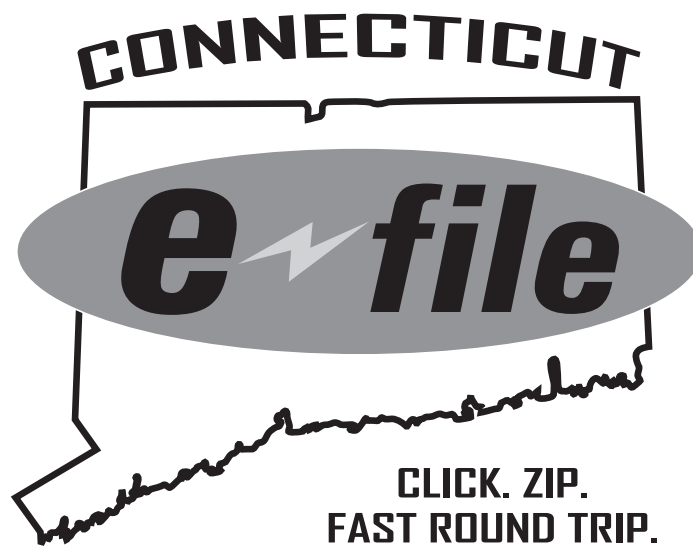


2020
TAXABLE
YEAR

Federal/State Electronic Filing Handbook



Informational Publication 2020(14)
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State of Connecticut
Department of Revenue Services
450 Columbus Blvd Ste 1
Hartford CT 06103

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I. Introduction

The Connecticut Federal/State Electronic Filing Modernized e-file (MeF) Program is a coordinated tax filing program between the Internal Revenue Service (IRS) and the Connecticut Department of Revenue Services (DRS). The MeF program enables tax preparers and transmitters to file Federal and Connecticut Personal Income Tax, Trusts and Estates Income Tax, Pass-Through Entity Tax, and Corporation Business Tax returns in one single transmission.

Informational Publication 2020(14), *Federal/State Electronic Filing Handbook*, (Connecticut Handbook), is a companion to the IRS Publication 1345, Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns. DRS recommends all participants read IRS Publication 1345 before reading this publication. The detailed instructions on hardware, transmission

procedures, and policies provided by the IRS apply to the Connecticut MeF program.

As most functions of the Connecticut MeF program are the same as the federal MeF program, this handbook highlights the special and unique features of the Connecticut program. All rules and regulations published by the IRS governing tax preparers, transmitters, and originators of returns are in effect for Connecticut. The procedures and requirements for the MeF program are outlined in IRS Publication 3112, IRS e-file Application and Participation. DRS requires that all participants be accepted into the federal MeF program to participate in the Connecticut MeF program.

II. Modernized e-file (MeF) Basics

- An electronic withdrawal payment record, **Form CT-1040 EFW**, *Connecticut Electronic Withdrawal Payment Record*, will be generated by the MeF program. This form is provided to taxpayers for their records when electronic payment is requested for the taxable year.
 - DRS will accept MeF decedent returns.
 - **Form CT-1040V**, *Connecticut Electronic Filing Payment Voucher*, provides a scan line which will facilitate processing of paper payments.
 - The MeF requirement threshold remains at 50 prior year returns. See *IV. Federal/State Modernized e-file Program*, on Page 7.
 - Any PE Tax Credit reported to the member on **Schedule CT K-1**, *Member's Share of Certain Connecticut Items*, Part III, Line 1, must be included on the member's Connecticut income tax return as well as on **Schedule CT-PE**, *Pass-Through Entity Tax Credit*.
 - Any PE Tax Credit reported to the beneficiary on **Schedule CT-1041 K-1**, *Beneficiary's Share of Certain Connecticut Items*, Part IV, Line 1, must be included on the beneficiary's Connecticut income tax return as well as on **Schedule CT-PE**, *Pass-Through Entity Tax Credit*.
 - A beneficiary of a trust or estate cannot claim withholding or estimated payments made by the trust or estate.
 - Electronic Return Originators (EROs) are not required to mail income tax returns for other jurisdictions when a credit for income taxes paid to another jurisdiction is claimed on a taxpayer's Connecticut income tax return. EROs must keep the supporting documentation for four years from the date of completion or the due date of the return, whichever is later.
 - **Due Date(s):**
 - **March 15:** A calendar year Pass-Through Entity Tax Return will be considered timely if filed on March 15. For fiscal year filers, the return is due on the fifteenth day of the third month after the end of the Pass-Through Entity's taxable year.
 - **April 15:** The Connecticut Income Tax Return (and payments) will be considered timely if filed on April 15.
 - **May 15:** A calendar year Corporation Business Tax Return will be considered timely if filed on May 15. For fiscal year filers, the return is generally due on the fifteenth day of the fifth month after the end of the Corporation's taxable year.

Exception for June 30 year end: If the corporation has a June 30 fiscal year end, the return is due on October 15.
- If the due date falls on a Saturday, Sunday, or legal holiday, the return will be considered timely if filed by the next business day.
- **Estimated Payments and Extension Requests:** Estimated payments and extension requests can be filed using MeF. Check with your software company for additional information and availability.

Extension requests displaying an amount of tax due must have an electronic payment included with the submission. If an electronic payment for the amount of tax due is not included, the submission will be rejected.
 - **Refund Information:** There are two refund options available: direct deposit or paper check.

DRS recommends that taxpayers use direct deposit. The fastest way for taxpayers to get a refund is to file their return electronically and elect direct deposit. If a taxpayer does not elect direct deposit, DRS will issue their refund by paper check.

DRS reserves the right to send a paper check on any requested refund. Direct deposit is not available to first time filers. Any returns suspected to be fraudulent should be reported to DRS Special Investigations Section at **855-842-1441**.

When the taxpayer requests the direct deposit of a refund, federal banking rules require DRS to inquire whether a direct deposit is going into a foreign bank account. DRS will not deposit a refund into a foreign bank account. Instead DRS will issue a paper check.

Taxpayers may choose to have all or part of their overpayment:

 1. Applied to their estimated tax for the next tax year;
 2. Donated to funds designated on the return; **or**
 3. Refunded.
 - **Earned Income Tax Credit:** A Connecticut resident taxpayer may claim an earned income tax credit (CT EITC) against the Connecticut income tax due for the taxable year. The CT EITC is a percentage of the earned income credit claimed and allowed on the federal income tax return for the same taxable year. If the CT EITC exceeds the taxpayer's Connecticut income tax liability, the excess is considered an overpayment and will be refunded without interest. Complete **Schedule CT-EITC**, *Connecticut Earned Income Tax Credit*, to claim the CT EITC.
 - Any taxpayer who has requested an extension of time to file for federal income tax purposes and has paid all Connecticut income tax due on or before April 15, is not required to file **Form CT-1040 EXT**, *Application for Extension of Time to File Connecticut Income Tax Return for Individuals*.
 - DRS accepts an approved IRS five-digit self-selected PIN or an approved IRS Practitioner PIN as the electronic signature on the Connecticut tax return. See *Paperless Signature Procedure*, on Page 9.

III. Contact Names and Telephone Numbers

State of Connecticut MeF Help Desk

DRS operates a Help Desk for electronic transmitters and preparers who experience problems. The Help Desk is **exclusively** for electronic transmitters and preparers. These numbers should **not** be provided to or used by taxpayers.

For questions and comments about Connecticut's MeF program, contact the *CT MeF* coordinator, by:

- Email: Ct.efile@po.state.ct.us;
- Telephone: **860-297-4973**; **or**
- Fax: **860-297-4761**.

Visit the DRS website at portal.ct.gov/DRS for additional information.

IRS MeF Help Desk

For questions or comments about the IRS MeF program, contact the Connecticut/Rhode Island District Office by:

- Telephone: **866-255-0654** and ask to speak to the electronic tax administrator; **or**
- Internet: www.irs.gov/e-services.

The MeF Help Desk has been designated as the first point of contact for *e-filing* issues. Software developers, transmitters, EROs, accounting firms, and large taxpayers should contact the e-Help Desk at 866-255-0654 for assistance in the following areas:

- IRS MeF application;
- ATS or Communication Testing;
- Transmission issues;
- Strong authentication for Application to Application (A2A);
- Rejects; **or**
- Technical questions on schemas or business rules.

If the e-Help Desk is unable to answer the question at the time of the call, the inquiry will be forwarded to the appropriate area for a response.

Tax Assistance for Taxpayers

Taxpayers can use the secure online option of the **Taxpayer Service Center (TSC)** to check the status of a refund.

- Visit the **TSC** website at portal.ct.gov/TSC;
- Select **TSC-INDIVIDUAL LOGIN**; **and**
- Select *Check on the Status of Your Refund* from the menu on the left.

Users must have their Social Security Number (SSN) or their spouse's SSN if it is a joint return and their spouse was listed first on the return and the **exact amount of the refund request as reported on the Connecticut income tax return**. Enter the whole dollar amount of the refund requested; do not include cents. For example, if the taxpayer requested a refund of \$375.43, enter 375.

The DRS refund information line provides taxpayers with information about their refunds. The refund information line is available anytime. Preparers should advise taxpayers to confirm acknowledgment of their MeF return with their practitioner or transmitter **before** calling to check on the status of their refund.

For automated refund information, call:

- **800-382-9463** (Connecticut calls outside the Greater Hartford calling area only); **or**
- **860-297-5962** (from anywhere).

To obtain refund status information, taxpayers must know:

- Their SSN or joint filer's SSN if listed first on the return; **and**
 - The amount of the refund: dollars and cents.
-

Fraudulent Returns

Any returns suspected to be fraudulent should be reported to the DRS Special Investigations Section at **855-842-1441**.

Paid Preparers

If you are a paid tax preparer preparing any Connecticut personal income tax returns, you are required to comply with certain requirements. You may also be required to obtain a tax preparer permit from DRS. See **Special Notice 2017(8)**, *New Requirements for Income Tax Preparers and Facilitators of Refund Anticipation Loans or Checks*, and **Special Notice 2019(4)**, *Permit Requirements for Tax Preparers and Facilitators*.

IV. Federal/State Modernized e-file (MeF) Program

DRS has participated in the joint Federal/State Program since 1994. More than 85% of all Connecticut income tax returns are received via MeF.

Conn. Agencies Regs. § 12-690-1 requires return preparers who prepared 50 or more Connecticut income tax returns to file Connecticut income tax returns electronically using the Federal/State MeF Program.

To participate in MeF preparers must become an Electronic Return Originator (ERO). Visit the DRS website at portal.ct.gov/DRS or the IRS website at www.irs.gov for more details.

How The Federal/State MeF Program Works

DRS allows tax preparers and transmitters accepted in the IRS MeF program to participate in the Connecticut MeF program. Our joint program works best when you file your federal and Connecticut income tax returns together in one transmission. However, in the event the federal return has been accepted and the Connecticut return has not been accepted, you may be able to send a State Only Return through the MeF program for processing. Returns are transmitted directly to the IRS using approved software. The IRS, after acknowledging acceptance of the federal return and receipt of the Connecticut return, makes the state return available for retrieval by DRS. After the Connecticut return has been retrieved, DRS will process the information received.

DRS will acknowledge receipt of all returns retrieved from the IRS to the transmitter. Transmitters may retrieve the Connecticut acknowledgments within one day from the time acknowledgments are received from the IRS.

Electronic filing is a computer and data processing service subject to Connecticut sales tax. Therefore, if you charge a separate fee for electronically filing a return, you must register with DRS and charge the appropriate sales tax.

Who May Participate

Federal/State MeF for Connecticut returns is available to all participants who have been accepted into the federal MeF program and are authorized to transmit returns to the IRS. The application process for the MeF program is outlined in this handbook.

Application and Acceptance Process

Application Process

To participate in the joint MeF program, a software provider must register with the IRS to become an authorized e-file provider. In order to become an authorized e-file provider, a provider must

create an IRS e-services account, submit an application and pass a suitability check. Additional information regarding how to become an authorized e-file provider can be found in IRS Publication 3112, IRS e-file Application and Participation.

No additional application form is necessary for DRS. Once you are approved by the IRS you are automatically eligible to file Connecticut returns electronically.

IRS Publication 1345, Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns, specifies the application process and requirements for federal participation. The IRS definitions of the categories of electronic filers apply for Connecticut electronic filing purposes under the MeF program.

Acceptance Process

DRS recognizes the federal acceptance process. Acceptance into the federal MeF program allows an ERO, transmitter, or preparer automatic acceptance into the Connecticut MeF program. However, DRS will conduct suitability checks on all applicants for the MeF program and will notify any applicant who is not eligible to participate.

Applicants must have:

- Timely and accurately filed all applicable State of Connecticut personal and business tax returns;
- No current tax delinquency with DRS. However, DRS may conditionally accept applicants with outstanding tax liabilities if they file or pay the taxes in question before filing electronic returns; **and**
- Not been suspended or rejected from the program in a prior year. Suspension or rejection is permanent until corrective action is taken and reinstatement is approved by the IRS and DRS.

The IRS assigns the Electronic Filing Identification Number (EFIN) and Electronic Transmitter Identification Number (ETIN). DRS uses the same EFIN and ETIN as the IRS in the MeF program.

The EFIN and ETIN are used in the acknowledgment system to identify preparers and transmitters.

Connecticut Testing

Preparers, EROs, and transmitters **are not required** to participate in the Connecticut Software Testing Program.

Software developers **are required** to pass Connecticut testing before releasing their software to commercial and individual customers. Preparers, EROs, and transmitters may contact DRS to verify a software company has passed Connecticut testing.

Publications

The following publications describe the process of the MeF program:

IRS Publications

- Publication 4164, Modernized e-File (MeF) Guide for Software Developers and Transmitters - Processing Year 2021
- Publication 1345, Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns
- Publication 1436, Assurance Testing System (ATS) Guidelines for Modernized e-File (MeF) Individual Tax Returns For Tax Year 2020
- Publication 3112, IRS e-file Application and Participation
- Publication 4163, Modernized e-File (MeF) Information for Authorized IRS e-File Providers for Business Returns - Tax Returns Processed in 2021
- Publication 5078, Assurance Testing System (ATS) Guidelines for Modernized e-File (MeF) Business Submissions

DRS Publications

- **Informational Publication 2020(14)**, *Federal/State Electronic Filing Handbook*

Filing Status Options

The filing status options are:

- Married filing separately;
- Single;
- Head of household;
- Married filing jointly; **and**
- Qualifying widow(er).

V. Filing Process

What Can Be Transmitted Using the MeF Program

The Connecticut portion of an electronic return consists of data transmitted electronically and supporting paper documents. In total, an electronic return contains the same information as a comparable return filed entirely on paper.

The following forms and schedules may be transmitted using the MeF Program:

- **Form CT-1040ES**, *Estimated Connecticut Income Tax Payment for Individuals*;
- **Form CT-1040 EXT**, *Application for Extension of Time to File Connecticut Income Tax Return for Individuals*;
- **Form CT-1040**, *Connecticut Resident Income Tax Return*;
- **Form CT-1040NR/PY**, *Connecticut Nonresident and Part-Year Resident Income Tax Return*;
- **Form CT-1040X**, *Amended Connecticut Income Tax Return for Individuals*;
- Returns subject to the Connecticut alternative minimum tax with **Form CT-6251**, *Connecticut Alternative Minimum Tax Return — Individuals*, attached;
- **Form CT-1065/CT-1120SI**, *Connecticut Pass-Through Entity Tax Return*;
- **Form CT-1065/CT-1120SI ES**, *Estimated Connecticut Pass-Through Entity Tax Payment Coupon*;
- **Form CT-1065/CT-1120SI EXT**, *Application for Extension of Time to File Connecticut Pass-Through Entity Tax Return*;
- **Form CT-1120ES**, *Estimated Connecticut Corporation Business Tax Payment*;
- **Form CT-1120 EXT**, *Application for Extension of Time to File Connecticut Corporation Business Tax Return*;

- **Form CT-1120**, *Corporation Business Tax Return*;
- **Form CT-1120CU**, *Combined Unitary Corporation Business Tax Return*;
- **Form CT-1041ES**, *Estimated Connecticut Income Tax Payment for Trusts and Estates*;
- **Form CT-1041 EXT**, *Application for Extension of Time to File Connecticut Income Tax Return for Trusts and Estates*; **and**
- **Form CT-1041**, *Connecticut Income Tax Return for Trusts and Estates*.

Supporting federal returns and schedules are required for all electronically filed returns.

What Cannot Be Transmitted Using the MeF Program

In addition to the tax returns listed in IRS Publication 1345 as excluded from the MeF program, the following documents and forms are **not accepted** for Connecticut through MeF:

- Balance due returns with IAT electronic payments. See *II. Modernized e-file (MeF) Basics*, on Page 5;
- Non-calendar year returns (individual income tax **only**);
- Corrected returns;
- Returns with **Form W-2**, *Wage and Tax Statement*, with the state employer identification number missing;
- Returns accompanied by **Form CT-1040 CRC**, *Claim of Right Credit*; **and**
- Federal Form 1310, *Statement of Person Claiming Refund Due a Deceased Taxpayer*

Paperless Signature Procedure

If the taxpayer elects to use the IRS self-select PIN or the IRS practitioner PIN for the MeF program and the IRS accepts it, DRS accepts this PIN as the electronic signature for the Connecticut tax return. EROs are still required to keep all the supporting documents as outlined below.

Documents Retained by ERO

In addition to federal Form 8879, IRS *e-file* Signature Authorization, or federal Form 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return, the ERO must also keep the following forms:

- State copies of Forms W-2, W-2G, 1099, and **Form CT-4852**, *Substitute for Form W-2, Wage and Tax Statement*, or federal Form 1099-R, Distributions From Pensions, Annuities, Retirement or Profit-Sharing Plans, IRAs, Insurance Contracts, etc;
- Copies of another state's return if claiming credit for income tax paid to another state. If credit is claimed for income taxes paid to more than two other qualifying jurisdictions, you must keep additional copies of *Schedule 2* from Form CT-1040, Form CT-1040NR/PY, or Form CT-1040X;
- Individual Use Tax Worksheet if required;
- Other informational documents not covered above and supporting material voluntarily included by the taxpayer; **and**
- Supporting documents and schedules requiring signatures, if applicable (as described in IRS Publication 1345).

<p>The ERO must keep all supporting documents for four years from the date of completion or the due date of the return, whichever is later. Do not mail these documents to DRS.</p>

Transmission Process

The MeF program works best when the federal and Connecticut returns are filed together in one transmission to the IRS. If the federal return has already been accepted and the state return has not been accepted, a State Only Return may be retransmitted. Since all MeF returns are transmitted through the IRS, the transmitter must follow all electronic transmitting procedures, communication requirements, and technical specifications required by the IRS as defined in IRS Publication 1345.

Participants in the MeF program must confirm with their software developer or direct transmitter that the software has the capability of processing and transmitting the Connecticut data along with the federal data.

Reject Codes Received From the IRS Service Center

If a federal return is rejected due to errors, the accompanying state return will also be rejected. IRS Publication 1345, Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns, offers a list of all reject codes. Federal Form 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return, informs taxpayers their return may be rejected due to errors on their state return and, consequently, their federal return may be delayed. If the error is one that can be corrected and the record processed, both return records may be retransmitted to the IRS. If a state return cannot be corrected, the filer has the option of retransmitting the federal return data and filing the state return by mail. If the federal return has already been accepted and the state return has not, a State Only Return may be sent by itself through the MeF program.

Connecticut Acknowledgment

The Connecticut acknowledgment informs transmitters that the Connecticut return data was retrieved and is being processed by DRS. Connecticut acknowledgments will be transmitted through the IRS acknowledgment system. Both the federal and Connecticut returns must be acknowledged. Do not assume an acknowledgment from the IRS means Connecticut return data was received by DRS.

DRS acknowledges receipt of the Connecticut data packet from the IRS. Acknowledgments of returns are posted hourly upon retrieval from the IRS.

The Connecticut acknowledgment should be available to a transmitter within two hours of the time the federal acknowledgment is received from the IRS.

Transmitters who transmit for EROs and preparers must notify the EROs and preparers at the time of receipt of the Connecticut acknowledgment. Transmitters are encouraged to regularly inquire about the status of returns transmitted.

Checking the Connecticut Acknowledgment

Once DRS acknowledges an electronic return, transmitters must notify their EROs of acceptance within five business days after receipt of the acknowledgment from DRS.

A Connecticut acknowledgment indicates the return has been received and will be processed. A Connecticut indicator on the federal acknowledgment only indicates a State of Connecticut return was attached to the federal return. The indicator is **not** a Connecticut acknowledgment for the Connecticut return.

How to Handle a Rejected Return

EROs may resend a rejected Connecticut return to DRS. EROs should follow software instructions to send only the Connecticut tax return through the MeF program. All current exclusions apply. See *What Cannot Be Transmitted Using the MeF Program*, on Page 8.

If the electronically filed Connecticut return cannot be retransmitted, the ERO must submit a paper tax return to:

Department of Revenue Services
State of Connecticut
PO Box 2964
Hartford CT 06104-2964

The taxpayer is not required to sign the paper copy of Form CT-1040, Form CT-1040NR/PY, or CT-1040X if all appropriate signatures are included on the federal signature document. DRS will process properly submitted paper returns on a priority basis.

The ERO is responsible for notifying the taxpayer that a paper return was filed with DRS. Repeated rejection of transmissions could cause the IRS to rescind the electronic filing privileges of an ERO.

Rejected returns may be corrected and resubmitted within five business days after the due date.

Form CT-1120CU Reject Codes Specific to the Connecticut Return

The Connecticut acknowledgment reject codes are:

Rule Number	Rule Text	Error Category	Severity	Status
X0000-002	Incorrect Transmission data.	Incorrect Data	Reject	Active
X0000-003	SubmissionId in the submission file mismatches SubmissionId in the manifest file.	Data Mismatch	Reject	Active
X0000-004	No submission file found in state submission directory.	Missing Data	RejectAndStop	Active
X0000-005	The XML data has failed schema validation.	XML Error	RejectAndStop	Active
X0000-006	MeF Gateway experiences system error.	System Error	RejectAndStop	Active
X0000-007	Other State Submission.	XML Error	Reject	Active
X0000-008	The namespace declarations in the root element of the return ('Return' element) must be as follows: The default namespace shall be set.	XML Error	RejectAndStop	Active
CT000-MeF-Corp	Temporarily unavailable or invalid Return Type for submission category OR data mismatch between manifest and submission.	Incorrect Data	RejectAndStop	Active
CT001-MeF-Corp	Unauthorized Software Version.	Database Validation Error	RejectAndStop	Active
CT002-MeF-Corp	Unapproved Transmitter for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT003-MeF-Corp	Unauthorized or Fraudulent Preparer for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT004-MeF-Corp	Software Developer ID must be approved for Business Efile.	Database Validation Error	RejectAndStop	Active
CT005-MeF-Corp	TaxYear mismatch between manifest and return.	Incorrect Data	RejectAndStop	Active
CT007-MeF-Corp	All On-Line returns must have the IP Address data included.	Missing Data	Reject	Active
CT008-MeF-Corp	Invalid Direct Deposit/Payment/IAT Information.	Incorrect Data	Reject	Active
CT009-MeF-Corp	Invalid or missing tax period date.	Incorrect Data	RejectAndStop	Active
CT010-MeF-Corp	Missing or invalid CT Tax Reg Number.	Incorrect Data	Reject	Active
CT011-MeF-Corp	Missing Form CT-1120ATT.	Missing Data	Reject	Active
CT012-MeF-Corp	Missing Schedule I.	Missing Data	Reject	Active
CT013-MeF-Corp	Schedule J Column A not less than Column B.	Incorrect Data	Reject	Active
CT014-MeF-Corp	Unequal federal bonus depreciation recovery on Schedules D and J.	Incorrect Data	Reject	Active
CT015-MeF-Corp	Unequal dividend deduction on Schedules D and I.	Incorrect Data	Reject	Active
CT016-MeF-Corp	Invalid or missing Form CT-1120PE.	Incorrect Data	Reject	Active
CT019-MeF-Corp	Invalid Extension.	Incorrect Data	RejectAndStop	Active
CT020-MeF-Corp	Duplicate extensions are not allowed.	Incorrect Data	RejectAndStop	Active
CT021-MeF-Corp	Invalid Estimated Payment.	Incorrect Data	RejectAndStop	Active
CT022-MeF-Corp	Duplicate member id.	Incorrect Data	Reject	Active
CT023-MeF-Corp	Invalid member id.	Incorrect Data	Reject	Active
CT024-MeF-Corp	Missing member id.	Incorrect Data	Reject	Active
CT025-MeF-Corp	Nontaxable member ProtectedByPL86272.	Incorrect Data	Reject	Active
CT026-MeF-Corp	Missing CT-1120K member id.	Incorrect Data	Reject	Active

Form CT-1040 Reject Codes Specific to the Connecticut Return

The Connecticut acknowledgment reject codes are:

Rule Number	Rule Text	Error Category	Severity	Status
X0000-002	Incorrect Transmission data.	Incorrect Data	Reject	Active
X0000-003	SubmissionId in the submission file mismatches SubmissionId in the manifest file.	Data Mismatch	Reject	Active
X0000-004	No submission file found in state submission directory.	Missing Data	RejectAndStop	Active
X0000-005	The XML data has failed schema validation.	XML Error	RejectAndStop	Active
X0000-006	MeF Gateway experiences system error.	System Error	RejectAndStop	Active
X0000-007	Other State Submission.	XML Error	Reject	Active
X0000-008	The namespace declarations in the root element of the return ('Return' element) must be as follows: The default namespace shall be set.	XML Error	RejectAndStop	Active
CT000-MeF-Ind	Temporarily unavailable or invalid Return Type for submission category OR data mismatch between manifest and submission.	Incorrect Data	RejectAndStop	Active
CT001-MeF-Ind	Unauthorized Software Version.	Database Validation Error	RejectAndStop	Active
CT002-MeF-Ind	Unapproved Transmitter for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT003-MeF-Ind	Unauthorized or Fraudulent Preparer for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT004-MeF-Ind	Software Developer ID must be approved for Individual Efile.	Database Validation Error	RejectAndStop	Active
CT005-MeF-Ind	TaxYear mismatch.	Incorrect Data	RejectAndStop	Active
CT006-MeF-Ind	Return for the tax year has already been accepted.	Duplicate Condition	RejectAndStop	Active
CT007-MeF-Ind	Non-calendar year filings are not allowed.	Incorrect Data	RejectAndStop	Active
CT008-MeF-Ind	Non-zero EITCredit requires Schedule CT-EITC.	Incomplete Data	Reject	Active
CT009-MeF-Ind	EITCredit mismatch.	Incorrect Data	Reject	Active
CT010-MeF-Ind	Invalid or missing PTE schedule.	Incorrect Data	Reject	Active
CT011-MeF-Ind	All On-Line returns must have the IP Address data included.	Missing Data	Reject	Active
CT013-MeF-Ind	Withholding math error OR too few withholding instances used together with supplemental withholding.	Incorrect Data	Reject	Active
CT014-MeF-Ind	Invalid CHET deduction or CHET schedule total mismatch.	Incorrect Data	Reject	Active
CT015-MeF-Ind	Form CT-1040 CRC is not available for Electronic Filing.	Incorrect Data	RejectAndStop	Active
CT019-MeF-Ind	Invalid Direct Deposit/Payment/IAT Information.	Incorrect Data	Reject	Active
CT021-MeF-Ind	Amount fields must be of 10 digits or less.	Incorrect Data	Reject	Active
CT022-MeF-Ind	Math error detected.	Incorrect Data	Reject	Active
CT023-MeF-Ind	Invalid Estimated Payment.	Incorrect Data	RejectAndStop	Active
CT024-MeF-Ind	Invalid Extension.	Incorrect Data	RejectAndStop	Active
CT025-MeF-Ind	Duplicate extensions are not allowed.	Incorrect Data	RejectAndStop	Active
CT026-MeF-Ind	Invalid CHET schedule.	Missing Data	Reject	Active
CT027-MeF-Ind	Invalid property tax credit or missing schedule.	Incorrect Data	Reject	Active
CT028-MeF-Ind	Maximum number of amended returns for the tax year have already been accepted.	Duplicate Condition	RejectAndStop	Active
CT029-MeF-Ind	Invalid or missing schedule.	Incorrect Data	Reject	Active

Form CT-1065/CT-1120SI Reject Codes Specific to the Connecticut Return

The Connecticut acknowledgment reject codes are:

Rule Number	Rule Text	Error Category	Severity	Status
X0000-002	Incorrect Transmission data.	Incorrect Data	Reject	Active
X0000-003	SubmissionId in the submission file mismatches SubmissionId in the manifest file.	Data Mismatch	Reject	Active
X0000-004	No submission file found in state submission directory.	Missing Data	RejectAndStop	Active
X0000-005	The XML data has failed schema validation.	XML Error	RejectAndStop	Active
X0000-006	MeF Gateway experiences system error.	System Error	RejectAndStop	Active
X0000-007	Other State Submission.	XML Error	Reject	Active
X0000-008	The namespace declarations in the root element of the return ('Return' element) must be as follows: The default namespace shall be set.	XML Error	RejectAndStop	Active
CT000-MeF-Part	Temporarily unavailable or invalid Return Type for submission category OR data mismatch between manifest and submission.	Incorrect Data	RejectAndStop	Active
CT001-MeF-Part	Unauthorized Software Version.	Database Validation Error	RejectAndStop	Active
CT002-MeF-Part	Unapproved Transmitter for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT003-MeF-Part	Unauthorized or Fraudulent Preparer for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT004-MeF-Part	Software Developer ID must be approved for Business Efile.	Database Validation Error	RejectAndStop	Active
CT005-MeF-Part	TaxYear mismatch between manifest and return.	Incorrect Data	RejectAndStop	Active
CT007-MeF-Part	All On-Line returns must have the IP Address data included.	Missing Data	Reject	Active
CT008-MeF-Part	Invalid Direct Deposit/Payment/IAT Information..	Incorrect Data	Reject	Active
CT009-MeF-Part	Invalid or missing tax period date.	Incorrect Data	RejectAndStop	Active
CT010-MeF-Part	"If PE type is not S Corporation, must have at least 2 partners".	Incorrect Data	RejectAndStop	Active
CT011-MeF-Part	Optional Numeric Only CT Tax Reg Number is invalid (must be 10 to 13 digits).	Incorrect Data	Reject	Active
CT012-MeF-Part	"For any entry in Part 3, Name, Address, FEIN or SSN, Member Number, and Member Type must be populated".	Incorrect Data	Reject	Active
CT013-MeF-Part	All member ids used on the return must have an entry in Part 3.	Incorrect Data	Reject	Active
CT014-MeF-Part	Duplicate member id.	Incorrect Data	RejectAndStop	Active
CT015-MeF-Part	Invalid Extension.	Incorrect Data	RejectAndStop	Active
CT016-MeF-Part	Duplicate extensions are not allowed.	Incorrect Data	RejectAndStop	Active
CT017-MeF-Part	Invalid Estimated Payment.	Incorrect Data	RejectAndStop	Active
CT018-MeF-Part	Invalid or missing CT-AB.	Incorrect Data	Reject	Active
CT019-MeF-Part	Invalid or missing CT-CE.	Incorrect Data	Reject	Active
CT020-MeF-Part	Invalid or missing CT-NR.	Incorrect Data	Reject	Active

Form CT-1120 Reject Codes Specific to the Connecticut Return

The Connecticut acknowledgment reject codes are:

Rule Number	Rule Text	Error Category	Severity	Status
X0000-002	Incorrect Transmission data.	Incorrect Data	Reject	Active
X0000-003	SubmissionId in the submission file mismatches SubmissionId in the manifest file.	Data Mismatch	Reject	Active
X0000-004	No submission file found in state submission directory.	Missing Data	RejectAndStop	Active
X0000-005	The XML data has failed schema validation.	XML Error	RejectAndStop	Active
X0000-006	MeF Gateway experiences system error.	System Error	RejectAndStop	Active
X0000-007	Other State Submission.	XML Error	Reject	Active
X0000-008	The namespace declarations in the root element of the return ('Return' element) must be as follows: The default namespace shall be set.	XML Error	RejectAndStop	Active
CT000-MeF-Corp	Temporarily unavailable or invalid Return Type for submission category OR data mismatch between manifest and submission.	Incorrect Data	RejectAndStop	Active
CT001-MeF-Corp	Unauthorized Software Version.	Database Validation Error	RejectAndStop	Active
CT002-MeF-Corp	Unapproved Transmitter for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT003-MeF-Corp	Unauthorized or Fraudulent Preparer for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT004-MeF-Corp	Software Developer ID must be approved for Business Efile.	Database Validation Error	RejectAndStop	Active
CT005-MeF-Corp	TaxYear mismatch between manifest and return.	Incorrect Data	RejectAndStop	Active
CT007-MeF-Corp	All On-Line returns must have the IP Address data included.	Missing Data	Reject	Active
CT008-MeF-Corp	Invalid Direct Deposit/Payment/IAT Information.	Incorrect Data	Reject	Active
CT009-MeF-Corp	Invalid or missing tax period date.	Incorrect Data	RejectAndStop	Active
CT010-MeF-Corp	Numeric Only CT Tax Reg Number is missing or invalid (must be 10 to 13 digits).	Incorrect Data	Reject	Active
CT011-MeF-Corp	Missing Form CT-1120 ATT.	Missing Data	Reject	Active
CT012-MeF-Corp	Missing Schedule I.	Missing Data	Reject	Active
CT013-MeF-Corp	Schedule J Column A not less than Column B.	Incorrect Data	Reject	Active
CT014-MeF-Corp	Unequal federal bonus depreciation recovery on Schedules D and J.	Incorrect Data	Reject	Active
CT015-MeF-Corp	Unequal dividend deduction on Schedules D and I.	Incorrect Data	Reject	Active
CT016-MeF-Corp	Invalid or missing Form CT-1120PE.	Incorrect Data	Reject	Active
CT019-MeF-Corp	Invalid Extension.	Incorrect Data	RejectAndStop	Active
CT020-MeF-Corp	Duplicate extensions are not allowed.	Incorrect Data	RejectAndStop	Active
CT021-MeF-Corp	Invalid Estimated Payment.	Incorrect Data	RejectAndStop	Active
CT022-MeF-Corp	Duplicate member id.	Incorrect Data	Reject	Active
CT023-MeF-Corp	Invalid member id.	Incorrect Data	Reject	Active
CT024-MeF-Corp	Missing member id.	Incorrect Data	Reject	Active
CT025-MeF-Corp	Nontaxable member ProtectedByPL86272.	Incorrect Data	Reject	Active
CT026-MeF-Corp	Missing CT-1120K member id.	Incorrect Data	Reject	Active
CT011-MeF-Part	Optional Numeric Only CT Tax Reg Number is invalid (must be 10 to 13 digits).	Incorrect Data	Reject	Active
CT012-MeF-Part	"For any entry in Part 3, Name, Address, FEIN or SSN, Member Number, and Member Type must be populated".	Incorrect Data	Reject	Active
CT013-MeF-Part	All member ids used on the return must have an entry in Part 3.	Incorrect Data	Reject	Active
CT014-MeF-Part	Duplicate member id.	Incorrect Data	RejectAndStop	Active
CT018-MeF-Part	Invalid or missing CT-AB.	Incorrect Data	Reject	Active
CT019-MeF-Part	Invalid or missing CT-CE.	Incorrect Data	Reject	Active
CT020-MeF-Part	Invalid or missing CT-NR.	Incorrect Data	Reject	Active

Form CT-1041 Reject Codes Specific to the Connecticut Return

The Connecticut acknowledgment reject codes are:

Rule Number	Rule Text	Error Category	Severity	Status
X0000-002	Incorrect Transmission data.	Incorrect Data	Reject	Active
X0000-003	SubmissionId in the submission file mismatches SubmissionId in the manifest file.	Data Mismatch	Reject	Active
X0000-004	No submission file found in state submission directory.	Missing Data	RejectAndStop	Active
X0000-005	The XML data has failed schema validation.	XML Error	RejectAndStop	Active
X0000-006	MeF Gateway experiences system error.	System Error	RejectAndStop	Active
X0000-007	Other State Submission.	XML Error	Reject	Active
X0000-008	The namespace declarations in the root element of the return ('Return' element) must be as follows: The default namespace shall be set.	XML Error	RejectAndStop	Active
CT000-MeF-Estrst	Temporarily unavailable or invalid Return Type for submission category OR data mismatch between manifest and submission.	Incorrect Data	RejectAndStop	Active
CT001-MeF-Estrst	Unauthorized Software Version.	Database Validation Error	RejectAndStop	Active
CT002-MeF-Estrst	Unapproved Transmitter for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT003-MeF-Estrst	Unauthorized or Fraudulent Preparer for the CT MeF system.	Database Validation Error	RejectAndStop	Active
CT004-MeF-Estrst	Software Developer ID must be approved for Estate Trust Efile.	Database Validation Error	RejectAndStop	Active
CT005-MeF-Estrst	TaxYear mismatch between manifest and return.	Incorrect Data	RejectAndStop	Active
CT006-MeF-Estrst	Question A is Required for Grantor Trust or Inter vivos Trust.	Missing Data	Reject	Active
CT007-MeF-Estrst	All On-Line returns must have the IP Address data included.	Missing Data	Reject	Active
CT008-MeF-Estrst	Invalid Direct Deposit/Payment/IAT Information.	Incorrect Data	Reject	Active
CT009-MeF-Estrst	Invalid Estimated Payment.	Incorrect Data	RejectAndStop	Active
CT010-MeF-Estrst	Invalid Extension.	Incorrect Data	RejectAndStop	Active
CT011-MeF-Estrst	Duplicate extensions are not allowed.	Incorrect Data	RejectAndStop	Active
CT012-MeF-Estrst	Invalid filing for QuickFile status.	Incorrect Data	RejectAndStop	Active
CT013-MeF-Estrst	Duplicate or invalid beneficiary.	Incorrect Data	Reject	Active
CT014-MeF-Estrst	Invalid or missing tax period date.	Incorrect Data	RejectAndStop	Active
CT015-MeF-Estrst	Invalid or missing EIN.	Incorrect Data	RejectAndStop	Active
CT016-MeF-Estrst	Withholding math error OR too few withholding instances.	Incorrect Data	Reject	Active
CT017-MeF-Estrst	Invalid or missing Schedule CT-PE.	Incorrect Data	Reject	Active

VI. Error Resolution

Errors may be identified on Connecticut returns when they enter the tax return processing cycle at DRS. These errors will be handled through the DRS error resolution process. Some errors that might be identified are duplicate returns, duplicate Social Security Numbers, computation errors, or debt offsets on refunds. Should errors occur on the Connecticut return, DRS will communicate directly with the preparer in most cases. Transmitters are not given information about the tax return other than acknowledgment of receipt by DRS through the acknowledgment system.

Handling Problems

DRS operates a Help Desk for electronic transmitters and preparers who experience problems. For help with problems related to electronically filed Connecticut returns, call **860-297-4973** and ask for the MeF Help Desk.

The MeF Help Desk number is **not** for taxpayers. EROs should not give taxpayers the telephone number for the MeF Help Desk. This telephone line is reserved for businesses accepted into the electronic filing program. For general tax inquiries or to check the status of a refund, taxpayers may call **800-382-9463** (Connecticut calls outside the Greater Hartford area) or **860-297-5962** (from anywhere). Taxpayers may also visit the DRS website at portal.ct.gov/DRS.

VII. Refund Returns

Taxpayers may choose to have all or part of their overpayment:

1. Applied to their estimated tax for the next tax year;
2. Donated to funds designated on the return; **or**
3. Refunded.

Refund Options

There are two refund options available: direct deposit or paper check.

DRS recommends that taxpayers use direct deposit. The fastest way for taxpayers to get a refund is to file their return electronically and elect direct deposit. Generally, if a taxpayer does not elect direct deposit, DRS will issue their refund by paper check.

Direct deposit is not an option for first-time filers. DRS reserves the right to send a paper check on any requested refund.

DRS is not responsible when a financial institution refuses a direct deposit. If a refund cannot be directly deposited into an account, DRS generally issues a paper check. If the taxpayer does not choose the direct deposit option, the paper check is mailed to the taxpayer.

Fraudulent Returns

Any returns suspected to be fraudulent should be reported to DRS Special Investigations Section at **855-842-1441**.

Foreign Bank Accounts

When the taxpayer requests the direct deposit of a refund, federal banking rules require DRS to inquire whether a direct deposit is going into a foreign bank account. DRS will not deposit a refund into a foreign bank account. Instead DRS will issue a paper check.

Refund Anticipation Loans

If an ERO offers refund anticipation loans, they should be aware that many Connecticut refunds are offset to satisfy obligations owed to the State of Connecticut or another qualifying entity such as the IRS.

Additionally, EROs offering refund anticipation loans may be required to obtain a facilitator permit. Review **Special Notice 2017(8)**, *New Requirements for Income Tax Preparers and Facilitators of Refund Anticipation Loans or Checks*, and **Special Notice 2019(4)**, *Permit Requirements for Tax Preparers and Facilitators*, for the facilitator permit requirements.

Refund Delays

If a taxpayer owes money to DRS or another agency, the amount owed may be deducted from the refund. This debt delays the processing of the refund because all claims against the refund must be resolved before a refund check can be processed. This policy also applies to a paper return.

A delay in receiving a federal refund will not impact the time to receive a Connecticut refund.

VIII. Balance Due Returns

DRS accepts balance due or zero liability returns. Preparers must inform their clients of the procedures for payment of Connecticut balance due returns as outlined below. Preparers must also inform their clients that full payment must be made on or before the due date, to avoid penalty and interest.

If a preparer is filing a return for which an extension of time to file has been granted by DRS, the preparer is under an obligation to inform his or her clients that the return will be electronically filed and that any additional Connecticut income tax due must be remitted to DRS using one of the balance due payment options at the time the return is filed.

To comply with federal banking rules, taxpayers who elect to pay electronically will be asked if the funds are originating from an account outside of the United States. If the funds for payment will come from a banking institution outside of the United States, the payment must be made by paper check. Returns with electronic payments originating outside of the United States will be rejected.

If the balance due is paid by check, to avoid a penalty for late payment, the payment must be postmarked on whichever is earlier, the date of acceptance of the electronic return or the extended due date.

Making Payments for Balance Due Returns

Taxpayers who owe additional Connecticut income tax may pay the balance due either at the time of electronic filing or at a later date. Payment is due on or before the original due date of the return, to avoid penalty and interest. Taxpayers have the following balance due payment options.

Payment Options

1. Direct Payment

Connecticut supports direct payment as a payment option for balance due returns. If a taxpayer elects direct payment, the preparer must provide information used to debit the taxpayer's financial institution for the total amount due on the date selected. This information includes the routing transit number, bank account number, type of account, and requested payment date. If the funds for payment will come from a banking institution outside of the United States, the payment must be made by paper check. Returns with electronic payments originating outside of the U.S. will be rejected.

- The requested payment date is the date a taxpayer wants the payment withdrawn from their account. For a timely-filed return, this date can be any time between the date the return is filed and the original due date of the return. See *II. Modernized e-file (MeF) Basics*, on Page 5.
- A payment made on the due date is timely even though it may take DRS up to three days to complete the debit **provided** the return is filed on or before the original due date. Penalty and interest are assessed for late payments.
- The direct payment amount must equal the total balance due.

A withdrawal payment record, **Form CT-1040 EFW**, *Connecticut Electronic Withdrawal Payment Record*, will be generated by the MeF software. This form is provided to taxpayers for their records when electronic payment is requested for the tax year indicated. Form CT-1040 EFW should not be mailed to DRS.

EROs should caution taxpayers to determine before they file if the funds for payment will come from a banking institution outside of the United States and if their financial institution supports direct debit requests from the designated account. Payments cannot be authorized for this purpose from some credit union share accounts.

2. Pay Electronically

Taxpayers can also use the **Taxpayer Service Center (TSC)** to make a payment for current year taxes, estimated payments, or payments on past due income taxes. If a taxpayer elects to use this option, a preparer must provide the same information to debit the financial institution as listed in the direct payment option. Payment can be scheduled any time prior to the due date. Penalty and interest are assessed for late payments.

Visit portal.ct.gov/TSC to make a payment. After logging into the **TSC**, select the *Make Payment Only* option and choose a tax type from the drop down box. Using this option authorizes DRS to electronically withdraw from the taxpayer's bank account (checking or savings) a payment on a date the taxpayer selects up to the due date. As a reminder, even if an electronic payment is made, the return must still be filed by the due date. Tax not paid on or before the due date will be subject to penalty and interest.

3. Pay by Credit Card or Debit Card

The taxpayer may elect to pay their tax liability using a credit card (American Express®, Discover®, Master Card®, or Visa®) or comparable debit card. A convenience fee will be charged by the service provider. You will be informed of the amount of the fee and may elect to cancel the transaction. At the end of the transaction, you will be given a confirmation number for your records.

To pay by credit card or comparable debit card visit www.officialpayments.com and select *State Payments*.

The payment will be effective on the date the taxpayer makes the charge.

4. Pay by Mail

Preparers must provide **Form CT-1040V**, *Connecticut Electronic Filing Payment Voucher*, to taxpayers filing balance due returns using the MeF program.

Form CT-1040V has a scan line which will facilitate payment processing.

Enter on Form CT-1040V, the total amount enclosed.

For proper credit, Form CT-1040V must be enclosed with the taxpayer's check. DRS does not accept cash. Taxpayers should be advised to:

- Make the check payable to **Commissioner of Revenue Services**;
- Write "**2020 Form CT-1040V**" on the front of the check to ensure payment is applied to their account; **and**
- Sign the check.

DRS may submit their checks to the bank electronically.

Advise taxpayers that Form CT-1040V should not to be used to make an estimated tax payment. Also, advise taxpayers not to mail paper copies of their Form CT-1040 or Form CT-1040NR/PY with their payment. This will cause DRS to record a duplicate return and may result in the taxpayer being billed.

If the due date falls on a Saturday, Sunday, or legal holiday, the payment will be considered timely if paid by the next business day.

IX. Responsibilities of EROs and Transmitters

EROs and transmitters must maintain a high degree of integrity, compliance, and accuracy to continue participation in the MeF program. They must also abide by the following requirements.

Compliance

All EROs and transmitters (or MeF program participants) must comply with the requirements and specifications published in IRS Publication 1345; Connecticut Informational Publication 2020(14); and the Connecticut MeF record layout specifications for individual income tax returns. Failure to comply with all requirements and specifications for the electronic portion and the non-electronic portion of the return will result in being suspended from the program.

The following are reasons for suspension from the program:

- Use of unapproved software;
- Rejection of transmitted returns;
- Disclosure of facts or conduct of a disreputable nature that reflect adversely on the program; **or**
- Purposeful submission of fraudulent returns.

DRS makes every attempt to assist participants in resolving problems. However, repeat offenders will be suspended from the program.

Timeliness of Filing

Transmitters must ensure electronic returns are filed in a timely manner. The receipt date of the electronic transmission by the IRS is the filing date for a Connecticut return if the federal return is acknowledged as accepted by the IRS.

Further, transmitters should confirm acknowledgment of the Connecticut return by DRS before considering the Connecticut return received.

Deadline for Filing

DRS will accept electronically filed Connecticut returns submitted for transmission to the IRS Service Center on or before the IRS' annual shutdown date. Any Connecticut returns submitted after the IRS' annual shutdown date, must be filed as paper returns or on the **TSC**.

Form CT-1040 EXT, *Application for Extension of Time to File Connecticut Income Tax Return for Individuals*, only extends the time to file a return; it does not extend the time to pay. Penalty and interest will be assessed on any tax not paid by the original due date.

Responsibility to Clients

Preparers are entrusted with the task of filing their client's tax return and assume the responsibility of ensuring the return arrives at DRS. In the event the electronic return fails to arrive at its destination, preparers **must** file a paper return for their clients.

EROs must provide taxpayers with signed copies of their 2020 Form CT-1040, Form CT-1040NR/PY, or CT-1040X and all supporting documents. The preparer should advise the taxpayer to:

- Keep copies of all materials;
- File amended returns using the **TSC** at portal.ct.gov/TSC or the paper **Form CT-1040X**, *Amended Connecticut Income Tax Return for Individuals*, if it is necessary to amend the return (2020 Form CT-1040X can be filed electronically. Check with your software provider for availability.); **and**
- Use the IRS self-select PIN or IRS Practitioner PIN programs. If the IRS approves the PIN, DRS accepts the PIN as the electronic signature for the Connecticut tax return. EROs must keep all documents as outlined in *Documents Retained by ERO*, on Page 9.

If a return shows a balance due, the ERO must inform the taxpayer of their payment options and provide them with a computer generated Form CT-1040V. See *Making Payments for Balance Due Returns*, on Page 17.

Upon the request of the taxpayer, the ERO must provide the taxpayer with the Declaration Control Number (DCN) and the date the electronic portion of the tax return was acknowledged as accepted by the IRS and DRS.

If you are a paid tax preparer preparing any Connecticut personal income tax returns, you are required to sign the returns and include your Preparer Tax Identification Number (PTIN) issued by the Internal Revenue Service. You are no longer allowed to use your Social Security Number. You **must** use your PTIN.

If your PTIN is not used, a civil penalty of \$500 may be imposed. See **Special Notice 2017(8)**, *New Requirements for Income Tax Preparers and Facilitators of Refund Anticipation Loans or Checks*.

Changes to the Return

If the ERO or taxpayer wishes to make any changes after the return has been accepted and acknowledged, the taxpayer must file Form CT-1040X to amend the return. Amended returns may be filed using the *TSC* or by using the paper document filing process.

Advertising Guidelines

Advertisements including but not limited to newspaper, radio, or television should not imply any special relationship with DRS. The use of improper advertising is grounds for suspension from the program. Acceptance into the MeF program by DRS does not imply endorsement by DRS towards the quality of the services provided by the electronic filer.

X. Reminders

- Most Connecticut residents, nonresidents, and part-year residents can file through the MeF program.
- The address on the Connecticut MeF return must be the correct mailing address for the taxpayer.
- Any PE Tax Credit reported to the member on **Schedule CT K-1, Member's Share of Certain Connecticut Items**, Part III, Line 1, must be included on the member's Connecticut tax return as well as **Schedule CT-PE, Pass-Through Entity Tax Credit**.
- Any PE Tax Credit reported to the beneficiary on **Schedule CT-1041 K-1, Beneficiary's Share of Certain Connecticut Items**, Part IV, Line 1, must be included on the beneficiary's Connecticut tax return as well as on **Schedule CT-PE, Pass-Through Entity Tax Credit**.
- A beneficiary of a trust or estate cannot claim withholding or estimated payments made by the trust or estate.
- Taxpayers will receive their refund quicker by electing direct deposit.
- Direct deposit is not available to first time filers.
- If a taxpayer has a balance due, encourage the use of the MeF direct payment method at the time of filing or go to the *TSC* to make an electronic payment. See **Informational Publication 2020(6)**, *Filing and Paying Connecticut Taxes Electronically*. If the taxpayer does not elect to use direct payment, **Form CT-1040V, Connecticut Electronic Filing Payment Voucher**, should be provided. Taxpayers should be informed that payments are due on or before the original due date of the return. See *Making Payments for Balance Due Returns* on Page 17.
- Do not attach copies of the Connecticut MeF return to the Form CT-1040V. The voucher should be remitted to DRS with only the check attached.
- Encourage clients to use the IRS self-select PIN program. If the IRS approves the PIN, DRS accepts the PIN as the electronic signature for the Connecticut tax return. EROs must keep all supporting documents as outlined in *Documents Retained by ERO* on Page 9.
- If the ERO cannot produce the original documents with all attachments when requested, credit for the tax withheld may be disallowed and the ERO may be suspended from the program.
- If there is a problem with the Connecticut return transmittal, the software should allow the return to be corrected and retransmitted.

XI. MeF Checklist

- Confirm that Connecticut forms are transmittable.
- Verify the taxpayer wants to use the IRS self-select PIN program.
- Use only whole dollar amounts.
- Have the taxpayer(s) sign all documents requiring original signatures.
- Electronically transmit the Connecticut and federal information at the same time.
- Give the taxpayers copies of all forms that apply to them.
- Confirm the IRS acknowledgment.
- Confirm the Connecticut acknowledgment.
- Keep any supporting documents as part of permanent records for four years from the date of completion or the due date of the return, whichever is later.
- **Do not mail** anything to DRS except for payments made with Form CT-1040V.

XII. Appendix

- **Form CT-1040V**, *2020 Connecticut Electronic Filing Payment Voucher*
- **Form CT-1041V**, *2020 Connecticut Electronic Filing Payment Voucher*
- **Form CT-1040 EFW**, *Connecticut Electronic Withdrawal Payment Record*

Complete this form in blue or black ink only. Please note that each form is year specific. To prevent any delay in processing your return, the correct year's form **must** be submitted to the Department of Revenue Services (DRS).

Purpose: Complete **Form CT-1040V** if you filed your Connecticut income tax return electronically and **elect to make payment by check**. You must pay the total amount of tax due on or before April 15, 2021. Any unpaid balance will be subject to penalty and interest.

Pay by Mail: Make check payable to **Commissioner of Revenue Services**. To ensure payment is applied to the correct account, write "**2020 CT-1040V e-file**" and your Social Security Number (SSN), optional, on the front of the check. Sign the check and paper clip it to the front of the voucher. Do not send cash. DRS may submit the check to your bank electronically. Return the voucher below with your payment.

Mail to: Department of Revenue Services
State of Connecticut
PO Box 2921
Hartford, CT 06104-2921

Do not submit a paper copy of your Connecticut income tax return with this voucher.

Other Payment Options

A. Pay Electronically: Visit portal.ct.gov/TSC to use the **Taxpayer Service Center (TSC)** to make a direct tax payment. After logging into the **TSC**, select the *Make Payment Only* option. Using this option authorizes DRS to electronically withdraw a payment from your bank account (checking or savings) on a date you select up to the due date. As a reminder, even if you pay electronically, you must still file your return by the due date. Tax not paid on or before the due date will be subject to penalty and interest.

B. Pay by Credit Card or Debit Card: You may elect to pay your 2020 tax liability using a credit card (American Express®, Discover®, MasterCard®, VISA®) or comparable debit card. A convenience fee will be charged by the service provider. You will be informed of the amount of the fee and may elect to cancel the transaction. At the end of the transaction, you will be given a confirmation number for your records.

There are two ways to pay by credit card or comparable debit card:

- Log in to your account in the **TSC** and select *Make Payment by Credit Card*; **or**
- Visit www.officialpayments.com and select *State Payments*.

Your payment will be effective on the date you make the charge.

Write your SSN (optional) and "**2020 CT-1040V e-file**" on your check.

Make check payable to **Commissioner of Revenue Services**. Do not use staples.

Do not submit a paper copy of your Connecticut income tax return with this voucher.

Separate here and mail voucher to DRS. Make a copy for your records.

Department of Revenue Services
State of Connecticut
PO Box 2921
Hartford CT 06104-2921
1040V 1220W 01 9999



Do not submit a paper copy of your Connecticut income tax return with this voucher.

Your first name	Middle initial	Last name	Your Social Security Number (SSN)
			____ - ____ - ____
If joint return, spouse's first name	Middle initial	Last name	Spouse's SSN
			____ - ____ - ____
Home address (number and street)	PO Box		

City, town, or post office	State	ZIP code	Check here if this is the first time you are filing a Connecticut income tax return. <input type="checkbox"/>
			Payment amount
			_____ .00

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Form CT-1041V
2020 Connecticut Electronic Filing Payment Voucher

Purpose: Complete **Form CT-1041V** if you filed your Connecticut income tax return for trusts and estates electronically and **elect to make payment by check**. You must pay the total amount of tax due on or before the fifteenth day of the fourth month following the close of the taxable year (April 15 for calendar year filers). Any unpaid balance will be subject to penalty and interest.

Pay by Mail: Make check payable to **Commissioner of Revenue Services**. To ensure payment is applied to the correct account, write **"2020 CT-1041V e-file"** and the trust or estate's Federal Employer Identification Number (FEIN), optional, on the front of the check. Sign the check and paper clip it to the front of the voucher. Do not send cash. The Department of Revenue Services (DRS) may submit the check to your bank electronically. Return the voucher below with your payment.

Mail to: Department of Revenue Services
State of Connecticut
PO Box 2979
Hartford, CT 06104-2979

Do not submit a paper copy of your Connecticut income tax return for Trusts and Estates with this voucher.

Complete in blue or black ink only.

Please note that each form is year specific.

To prevent any delay in processing your return, the correct year's form must be submitted to DRS.

Other Payment Options

A. Pay Electronically: Visit portal.ct.gov/TSC to use the **Taxpayer Service Center (TSC)** to make a direct tax payment. After logging into the **TSC**, select the **Make Payment Only** option and choose a tax type from the drop down box. Using this option authorizes DRS to electronically withdraw a payment from your bank account (checking or savings) on a date you select up to the due date. As a reminder, even if you pay electronically, you must still file your return by the due date. Tax not paid on or before the due date will be subject to penalty and interest.

B. Pay by Credit Card or Debit Card: You may elect to pay your 2020 tax liability using a credit card (American Express®, Discover®, MasterCard®, VISA®) or comparable debit card. A convenience fee will be charged by the service provider. You will be informed of the amount of the fee and may elect to cancel the transaction. At the end of the transaction, you will be given a confirmation number for your records.

There are two ways to pay by credit card or comparable debit card:

- Log in to your account in the **TSC** and select **Make Payment by Credit Card**; or
- Visit www.officialpayments.com and select **State Payments**.

Your payment will be effective on the date you make the charge.

Write FEIN of trust or estate (optional) and **"2020 CT-1041V e-file"** on your check. Do not use staples.

Mail to: DRS, State of Connecticut, PO Box 2979, Hartford CT 06104-2979

Do not submit a paper copy of your Connecticut income tax return for Trusts and Estates with this voucher.

Department of Revenue Services
State of Connecticut
PO Box 2979
Hartford CT 06104-2979
1041V 1220W 01 9999



Form CT-1041V
2020 Connecticut Electronic Filing Payment Voucher

Do not submit a paper copy of your Connecticut income tax return with this voucher.

Name of trust or estate			Federal Employer ID Number (FEIN)	
Name and title of fiduciary				
Fiduciary's address (number and street)		PO Box		
City, town, or post office	State	ZIP code	1. Payment amount	
			.00	

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Form CT-1040 EFW
Connecticut Electronic Withdrawal Payment Record

2020

Do not mail this form to the Department of Revenue Services (DRS).

Keep this form as verification that electronic payment to DRS was requested for the 2020 taxable year.

**If the funds for payment will come from a banking institution outside of the United States,
the payment must be made by paper check.**

Primary Social Security Number

				-			-						
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Secondary Social Security Number

				-			-						
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Routing transit number

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Bank account number

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Type of account

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 1 = Checking; 2 = Savings

Amount of payment

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Type of return

C	T	-												
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Request payment date

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Taxpayer's daytime telephone number

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Department of Revenue Services
 State of Connecticut
 450 Columbus Blvd Ste 1
 Hartford CT 06103-1837









File and pay your taxes online!
myconneCT
 Revenue Services
 portal.ct.gov/DRS



File returns, pay amounts due, and choose to direct deposit refunds electronically using the **TSC**. It's fast and free!

An easy, state-of-the-art, and mobile-friendly tax filing system called **myconneCT**.

Tax Information		Forms and Publications			
Internet	Find important information for Individual and Business filers, and all of the latest DRS news including new legislation, policies and press releases on the DRS website at portal.ct.gov/DRS	 DRS Website	View, download, and print all Connecticut forms and publications by visiting the DRS website at portal.ct.gov/DRS	 DRS Website	Internet
Email	Send routine tax questions to drs@po.state.ct.us Do not send account-related inquiries.	 DRS Email	Email requests, including your name, address (street, city, state, and ZIP code), and the name or number of the tax product to ctforms.drs@po.state.ct.us	 DRS Forms Email	Email
Telephone	Call the DRS to speak directly with an agent about the filing of a return or account-related matters, at 800-382-9463 (Connecticut calls outside the Greater Hartford calling area only); or 860-297-5962 (from anywhere).	 860-297-5962	For forms and publications, call 800-382-9463 (Connecticut calls outside the Greater Hartford calling area only) and select Option 2 ; or 860-297-4753 (from anywhere).	 860-297-4753	Telephone
<p>TTY, TDD, and Text Telephone users only may transmit inquiries anytime by calling 860-297-4911. Taxpayers may also call 711 for relay services. A taxpayer must tell the 711 operator the number he or she wishes to call. The relay operator will dial it and then communicate using a TTY with the taxpayer.</p>					

DRS To Centralize Taxpayer Service Functions New

In light of the recent health challenges that the COVID-19 pandemic has imposed upon us all, DRS is centralizing its services to provide remote assistance, where taxpayers can schedule an appointment to receive DRS tax assistance from the comfort of their own homes, from a trained DRS professional during normal business hours, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Taxpayers should be prepared with the pertinent tax information before contacting DRS to ensure an efficient and effective customer service outcome.

The following is a list of transactions for which DRS recommends that taxpayers schedule an appointment to seek remote assistance:

- IFTA Registrations
- Audit determination meetings
- Bond matters
- Tax hearings/appeal matters

To schedule an appointment, contact the DRS **Taxpayer Service Center** at **860-297-5770**. As a reminder, most taxpayer transactions are easily conducted through the DRS website at portal.ct.gov/DRS:

- File returns
- Check the status of a refund
- Research the DRS tax library
- Request a copy of previously filed tax information
- Make payments
- Register a business
- Request a letter of good standing
- Submit a general tax question through the DRS email portal available 24 hours a day, 7 days a week

Federal Tax Information

For questions about **federal taxes**, visit www.irs.gov or call the Internal Revenue Service (IRS) at 800-829-1040.
 To order **federal tax forms**, call 800-829-3676.



Statewide Services

Visit the *Official State of Connecticut Website* at portal.ct.gov for information on statewide services and programs.

