



2011

Modernized e-File (MeF) Support

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Filing Season Support

- **e-Help Desk Support for EROs, Transmitters, Software Developers, and States**
 - Call toll free at 1-866-255-0654
 - e-Help Desk hours of operation found at:
<http://www.irs.gov/efile/article/0,,id=109708,00.html>

- **Individual Taxpayers who e-file using On-Line Products with reject questions or account related issues should call toll free at 1-800-829-1040**

- **e-Channel Production and Technical Support**
 - **Mailbox**
 - mefmailbox@irs.gov – has been established
 - 1040mef@irs.gov – being phased out in the future
 - **e-Channel Support analysts provide second level assistance for issues elevated from the e-Help Desk.**



Assurance Testing System (ATS)

- **1040 MeF Test Scenarios**

- **New parent forms being tested – Form 56, 9465, 2350, 1040EZ, 1040A, and 1040SS(PR)**

- **15 Proposed Test scenarios have been developed for TY2011 ATS Testing**
 - **3 F1040 scenarios same as Legacy**
 - **4 F1040 scenarios unique to MeF**
 - **1 F1040A**
 - **1 F1040EZ**
 - **1 F1040SS (PR)**
 - **1 F4868 with payment, 1 4868 without payment**
 - **1 F2350 without payment**
 - **1 F56 scenario**
 - **1 F9465 scenario**



Assurance Testing System (ATS)

- **1040 MeF ATS Testing in Austin and Andover**
- **e-Channel plans to assist with e-Help Desk 1040 ATS training**
- **Daily calls will begin with ATS start up on October 31, 2011**
- **Posting ATS Known Issues**
<http://www.irs.gov/efile/article/0,,id=168537,00.html>



Communications

- **QuickAlerts**
- **New MeF mailbox – mefmailbox@irs.gov**
- **MeF Status Page**
 - **Current System Status**
 - **MeF Alerts**
 - **Maintain Issues Spreadsheet**
- **Establish new quarterly calls with all MeF Software Developers**
 - **IMF**
 - **BMF**
 - **STATE**
- **Conference calls will begin with BMF start-up in January, 2012 and will continue throughout the IMF and BMF filing season. The frequency will start out as daily calls then be revised based on customer needs. Please monitor the MeF Status page for schedule and call-in number.**



Additional Guidance

- Modernized e-File (MeF) Program Information
<http://www.irs.gov/efile/content/0,,id=171945,00.html>
- Modernized e-File (MeF) Status Page
<http://www.irs.gov/efile/article/0,,id=168537,00.html>
- Modernized e-File (MeF) User Guides and Publications
<http://www.irs.gov/efile/article/0,,id=171946,00.html>

External Partners

- National Association of Computerized Tax Processors (NACTP)
<http://www.nactp.org/>
- Tax Implementation Group for E-Commerce Requirements Standardization (TIGERS)
<http://www.statemef.com/>
- Federation of Tax Administration (FTA)
<http://www.taxadmin.org/>



General Discussion

Comments and Questions