

Form **15287**
(November 2020)

Department of the Treasury - Internal Revenue Service

Modernized e-File (MeF) Call Q&A Log

Call date October 26, 2023

Meeting type Assurance Testing System (ATS)

Number	Issue/Question	Resolution/Answer	Environment	Status
1	When was BR R0000-902-01 disabled in ATS?	Business rule R0000-902-01 is currently disabled. We apologize for any inconvenience.	ATS	Closed
2	I submitted an inquiry to the e-Help desk but I haven't received a response. When should I expect a status update for my submission? What about a response of acknowledgement?	The normal timeframe is 3-5 days. Normally you should receive an acknowledgement within 2 days however since we are just starting up it will most likely be 3-5 days also. If you don't hear anything within that timeframe, you can call the Help Desk or resubmit your inquiry.	ATS	Closed
3	Should we send inquiries to WI.MeF.MailBox@irs.gov or irs.e-helpmail@irs.gov	Please send emails to the IRS.e-helpmail@irs.gov mailbox for issues regarding testing and testing scenarios. For form inquiries or anything else, send to the WI.MeF.MailBox@irs.gov	ATS	Closed
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