Have a stand alone BMF payment voucher form for the state of NY that has a due date of 1-31-13. Can this form be accepted in MeF?	1/7/13	IRS will research these issues and provide a response as soon as possible. (1/7/13). IRS found out that <u>BMF</u> stand alone forms will be accepted, but <u>IMF</u> stand alone forms will not be accepted until the Jan. 30 <sup>th</sup> start-up date. All IMF forms, including <u>prior</u> year returns and stand alone forms, cannot be filed until the Jan. 30 <sup>th</sup> start-up date. (1/8/13)	Production	Closed 1/8/13
82	<u>Taxwise</u> . Where will the list of IRS forms affected by the filing delay be posted?	1/8/13	The IRS does not know exactly when the list will be ready for publication. However, when the list is finalized, the IRS will post an information page on IRS.gov and issue a quick alert with a link to the page. (1/8/13)	Production	Closed 1/8/13

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83	Recommend that IRS consider staggering the volumes of returns during the first couple of days of filing at the end of January.	1/8/13	IRS will relay the recommendation to IRS executives. We will notify stakeholders if a change is made. (1/8/13)	Production	Closed 1/8/13
84	<u>Joe Golden</u> . How do business rule changes get distributed?	1/8/13	The IRS will post a listing of business rule changes to IRS.gov.	Production	Closed 1/8/13
85	<u>Petz</u> . In the ATS environment, test returns with sales tax deductions are being rejected due to a business rule (SAF-1040-017). Also is affecting test returns with other credits. When will the BRs in ATS be disabled so that software providers can finish testing?	1/9/13	Business rules affected by the late tax legislation signed on 1-1-13 will not be disabled until the IRS has finished analyzing the legislation and determines which business rules must be disabled in ATS and production. Once the IRS has determined which business rules to disable, the IRS will post an updated list to the ATS testing system page on IRS.gov. We do not have a target date for disabling the business rules at this time. (1/9/13) IRS will disable business rule in ATS. IRS will also research BR SAF-1040-018 to see if it needs to be disabled as well. (1/10/13) IRS BR SA-1040-018 will be disabled and added to the disabled rules list on the ATS update page on IRS.gov. (1/14/13)	ATS / Production	Closed 1/9/13
86	The IRS posted an information page for tax year 2011 on IRS.gov. Will the IRS be posting a similar information page for tax year 2012.	1/9/13	IRS requested that the software provider send a link of the page in question to the MeF mailbox. IRS will research the issue and provide a response as soon as possible. (1/9/13) IRS will not post most of this information on the aforementioned web page for TY 2012 since the information pertains to Legacy, which is being phased out. However, the IRS plans to post a calendar for MeF to a page on IRS.gov. (1/10/13) A TY 2012 due date chart will be posted to IRS.gov on 1-11-13 (1/11/13).	Production	Closed 1/9/13

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87	<u>Taxwise</u> . Question about EMS & 1041. Startup is currently scheduled for 1-28-13. Will shared forms be restricted in order to prevent rejection?	1/10/13	IRS will research this issue and provide a response as soon as possible. (1/10/13) Startup is still scheduled for Monday, 1-28. BMF is updating the business rules (reject codes). 4 business rules will be disabled and 2 business rules will be modified in both BATS and Production. The business rule changes will be posted to IRS.gov. (1/25/13)	Production	Closed 1/25/13
88	<u>FileYourTaxes.Com</u> . Will the rejected forms be delayed in ATS?	1/10/13	No. Schema changes affecting forms in ATS will be communicated to software providers to ensure that testing can be done in ATS. (1/10/13)	ATS	Closed 1/10/13
89	<u>FileYourTaxes.Com</u> . Does the IRS have contingency plans or a communication strategy in case things go awry during start-up?	1/10/13	IRS executives are currently coordinating tax year 2012 start-up planning and strategy. Executives and Senior analysts will communicate as needed with software providers and other stakeholders regarding any contingency plans or modification to the January 30 <sup>th</sup> start-up. (1/10/13)	Production	Closed 1/10/13
90	Will the IRS require vendors to re-do scenario # 6 in ATS for Form 8958?	1/11/13	No, but the IRS does strongly <u>recommend</u> that software providers test Form 8958 in ATS again before production begins. (1/11/13)	ATS	Closed 1/11/13
91	We noticed that some business rules affected by late legislation have not been updated yet. Should we send an inquiry about these business rules to the MeF mailbox or wait to see if updated rules will be posted to IRS.gov?	1/14/13	Please go ahead and send an inquiry to the MeF mailbox if you have any information about possible business rule changes needed due to late legislation. Thank you. (1/14/13)	Production	Closed 1/14/13

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92	<u>Jackson-Hewitt</u> . Will any additional states be added to the list for the controlled launch since the launch date was recently moved?	1/14/13	A list of participating states will be posted to IRS.gov. We will post a link in this entry when the list is updated and available. (1/14/13)	Production	Closed 1/14/13
93	<u>Jackson-Hewitt</u> . Can a link to the calendar noted in log entry # 86 be posted to the ATS call log?	1/14/13	The 2013 MeF Calendar of Events has been posted to IRS.gov. The link to the 2013 calendar can be accessed by clicking here: <b><u>Calendar of Events: 1040 Modernized e-File (MeF)</u></b> (1/15/13) Tax year 2012 Return Due Dates ( <i>e-file Calendar</i> ) has been added to IRS.gov: <a href="http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;Partners/Tax-Year-2012-Tax-Return-Due-Dates">http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;Partners/Tax-Year-2012-Tax-Return-Due-Dates</a> . (1/17/13)	Production	Closed 1/17/13
94	<u>Corptax</u> . States are reporting that there is an error when states transmit large files to the IRS. Does the IRS have any information on this issue?	1/15/13	Yes. Error has been identified by the IRS and a fix is scheduled to be implemented this weekend. States have been notified of the scheduled fix.	ATS	Closed 1/15/13
95	<u>Petz Enterprises</u> . Will business rules that need to be disabled be disabled in time for Hub testing?	1/15/13	Yes.	ATS	Closed 1/15/13
96	During ATS testing, returns using a valid bank routing number got rejected. Is this just an issue with ATS testing, or will valid bank routing numbers also be rejected in Production?	1/15/13	Bank routing numbers that were valid last filing season should be valid for the TY 2012 filing season. Please contact the IRS E-Help desk. E-Help assistants should be able to assist in troubleshooting the issue. (1/15/13)	ATS / Production	Closed 1/15/13

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97	<u>Rush Tax Services.</u> Assistors have been unable to see our transmissions. This issue appears to be caused by dependencies. XML is not causing the problem.	1/15/13	We are aware of this issue and are working with the E-Help desk to resolve the problem as soon as possible. (1/15/13) Xan stated this issue is not preventing tax returns from being processed and the dependencies can be viewed. Xan may do additional research, but as this issue is not causing any transmission failures, the item can be closed as resolved. (1/23/13)	ATS	Closed 1/23/13
98	<u>Ultratax.</u> When will the revised listing of 1040 business rule changes be posted to IRS.gov?	1/16/13	A change page will be posted to IRS.gov. IRS will follow-up with more details later this week. (1/16/13) IRS indicates that the change page with the revised business rules will be posted to IRS.gov by January 23 <sup>rd</sup> . (1/17/13) IRS is still researching this issue and will post an answer later this week. (1/22/13) Here is the Link: <a href="http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;-Partners/Tax-Year-2012-Schemas-and-Business-Rules-for-Modernized-e-File-MeF-Forms-1040-1040EZ-1040A-1040-SS-PR-4868-2350-9465-56">http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;-Partners/Tax-Year-2012-Schemas-and-Business-Rules-for-Modernized-e-File-MeF-Forms-1040-1040EZ-1040A-1040-SS-PR-4868-2350-9465-56</a> . (1/23/13)	Production	Closed 1/23/13
99	<u>State of New York.</u> When can the states start pulling returns during the Hub testing process? Will the states still be able to pull returns after the testing period ends?	1/17/13	The IRS has asked vendors to submit federal returns only for Hub testing on the first day (Wednesday, January 23 <sup>rd</sup> ). Vendors will start submitting state returns the next day (Thursday, January 24 <sup>th</sup> ). States can start pulling returns on the 24 <sup>th</sup> following their normal schedule. Returns will still be available for the states to pull after Hub testing ends on the 29 <sup>th</sup> . (1/17/13)	ATS	Closed 1/17/13
100	<u>State of New York.</u> Had a question about <u>stand alone</u> state tax forms. Will the IRS be able to validate these stand alone forms for the tax year if they are filed electronically?	1/22/13	IRS will research this issue and provide a response as soon as possible. (1/22/13) IRS research indicates that the vendors can transmit tax year 2012 stand alone state tax forms. However, transmissions that include both Federal and state tax forms cannot be submitted yet. (1/24/13)	BMF	Closed 1/24/13

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101	<u>Oklahoma</u> . Transmitter sent a 1 GB file. We could not download the file. Instead, we get a “Soap exception” error message. Also, could not find the file in Get Submissions.	1/22/13	Please re-submit the issue to the MeF mailbox. IRS will research this issue and provide a response as soon as possible. (1/22/13) Original soap exception error has been resolved. However, the state discovered a separate issue of timing out at the backend of the transmission. A ticket has been filed to troubleshoot the new problem. (1/24/13)	ATS	Closed 1/24/13
102	<u>Intuit</u> . Will new Business Rule Form 1040-415 be added to the Business rule change page? Will the rule remain active in ATS?	1/23/13	BR 1040-415 has been added to the change page at the following link: <a href="http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;Partners/Tax-Year-2012-Schemas-and-Business-Rules-for-Modernized-e-File-MeF-Forms-1040-1040EZ-1040A-1040-SS-PR-4868-2350-9465-56">http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;Partners/Tax-Year-2012-Schemas-and-Business-Rules-for-Modernized-e-File-MeF-Forms-1040-1040EZ-1040A-1040-SS-PR-4868-2350-9465-56</a> . Also, the rule will remain active in both ATS and production. (1/23/13)	ATS	Closed 1/23/13
103	<u>NY</u> . Is the IRS ready for vendors to file state returns for Hub testing?	1/23/13	Yes. In fact, states can check to see if state return files are available. (1/23/13)	Production	Closed 1/23/13
104	<u>Oklahoma</u> . Found that it was taking a very long time to send submission acknowledgments. Modified the time out settings, but that simply caused the submissions to time out. Advice?	1/25/13	Please submit the issue to the MeF mailbox. IRS will research this issue and provide a response as soon as possible. (1/25/13) Oklahoma stated that the IRS contacted them with some ideas, which they have since resolved. Thus, Oklahoma states that this issue can be closed. (1/30/13)	Production	Closed 1/30/13

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105	Joe. Business Rules 1040-415 and 1040-419 have both been identified by the IRS as recently changed. What about BRs 1040-416, 1040-417, & 1040-418?	1/28/13	BRs 1040-416, 417, and 418 have not been changed recently by the IRS. The IRS will post an updated Business Rule change list in the next couple of days. (1/28/13)	Production	Closed 1/28/13
106	<u>Taxwise</u> . Noticed a large number of ID theft database rejections (Reject codes IND-180 & IND-181). Is there a problem with the ID theft database?	1/28/13	IRS will research the applicable reject codes to see if an error trend can be detected. (1/28/13) IRS researched the issue and found that IND-181 codes are setting correctly. (1/29/13)	Production	Closed 1/29/13
107	<u>Liberty Tax</u> . Question about the schema for Form 8949. Will the IRS accept TY 2012 forms that do not have commas input?	1/29/13	As noted, IRS will only be accepting Forms 8949 with commas as the proposed schema change could not be put in place in time for Tax year 2012. The schema change will be in place for Tax Year 2013. IRS will not accept Forms 8949 that do not have commas in Tax year 2012. Corptax stated that their question had been answered after conducting research after the call ended. (1/29/13)	Production	Closed 1/29/13
108	Vendors asked for clarification on the issues surrounding IRS Form <b>8867</b> ( <i>Paid Preparer's Earned Income Credit Checklist</i> ).	1/30/13	IRS explained that software developers and transmitters need to emphasize to their tax preparers that lines 26 and 27 of IRS Form 8867 need to be completed. If they are not, the tax return falls out to our Error Resolution area. This will cause a delay in refunds going out on those returns as the IRS must correspond for the applicable information before the returns can be processed. (1/30/13)	Production	Closed 1/30/13

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109	Does the IRS have any plans for updating the schemas so that they are in synch with IRS forms that will be released later this month? For example, IRS forms 8909 & 8936 are currently on hold until they can be officially deployed. Also, will there be time for software developers to test the schemas before the forms are released into production?	2/4/13	Yes, for both questions. The IRS is currently working on updating the schemas to match these forms, and will allow developers time to test the schemas before releasing the forms into production. (2/4/13)	Production	Closed 2/4/13
110	<u>New York</u> . We are noticing a delay between the time the IRS receives transmissions and when the state can pull the state tax returns. Can the IRS explain the cause for the delay?	2/6/13	IRS asked that the states or transmitters submit relevant information to the MeF mailbox. IRS will research the issue and provide a response as soon as possible. (2/6/13) Software provider acknowledged that this issue was caused by a problem on their side, not with the state of New York or the IRS. Thus, this issue can be closed. (2/8/13)	Production	Closed 2/8/13
111	<u>Kentucky</u> . When we attempt to retrieve submission packets using submission IDs, we are getting an error message that the submission ID cannot be found.	2/6/13	IRS asked Kentucky to submit the error message information to the MeF mailbox. IRS will research the issue and provide a response as soon as possible. (2/6/13) Kentucky thinks this may be an internal issue and may have found a fix. They will send an e-mail to the MeF mailbox if the fix does not resolve the issue. (2/11/13)	Production	Closed 2/11/13

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112	<u>FileYourTaxes.com</u> . Sent information to IRS that some states are considering charging software providers to E-file. Can MeF provide any feedback on this issue?	2/6/13	This concern has been forwarded to IRS executives since policy issues are handled at the executive level. We will communicate any information provided by IRS executives on this issue to software providers when the information becomes available. (2/6/13)	Production	Closed 2/6/13
113	<u>Taxwise</u> . Any updated information on reject code F 1040-409?	2/6/13	Not yet. IRS hopes to have updated information to provide during Friday's conference call. (2/6/13) IRS hopes to provide further guidance on this issue sometime next week. (2/8/13) This problem will be fixed during the Sunday maintenance build window on February 17, 2013. (2/15/13)	Production	Closed 2/15/13
114	Software developers and transmitters need clarification on what is causing some tax returns with Schedules 8812 attached to fall out to the ERS program.	2/8/13	<p>A quick alert was issued on February 5<sup>th</sup> explaining that the IRS has noticed the following 2 conditions involving Schedule 8812 are causing numerous fallouts: 1) Part 1 checkboxes A, B, C, and D are checked when taxpayers list a dependent child with an SSN qualifying for child tax credit on Form 1040 and 1040A line 6c. 2) Schedule 8812 Part 1 checkboxes A, B, C, and D are not being checked when taxpayers have a child with an ITIN (Individual Taxpayer Identification Number) on Form 1040 and 1040A line 6c identified as qualifying for the child tax credit in column (4).</p> <p>We are working to implement Business rules to reject these errors going forward with a date to be determined. In the meantime, please have your preparers double check the instructions for Schedule 8812 to minimize the number of fallouts. (2/8/13)</p>	Production	Closed 2/8/13

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115	<u>Ultratax</u> . Will the IRS be able to enable the business rules unblocking Form 8863 midweek instead of waiting for weekend processing?	2/8/13	Yes, the applicable business rules to allow Form 8863 to be processed in production will be enabled on Thursday, February 14 <sup>th</sup> . (2/8/13)	Production	Closed 2/8/13
116	<u>Ultratax</u> . When will the other IRS forms such as Form 5695 and 8936 that are still blocked in production be unblocked and put in production?	2/8/13	We have not settled on a definite date to post the schema changes for these forms, but it will probably be before the end of next week. Please note that the IRS has decided that the schema changes will be a minor version (version <b>4.2</b> ). If your software company supports the applicable blocked forms, please ensure your developers use the minor schema version <u>4.2</u> . Also, the IRS reminds developers to look at the DIP files when uploading the schema changes. (2/8)	Production	Closed 2/8/13
117	<u>Ultratax</u> . Can software providers use version 4.1 if their tax returns do not contain one of the blocked forms that are involved with version 4.2?	2/8/13	Yes.	Production	Closed 2/8/13
118	<u>Jackson-Hewitt</u> . In regards to BR 1040-409, have seen some rejects where the taxpayer is a resident living in the US with a W-2 employer address in Puerto Rico. Is BR 1040-409 setting correctly in this case?	2/8/13	IRS asked Jackson-Hewitt to send more information to the MeF mailbox so that we can research the issue in more detail. The IRS will provide a response as soon as possible. (2/8/13) This problem will be fixed during the Sunday maintenance build window on February 17, 2013. (2/15/13)	Production	Closed 2/15/13

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119	<p><u>Corptax</u>. Have a taxpayer who is a short year filer using one of the blocked forms. Will they be able to e-file their short year return that is due Feb. 15<sup>th</sup> before the blocked forms involved with version 4.2 are unblocked?</p>	2/8/13	<p>IRS asked Corptax to send more information to the MeF mailbox so that we can research the issue in more detail. The IRS will provide a response as soon as possible. (2/8/13) BMF analysts indicated that prior year schemas can be used in cases where 2012 form schemas are still blocked at the due date for filing. (2/11/13)</p>	Production	Closed 2/11/13
120	<p><u>Petz Enterprises &amp; Online Taxes</u>. Can a quick alert be issued providing clarification from the IRS in regards to the rejects involving BR 1040-409?</p>	2/8/13	<p>The IRS is expediting the decision around how to best resolve the rejects for Business Rule 1040-409. We will issue updated information in regards to BR 1040-409 as soon as it becomes available to MeF. (2/8/13)</p>	Production	Closed 2/8/13
121	<p><u>Ultratax</u>. We see a page was recently posted with the title “<u>TY 2012 Accepted Forms and Schedules for Form 1040 Series</u>”. Some form limitations were removed in version 2012v4.0 and 2012v4.1 schemas, but this IRS.gov page still shows older limitations.</p>	2/8/13	<p>The IRS has posted correction to the TY 2012 Accepted forms page. The corrections are posted at the following link on IRS.gov: <a href="http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;-Partners/Tax-Year-2012-Accepted-Forms-and-Schedules-for-MeF-Forms">http://www.irs.gov/Tax-Professionals/e-File-Providers-&amp;-Partners/Tax-Year-2012-Accepted-Forms-and-Schedules-for-MeF-Forms</a>. (2/8/13)</p>	Production	Closed 2/8/13

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122	<u>Corptax</u> . Question about Business Rules that will be disabled for Form 1120. Will they be disabled in both production and ATS?	2/11/13	Yes. The IRS is currently planning on fixing the rules for next filing year. (2/11/13)	Production / ATS	Closed 2/11/13
123	<u>Petz Enterprises</u> . Does the IRS have plans to start rejecting tax returns with incomplete Forms 8867 attached? Currently, tax returns with incomplete Forms 8867 are falling out to the ERS program, causing delays for affected taxpayers.	2/13/13	No, the IRS has no plans to reject tax returns with incomplete Forms 8867 ( <i>Paid Preparer's Earned Income Credit Checklist</i> ) on the front end of the process on the advice of IRS counsel.  However, we are reviewing our internal processes to see if there is way to allow tax returns with incomplete Forms 8867 to go ahead and flow downward in the pipeline. The IRS would then later contact the tax preparer on the backend. The IRS does not have a time frame for finishing this internal review. (2/13/13)  Related Item: 108	Production	Closed 2/13/13
124	<u>Ultratax</u> . When will the details for schema version 4.2 be posted to IRS.gov?	2/15/13	The IRS anticipates posting the information for schema version 4.2 this weekend. (2/15/13)	Production	Closed 2/15/13
125	<u>Petz Enterprises</u> . Query about the Form 8867 issue (ref. item 123). Is the IRS close to finalizing a change to the process?	2/15/13	The IRS is still finalizing the internal process. We hope to provide more detail next week. (2/15/13) IRS will clear up the backlog of tax returns that are caught in the pipeline due to this issue by early next week. The IRS is stopping the issuance of the 12c letters to the taxpayer and moving the applicable returns back into the pipeline for downstream processing. <i>However, the IRS notes that the taxpayers and tax professionals should still respond to the 12c letters that are received.</i> (2/22/13)	Production	Closed 2/22/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

126	<u>Kentucky</u> . Sent information to the MeF mailbox. We get no response on the initial acknowledgement and a duplicate response to the second one.	2/15/13	IRS will review the information and provide a response as soon as possible. (2/15/13)	Production	Closed 2/20/13
127	<u>Ultratax</u> . Can both schema versions 4.1 and 4.2 still be used in production?	2/20/13	Yes.	Production	Closed 2/20/13
128	<u>Ultratax</u> . Note that it's difficult to find the latest business rule changes in the long list of active business rules posted to IRS.gov. For example, could not easily find the changes for BR F2555-013-01.	2/20/13	IRS will update the information on IRS.gov so that software developers can find the latest changes quicker and easier. (2/20/13) MeF is working with internal and external IT analysts to produce a change page for version 4.2. The IRS will post the change page to IRS.gov as soon as it becomes available. (2/22/13) IRS indicated that a change page will probably not be reproduced. However, MeF notes that the "Diff" Files identify the changes from the TY2012v4.1 Schema package to the TY2012v4.2 Schema package. (2/27/13)	Production	Closed 2/27/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

129	<p><u>Ultratax</u>. Request clarification in regards to the new schema v 4.2, specifically Form 8936. The “Type for repeating group in Part I, Part II and Part III: Vehicle Information” section of the 8936 schema does not include lines 7 – 11 from part II of Form 8936. Is this correct?</p>	2/20/13	<p>IRS will research the information and provide a response as soon as possible. (2/20/13) The issue with F 8936 has been identified as a Known Issue for Tax Year 2012. A temporary solution has been identified:</p> <p>If you are claiming a credit for only one vehicle, complete the form as indicated. If you are claiming a credit for more than one vehicle, attach a General Dependency to the parent form entitled 'Qualifying Plug-In Electric Drive Motor Vehicle Credit Group' and list the additional vehicles' information for lines 7, 8, 9, 10, and 11, as well as lines 16, 17, and 18 in the general dependency. Then, enter the sum of all lines 7, 8, 9, 10, 11 and lines 16, 17, and 18 on Form 8936.</p> <p>The IRS will update the schema for Tax Year 2013. (2/22/13)</p>	Production	Closed 2/22/13
130	<p>Any known issues of refund delays?</p>	2/20/13	<p>The IRS is not aware of any issues causing refund delays. Any specific examples that software vendors are aware of should be sent to the MeF mailbox so that the IRS can research the issue in depth. (2/20/13)</p>	Production	Closed 2/20/13
131	<p><u>Form 8867 issue</u>. Is the IRS starting to clean out the backlog of 8867 forms that have fallen out to ERS?</p>	2/20/13	<p>Yes. The IRS has made it a priority to clean out the backlog of these cases.</p>	Production	Closed 2/20/13
132	<p>Is MeF ensuring that the E-Help desk assistors are aware of the issues regarding Form 8867?</p>	2/20/13	<p>MeF will work with E-Help desk analysts to ensure that the E-Help desk assistors have the latest information in regards to the issues surrounding Form 8867.</p>	Production	Closed 2/20/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

133	<u>Online Taxes.</u> IRS letters (12c) have been mailed to taxpayers in regards to the ERS cases from IRS Form 8867. Will different letters be issued to the tax preparers since the preparers, not taxpayers, are the ones who can correct any forms?	2/20/13	The IRS is stopping the 12c correspondence letters from being mailed to taxpayers in regards to incomplete Forms 8867. Instead, the IRS plans to allow the tax forms to flow downstream and then conduct post production contacts with tax professionals to resolve any issues with incomplete Forms 8867. Also, taxpayers who receive the IRS 12c letters should correspond with the IRS in order to resolve the delay in processing their tax returns.	Production	Closed 2/20/13
134	<u>Petz Enterprises.</u> If a tax professional receives a 12c letter from a taxpayer, should the tax professional go ahead and respond back to the IRS?	2/20/13	Yes, the tax professional can respond on the taxpayer's behalf.	Production	Closed 2/20/13
135	<u>Petz Enterprises.</u> Is the change to the IRS process for handling incomplete Forms 8867 a short term or permanent change?	2/22/13	It's a short term change – valid for the rest of Tax Year 2012. A long term change for future tax years will be not be made until after post production reviews on the issue have been completed.	Production	Closed 2/22/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

136	<u>Petz Enterprises</u> . Can the IRS create Business Rules to reject incomplete Forms 8867 up front? This would benefit taxpayers, industry, and the IRS.	2/22/13	MeF is unable to commit to long term changes to the Business Rules for Form 8867 at this time. MeF will be conducting extensive discussions with IRS Counsel, Information Technology analysts, and Software developers before making any long term changes.	Production	Closed 2/22/13
137	<u>Petz Enterprises</u> . What is the consequence to the taxpayer for not responding to the 12c letters that have already been sent out for incomplete Forms 8867?	2/22/13	IRS will still contact tax preparers directly even if the taxpayer does not forward the 12c letter to the preparer. Tax returns are being placed back into the pipeline for processing, and there will be no effect to taxpayer refunds in regards to the 8867 issue. (2/22/13)	Production	Closed 2/22/13
138	<u>Ultratax / Corptax</u> . Noticed that the release memo for version 4.2 changed the previously specific date for production of March 4 <sup>th</sup> to a more vague date of the 1st week of March. Has the exact production date been determined?	2/22/13	No. The production date for schema package v 4.2 is still being determined. MeF will notify software providers as soon as the date is definite. (2/22/13)	Production	Closed 2/22/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

139	<p><u>Ultratax</u>. Form 5695, Page 2, Line 32, Nonbusiness energy property credit is reported on Form 1040, Line 52. However, error F1040-361-01 in the v4.2 schema package doesn't account for this.</p>	2/25/13	<p>IRS asked Ultratax to please send the information into the E-Help desk so that the issue could be assigned to an IRS analyst to research the issue in depth. (2/25/13) IRS analyst indicates that the problem with error F1040-361-01 will be fixed in a weekend release. (2/27/13)</p>	Production	Closed 2/27/13
140	<p><u>Corptax</u>. Question about the <u>1120</u> quick alert. The quick alert noted that a revised schema for Form 8909 will be posted as version 2.1. Is the IRS posting updates to the same schema version, or will a new schema version be issued?</p>	2/27/13	<p>A new schema version will not be posted. Updates will be posted to the current schema version 2.1.</p>	Production	Closed 2/27/13
141	<p><u>Corptax</u>. Will the <u>1065</u> schemas be updated for Form 8909 as well?</p>	2/27/13	<p>IRS will research this issue and provide a response as soon as possible. (2/27/13) Yes. The TY2012v2.2 Schema for Form 1065/1065B was revised to correct Form 8909. The update has been posted on IRS.gov. (3/1/13)</p>	Production	Closed 3/1/13
142	<p><u>Corptax</u>. Noted that one of the zip files had ext_dr3 embedded in the naming convention. What does this mean?</p>	2/27/13	<p>IRS will research this issue and provide a response as soon as possible. (2/27/13) The ext_dr3 part is an internal naming convention indicating that the file change was generated due to extender legislation. (3/1/13)</p>	Production	Closed 3/1/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

143	<u>Ultratax</u> . After software providers transmit their stockpile of delayed returns on Sunday, do we need to stockpile schema 4.1 returns or can we transmit those as well?	2/27/13	MeF requests that software providers only transmit their stockpile of delayed returns on Sunday so that the IRS can ensure that the system is running smoothly. Barring unforeseen circumstances, the IRS anticipates notifying software providers via a quick alert on Monday morning to go ahead with regular transmissions of any remaining inventory.	Production	Closed 2/27/13
144	<u>FileYourTaxes.com</u> . Will the stockpiled returns that are transmitted on Sunday go downstream (follow the normal return process)?	2/27/13	Yes, the stockpiled returns transmitted Sunday will flow downstream and be processed. (2/27/13)	Production	Closed 2/27/13
145	<u>CCH</u> . I'm starting to see rejects for Schedule 8812 that are confusing. Sent information into the E-help desk.	3/1/13	IRS will research the issue and provide a response as soon as possible. (3/1/13) In our review, we have discovered that the MeF programming is incorrect and erroneously rejecting returns when a dependent with an <u>ITIN</u> and the "EligibleForChildTaxCreditInd" is checked, but the Adjusted Gross Income (AGI) exceeds the maximum amount allowed to claim the Child Tax Credit. The IRS is submitting a request to modify BR's S8812-F1040-001 and S8812-F1040-002 for TY 2012. Until the programming is fixed, please advise tax preparers that they should not check the Schedule 8812, Line 6c (4) checkbox "EligibleForChildTaxCreditInd" when the AGI exceeds the maximum amount allowed for the Child Tax Credit. (3/4/13)	Production	Closed 3/4/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

146	<u>Ultratax</u> . Any update on when the programming for Schedule 8812 will be fixed (item # 145)?	3/6/13	No, the IRS does not have a time frame for correcting the programming yet. Please continue to use the work around noted above. The workaround will also be posted to the Known Issues and Solutions page on IRS.gov. (3/6/13) On 3/11, externals expressed concern that the current work around (un-checking the CTC indicator box) will cause confusion. Recommend a different solution. (3/11/13) Additional research is being performed on this issue. (3/15/13) IRS research indicates that there will be no impact to taxpayers filing tax year 2012 amended returns that include the Child Tax Credit. The CTC will be computed downstream by the IRS when the Child Tax Credit is applicable. (3/15/13)	Production	Closed 3/18/13
147	<u>Ultratax</u> . Has the IRS changed the EFW payment programming to debit the taxpayer's account before the scheduled payment date?	3/6/13	No, EFW payments should not be withdrawn from taxpayer's accounts before the scheduled payment date. If externals have any examples, please send the information to the MeF mailbox so the IRS can research the issue in more detail. (3/6/13)	Production	Closed 3/6/13
148	IMF is getting rejects for the Business Rule F4835-001.	3/8/2013	IMF Analyst will research and provide a response soon as possible. (3/11/13) Submission ID submitted by external for IRS to research indicated that the ERO made an erroneous entry on Form 4835. Research indicates that BR 4835-001 triggering correctly in the applicable return. (3/13/13)	ATS/IMF	Closed 3/13/13
149	<u>Corptax</u> . How will daylight saving time impact the Build scheduled for March 10 <sup>th</sup> ?	3/8/2013	Daylight Savings Time had no impact on the Scheduled Build for March 10 <sup>th</sup> . (3/11/13).	Production	Closed 3/11/13
150	<u>Ultratax</u> . Will MeF issue a quick alert for BR 4835-001?	3/13/13	IRS will analyze the issue to see if a quick alert is necessary. IRS research indicates that the BR 4835-01 issue was isolated to a single ERO who is receiving assistance from the E-help desk. (3/13/13)	Production	Closed 3/13/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

151	External is concerned that the MeF system may experience the same problems during the MeF system maintenance build next weekend.	4/8/13	On Sunday (April 7), the IRS brought up “mirrored” MeF system servers in Memphis to take over for MeF servers that unexpectedly remained offline after the weekend maintenance build. The Memphis MeF system is currently running smoothly and the IRS does not expect any further issues that would necessitate more MeF system downtime. However, the IRS will <b>not</b> be taking the MeF Production system offline for maintenance next weekend ( <i>Sunday, April 14</i> ). (4/8/13)	Production	Closed 4/8/13
152	Will MeF continue to work off the Memphis servers? Can the Memphis servers handle the large return volumes that come in during peak?	4/8/13	The MeF system in Memphis will be able to handle the peak volumes in the same manner as last year. (4/8/13)	Production	Closed 4/8/13
153	<u>Jeff Hauer</u> . We have not yet received the acknowledgements from the MeF system for returns submitted yesterday.	4/8/13	MeF started to catch up with the sending the acknowledgements for Sunday's (April 7 <sup>th</sup> ) submissions starting around 2 pm EST today (April 8), with a goal to completely catch up by midnight tonight. The IRS issued a QuickAlert at 9 am EST on Tuesday, April 09, indicating that the catch up for April 7 <sup>th</sup> submissions had been completed and the acknowledgments are ready for pickup by the Transmitters. (4/9/13)	Production	Closed 4/9/13
154	<u>Jeff Hauer</u> . Suggest that the IRS consider contingencies for perfection of returns during peak.	4/8/13	IRS will take the suggestion under consideration. (4/8/13)	Production	Closed 4/8/13
155	<u>H&amp;R Block</u> . How long do you plan to run MeF on the back up system in Memphis?	4/8/13	IRS will continue to run MeF Production on the Memphis servers. The servers that previously ran by the IRS as the main MeF system will now serve as a back-up to the Memphis servers. (4/8/13)	Production	Closed 4/8/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

156	<p><u>Corptax</u>. We sent an inquiry last week to the E-help desk in regards to an issue related to a mixed group return and business rule 1120-354. However, we have not heard back on a resolution. The E-case # is SD505182.</p>	4/8/13	<p>The IRS will research the e-case issue and have an analyst available to respond on Wednesday's call. (4/8/13) IRS indicated that they had contacted Corptax via e-mail confirming that there is an issue with BR 1120-354. IRS indicated that this issue will be fixed during the maintenance build on April 21<sup>st</sup>. Corptax acknowledged receiving the information from the IRS. (4/10/13)</p>	Production	Closed 4/10/13
157	<p><u>Intuit</u>. We reject some taxpayer transmissions internally without sending the transmissions to the IRS. As we near the filing deadline, should we continue to internally reject transmissions if we want to ensure the IRS has a record of the transmission attempt?</p>	4/10/13	<p>No. Software providers should allow the transmissions to be sent to the IRS so the IRS has a record of the taxpayer attempting to file by the filing deadline. (4/10/13)</p>	Production	Closed 4/10/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

158	<u>Ultratax</u> . If the IRS rejects a transmission due to a schema problem, is there a record of the transmission at the IRS for the e-help desk assistors to review?	4/10/13	Yes, if there is a message ID for the e-help desk assistor to open. If there is not a message ID, there is not a record for the e-help desk assistor to open for review. (4/10/13)	Production	Closed 4/10/13
159	<u>Drake Software</u> . On partial rejects where there is a schema issue with the return, the ID message is set to unknown and the error message indicates "fails to parse" or "schema parse" error. Does the IRS have a record of these transmissions? Can the IRS rely on the manifest? Is there specific guidance for providers in these cases?	4/10/13	If the IRS can't see the social security number, we have no record of the transmission attempt. However, MeF asked Drake and the other software providers to submit more detail or examples to the MeF mailbox. MeF will research the issue and plans on providing specific guidance to industry during the conference call on Friday, April 12 <sup>th</sup> . (4/10/13) The IRS does not have a record of transmission when there is a parse error or other schema validation error that prevents the IRS from sending an acknowledgement back to the ERO. Thus, the IRS recommends that software providers turn off their internal parse functions. (4/12/13)	Production	Closed 4/12/13
160	<u>FileYourTaxes.com (Attila)</u> . Will the IRS honor the industry's e-postmark as an official record that the taxpayer attempted to file?	4/10/13	No. The IRS must have a record of the transmission attempt in its' E-file system. We are not able to accept a software provider's e-postmark for the purposes of meeting the filing deadline. (4/10/13)	Production	Closed 4/10/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

161	<p><u>FileYourTaxes.com</u> (Timur) Noted that the MeF Status page on IRS.gov shows the current production status of MeF is Operational when a QuickAlert issued by the IRS indicated that MeF is currently offline. Recommend that the IRS update the production status at the top of the MeF status page when the MeF is offline.</p>	4/12/13	<p>MeF acknowledged that while the QuickAlert information was posted to the MeF status page (<i>MeF system was down on Friday 4/12 due to a storage problem on the mainframe. IRS resolved the issue and brought the system back online at approximately 11 pm CST on 4/12</i>), the production status at the very top of the page was not updated. MeF will attempt to update the production status on the MeF status page in tandem with QuickAlerts when the MeF system is offline. (4/12/13)</p>	Production	Closed 4/12/13
162	<p><u>Petz Enterprises</u>. What is the time frame for resolving rejected returns where the transmitter receives an acknowledgement from the IRS?</p>	4/12/13	<p>If a transmitter receives a specific acknowledgement with a submission ID from the IRS on a rejected return, the transmitter has 5 days (4-20-13) to perfect the return and get the return accepted by the IRS. (4/12/13)</p>	Production	Closed 4/12/13
163	<p><u>FileYourTaxes.com</u> If the reject ack. does not show a SSN, how do transmitters let the IRS know who the taxpayer is?</p>	4/12/13	<p>IRS cannot associate the acknowledgement without a taxpayer identification number. We recommend that the provider either re-submit the electronic return or file a paper return with the reject submission ID attached. (4/12/13)</p>	Production	Closed 4/12/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**April 24, 2013**

164	<u>Drake Software (Jack)</u> If the TIN on a return submission is unknown due to a parse error on 4-15 and the TP e-files a corrected return a couple of days later, will the return e-filed on 4-17 be accepted as timely filed?	4/12/13	<p>Xan will research and test this issue. He will provide a response as soon as possible. (4/12/13)</p> <p>Whether the SSN or the value "Unknown" is returned in the acknowledgement, the IRS has the return, and the perfection period applies. If “unknown” is returned, the acknowledgement still has the submission id. The submission id can be used to link the acknowledgement back to the return.</p> <p>For those returns not submitted before midnight on April 15, the return will be considered timely filed as long as the electronic postmark reflects April 15 or earlier. See Chapter 4 (<i>Electronic Postmark</i>) of IRS Publication 1345 for more details. (4/15/13)</p>	Production	Closed 4/15/13
165	<u>Drake Software</u> . In response to a query from Rob Bedoya, Drake Software noted that last year (TY 2011), providers could fall back to <u>Legacy</u> to e-file a return if there was a schema validation issue with a MeF submission.	4/12/13	<p>Rob asked the software providers if they could quantify the magnitude of this issue. The software providers noted that MeF cannot anticipate every parse or schema validation error, and they felt it would be a large liability for the industry. The providers also noted that it will be a bigger issue in October at the extension deadline.</p> <p>Rob stated that programming related solutions for this issue will <u>not</u> occur. However, IRS will research over the weekend to see if a policy tweak or workaround could be provided to industry. (4/12/13)</p> <p>Based on the resolution provided for item 164 above, MeF determined there was no need for a policy tweak since the IRS will recognize the submission ID for rejected returns even if unknown is displayed in the acknowledgment. (4/15/13)</p>	Production	Closed 4/15/13
166	Is there a maintenance window scheduled for this Sunday (4/14)?	4/12/13	No.	Production	Closed 4/12/13

## ATS and Production Issues

(Beginning November 2012 through April 2013)

### April 24, 2013

167	MeF is assisting E-help with an inquiry regarding IRS Form 2441 (Child and Dependent Care Expenses).	4/19/13	<p>The issue for Form 2441 regards negative entries input on the earned income lines of Form 2441, Parts I &amp; II. Negative entries on these lines are causing erroneous refunds. (4/19/13) MeF is still conducting research on why the schema allows negative entries on these lines, and will provide a more detailed response on IRS.gov via the log and the MeF status page. (4/22/13)</p> <p style="color: blue;">MeF has determined the tax return in question was processed correctly in the MeF production system. The return was then processed incorrectly in the downstream processing after coming into MeF and was a one time occurrence. MeF plans on drafting two new business rules for TY 2013 to prevent future problems like this. (4/25/13)</p>	Production	Closed 4/25/13
168	Corptax. Query about item # 156. Was this issue fixed during the maintenance build on April 21 <sup>st</sup> ?	4/22/13	No. The IRS had to focus on critical issues during the maintenance build on April 21. <span style="color: blue;">The IRS plans to correct the issue with BR 1120-354 during next weekend's maintenance build (<a href="#">May 5</a>).</span> (4/26/13)	Production	Closed 4/22/13
<b>The next meeting will be announced in the fall - prior to the September Corporate peak</b>					

*0 issues remain open.*

*\*The latest updates are highlighted in blue.*

*Note: We deleted item # 22 from the 11/7/12 log titled "IRS 1041 business rule issue" after determining that the entry was added to the log in error.*