

Troubleshooting IRS eFile errors

Updated 02-03-2023

IRS eFile error and troubleshooting steps

Solutions A & B

- 'T' record(s) appears to have an incorrect tax year in positions 2-5
- Your file does not contain a complete set of 'T', 'A', 'B', 'C' and 'F' records or the data is not information returns

Solution C

- 'A' record(s) contains missing/invalid Issuers TIN in positions 12-20

Solution D

- 'B' record(s) contains Payment Amount Fields that do not correspond to the Amount Code(s) in the 'A' record(s)
- 'B' record(s) contains non-numeric characters in the Payment Amount Fields
- 'C' record(s) contains Control Totals that do not equal the IRS total of 'B' records

IRS eFile general information

- Creating an IRS eFile
 - eFiling directly with the IRS
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IRS eFile error and troubleshooting steps

Solution A & B

'T' record(s) appears to have an incorrect tax year in positions 2-5

OR

Your file does not contain a complete set of 'T', 'A', 'B', 'C' and 'F' records or the data is not information returns

This problem occurs because an incorrect Tax Year was selected when the IRSTAX file was created.

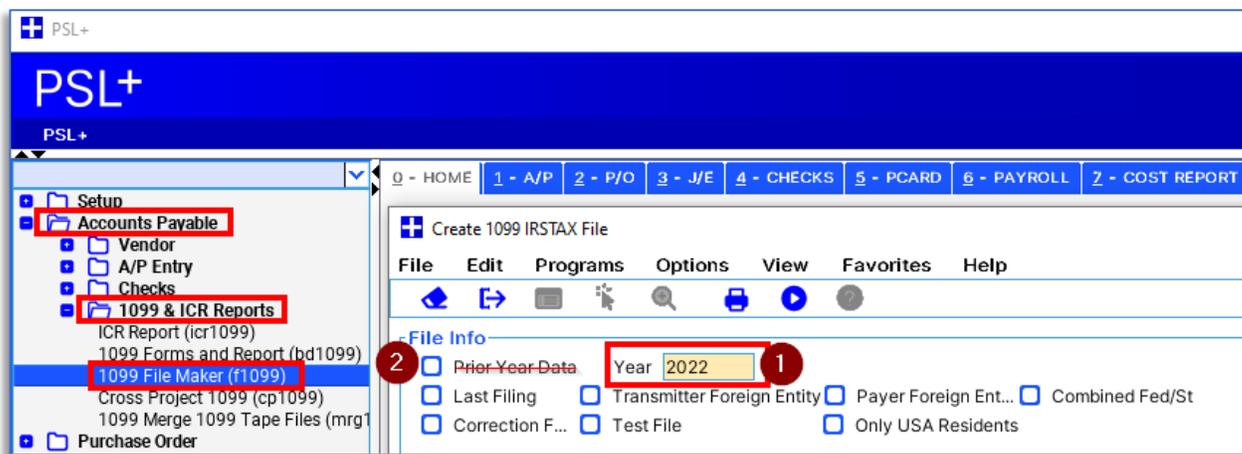
If you are creating an IRSTAX file for a single show, follow Solution #A below.

If you are creating an IRSTAX file for multiple shows using Cross-Project Merge, skip to Solution #B below.

Solution #A (for single shows)

Open *Accounts Payable > 1099 & ICR Reports > 1099 File Maker*

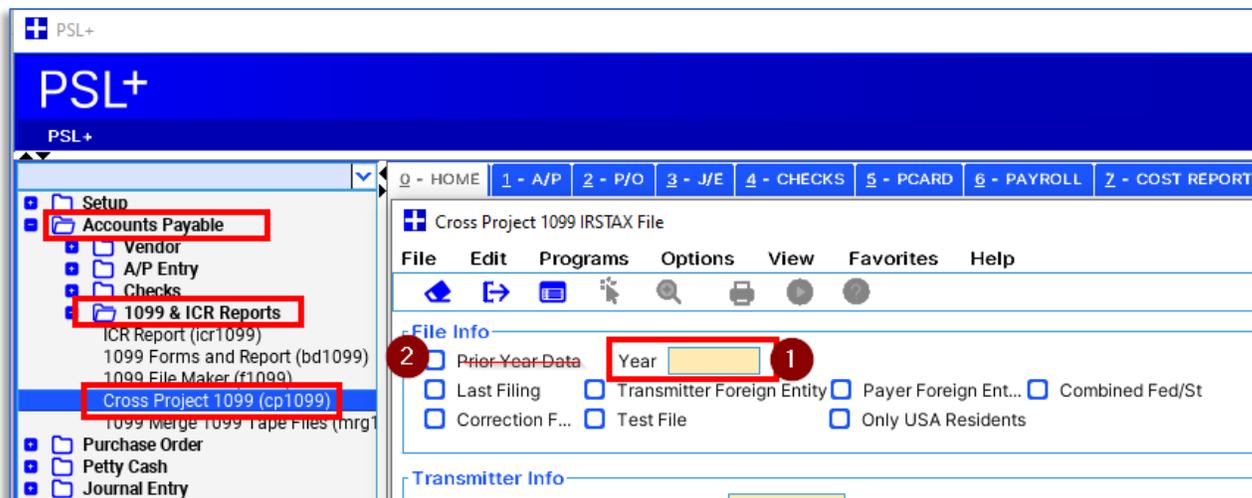
1. Enter the correct tax year you are reporting on in the *Year* box (marker #1 in screenshot)
2. Make sure you do NOT check the box for *Prior Year Data* (marker #2 in screenshot)



Solution #B (for multiple shows using Cross-Project Merge)

Open *Accounts Payable > 1099 & ICR Reports > Cross Project 1099*

1. Enter the correct tax year you are reporting on in the *Year* box (marker #1 in screenshot)
2. Make sure you do NOT check the box for *Prior Year Data* (marker #2 in screenshot)

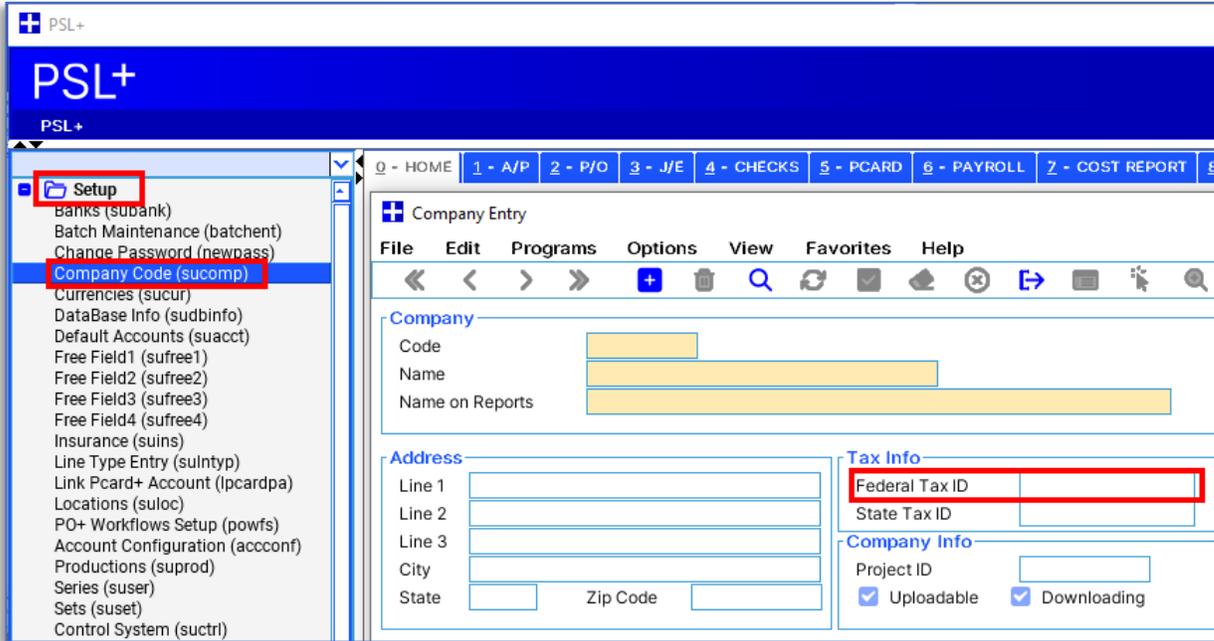


Solution C

'A' record(s) contains missing/invalid Issuers TIN in positions 12-20

This problem occurs because the TIN must be a 9-digit number. Use only numbers.

1. Open *Setup > Company Code*
2. Enter your organization's Federal Tax ID with only numbers



Solution D

'B' record(s) contains Payment Amount Fields that do not correspond to the Amount Code(s) in the 'A' record(s)

OR

'B' record(s) contains non-numeric characters in the Payment Amount Fields

OR

'C' record(s) contains Control Totals that do not equal the IRS total of 'B' records.

All of these problems can occur if you have created a Cross-Project Merge IRSTAX file incorrectly.

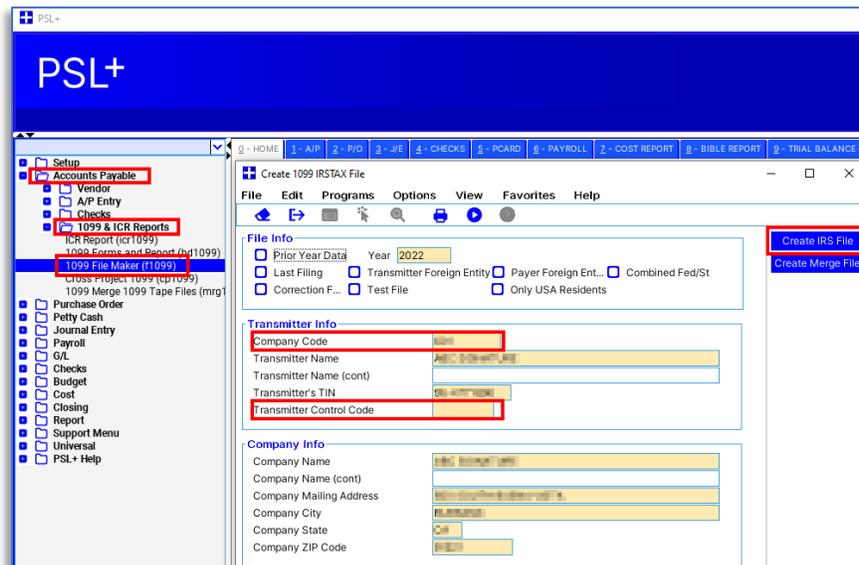
Follow these step-by-step instructions to create your Cross-Project Merge file correctly: [1099 Cross Project Merge Guide](#)

IRS eFile general information

Creating an IRS eFile

Before creating your IRS eFile, first complete Step A (Verify accuracy of company information,) then:

- Determine if you want to eFile or are required to eFile – see [Who Can Participate in FIRE \(IRS.gov\)](https://www.irs.gov/efile)
 - If you have engaged Cast & Crew to eFile with the IRS on your behalf, contact PSL1099@castandcrew.com for your TCC (Transmitter Control Code)
 - If you will be eFiling yourself, locate your TCC from your company's tax professional
3. Open *Accounts Payable > 1099 & ICR Reports > 1099 File Maker*
 4. Select your *Company Code* and other sections will auto-fill
 5. Complete fields that have not auto-filled, including your TCC in the *Transmitter Control Code* field
 6. Click *Create IRS File* and save to your desktop or other accessible location



7. Submit your eFile:
 - a. If you engaged Cast & Crew to eFile with the IRS on your behalf, review the directions at [2022 Tax Year 1099 Print and eFile Services](https://www.irs.gov/efile) or contact PSL1099@castandcrew.com and ask for instructions
 - b. If your company is eFiling directly to the IRS via their FIRE system, see the next section below

eFiling directly with the IRS

The IRS uses the FIRE system (Filing Information Returns Electronically) for accepting eFiles, including 1099 reports.

Here are some important tips for eFiling with the IRS:

- Determine if you are required to eFile with the IRS: [Who Can Participate in FIRE \(IRS.gov\)](https://www.irs.gov/efile)
- Ask your company's tax professional for your TCC (Transmitter Control Code); if your company does not have a TCC yet, follow the directions for applying for a TCC from the IRS: [FIRE \(IRS.gov\)](https://www.irs.gov/efile)
- Find more helpful information about FIRE here: [Helpful Information for FIRE \(IRS.gov\)](https://www.irs.gov/efile)

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