

Where do I transmit e-file returns?

How can e-help assist me?



Processing for 1040 e-file in 2008 Tax Year 2007 January 2008 – October 2008 Return Transmissions

e-help provides IRS electronic product users with:

- One-stop resolution
- Consistency in responses and procedures
- e-case tracking numbers for fast reference to historical customer data.

If Fed/State or State only return and the State return included is for the following state; -OR- If Online Federal return only and the taxpayer's address on their Federal return is in the following state:	Return Processing Center, Site Designator and URL	Error Resolution System Correspondence	e-help Desk 1-866-255-0654 Send Form(s) 8453/8453-OL to:
Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, APO/FPO New York	C – Andover efileA.ems. irs.gov	Andover	Andover
North Dakota, South Dakota, Colorado, New Mexico, Texas, Nebraska, Oklahoma, Iowa, Arkansas, Louisiana, Mississippi, Alabama Foreign and U.S. Possession addresses, returns containing U.S. Possession forms, or Forms 2555/2555-EZ, Forms 8833, Forms 8854 or Forms 8891	E – Austin efileA.ems. irs.gov	Austin	Austin
Illinois, Minnesota, Wisconsin, Michigan, Indiana, Ohio, West Virginia, Missouri, Kansas	F – Kansas City efileB.ems. irs.gov	Kansas City	Andover
Florida, Tennessee, Kentucky, North Carolina, South Carolina, Georgia, APO/FPO Miami	G – Philadelphia efileA.ems. irs.gov	Kansas City	Austin
California, Alaska, Arizona, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming APO/FPO San Francisco	H – Fresno efileB.ems. irs.gov	Fresno	Austin

e-help Hours of Operation

Standard Hours

Monday through Friday

6:30 am - 6:00 pm CT

Expanded Service

January 18, 2008 – April 19, 2008

Monday through Friday

6:30 am - 10:00 pm CT

Saturday

7:30 am - 4:00 pm CT

866-255-0654

International: 512-416-7750



Electronic IRS is the centralized source for finding all electronic products and services available on www.irs.gov



Department of the Treasury
Internal Revenue Service

www.irs.gov

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Catalog Number 38630K

866-255-0654

International: 512-416-7750

e-help: A help desk for users of IRS electronic products

Tax Years 2007-2008

If Federal return only, go to irs.gov for the complete list.

What is e-help?

e-help is a full service support network skilled in providing technical assistance to users of IRS electronic products and services. e-help does not answer account-specific questions.

Who can use e-help?

e-help supports the following customers:

- Certified Public Accountants
- Electronic Return Originators
- Enrolled Agents
- Financial Institutions
- Governmental Agencies
- Federal Government Contractors
- Intermediate Service Providers
- Large Corporations
- Payroll Providers
- Reporting Agents
- Software Developers
- State Tax Administration Agencies
- Tax Counseling for the Elderly
- Transmitters
- Volunteer Income Tax Assistance Sites

e-help does not answer account specific questions.



What's new?

Beginning June 2007, **Reporting Agents** who are Authorized IRS *e-file* Providers will have access to the Transcript Delivery System (TDS) and Electronic Account Resolution (EAR) products tailored to meet their needs.

Acknowledgements. Beginning with testing for FY 2008, direct transmitters to IRS will be able to reset their own acknowledgment files by choosing option 8 from the EMS main menu using either the GTX Key or Ack File Reference Name.

Excise Tax e-file & Compliance (ETEC): Beginning the summer of 2007, businesses with 25 or more vehicles must file Form 2290, *Heavy Highway Vehicle Use Tax Return*, electronically.

Beginning in 2008, most Small Tax-Exempt Organizations whose gross receipts are normally \$25,000 or less previously not required to file Form 990 or 990EZ will be required to file Form 990-N, *Electronic Notice (e-Postcard) for Tax-Exempt Organizations Not Required To File Form 990 or 990-EZ*.

Practitioner Personal Identification Number (PIN) for e-file. The Practitioner PIN method is a signature method for taxpayers who use an Electronic Return Originator (ERO) to sign their return by entering a five-digit PIN. It eliminates the requirement for Form 8453, *U.S. Individual Income Tax Declaration for an IRS e-file Return*. When an electronic signature is chosen, no signature documents are required to be filed with the IRS.

Who must electronically file returns?

For Tax Year 2007 returns, the following taxpayers are included in the mandate to *e-file*:

- **Excise Tax Filers** (Form 2290 filers with 25 or more vehicles for tax period 7/1/2007 – 6/30/2008).
- **Corporations and tax-exempt organizations with total assets of \$10 million or more** (Form 990, 1120 and Form 1120-S) if the entity also files at least 250 returns during a calendar year that includes income tax, excise tax, employment tax, and information returns.
- **Private foundations and charitable trusts** regardless of their asset size (Form 990-PF) if they file at least 250 returns annually.
- **Partnerships with more than 100 partners.**

What products does e-help support?

e-file is an electronic submission of taxpayer return data. The e-help Desk provides support for:

- **Individual returns:** assists customers with transmitting and filing any of the Form 1040 family of returns and associated forms and schedules. Also provides support for the processing of electronic payments attached to the return.
- **Employment and Fiduciary returns:** assists customers with transmitting and filing Forms 940, 941 and 944 (94x) as well as 1041.
- **Business returns:** assists customers with transmitting and filing Forms 1065, 1065-B, 2290, 720, 8849, 1120, 1120S and 7004. Form 1120-F can be e-filed beginning in January 2008 for Tax Year 2007.
- **Exempt Organizations information returns:** assists customers with transmitting and filing Forms 990, 990-EZ, 990-PF, 1120-POL, 8868, and 7004. Beginning in 2008, assists small exempt organizations with submitting the annual electronic notice Form 990-N.
- **Acceptance Testing:** validates and tests software from tax practitioners to ensure valid return information can be formatted and transmitted.

Electronic Federal Tax Payment System (EFTPS)

is a free service offered by the U.S. Department of the Treasury to help business and individual taxpayers conveniently pay all federal taxes electronically. The e-help Desk resolves EFTPS enrollments rejects. www.eftps.gov

e-services is a suite of web-based products that allows tax professionals and payers to conduct business with the IRS electronically. The e-help Desk provides support for:

- **Registration:** assists customers with online registration.
- **Preparer Tax Identification Number (PTIN) Application:** helps with requesting a PTIN and PTIN application changes.
- **IRS e-file Application:** answers questions concerning the *e-file* application process.
- **Taxpayer Identification Number (TIN) Matching:** resolves issues and errors related to the TIN Matching application.
- **Disclosure Authorization:** answers questions and provides solutions for error conditions.
- **Electronic Account Resolution:** assists third parties with initiating electronic account inquiries on behalf of their clients.
- **Transcript Delivery System:** helps with requesting transcripts and responds to error conditions.