

**Information Return Intake System (IRIS)
Working Group Questions and Answers
August 14, 2024**

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We welcome constructive questions and comments. As IRIS is still a new system, we are continuing to implement and improve working processes to provide users with responses and answers to all questions and concerns. We may not be able to provide a response to some questions during the meeting as research may be needed. If we did not get to your question on the call, it will be listed below. We do not post duplicate questions, negative comments or items that need one on one attention.

General Information:

- Material is not sent out prior to the monthly working group call. The PowerPoint is shared during the Microsoft Team meeting and then posted to [IRIS working group meetings and notes](#) following the call.
- Meetings are not recorded. The PowerPoint will be posted on the IRIS working group meetings and notes web page: [IRIS working group meetings and notes](#).
- All questions are gathered and will be posted to the IRIS Working Group Meetings and Notes webpage: [IRIS working group meetings and notes](#).
- Eventually IRIS will replace FIRE. There is no date for when FIRE will be retired. We can say it will not be anytime soon.
- Businesses will need to decide when to switch from FIRE to IRIS. We do recommend you start to familiarize yourself with IRIS before FIRE shuts down.
- We do not have a date or timeline when IRIS will replace AIR.
- IRIS does not have an email address or another method to submit typed out suggestions. Suggestions may be submitted through the Help Desk Monday through Friday 7:30 am – 7:00 pm ET. Listen to all menu options.
Toll-free: 866-937-4130
International: 470-769-5100
TTY/TDD: 866-937-4130
The IRS welcomes calls via your choice of relay.
- IRIS Publications are on the [IRIS webpage](#):
 - Publication 5717, Information Returns Intake System (IRIS) Taxpayer Portal User Guide.
 - Publication 5718, Information Returns Intake System (IRIS) Electronic Filing Application to Application (A2A) Specifications.
 - Publication 5719, IRIS Test Package for Information Returns.

Application Questions (TCC, API Client ID, JWK, etc.):

1. Can you please clarify what is meant by "role"?

Response: Role defines how the company will file Information Returns. There are three IRIS Roles:

Issuer - A business that will only transmit information returns for the company listed on the application.

Transmitter-A third-party business that will transmit information returns on behalf of their own company and/or other businesses not listed on the application.

Software Developer (SWD)- A business that creates software packages that interface with the IRIS system to allow authorized users to transmit information returns directly to the IRS via Application-to-Application (A2A) transmission method.

Please refer to [Publication 5903, IRIS App for TCC Tutorial](#).

2. Do you have example of JWT with payload and header? Just show what information and format I should include.

Response: [Publication 5718, Information Returns Intake System \(IRIS\) Electronic Filing Application to Application \(A2A\) Specifications](#) has a link to examples for the JWT under the Access Token Generation for A2A Access Flow section.

3. How soon can you apply for a TCC code? Is that available now?

Response: You may apply for an IRIS TCC at any time.

4. If you already have a TCC that you use in FIRE, do we have to apply for a new TCC if we need to switch to IRIS?

Response: Transmitter Control Codes are not interchangeable between intake systems. You will need a separate TCC for IRIS. Each system has a specifically formatted TCC. Review your current e-Service application(s) to verify your TCCs for each system.

IR: Information Return (or FIRE)

IRIS: Information Returns Intake System

5. How do the TCCs for FIRE vs IRIS differ?

Response: Each system has a specifically formatted alphanumeric TCC. Currently FIRE TCC's begin with a number and IRIS TCC's begin with a letter.

6. We have a TCC as a Transmitter through the IRIS portal, do we need to request a separate TCC for the A2A Transmitter Role?

Response: You need a separate TCC for the A2A role. A separate IRIS TCC is required for each transmission methods you select. Please refer to [Publication 5903, IRIS App for TCC Tutorial](#).

7. How long does it take for the TCC application to be approved?

Response: The maximum time frame to receive a new TCC is 45 days. You can check your application to see if a TCC has been assigned generally within 24 hours.

ATS Testing:

8. Is there a TEST site to file through the IRIS portal?

Response: The Taxpayer Portal does not have a test site. The IRIS Taxpayer Portal is for live data only. Please refer to [Publication 5717, Information Returns Intake System \(IRIS\) Taxpayer Portal User Guide](#).

9. Does the testing require all 5 submissions to be in a single transmission? Or can they be one submission per transmission?

Response: To expedite the review process it is recommended that you submit one transmission that includes the five required submissions. Refer to [Publication 5917, IRIS Test Package for Information Returns](#) for additional information.

10. All EIN's need 3 zeros in front of them? If the EIN is XX-XXXX001, would it be recorded as 00-XX-XXXX001?

Response: Each Taxpayer Identification Number (TIN) within the IRIS ATS Environment will use a generic digit combination created by the filer that will begin with three zeros (Ex: 000-11-1111 or 00-0111111).

11. We are getting a "Processing" status in the "Get Acknowledgment" stage and we are unable to get Accepted or Rejected status for the last 3 weeks for all the tax years. Is this a known issue?

Response: ATS is currently unavailable. Anything submitted in ATS after June 30, 2024 will need to be resubmitted once the system becomes available. Please monitor the [Information Returns Intake System \(IRIS\) Operational Status page](#) for any updates. We appreciate your patience and apologize for any inconvenience.

IRIS Questions:

12. When will the publications 5718 and 5719 be updated for tax year 2024?

Response: The publications are currently going through review and we hope to have them available in early fall.

13. Is the IRIS system for both payer and individuals?

Response: The IRIS system is used by Issuers, Transmitters or Software Developers to file information returns they are issuing to recipients/payees.

14. What is "the portal"?

Response: The Information Returns Intake System (IRIS) Taxpayer Portal is a system that provides a no cost online method for taxpayers to electronically file information returns. The Taxpayer Portal allows you to enter data to create forms by either keying in the information or uploading a .csv file. Please refer to [Publication 5717, Information Returns Intake System \(IRIS\) Taxpayer Portal User Guide](#).

15. Does A2A only apply to software developers? Does a smaller business have to use this method?

Response: The Information Returns Intake System (IRIS) Application to Application (A2A) method allows large filers to bulk file information returns using software that interacts directly from the transmitter's computer to the IRS.

The Information Returns Intake System (IRIS) Taxpayer Portal enables small volume filers to file Information Returns directly to the IRS without the need for software. Users can manually enter data into the platform via user interface screens or upload data files to the platform to pre-populate the user interface screens using Comma-separated Values (CSV).

Please refer to [Publication 5717, Information Returns Intake System \(IRIS\) Taxpayer Portal User Guide](#).

16. Please confirm that when a 1099 is submitted, you check the validity of the name and Taxpayer ID Number, so that when the 1099 is accepted, we can be assured that the name and TIN are valid and match your system?

Response: IRIS completes issuer and recipient TIN validation at the time of submission and will report an error for name/TIN mismatches.

- Issuer Name/TIN mismatch will result in a rejection.
- Recipient Name/TIN mismatches may result in a TIN Validation error along with the status "Accepted with Errors".

17. Why are the specifications for IRIS only available with a TCC Login and not like Pub 1220?

Response: Specifications for modernized efile intake, such as IRIS, are provided in schema and business rules packages. For security purposes, these are only available to filers with an IRIS A2A TCC with a role of "Software Developer" or business structure of "State Government Agency", "Local Government Agency", or "Federal Government Agency". Information about the IRIS system and TCC are available in the publications listed above.

18. Do you have example requests, maybe in certain languages, i.e. C#?

Response: We do not use C#. Schema examples in xml are included in the schema package. Schema packages are made available in the Secure Object Repository (SOR) to filers with an IRIS A2A TCC with a role of "Software Developer" or business structure of "State Government Agency", "Local Government Agency", or "Federal Government Agency".

19. The slide for the SOR drops for 7/18/24 looked to have been draft...is this correct?

Response: The Schema Package made available in SOR on 7/18/2024 was a draft.

20. There is nothing defined inside the schema that determines the version of the schema the data was created against. Can this information please be added? AKA how do you know what version of the schema was used to create the data received?

Response: The final TY2024 schema will have a VersionNum and a VersionDt in the IRIntakeTransmissionMessage metadata. Each form schema will have VersionDt.

21. If we are required to submit using the specific years schema does that mean we will not be able to submit the new forms (like W-2G) for 2023 even though they can be submitted via the portal?

Response: The thirteen new forms will be available in A2A for TY2024 starting in January 2025. If you need to file one of the new forms for TY2023 then you will need to use the Taxpayer Portal to create them individually or upload using a CSV File. Prior year forms can only be filed for the tax year that the forms were first available for filing using that specific IRIS intake method.

22. If we need to submit new/corrections for a previous year, do we use the schema for that year or the latest schema?

Response: When making corrections for a prior year, you need to use the schema for the year you are correcting.

23. Has there been any consideration given to allowing software developers to access the business rule and schema packages before they have completed the TCC application and obtained an e-mailbox so that we can begin to get familiar with data structure requirements?

Response: Business rules and schemas are only available to filers with an IRIS A2A TCC with a role of "Software Developer" or business structure of "State Government Agency", "Local Government Agency", or "Federal Government Agency".

24. Can you give an example of the "US decimal amount type" change? Will the dollar amount format be changed for the for the CSV portal upload.

Response: The formatting on the CSV File has not changed. The schema update to allow decimal amount type is for A2A filers.

25. Last year, when I filed via CSV file - the system did not advise why the file bombed - do you suggest calling to ask why the file bombed considering I followed all column formats?

Response: The IRIS system provides an error message if there is an issue with your file. To fix the issue, you need to compare your file to the CSV Formatting Guidelines.

To find the Formatting Guidelines: in the Taxpayer Portal, click the Upload CSV with Form Data tile, on the next page under the FAQ's #8 has the Template Formatting Guidelines. You may download the Formatting Guidelines for each form.

Tips for troubleshooting CSV errors were provided in the March Working Group Slides that are posted on the [IRIS working group meetings and notes](#) web page.

If you have confirmed the information entered in the file is correct with what is provided in the Formatting Guidelines and are still having issues, please call the Help Desk. The phone number and hours of operations are provided in the general section above.

26. If you have submitted a file through FIRE but switched to IRIS with new TCC the next year, if there's a correction on previous year, can you do it through IRIS?

Response: Corrections need to be filed in the same system the original returns were filed in. You cannot file corrections in IRIS for forms originally filed in FIRE and vice versa.

27. When will www.irsvideos.gov be available again? You have links specific to IRIS, however; they don't work.

Response: We have reached out to see if a date can be provided when the www.irsvideos.gov will be available again. We'll post the date as soon as possible.

28. Will IRIS eventually allow payroll information return e-filing?

Response: The IRIS system is used to e-file information returns. The IRIS webpage provides the list of forms that may be filed through IRIS.

29. Is there a support phone number or chat?

Response: The Help Desk phone number is provided on the IRIS webpage and at the top of this document under the General Information section.

30. Is there a way/list to connect with the other users in this group?

Response: We do not provide this type of service in this group.

31. Will you have a presentation in the IRS Nationwide forum, like maybe Dallas next week?

Response: A presentation on IRIS is not being presented at the IRS Nationwide forum.

Non-IRIS Related Questions:

32. If we decide to use FIRE for 2023, can we use the same TCC we received last year (2022)?

Response: Please visit www.irs.gov/FIRE for more information about your FIRE TCC.

33. If a form was filed late - would we be notified via the email we used when we created the ID.ME?

Response: E-File Services is not involved in the proposed penalty process and we have no information whether the letter will be sent via email or through postal mail.