

FAQs

Q. What is *eTax Forms*?

A. *eTax Forms* is a product where enrolled clients receive electronic PDF (Portable Document Format) versions of IRS tax forms for their account owners.

Q. How many times will you produce electronic tax forms for us?

A. We produce tax forms three times a week during the reporting season. Your organization will be included in each production run when you have new or corrected information for which a tax form must be produced.

Q. Will we be notified when our electronic tax forms are available?

A. Yes. Each time we create an electronic tax forms file for your organization, an email with that information will be sent to the individual you specify.

Q. How do we download our electronic tax forms files?

A. The process is simple, and will be familiar to clients who submit tax reporting information to us by the Transmission method. Here are the steps.

1. Log in to IRADirect[®].
2. Click the **Transfer Files** link on the homepage.
3. On the **Transfer Files** page, select **Secure Download**.
4. The electronic tax form files are downloaded.

Q. What is the naming convention for our zipped electronic tax forms files?

A. The naming convention is YYYY_Type_Unique Identifier.zip.

YYYY = Tax year of the forms (e.g., 2010)

Type = Form type (e.g., 1099R, 1099Q, 1099SA)

Unique Identifier = Your Organization Number

For example, the Form 1099-R file for an organization with a unique identifier of 123xyz would appear as **2010_1099R_123xyz.zip**.

Q. Where can I find our Organization Number?

A. Your **Organization Number** can be found on the **General** tab in IRAdirect in the **Organization Number** field.

Q. What is the naming convention for an account owner's individual PDF?

A. The naming convention for an individual account owner's electronic tax form is YYYY_Type_NameXXXX_Account Type.pdf.

YYYY = Tax year of the form (e.g., 2010)

Type = Form type (e.g., 1099R, 1099Q, 1099SA)

Name = Account owner's last name

XXXX = Last 4 digits of the account owner's Social Security number (SSN)

Account Type = The account type (Traditional, Roth, etc.) and suffix of the file on IRAdirect

For example, the PDF of Form 1099-R for Arthur Smith, whose SSN ends with 5555, would appear as **2010_1099R_SMITH5555_TRADITIONAL 1-01.pdf**.

Q. Do you provide support after we download our electronic tax form files?

A. We do not have access to your internal systems or the party that administers your website, so we cannot provide support at that level. You are responsible for uploading the forms to your organization's website and making them available to account owners.

Q. When will we be billed for the eTax Forms product?

A. Financial organizations will be billed the Enrollment Fee at the time of enrollment. The Account Fees will be billed semi-annually. For example, charges for electronic tax forms produced January through June would appear on the July billing.

Q. Can an owner opt out of receiving paper tax forms?

A. Yes, the owner can opt out of receiving paper tax forms by consenting to receive their tax forms electronically, but you must ensure that your organization complies with the IRS requirements for electronic delivery.

- Q. How does an account owner opt out of receiving paper tax forms , or conversely, after opting out of paper tax forms, elect to once again receive them?**
- A.** The process for opting out of receiving paper tax forms and the process to later opt back in to receive them is determined by your financial organization, but must comply with the IRS requirements for electronic delivery. **Note** -You will be able to document an owner's tax forms delivery status in IRAdirect.
- Q. Where can I obtain IRS information about delivering electronic tax forms to account owners?**
- A.** The information is available through the IRS website (www.irs.gov), and we have also summarized it below.

Financial organizations may furnish Forms 1099-R, 1099-Q, 1099-SA, 5498, 5498-ESA, and 5498-SA electronically to owners and beneficiaries instead of providing paper forms, as long as the IRS requirements are satisfied. The first of those requirements is owner consent.

Before you can furnish tax forms to an account owner in an electronic format, you must obtain the owner's consent, which is separate from any consent previously provided to receive monthly account statements electronically.

- The owner's consent must be made electronically in a manner that shows the owner that the tax form can be accessed in the electronic format in which it will be furnished.
- If the account owner subsequently withdraws consent, you may no longer provide that owner's tax forms electronically.
- Even though an owner has consented to the receipt of tax forms electronically, you must furnish the owner with a paper tax form upon request.
- If you make hardware or software changes, you must notify the account owner of those changes before the tax form is sent electronically.
 - A second consent must be obtained from the owner after the new hardware or software is put into service.
 - The second consent is required to ensure that the owner will be able to access the tax form in the new electronic format.

Before furnishing the tax form electronically, you must also provide the account owner with a statement that indicates you will provide a paper copy of the tax form if the owner does not consent to electronic receipt. That statement must also explain the following information.

- The scope and duration of the consent – whether it applies to every year that the tax form is furnished, or only to the year following the year of consent
- How to obtain a paper copy of the tax form after consenting to receive the form electronically
- How to withdraw consent – consent may be withdrawn at any time by furnishing the withdrawal in writing (electronically or on paper), and confirmation of the withdrawal must also be in writing (electronically or on paper)
- Under what conditions electronic tax forms will no longer be furnished to the account owner
- How to update the account owner's information
- The hardware and software required to access, print, and retain an electronic tax form
- The date the electronic tax form will no longer be available on the website

In addition to meeting the consent requirements, you must also comply with these requirements.

- Ensure that the electronic format contains all of the required information and complies with the applicable revenue procedure for substitute forms to recipients as outlined in **Publication 1179, General Rules and Specifications for Substitute Forms 1096, 1098, 1099, 5498, W-2G, and 1042-S**. (The electronic tax forms files we provide will meet these requirements.)
- For additional information, refer to the **General Instructions for Certain Tax Returns (Forms 1097, 1098, 1099, 3921, 3922, 5498, and W-2G)**.

- Post the tax form(s) on a website accessible to the owner on or before the due date, and ensure that accessibility to electronic tax forms is maintained through October 15 of that year.
- Inform the owner – electronically or by mail – of the posting and how to access and print the tax form.