Tax and ePay Forms - Possible Errors and Messages

- Electronic Payment Setup Form Message - Possible Processing Delay
- Tax Information Form Error - Daily Limit
- Tax Information Form Error - Duplicate TIN Matching Request
- Tax Information Form Error - Special Characters

Electronic Payment Setup Form Message - Possible Processing Delay

Possible Processing Delay
An E-Pay processing attempt did not succeed. The system will auto retry but there may be a slight processing delay.

This means that the service the ISS Portal needs to submit your banking information to is currently busy. Your form submission has been received and there is no error. It will be sent as soon as connectivity is restored. There may, however, be a delay in your information being verified as a result.

Created 04/18/24.

Tax Information Form Error - Daily Limit

Please retry in 24 hours. There is a daily limit on how many times a validation attempt may be made on any single Taxpayer ID Number (TIN: SSN/EIN). We must validate your Name and TIN match IRS records, but your daily retry limit has been reached.

ISS is only allowed a certain number of requests per day across all our users. Therefore we had to limit how many attempts each user is allowed. If you get this error, you have reached that limit. If that occurs, you will have to return in **24 hours** and try again.

If you keep trying after getting this error, you are resetting that 24 hour clock. You need to wait the full 24 hours before you try again.

Updated 03/22/24.

Tax Information Form Error - Duplicate TIN Matching Request

Duplicate TIN Matching request.

The IRS defines TIN as Taxpayer Identification Numbers. TINs are either an individual's Social Security Number (SSN) or an organization's Employer Identification Number (EIN).

The IRS defines a "duplicate" as either attempts with exactly the same TIN, or exactly the same Name, plus the same first five TIN digits. The IRS does this to prevent their TIN Matching service from being used inappropriately.

ISS is only allowed a certain number of "bad requests" per day across all our users so continued errors in submissions will cause you to not be able to complete this process today. If that occurs, you will have to return in 24 hours and try again.

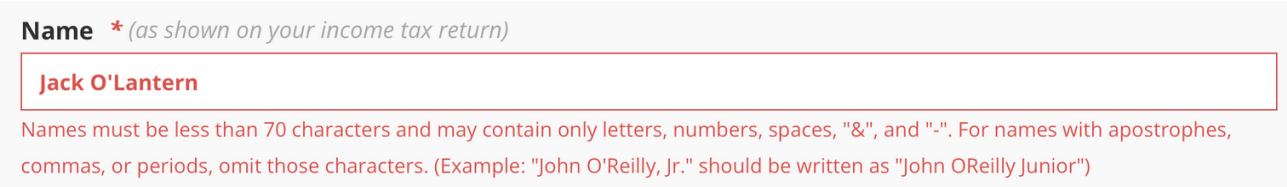
Updated 10/10/24

Tax Information Form Error - Special Characters

If you receive an error message that says:

Names must be less than 70 characters and may contain only letters, numbers, spaces, "&", and "-". For names with apostrophes, commas, or periods, omit those characters. (Example: "John O'Reilly, Jr." should be written as "John OReilly Junior")

See screenshot below:



The IRS only allows up to 70 characters for your name or your Organization's name.

The IRS will only accept letters, numbers, and the following special characters: spaces ( ), ampersands (&), and hyphens or dashes (-).

If your name or your Organization's name contains any other special characters such as commas, periods, or apostrophes, you need to omit those special characters.

Created 06/21/24.