REPORT. REVIEW. DOWNLOAD.

PROCEDURE FOR REPORTING KNOWN TAX PREPARATION SOFTWARE ERRORS

Tax practitioners discover errors in tax preparation software. The Department of Taxes cannot require a vendor to fix an error; however, the Department is committed to communicating processing errors to vendors and to communicating patches that fix those errors to the tax practitioner community. 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 via:
  - o Telephone: 802-828-2865 then press option 2, twice
  - o Fax: 802-828-2720
  - o Email: 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.

- ➢ Vermont Department of Taxes will maintain a catalogue of all reported software issues on its website at: http://tax.vermont.gov/tax-professionals-and-vendor-updates

- ➢ The catalogue will include the following information:
  - o Description of the error
  - o Date the error was reported to the vendor
  - o Vendor response & date of the response
  - o Date 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; however, this solution is only effective if downloaded by the software user.

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

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