

# Procedure for Reporting Known Tax Preparation Software Errors

## Report. Review. Download.

Tax practitioners sometimes discover errors in tax preparation software. The Vermont Department of Taxes cannot require a vendor to fix an error. The Department's practice however is to communicate processing errors to vendors and inform the tax practitioner community of patches that fix those errors. Use the following three steps to stay current with known software errors:

### REPORT

If you notice an error, please report it to your software vendor. Your vendor may already be aware of the issue and working on a correction. You may also report errors to the Vermont Department of Taxes.

- ⇒ Software issues may be reported to the Department via:
- Telephone: (802) 828-2865 then press option 2 twice
  - Fax: (802) 828-2720
  - Email: [Tax.IndividualIncome@vermont.gov](mailto:Tax.IndividualIncome@vermont.gov)

### REVIEW

Please stay current with reported errors by checking for updates with your vendor and by reviewing the Department's list of known errors.

- ⇒ The Department maintains a catalogue of all reported software issues on its website at [tax.vermont.gov/tax-professionals-and-vendor-updates](http://tax.vermont.gov/tax-professionals-and-vendor-updates).
- ⇒ The catalogue includes the following information:
- Description of the error
  - Date the error was reported to the vendor
  - Vendor response & date of the response
  - Date the correction is available for download

### DOWNLOAD

Please download software patches where the vendor has fixed the error. Many times a software vendor will patch a known problem, and this solution is only effective if the software user downloads it.

The Department will continue to pass this information to the tax practitioner community throughout the tax season. For more information, please contact Taxpayer Services by phone at (802) 828-2865 (press option 2 twice) or via email at [Tax.IndividualIncome@vermont.gov](mailto:Tax.IndividualIncome@vermont.gov)

