

# RETURN REJECTIONS AND CORRECTIONS

JUNE 4, 2013

## This document contains helpful information on:

- General Reject Information
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**If you are looking for a specific business rule or topic, hold down the CTRL key and hit the F key to enter your search information**

## General Reject Information

Free File Fillable Forms relies heavily upon accurate taxpayer input into the form and schedule fields. When you make an input mistake, you violate a Business Rule and the IRS will reject your return. A rejected return notification will contain one or more Business Rule violations, defined by the rule number (e.g. Business Rule F1040-034-01).

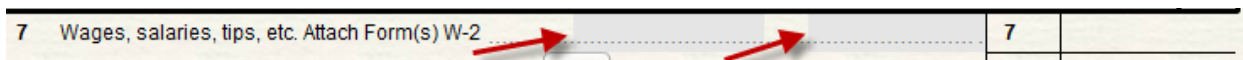
**Business Rule X0000-005** - The XML data has failed schema validation. The reason for this error is difficult to understand, as the description is vague. Sometimes, looking in Field/Xpath text will help you determine where the problem is. In the example below, the text is leading you to Form 8863 and the Lifetime Qualified Expense Amount.

*Field/Xpath: /efile:Return[1]/efile:ReturnData[1]/efile:IRS8863[1]/efile:StudentAndEducationalInstnGrp[1]/efile:LifetimeQualifiedExpensesAmt[1] Issue : Business Rule X0000-005 - The XML data has failed schema validation.*

Many times the Field/Xpath text does not contain enough information to assist you with finding and fixing the problem. Here are the most common reasons why these errors occurred:

## **The most common reasons taxpayers receive Business Rule X0000-005 XML Schema Validation Errors:**

1. You incorrectly used one or more of those **little grey boxes** (Tax Literal Fields). The forms contain small grey boxes that appear to the left of where you put your figures. These area appear throughout the form.



- a. You should not put any data into these areas unless the form instructions tell you to do so.
  - b. Properly entering a Tax Literal usually requires input into a description field and a corresponding amount field. The description field is usually the first Tax Literal field and may accept alpha and numeric characters. The "Amount" Tax Literal fields only accept numeric characters.
  - c. The program will only allow one Tax Literal (a description field and an amount field) per line.
  - d. If instructed to enter a Tax Literal, you must enter the Tax Literal exactly as it appears in the form instructions. Include any capital letters, but do not include any quotation marks. There are tables below that show the [acceptable Tax Literals](#); however, you should always consult the instructions for the form you are working on.
2. All the necessary lines/boxes of the electronic W-2 were not complete

3. Taxpayers put erroneous information (other federal withholding) in Step 2 Section 2

**When you receive Business Rule X0000-005, you should:**

- Check your return for the three common reasons for the error
- Review the [XML Error Spreadsheet](#) to see if your error and solution is there. The spreadsheet will provide specific places to look and make corrections on your return.
- Read about [Reformatting your Submission ID](#) and [Contacting Us](#)

**All Other Business Rule Violations** provide a description of your error. Descriptions usually provide enough information for you to correct the mistake. Below, we have listed the most frequent Business Rule Violations. This list generally includes additional information to assist you in making the correction(s).

**F1040-010-01, F1040-011, F1040-012:** Each Dependent' SSN on the return must be a valid Social Security Number (SSN) or Individual Tax Identification Number (ITIN) or Adoption Taxpayer Identification Number (ATIN). Each dependent SSN, ITIN or ATIN must be unique among the other dependents SSNs, ITINs or ATINs. The dependents SSN, ITIN or ATIN cannot be the same as your SSN, ITIN or your Spouse's SSN, ITIN. Review the information on the return for accuracy. Contact the Social Security Administration if the numbers are correct. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-016-01:** The amount you have claimed for the personal exemption on line 5 does not match your filing status. Review the instructions for Form 1040-EZ. Access your return, make your correction and re-submit your return. Make sure you include the current date (under your birth date) in Step 2. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-034-01:** The total amount of federal Income tax withholding shown on your main 1040 form must equal the sum of federal withholding from all of your income documents. Each paper W2 and 1099R you received must have a corresponding electronic W2 or 1099R. If you have federal tax withholding from 1099's, total the amount of the federal withholding from all of these other Form 1099's you received and put the total of those federal income tax withholding in the area indicated in STEP 2 of the Free File Fillable Forms program. The area for these other 1099 withholdings is below the "Add" buttons for your W2's, W2-G's and 1099-R's.

**F1040-035-02:** You are missing information on line 74b, 74c or 74d. If you intended to direct deposit your refund, then you must complete all of these lines. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-044:** Pensions Annuities Received (Form 1040, Line 16a) must not equal Taxable Amount (Line 16b). If line 16a equals line 16b, delete the information on line 16 and re-submit your return. Make sure you include the current date (under your birth date) in Step 2. Pensions Annuities Received (Form 1040A, Line 12a) must not equal Taxable Amount (Line 12b). If line 12a equals line 16b, delete the information on line 12a and re-submit your return. Make sure you include the current date (under your birth date) in Step 2.

**F1040-071-01:** Form 1040, Line 62 'Withholding Tax Amount' must be less than the sum of the following:

- Line 7 and Line 8a and Line 9a
- and the larger of Line 15a or Line 15b or zero if the same
- and the larger of Line 16a or Line 16b or zero if the same
- and Line 19 Line 20a
- and all occurrences of 'Other Income Amount' in Other Income Type Statement attached to Line 21
- and all occurrences of Schedule C, Line 1d
- and all occurrences of Schedule CEZ, Line 1d

- unless one of the following is true:
  - Line 13 'Capital Gain Loss Amount' has a value greater than zero
  - Line 17 'Rental Real Estate Amount' has a value greater than zero
  - Combat Pay has been excluded from wages

Look to make corrections on to your withholding amount or make corrections to the lines on your return that reflect your income. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again

**F1040-111: Form 1040** - The number of dependents listed on line 6c must equal the total of the following amounts on line 6c: Number of Children Who Lived with You, plus the Number of Children Not Living with You, plus the Number of other Dependents listed. Make sure the boxes associated with your dependents properly reflect the number of dependents you are claiming. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-075, F1040-076:** For a dependent to be eligible for the child tax credit, the dependent relationship must spelled correctly and the dependent must be your son, daughter, adopted child, grandchild, sister, brother, niece, nephew or foster child, stepchild, stepbrother, stepsister, half brother, half sister and be under age 17. Make any necessary corrections to the dependent relationships on your return.. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-077:** Child Tax Credit Issue- On Form 1040, you have entered a value on line 51 or line 62. The sum of the amounts you put in those lines cannot exceed an amount equal to \$1,000 times the number of qualifying children on the return. Access your return and make all necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again

**F1040-107-02, F1040-168-02:** When Direct Deposit information is on you return (Routing Number, Account Number or a Checking or Savings Account indicator), you cannot send in Form 8888. Remove either Form 8888 or the Direct Deposit information from your return. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again

**F1040-195: Form 1040, Line 12** - (Business Income or Loss Amount) must be equal to the sum of all Schedule C, Line 31 (Net Profit or Loss Amount) and the sum of all Schedule C-EZ Line 3 (Net Profit Amount). Review the totals of your Schedule C's and C-EZ's to make sure everything is recorded on Form 1040, Line 12. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-197:** Form 1040, Line 58 must equal Form 5329, lines 4, 8, 17, 25, 33, 41, 49 and 53 unless there is an adjusting description and amount in the tax literal (small grey) area of Form 1040, line 58. Access your return and make all necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-342:** There is a problem with the Itemized or Standard Deduction amount on Form 1040. If you checked "Married Filing Jointly" (Line 2), are claiming yourself and your spouse as exemptions (Lines 6a and 6b), nothing is entered for Line 39a and you are not filing a Schedule A, then you must use the Standard Deduction amount for a person filing "Married Filing Jointly." Look in the margin of Form 1040 and put the amount for "Married Filing Jointly" as your deduction. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-339-01:** There is a problem with the Itemized or Standard Deduction amount on Form 1040. If you checked "Single" (Line 1), are claiming yourself as an exemption (Line 6a), have nothing entered in Line 39a and are not

filing a Schedule A, then you must use the Standard Deduction amount for a person filing "Single." Look in the margin of Form 1040 and put the amount for "Single" as your deduction. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-342-01:** There is a problem with the deduction amount you are claiming on Form 40, line 40. You are filing a joint return with the following: (1) Lines 6a and 6b are checked (2) Line 39a and 39b are not checked (3) Schedule A is not attached. Therefore, the amount you put on line for must be the standard deduction amount for Married Filing Jointly. Access your return and make all necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-510, F1040-512, F1040-513:** The Primary or Secondary taxpayer on the return has been claimed as a dependent on someone else's return (according to returns the IRS has already received) or one of the dependent's SSNs on the return has been used as the primary or secondary SSN on another return. If the taxpayer or taxpayer's spouse is being claimed as a dependent on someone else's return, these taxpayers cannot claim the personal exemption for themselves. Review the return to ensure the SSN are input correctly. If they are input correctly, contact the IRS at 1880-829-1040 for further instructions. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-524:** There is a problem with the Date of Birth of the Primary Taxpayer in Step 2 section 4. If you are not filing jointly, then the primary taxpayer must enter a valid DOB in Step 2 section 4. If there is a correct DOB in the designated area, then call 1800-829-1040 for assistance. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-525:** There is a problem with the Primary Taxpayer Date of Birth in Step 2 section 4. If you are filing jointly, the primary taxpayer is not deceased and there are no special processing codes you need to enter for the primary taxpayer, then you should go to Step 2 section 4 and reenter the primary taxpayer DOB. If the DOB is correct, contact the IRS at 1800-829-1040. If you are instructed to enter in special codes, follow the form instruction to enter them. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040-526:** There is a problem with the Spouse Date of Birth in Step 2 section 4. If you are filing jointly, your spouse is not deceased and there are no special processing codes you need to enter for your spouse, then you should go to Step 2 section 4 and reenter the spouse DOB. If the DOB is correct, contact the IRS at 1800-829-1040. If you are instructed to enter in special codes, follow the form instruction to enter them. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040A-004: Form 1040A** - The number of dependents listed on line 6c must equal the total of the following amounts on line 6c: Number of Children Who Lived with You, plus the Number of Children Not Living with You, plus the Number of other Dependents listed. Make sure the boxes associated with your dependents properly reflect the number of dependents you are claiming. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040A-014, F1040A-016, F1040A-017:** Each Dependent' SSN on the return must be a valid Social Security Number (SSN) or Individual Tax Identification Number (ITIN) or Adoption Taxpayer Identification Number (ATIN). Each dependent SSN, ITIN or ATIN must be unique among the other dependents SSNs, ITINs or ATINs. The dependents SSN, ITIN or ATIN cannot be the same as your SSN, ITIN or your Spouse's SSN, ITIN. Review the information on the return for accuracy. Contact the Social Security Administration if the numbers are correct.

Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040A-030:** The total amount of federal Income tax withholding shown on your main 1040 form must equal the sum of federal withholding from all of your income documents. Each paper W2 and 1099R you received must have a corresponding electronic W2 or 1099R. If you have federal tax withholding from 1099's, total the amount of the federal withholding from all of these other Form 1099's you received and put the total of those federal income tax withholdings in the area indicated in STEP 2 of the Free File Fillable Forms program. The area for these other 1099 withholdings is below the "Add" buttons for your W2's, W2-G's and 1099-R's

**F1040A-040:** Pensions Annuities Received (Form 1040, Line 16a) must not equal Taxable Amount (Line 16b). If line 16a equals line 16b, delete the information on line 16 and re-submit your return. Make sure you include the current date (under your birth date) in Step 2. Pensions Annuities Received (Form 1040A, Line 12a) must not equal Taxable Amount (Line 12b). If line 12a equals line 16b, delete the information on line 12a and re-submit your return. Make sure you include the current date (under your birth date) in Step 2.

**F1040A-064:** Form 1040A, Line 36 'Withholding Tax Amount' must be less than the sum of the following:

- Line 7 and Line 8a and Line 9a
- and the larger of Line 11a or Line 11b or zero if the same
- and the larger of Line 12a or Line 12b or zero if the same
- and Line 13 and Line 14a
- unless any one of the following is true:
  - Line 10 'Capital Gain Loss Amount' has a nonzero value
  - Combat pay has been excluded from wages.

Look to make corrections on to your withholding amount or make corrections to the lines on your return that reflect your income. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040A-066 or F1040A-067:** For a dependent to be eligible for the child tax credit, the dependent relationship must spelled correctly and the dependent must be your son, daughter, adopted child, grandchild, sister, brother, niece, nephew or foster child, stepchild, stepbrother, stepsister, half-brother, half-sister and be under age 17. Make any necessary corrections to the dependent relationships on your return.. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**1040A-107:** When Direct Deposit information is on you return (Routing Number, Account Number or a Checking or Savings Account indicator), you cannot send in Form 8888. Remove either Form 8888 or the Direct Deposit information from your return. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040A-161:** Each Dependent' SSN on the return must be a valid Social Security Number (SSN) or Individual Tax Identification Number (ITIN) or Adoption Taxpayer Identification Number (ATIN). Each dependent SSN, ITIN or ATIN must be unique among the other dependents SSNs, ITINs or ATINs. The dependents SSN, ITIN or ATIN cannot be the same as your SSN, ITIN or your Spouse's SSN, ITIN. Review the information on the return for accuracy. Contact the Social Security Administration if the numbers are correct. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again

**F1040A-167:** Authentication Record - The PIN you entered does not match IRS records. Enter the correct PIN or use the alternative methods to authenticate yourself (see directions in Step 2).

**F1040A-510, F1040A-512, F1040A-513:** The Primary or Secondary taxpayer on the return has been claimed as a dependent on someone else's return (according to returns the IRS has already received) or one of the dependent's SSNs on the return has been used as the primary or secondary SSN on another return. If the taxpayer or taxpayer's spouse is being claimed as a dependent on someone else's return, these taxpayers cannot claim the personal exemption for themselves. Review the return to ensure the SSN are input correctly. If they are input correctly, contact the IRS at 1880-82-1040 for further instructions. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040A-524:** The date of birth you entered on this return does not match what the IRS has in its files for you. The IRS receives this information from the Social Security Administration. Go to STEP 2 and check the date of birth you entered for the Primary and Secondary taxpayers. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-008:** The total amount of federal Income tax withholding shown on your main 1040 form must equal the sum of federal withholding from all of your income documents. Each paper W2 and 1099R you received must have a corresponding electronic W2 or 1099R. If you have federal tax withholding from 1099's, total the amount of the federal withholding from all of these other Form 1099's you received and put the total of those federal income tax withholdings in the area indicated in STEP 2 of the Free File Fillable Forms program. The area for these other 1099 withholdings is below the "Add" buttons for your W2's, W2-G's and 1099-R's

**F1040EZ-010:** There is a problem with the Direct Deposit (refund) area of your return. If you entered a Routing Number (Form 1040-Line 74b) (Form 1040A-Line 45b) (Form 1040EZ-Line 12b), you must also enter an Account Number (Form 1040-Line 74d) (Form 1040A-Line 45d) (Form 1040EZ-Line 12d). Both are required. Additionally, you must check the box for "Checking" or "Savings" (Form 1040-Line 74c) (Form 1040A-Line 45c) (Form 1040EZ-Line 12c). If you did not intend to Direct Deposit a refund, remove all the banking information in the refund section and delete the "Checking" or "Savings" indicator by putting your cursor over the area and hitting the delete key. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-016, F1040EZ-017:** There is a problem with the amount you are claiming as an exemption on Form 1040EZ. Review the instructions for line 5 of the form. If appropriate, check the boxes for "self" or "spouse" and put the appropriate amount on line 5. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-018-01 or F1040EZ-019-01:** Form 1040EZ - When you and/or your spouse are eligible to be claimed on someone else's return, your combined standard deduction cannot exceed the amounts shown of the worksheet on the back of Form 1040EZ. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-027:** Earned Income Credit Issue - The age of the Primary taxpayer and/or the Spouse is in conflict with receiving the credit. In order to claim the earned income credit on Form 1040EZ, line 8a, the Primary taxpayer and/or the Spouse must be at least 25 years old but not older than 64. Access your return and make all necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-028:** Unless Combat Pay has been excluded from Wages, Form 1040EZ, Line 7 'Withholding Tax Amount' must be less than the sum of the following: Line 1 and Line 2 and Line 3. Look to make corrections on to your withholding amount or make corrections to the lines on your return that reflect your income. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-065:** When Direct Deposit information is on you return (Routing Number, Account Number or a Checking or Savings Account indicator), you cannot send in Form 8888. Remove either Form 8888 or the Direct Deposit information from your return. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-073:** If Form 1040EZ, filing status is "Single," then Primary Signature must have a value. Access your return and go to "Step 2." Scroll down and follow the instructions for signing your return. If you entered information for "Spouse," delete that information. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-510:** The Primary or Secondary taxpayer on the return has been claimed as a dependent on someone else's return (according to returns the IRS has already received) or one of the dependent's SSNs on the return has been used as the primary or secondary SSN on another return. If the taxpayer or taxpayer's spouse is being claimed as a dependent on someone else's return, these taxpayers cannot claim the personal exemption for themselves. Review the return to ensure the SSN are input correctly. If they are input correctly, contact the IRS at 1880-82-1040 for further instructions. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1040EZ-524:** The date of birth you entered on this return does not match what the IRS has in its files for you. The IRS receives this information from the Social Security Administration. Go to STEP 2 and check the date of birth you entered for the Primary and Secondary taxpayers. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1099R-002, F1099R-003 or F1099R-004:** On Forms W-2, W-2G or 1099-R, this code can mean (1) the Payer's State abbreviation is missing or (2) is not a correct standard Postal abbreviation or (3) the Payer's ZIP Code is missing or (4) is not consistent with the Payer's State. See Publication 4164. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F1099R-502-01:** Form 1099-R, the 'Payer Federal ID Number' does not match data in the e-File Database. Review the information you have entered. If you have entered the information correctly, you need to contact the employer to resolve the discrepancy. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**F2439-502:** Form 2439, the 'RIC' or the 'REIT' does not match the data in the e-File database. Review the information you have entered. If you have entered the information correctly, you need to contact the employer to resolve the discrepancy. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2-002:** Form W-2, Line 1 (Wages Amount) must have a value greater than zero unless Combat Pay has been excluded from income. Review each electronic W2 you completed for your tax return. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2-003-01:** There is a problem with the Employee SSN on Form W-2. The SSN on any W2 submitted with the Free File Fillable Forms return must be the same as the Primary or Secondary SSN on the tax return. This rule does not apply if the Primary or Secondary taxpayer is using an ITIN on the 1040 form. Review the 1040 and all W2's and make sure they are correct. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2-007:** On Form W-2, the Employer's City (Box c) must contain a minimum of three characters. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2-502:** You have entered an incorrect Employer EIN from your W-2. Look on line B of your paper W-2's and match them with the electronic W-2's you entered. If you are entering the information correctly, contact your employer. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2G-007:** On Forms W-2, W-2G or 1099-R, this code can mean (1) the Payer's State abbreviation is missing or (2) is not a correct standard Postal abbreviation or (3) the Payer's ZIP Code is missing or (4) is not consistent with the Payer's State. See Publication 4164. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2G-502:** Form W2-G, the 'Payer EIN' does not match the data in the e-File database. Review the information you have entered. If you have entered the information correctly, you need to contact the employer to resolve the discrepancy. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**FW2G-599:** Form W2-G, the 'Payer SSN' does not match the data in the e-File database. Review the information you have entered. If you have entered the information correctly, you need to contact the employer to resolve the discrepancy. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**IND-003, IND-004:** The Routing Transit Number (RTN) is invalid. The RTN must meet these conditions to be valid: must be 9 numeric digits long; and, the first two positions must be 01 through 12 OR 21 through 32. The Depositor Account Number (DAN) is invalid. The DAN must meet these conditions to be valid: must be alphanumeric (i.e., numbers, letters, and hyphens only); cannot be greater than 17 characters in length; and must not equal all zeros. When the DAN has an entry, or if the RTN has an entry, the checking account box must be checked or the savings account box must be checked. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**IND-025 or IND-026:** If the Date of Birth is completed for the Primary taxpayer, the Prior Year AGI or Prior Year PIN or the Electronic Filing PIN must be input for the Primary taxpayer. Go to Step 2, scroll down and correct any missing information for the Primary taxpayer. Before you re-submit the return input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**IND-027 or IND-028:** The amount entered for your spouse's prior year adjusted gross income (AGI) does not match what the IRS has in its records. The IRS requires you to enter the exact amount of your adjusted gross income from the prior year's return in order to e-file. Do not guess at the amount or round off the number - it must match what your tax return said last year and what the IRS recorded in its database. If you think you entered the AGI correctly, you must call the IRS to resolve the mismatch: 800-829-1040.

You can enter the same AGI for you and your spouse if you are married filing jointly. However, if you and your spouse filed separately, you will need to enter different AGI amounts from each of your previous year's tax returns.

If you are unable to locate your prior year adjusted gross income (AGI) or prior year PIN you can get a new Electronic Filing PIN. To get your Electronic Filing PIN, access <http://www.irs.gov/Individuals/Electronic-Filing-PIN-Request> or call IRS Toll Free number at 1-866-704-7388 and follow the instructions on the automated system. EFP Help is an additional method for verifying the identity of taxpayers electronically filing their 2012 tax returns. This new authenticator is necessary for anyone who wants to e-file and does not have the AGI or Self Select PIN from his or her 2011 tax return.

**IND-031 or IND-032:** The amount entered for your spouse's or your prior year PIN does not match what the IRS has in its records. The IRS requires you to enter the exact prior year's PINs in order to e-file. Do not guess at the number - it must match the PINs used for last years tax return. If cannot recall the PIN(s), you can use your prior year AGI.



If you are unable to locate your prior year adjusted gross income (AGI) or prior year PIN you can get a new Electronic Filing PIN. To get your Electronic Filing PIN, access <http://www.irs.gov/Individuals/Electronic-Filing-PIN-Request> or call IRS Toll Free number at 1-866-704-7388 and follow the instructions on the automated system. EFP Help is an additional method for verifying the identity of taxpayers electronically filing their 2012 tax returns. This new authenticator is necessary for anyone who wants to e-file and does not have the AGI or Self Select PIN from his or her 2011 tax return.

**IND-041:** The return has the “Yes” checked for the Third Party Designee. If you meant to designate a Third Party designee, then the return must contain the designee name, the designee phone number and a PIN for the designee. The PIN can be any five digits the designee chooses. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**IND-689:** The Taxpayer Signature Date must equal the date you are e-filing or re-submitting your return. Go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**IND-769:** You received this error because you likely placed your signature PIN or your Prior Year PIN in the area meant for an Identity Protection PIN. Access your Free File Fillable Forms return, scroll down and delete the numbers you entered to the right of “Spouse Occupation.” Do not enter anything in this area unless you received Letter 4869C from the IRS. Go to Step 2 complete any missing information and re-submit your return. Make sure you include the current date (under your birth date) in Step 2.

**R0000-075:** The Routing Transit Number (RTN) is invalid. The RTN must meet these conditions to be valid: must be 9 numeric digits long; and, the first two positions must be 01 through 12 OR 21 through 32. The Depositor Account Number (DAN) is invalid. The DAN must meet these conditions to be valid: must be alphanumeric (i.e., numbers, letters, and hyphens only); cannot be greater than 17 characters in length; and must not equal all zeros. When the DAN has an entry, or if the RTN has an entry, the checking account box must be checked or the savings account box must be checked. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**R0000-095-01 or R0000-096-01:** Tax Form - The Primary Taxpayer Signature or the Spouse Signature of the Tax Return, if present, must be numeric and not all zeros. Access your return and select STEP 2. Correct the information on your signature PIN line. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again

**R0000-500:** The Primary Social Security Number and the last name of the Primary taxpayer on the return do not match the data from the IRS e-file database. Review your return to be sure the SSN and last name are accurate. Call the IRS at 1-800-829-1040 if the information on the return is correct. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**R0000-503:** The secondary taxpayer's Social Security number and last name do not match what the IRS has in its records. The IRS receives this information from the Social Security Administration. Check the return to ensure the SSN and the last name of your spouse is correct. Contact the Social Security Administration as necessary. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**R0000-504-01:** The dependent's Social Security number and the dependent's last name on this return do not match what the IRS has in its records. The Social Security Administration provides this information to the IRS. Check the return to ensure the SSN's and names of all dependents are correct. Contact the Social Security Administration as necessary. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**R0000-507-01:** Form 1040 or Form 1040A – A Dependent SSN on Line 6c of the return was used as a Dependent SSN in a previously filed tax return for the same tax period. Check the Dependents SSNs on your return for any mistakes. Contact the IRS at 1800-829-1040 if the dependents SSNs are correct. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again

**R0000-906:** Form 9465, Installment Agreement Request - Routing Transit Number (RTN) included in the return must be present in the e-File database. Note: This Business Rule applies to both stand-alone and attached Forms 9465. Check Form 9465, line 11a and 11b, and make any necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**S8812-F1040-001 and S8812-F1040-002:** Schedule 8812 "YES" and "NO" indicators are mismatched with Form 1040A or Form 1040 line 6c, column 4 (Eligible for Child Tax Credit) indicator. Please review the instructions for Schedule 8812. Access your return and make the corrections to Schedule 8812 or line 6c, column (4). Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**SA-F1040-002:** When Schedule A, Line 17 is greater than 500, you must attach Form 8283. Access your return and make all necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**SC-F1040-003:** Schedule C Vehicle Expense Issue - You have placed a value on Schedule C, line 9 and there must be a corresponding (1) Date Placed in Service on Schedule C, line 41 or (2) Form 4562. Access your return and make all necessary corrections. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

**SEIC-F1040-005-02 or SEIC-F1040-006-02:** Earned Income Credit – For each child between the age of 19 years and 24 years old (per Line 3 'Child Year of Birth' on Schedule EIC), boxes 4a or 4b must be checked 'Yes'. In addition, the child must be younger than you and your spouse. Check your dependent's birth dates on Schedule EIC, line 3. Before you re-submit your return, go to Step 2, scroll down and input the current date below the date of birth. The current date is the day you intend to e-file the return again.

## **Reformatting the Submission ID**

If you need to contact us, locate your most recent return rejection email, copy all the information in the rejection email and paste it into the Chat or email to us. Once you paste in the information, locate the 20-digit Submission ID within the Chat or email you are sending and put a period and a space after every fourth number. For example, if your Submission ID is 25897563284892157923, **in your email to us, your Submission ID should look like this: 2589. 7563. 2848. 9215. 7923**

If you fail to format your Submission ID with a period and space after every fourth number, assistance will be significantly delayed.

## **Contacting Us**

[Contact us](#) through Chat or Email. When you choose to email us about these errors, it is important that you send us your [reformatted Submission ID](#) Number. Reformatting information is in the General XML Error Information below.

***It is important you try to resolve the error yourself. The standard to receive an answer is 5 - 8 business days. As April 15 approaches, response times could get longer and you may consider filing an extension (Form 4868). To file a free extension, complete your personal information on the top of the return and then select Form 4868 from the Add/View icon.***

## Tax Literal Tables

The tables below reflect the Acceptable Tax Literals on the 1040 Forms. Before correcting your rejected return with this information, refer back to the Form 1040 Instructions and input the tax literal as instructed in that document.

Form 1040-EZ Writing In Information (Tax Literals)	
Line Number	Acceptable Description Input
<b>Top of return</b>	<b>Deceased</b>
<b>1</b>	<b>HSH, SCH, DFC, PRI, FEC</b>
<b>2</b>	<b>TEI</b>
<b>3</b>	<b>REPAID</b>
<b>7</b>	<b>FORM 1099</b>
<b>8a</b>	<b>No</b>
<b>9</b>	<b>FORM 4868</b>
<b>Signature area</b>	<b>Filing as surviving spouse, By parent for minor child</b>

FIGURE 1

Form 1040A Writing In Information (Tax Literals)	
Line Number	Acceptable Description Input
<b>Top of return</b>	<b>Deceased</b>
<b>7</b>	<b>HSH, SCH, PSO, PRI, DFC, FB, DCB, FEC</b>
<b>11b</b>	<b>ROLLOVER, QCD</b>
<b>12b</b>	<b>ROLLOVER, FEP, PSO, REPAID</b>
<b>13</b>	
<b>14a</b>	<b>D, LSE, D LSE</b>
<b>17</b>	<b>D</b>
<b>25</b>	<b>SECT 933</b>
<b>28</b>	<b>ECR, AMT</b>
<b>36</b>	<b>FORM 1099</b>
<b>37</b>	<b>DIV</b>
<b>38a</b>	<b>NO</b>

Form 1040A Writing In Information (Tax Literals)	
Line Number	Acceptable Description Input
41	FORM 4868, EXCESS SST,
<b>Signature area</b>	<b>By parent for minor child, Filing as surviving spouse</b>

FIGURE 2

Form 1040 Writing In Information (Tax Literals)	
Line Number	Acceptable Description Input
<b>Top of return</b>	<b>Deceased</b>
7	EXCESS ALLOWANCE, F8919, FB, FEC, DCB, HSH, SCH, PSO, PRI, DFC,
9a & 9b	F8814
13	F8814
14	F4684
15b	Rollover, QCD, HFD
16b	PSO, ROLLOVER, FEP
19	Repaid
20a	D, LSE, D LSE
21	NOL, MSA, LTC, Med MSA, HAS, GAMBLING WINNINGS, LOSS ON EXCESS DEFER DIST, INDIAN GAMING PROCEEDS, INDIAN TRIBAL DISTRIB, NATIVE AMERICAN DISTRIB, FORM 2555, FORM 2555-EZ
32	D
36	MSA, JURY PAY, PPR, RFST, Sub-Pay TRA, 501(C)(18)(D), 403(B), UDC, WBF, FORM 2555
38	EPRI
40	SECT 933
43	CCF, SCH Q
44	ECR
53c	8396, 8834, 8859, 8910, 8911, 8912, 8936, SCH R
56	F4029, F4361, EXEMPT-NOTARY, EXEMPT COMMUNITY INCOME
57	RRTA

Form 1040 Writing In Information (Tax Literals)	
Line Number	Acceptable Description Input
58	NO
60	Sec. 72(m)(5), UT, EPP, HSA, ADT, HDHP, MSA, ISC, MED MSA, 453(L) 3, ICR, LIHCR, 453A(c), 8834, FITPP, IECR, NMCR, From Form 8697, From Form 8866, ECCFR, AMVCR, HCTC, ARPCR, 8936, FMSR, NQDC, COBRA, 457A, S72P, 1260(B), ISC, 8936
62	FORM 1099, SCH K-1
63	DIV
64a	NO, Clergy,
71	IRC 1341
72	FORM 8689
Signature area	By parent for minor child, Filing as surviving spouse

FIGURE 3