

Correcting Rejects

You can correct and resubmit a rejected return without new signatures or authorizations if the amounts are not significantly different from the original return. Be sure to provide a copy of the most current return to the taxpayer.

You should get new signatures from the taxpayer if either of the following is true:

- The total income or adjusted gross income differs by more than \$50.
- The total tax, federal income tax withheld, refund or amount owed differs by more than \$14.

i If you are required to get new signatures, provide the taxpayer a copy of the new form.

IRS Reject Codes

To correct and resend a rejected return:

1. Open the rejected return in TaxWise Online.
2. Use the acknowledgment report to help you locate the error. Enter the information required to correct any errors.
3. After you correct the error(s), run **Diagnostics**.
4. Create a new e-file and transmit the return using the same steps as before.

Timely Filing of a Rejected Return

For rejected returns, you should correct any issues and resubmit the return as quickly as possible. The IRS recommends that you inform the taxpayer of the rejection within 24 hours and include the reason for the rejection. If necessary, verify with the taxpayer the information that caused the rejection, such as Social Security numbers, birth dates, etc.

Paper Filing After a Reject

In some cases, the taxpayer may decide not to re-transmit, or the return may not be eligible for electronic filing. In these cases, make sure the taxpayer is aware that he/she needs to mail a paper return by the due date, or within 10 days of receiving a rejection. Otherwise, the return may fall outside the parameters of timely filing.

If the taxpayer mails the return within 10 days of receiving the acknowledgment but after the return due date, make sure to include an explanation about why the taxpayer is mailing the return after the due date.