



2011
Software
Report Cards



General Statistics

- Of 111 Million legacy returns transmitted, 97M were accepted for an accepted transmission rate of 87.5%
 - Rejected Practitioner Returns have an average of 1.61 rejects per return.
 - Rejected On-Line Returns have an average of 1.71 rejects per return.
 - Rejected MeF Individual Returns have an average of 1.39 rejects per return.

Practitioner Statistics

- 67.6M Practitioner returns were transmitted (39 packages) and 62.3M were accepted for an accepted transmission rate of 92.2%
 - 13 Packages with 1 Million returns or more
 - Average 4.6 M accepted
 - Acceptance Rate 92.4%
 - 10 Packages between 10K and 999,999 returns
 - Average 214 K accepted
 - Acceptance Rate 88.2%
 - 5 Packages between 1,000 and 9,999 returns
 - Average 3,300 returns accepted
 - Acceptance Rate 82.8%
 - 11 Packages less than 1,000 returns
 - Average 94 returns accepted
 - Acceptance Rate 75.5%

On-Line Statistics

- 43.3M On-Line returns were transmitted (39 packages) and 34.7M were accepted for an accepted transmission rate of 80.2%
 - 5 Packages with 1 Million returns or more
 - Average 6.5 M accepted
 - Acceptance Rate 81.3%
 - 20 Packages between 10K and 999,999 returns
 - Average 121K accepted
 - Acceptance Rate 67.4%
 - 5 Packages between 1,000 and 9,999 returns
 - Average 2 K accepted
 - Acceptance Rate 63.3%
 - 9 Packages with less than 1,000 returns
 - Average 52 accepted
 - Acceptance Rate 42.3%

MeF Individual Statistics

- 9.2M MeF Individual returns were transmitted (23 packages) and 8M were accepted for an accepted transmission rate of 86.8%
 - 5 Online Packages
 - 3.2M accepted
 - Acceptance Rate 81.8%
 - 18 Practitioner packages
 - 4.8M accepted
 - Acceptance Rate 90.5%

Rejects Beyond Your Control

- Prior Use of an SSN (ERCs 0506 through 0511 and the corresponding MeF Business Rules SEIC-F1040-506, R0000-507, R0000-508, R0000-509, SEIC-F1040-509, F1040-510, F1040-512, F1040-513, R0000-511)
 - Legacy Online
 - 1,194,646 reject occurrences, 8.1%
 - Legacy Practitioner
 - 1,356,702 reject occurrences, 16.1%
 - MeF Online
 - 127,415 reject occurrences, 13.0%
 - MeF Practitioner
 - 141,873 reject occurrences, 20.4%

Rejects Beyond Your Control

- Name/SSN/ATH Mismatches (ERCs 0500-0504, 0512, 0524, 0679, 0680 and the corresponding MeF Business Rules R0000-500, SEIC-F1040-501, FW2-502, F1099R-502, R0000-503, R0000-530, R0000-504, F8863-512, F8863-513-01, F2441-524, F1040-679-01, F1040-680-01)
 - Legacy Online
 - 9,157,070 reject occurrences, 62.5%
 - Legacy Practitioner
 - 3,381,025 reject occurrences, 40.1%
 - MeF Online
 - 661,148 reject occurrences, 67.4%
 - MeF Practitioner
 - 339,716 reject occurrences, 48.8%

Additional Rejects

- Rejects that may be resolvable at the software or transmitter level (ERCs 0010, 0290, 0370, 0372, 0373, 0904, 0906 or the corresponding MeF Business Rules FPYMT-040, F1099R-001, F1040-075, F1040-076, F1040-077)
 - Legacy Online
 - 238,011 reject occurrences, 1.6%
 - Legacy Practitioner
 - 341,895 reject occurrences, 4.1%
 - MeF Online
 - 2,637 reject occurrences, 0.3%
 - MeF Practitioner
 - 6,138 reject occurrences, 0.9%



Now that the returns have rejected, what now? Legacy Program

- 77.7% of all returns (distinct SSNs) that rejected were accepted.
- 11.0% of all reject occurrences were for the prior use of an SSN (14.3% of distinct SSNs).
- 52.7% of those rejected for prior use of an SSN were eventually accepted.
- This year 446,448 returns with ERC0507 (Dependant SSN previously used) were accepted after being rejected.



Now that the returns have rejected, what now? MeF Program

- 55.5% of all MeF returns (distinct SSNs) that rejected were accepted.
- 16.1% of all reject occurrences were for the prior use of an SSN. (17.8% of distinct SSNs)
- 45.2% of those rejected for prior use of an SSN were eventually accepted.
- This year 40,455 returns with R0000-507 (Dependant SSN previously used) were accepted after being rejected.



For Returns Rejected Once and Accepted... Legacy Program

- The top error code is 679 (AGI/PIN Mismatch) with 2,317,333 occurrences
- 2nd is ERC 504 (Dependent SSN/Name Control Mismatch) with 768,602 occurrences
- 3rd is ERC 502 (EIN Mismatch) with 554,115 occurrences
- 4th is 680 (PIN Mismatch) with 532,581 occurrences
- 5th is 501 (SSN/Name Control Mismatch for EIC) with 403,584 occurrences



For Returns Rejected Once and Accepted... MeF Program

- The top business rule is F1040-679-01 (AGI/PIN Mismatch) with 99,666 occurrences
- 2nd is R0000-504 (Dependent SSN/Name Control Mismatch) with 62,202 occurrences
- 3rd is F1040-680-01 (PIN Mismatch) with 40,328 occurrences
- 4th is R0000-507 (Dependent SSN Previously Used) with 32,968 occurrences
- 5th is FW2-502 (EIN Mismatch) with 30,767 occurrences



For Returns Rejected and Never Accepted... Legacy Program

- The most common error is 0679 (AGI/PIN Mismatch) accounting for 1,154,799 reject occurrences.
- 2nd is 500 (Primary SSN/Name Control Mismatch) with 541,289 reject occurrences
- 3rd is 522 (DOB Mismatch) with 537,872 reject occurrences.
- 4th is 507 (Dependent SSN Previously Used) with 488,006 reject occurrences.
- 5th is 510 (SSN Previously Used) with 434,945 occurrences..



For Returns Rejected and Never Accepted... MeF Program

- The most common business rule is F1040-679-01 (AGI/PIN Mismatch) accounting for 156,271 reject occurrences.
- 2nd is R0000-507 (Dependent SSN previously Used) with 71,108 reject occurrences.
- 3rd is R0000-500 (Primary Name Control Mismatch) with 64,115 reject occurrences.
- 4th is R0000-515 (Duplicate Primary SSN) with 54,457 reject occurrences.
- 5th is F1040-680-01 (PIN Mismatch AGI) with 48,238 reject occurrences.



Why do we produce this report?

- Software packages that allow for direct transmission do not have access to the ultimate reject rate for their package. These Report Cards provide this rate.
- The Report Cards shows companies how well their package stacks up against the rest of the packages. It ranks the packages by error code or business rule.

What do the reports look like?

Processing Year 2011 Online Software Report Card							
Data as of April 30, 2011							
Software Package	ACME Software						
Software ID #	10000XXX						
Total Transmitted	39,844						
Total Accepted	38,193						
Total Rejected	1,651						
Total ERCs	2,252						
ERCs per Reject	1.36						
Acceptance Rate	95.86%						
ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX

Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

“as of” Date - These reports were prepared with data up to April 30th. Returns filed after April 30th are not included.

ERCCode	Volume						Variance from Mean
0002							-0.283
0003							-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	188881001
Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

Software Package - The name of the specific software package. A software company may and probably does have multiple packages.

ERCCode	Volume	Reject	Reject R	Reject R	Reject R	Reject R	from Mean
0002		0.00%					-0.283
0003		0.00%					-0.210
0004		0.00%					-0.352
0006		0.00%					-0.159
0007		0.00%					-0.310
0008		0.00%					-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card		
Data as of April 30, 2011		
Software Package	ACME Software	
Software ID #	10000XXX	
Total Transmitted	39,844	
Total Accepted	38,193	
Total Rejected	1,651	
Total ERCs	2,252	
ERCs per Reject	1.36	
Acceptance Rate	95.88	
ERCCode	Volume	Distance from Mean
0002		-0.283
0003		-0.210
0004		-0.352
0006		-0.159
0007		-0.310
0008		-0.290
0010		-0.156
0013		-0.387
0014		-0.169
0015		-0.347
GRAND TOTAL	20	
TRANSMITTED	39,844	

Software ID # - the number used to identify the package in ELF processing. The format is 2 digit tax year, 6 digit serial number. The software ID number does not change when a return is transmitted to a different center.

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX
Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

Total Transmitted is the total number of returns electronically transmitted with the software ID number.

ERCCode	Volume							Distance from Mean
0002								-0.283
0003								-0.210
0004								-0.352
0006								-0.159
0007								-0.310
0008		0.00%	1	N/A		0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37		180.94%	53.55%	-0.156
0013		0.00%	1	N/A		0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22		25.98%	7.81%	-0.169
0015		0.00%	1	N/A		0.00%	0.00%	-0.347
GRAND TOTAL	20							
TRANSMITTED	39,844							

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX
Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

Total Accepted is the total number of returns accepted into ELF with the software ID number.

ERCCode	Volume						Variance from Mean
0002							-0.283
0003							-0.210
0004							-0.352
0006							-0.159
0007							-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX
Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

Total Rejected is the number of returns electronically transmitted and subsequently rejected by ELF.

ERCCode							Variance from Mean
0002						0%	-0.283
0003						0%	-0.210
0004						4%	-0.352
0006						6%	-0.159
0007						8%	-0.310
0008						0.00%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX

Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

ERCCode							Variance from Mean	
0002						00%	-0.283	
0003						00%	-0.210	
0004						04%	-0.352	
0006						06%	-0.159	
0007						08%	-0.310	
0008						02%	-0.290	
0010						55%	-0.156	
0013						05%	-0.387	
0014						81%	-0.169	
0015		0.00%	1	N/A		0.00%	0.00%	-0.347
GRAND TOTAL	20							
TRANSMITTED	39,844							

Total ERCs is the number of ERCs that came in on the rejected returns. A return can, and often does, reject with more than one ERC.

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software	
Software ID #	10000XXX	
Total Transmitted	39,844	
Total Accepted	38,193	
Total Rejected	1,651	
Total ERCs	2,252	
ERCs per Reject	1.36	
Acceptance Rate	95.86%	

ERCCode	Volume	Reje	from Mean
0002		0.00	-0.283
0003		0.00	-0.210
0004		0.00	-0.352
0006		0.00	-0.159
0007		0.00	-0.310
0008		0.00	-0.290
0010	18	0.05	-0.156
0013		0.00	-0.387
0014	2	0.00	-0.169
0015		0.00	-0.347
GRAND TOTAL	20		
TRANSMITTED	39,844		

ERCs per Reject is the average number of reject conditions per rejected return. The research system that stores the data handles up to 15 ERCs per rejected return.

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software		
Software ID #	10000XXX		
Total Transmitted	39,844		
Total Accepted	38,193		
Total Rejected	1,651		
Total ERCs	2,252		
ERCs per Reject	1.36		
Acceptance Rate	95.86%		

ERCCode						Mean	Variance from Mean
0002						0.00%	-0.283
0003						4.00%	-0.210
0004						0.04%	-0.352
0006						0.06%	-0.159
0007						0.08%	-0.310
0008						0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

The Acceptance Rate is the rate of accepted returns per transmitted return.

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX

The ERC code is the Error Reject Code. Definitions of ERCs can be found in a number of places including Publication 1345A.

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX

Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

Volume is the number of rejects that the software package had during processing in 2011.

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
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0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Software Package	ACME Software
Software ID #	10000XXX
Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

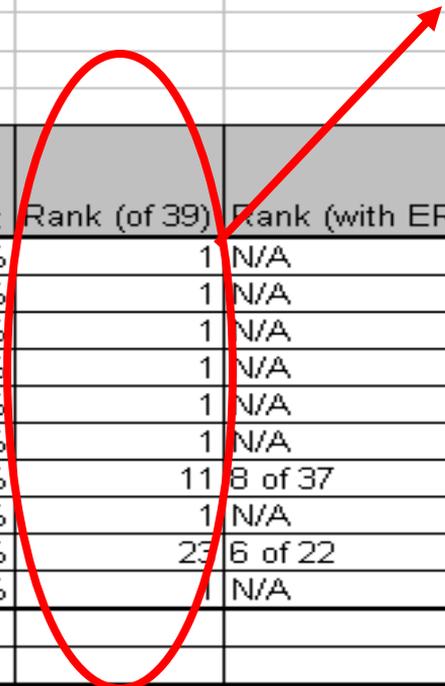
Reject Rate is the Number of ERCs for that software package divided by the total number of returns transmitted. The Reject Rate, not the volume, is what determines the rank.

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
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0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

The Rank (of 39 for both Online and practitioner) column is the raw rank for all software packages. If a software package has 0 in the volume then the rank is automatically 1.

Processing Year 2011							
Data as of							
Software Package	ACME Software						
Software ID #	10000XXX						
Total Transmitted	39,844						
Total Accepted	38,193						
Total Rejected	1,651						
Total ERCs	2,252						
ERCs per Reject	1.36						
Acceptance Rate	95.86%						
ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	25	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						



What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX
Total Transmitted	39,844
Total Accepted	38,193
Total Rejected	1,651
Total ERCs	2,252
ERCs per Reject	1.36
Acceptance Rate	95.86%

The Rank (with ERC) column is the rank for all software packages that had 1 or more instances of the error code.

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	5 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						

What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

The standard deviation is a measure of the variation found in the Error Reject Code rates.

Software
 Software
 Total Tra
 Total Ac
 Total Rej
 Total ER
 ERCs pe
 Accepta

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						



What do the report items mean?

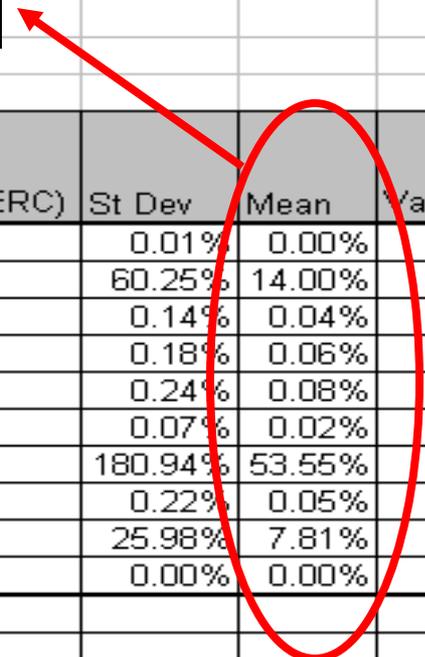
Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	
Total Transmitted	
Total Accepted	
Total Rejected	
Total ERCs	
ERCs per Reject	
Acceptance Rate	

The Mean is the average error reject rate for all software companies.

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
0008		0.00%	1	N/A	0.07%	0.02%	-0.290
0010	18	0.05%	11	8 of 37	180.94%	53.55%	-0.156
0013		0.00%	1	N/A	0.22%	0.05%	-0.387
0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						



What do the report items mean?

Processing Year 2011 Online Software Report Card

Data as of April 30, 2011

Software Package	ACME Software
Software ID #	10000XXX

The Variance from Mean is the Z-score, or distance, that the Software ID is from the mean.

ERCCode	Volume	Reject	Rank (of 39)	Rank (with ERC)	St Dev	Mean	Variance from Mean
0002		0.00%	1	N/A	0.01%	0.00%	-0.283
0003		0.00%	1	N/A	60.25%	14.00%	-0.210
0004		0.00%	1	N/A	0.14%	0.04%	-0.352
0006		0.00%	1	N/A	0.18%	0.06%	-0.159
0007		0.00%	1	N/A	0.24%	0.08%	-0.310
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0014	2	0.00%	23	6 of 22	25.98%	7.81%	-0.169
0015		0.00%	1	N/A	0.00%	0.00%	-0.347
GRAND TOTAL	20						
TRANSMITTED	39,844						



What do the report items mean?

- In some cases, there are notes at the end of the report indicating that other ERCs or Business Rules are present for the software package that were not included in the analysis. These errors are not included in the analysis because not enough software packages had an instance of the error. These errors may be indicative of a form or some situation that other packages do not support or may be indicative of a problem that only a few packages had.



Why is this information important to the software companies?

- You can target issues to reduce your internal customer support costs.
- You can produce a better quality package. While the IRS may not rate packages, other organizations do.



How can the software companies make best use of these reports?

- Determine if the rejects are because of unique forms or situations that you support or if the rejects just pop up on common forms or situations.



How can the software companies make best use of these report?

- For those that pop up on common forms or situations, rank the ERCs or Business Rules using volume or rate, rank, and ability to affect change.

For example, if a software company has a rank of 21 out of 36 on an ERC but still has only 3 occurrences on 12,000 returns, the problem should likely take a low priority because despite the rank, the absolute volume is low.

Conversely, if a software package was ranked 31st out of 36 on a formatting error on 600,000 returns, that would likely take a higher priority.



Contacts

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