Frequently Asked Questions (FAQ's).

1. **What is the difference between a Return Transcript, Account Transcript and a Record of Account?**
   - A **Return Transcript** contains information from the original return filing. It does not show any changes made to the account.
   - An **Account Transcript** contains only subsequent changes and does not include information from the original return filing.
   - The **Record of Account** provides the most detailed information as it is a combination of the Return Transcript and Account Transcript.

2. **How do I get the taxpayer's amended returns (Record of Account), and are they available for businesses?**
   > To request amended returns using the 4506-T, simply write 1040 on line 6 and check box 6c for the Record of Account.

3. **If the taxpayers filed "married filing joint," which spouse do I put on line 1 of the 4506-T?**
   > The IRS will search whichever taxpayer is on line 1 of the 4506-T. If the couple filed jointly, you may insert either name on line 1. If the couple filed separately, a separate 4506-T must be submitted for each individual.

4. **What address do I put on line 5 and why?**
   > Line 5 of the 4506-T releases the taxpayer information to a third party. The address that should be on line 5 of the 4506-T is as follows:
   > "NCS/TRV Processing P.O. Box 321, Egg Harbor City, NJ 08321 800-445-5839."

5. **When does the signature date on the 4506-T expire?**
   > The signature date expires after 120 days.

6. **How many tax years can I request on the 4506-T?**
   > You may request the current year and three prior consecutive years.

7. **How long does it take for a filed extension to become available?**
   > You should allow at least 6-8 weeks for the transcripts to become available.

8. **Is tax information available from Puerto Rico?**
   > If the taxpayer filed taxes with the United States IRS, tax information should be available using the 4506-T. If taxes were filed with the Puerto Rican Treasury department, we are unable to retrieve tax information through the IRS.

9. **Will my order be checked for quality before it's submitted to the IRS?**
   > Yes, tax return verification processing has integrated several Quality Check (QC) points within our process to ensure that non-compliant orders are caught before they are submitted to the IRS. These QC points have dramatically reduced the number of IRS

rejects, thus saving your company both time and money. You will receive either an email or phone call if something is wrong with your order.

10. My transcripts came back as "No Record of Return Filed," Why?

"No record of return filed" means that the IRS does not have a record of the tax return in their database. The taxpayer either did not file taxes for that specific year or the record has not become available on the IRS' database yet.

If the tax return was filed electronically, it should take approximately 5-10 business days to become accessible through the IRS database. If the return was filed by mail or an amendment was filed, please allow at least 6-8 weeks for the transcripts to become accessible through the IRS database.

11. My request came back rejected by the IRS, why?

All information on the 4506-T should be clear, accurate and IRS compliant. Please be sure to include the previous address and P.O. Box on the 4506-T. (Please see page 6 for further details on how to prevent IRS Rejections).

12. What do the Limitations and Entity Rejections mean?

Limitations:
- The Due to Limitations rejection means there is an Identity theft indicator on the taxpayers account. The IRS will not release the transcripts to any third party. The taxpayer must call the identity protection specialized unit (IPSU) at the IRS to authenticate themselves and request the transcripts. The IRS will mail the transcripts to the address they have on file, the taxpayer may also request that they be able to go to their local IRS office and get a copy of the transcripts as well. IPSU phone # 800-908-4490

Entity:
- Taxpayer name is Altered (with taxpayer initials), illegible, missing, incomplete or invalid
- Taxpayer SSN/EIN is Altered (without taxpayer initials), illegible, missing, incomplete, invalid or has more than or less than 9 digits