Information Returns Intake System (IRIS)

Working Group Questions and Answers

March 12, 2025

Table of Contents

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.

- IRIS will eventually replace FIRE. We do not have a date 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 inquiries or suggestions. Information may be submitted through the Help Desk Monday through Friday 7:30 a.m. – 7:00 p.m. (EST). 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. Do we have to go through a background check again to apply for IRIS TCC number?

   Response: Background checks are not completed when applying for an IRIS TCC; however, each user must create an account or sign-in using their existing credentials to validate their identities using the latest authentication process. Please refer to the TCC Tutorial.

ATS Testing:

2. Does a transmitter have to call the Help Desk to move from test to production after they submit the 1 transmission, 1 submission, 2 record test?
   If not, what is the timing of the switch?

   Response: Anyone that completes testing and needs to have their TCC moved from "Test" to "Production" must call the Help Desk for an IRIS ATS review.

   Transmitters using an approved software must complete an IRIS communication test by successfully transmitting one transmission, with one submission, with two records.

   Software Developers are required to submit one transmission, five submissions with each submission including two records (10 records total).
   Additional information is available in Publication 5719.

3. Can the software testing review requests be added to the developer application pages? This would save us and the IRS staff time and not have to read receipt IDs over the phone.

   Response: We are actively researching other options to allow the testing process to be completed in writing. We will share information as it becomes available.

4. Since transmitters also have to call the helpdesk to get their test approved, it's more important to get an automated process. I'm a developer and my clients are finding A2A steps difficult when it should be simple.

   Response: ATS testing is not being automated. We are actively researching other options to allow the testing process to be completed in writing. We will share information once it becomes available.

IRIS Questions:

5. Is the AIR system to file ACA forms being transitioned to IRIS?

   Response: We are planning to transition the ACA forms over to IRIS in the future; however, we do not have a date or timeline when this will happen. We'll share information as it becomes available.

6. The Taxpayer Portal is dropping the first digit of zip codes that start with a zero when manually entering the zip code when the address securing the loan is not the same as the borrower on Form 1098.

Response: A fix was deployed on March 17, 2025, to fix the programming issue that was dropping the first digit of the zip code if it started with zero in Box 8, Address or description of property securing mortgage.

7. When filing on the IRIS web page, when pulling in pre-filled payors, the payor info should not be changeable, i.e. greyed out. Right now, all fields are open to edits which can cause errors.

   Response: The pre-filled payer information is allowed to be changed in the creation of the form in the event the payor has had a change in address, telephone or other information. This will allow you to make the change when you create the form instead of having to back out and update the saved info and then restart the form again.

8. For businesses using software that currently does not support generating and filing "replacement" returns thru A2A, what options are available for those businesses to file a replacement?

   Response: Filers using a third-party software to submit their returns should research software companies to determine if they offer the capability to file replacements and/or corrections. Replacements are used when the original transmission was “rejected” or “partially accepted”. Corrections are used when the original transmission was “accepted” or “accepted with errors” and the IRS notifies the transmitter of one or more errors, or the transmitter identifies one or more errors. If replacement functionality is not available, filers can resubmit as an original, however, you could get a penalty if the file is submitted after the due date. Corrections cannot be filed as originals because of duplicate filing implications. For corrections find another third party that supports corrections or develop your own software. You will need:

   - A copy of all electronic records within each submission, along with the Receipt ID for the transmission in which they were filed.
   - The transmission Acknowledgement that includes the Status that is returned when processing is complete (Accepted, Accepted with Errors, Partially Accepted, Rejected) and a detailed list of errors, if any.

9. For A2A, is the UniqueRecordId required for corrections included in the Transmission acknowledgement? If not, where can we find those UniqueRecordIds.

   Response: The UniqueRecordId is a concatenation of the Receipt ID, Submission ID and Record ID. All three are included in the Acknowledgement and details are in Publication 5718.

10. Portal mis-matched columns tip: There are a couple column headers that contain $ sign that need to be in quotes.

Response: We need more information to research this tip. Please call the Help Desk at the number listed in the General Information section above and provide the form that need to be updated.

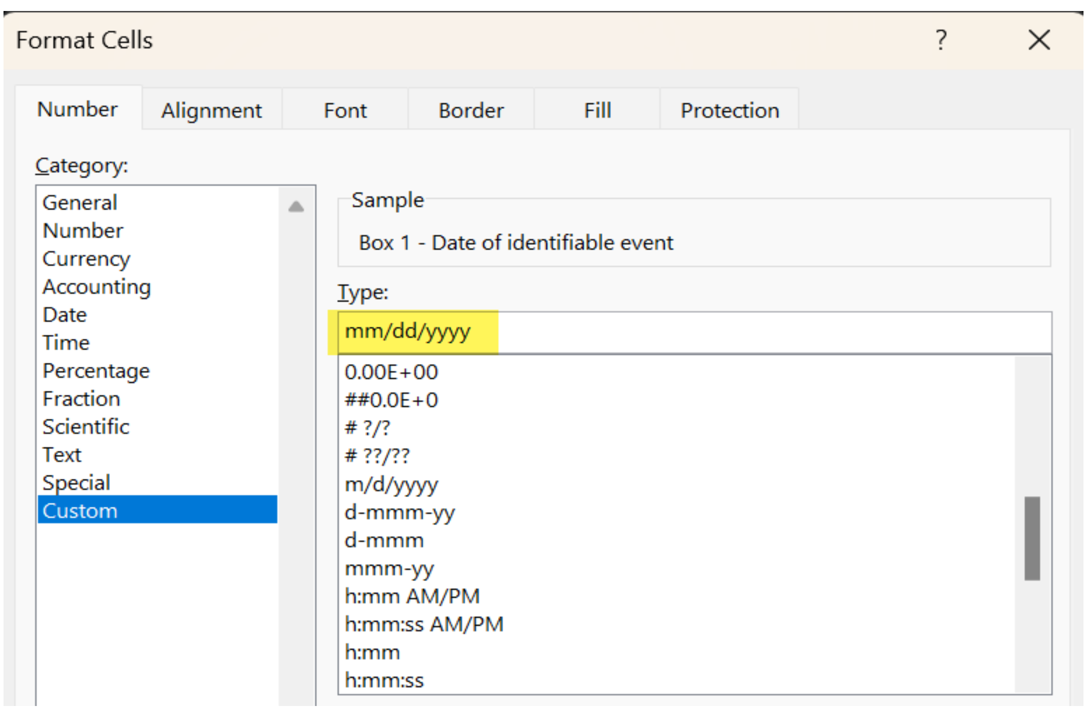
11. After uploading the spreadsheet for 1099s information how long will my company know if there are errors?

    Response: If you are referring to the CSV file templates, the errors are shown on the screen right after they are uploaded. If you are referring to the timeframe after the forms are submitted, the acknowledgement is usually available within a few minutes; however, processing can take up to 7 days.

12. I tried the date change for 1099s entry for AL. Box 1 date as indicated in this meeting and it does not fix the problem. Please repeat the process.

    Response: To correct the date formatting issue on your CSV. file, try the following:

    A) Highlight the column that is requiring a date entry (not including the header)
    B) Right click and select Format Cells
    C) Under the Number tab, select Custom and manually type in MM/DD/YYYY as highlighted in yellow in the image below, and select OK



If this does not resolve the formatting issue, then we recommend using a text editor (such as Notepad or Notepad++) to add the value prior to uploading your document. Please remember to save your file as a .csv file.

13. To add to PDF requests, the zip file extracted does give individual files, but they are not labeled by recipient. That would be great if they could.

    Response: We will add this request to our PDF discussions to determine if it can be implemented. We'll share information if changes are made. You may download the PDFs and save them to your desktop or file folder with a naming convention that works best for you.

14. It would be nice if the downloads of 1099's identified what vendor it is for when you receive the notification. If you have to go back and look for a specific download, it would take less time.

    Response: We will add this request to our PDF discussions to determine if it can be implemented. We'll share information if changes are made.
    You may download the PDFs and save them to your desktop or file folder with a naming convention that works best for you.

15. I understand that IRIS creates zip file containing each recipient copy. Is it possible to get all recipient copies in one pdf so we don't have to open each one individually, or is this something that can be added?

    Response: We have received this question in the past and continue to research different options. We understand there is not one option that will benefit all filers, and each filer has different methods of record keeping. We will add this request to our PDF discussions to determine if it can be implemented. We'll share information if changes are made.
    .

16. I know in the last meeting there was mention that you could not print 3, 1099s to a page. Are there any plans to change this so we can print the NEC's that way?

    Response: IRIS provides the current version of recipient copies in PDF which have one copy per page. We will add this request to our PDF discussions to determine if it can be implemented. We'll share information if changes are made.

17. To add on to others' comments and questions about printing recipient copies. Could there be an option to choose which copy we want to print? We never print any other than the Copy B for the recipient as everything else is filed electronically. Also, the 3 to a page could potentially save on wasted paper because we have to cut to fit to the envelopes anyways.

    Response: We will include your request in our discussion of PDF enhancements. At this time, we do not have any planned changes, but we will provide an update when available. We are not able to provide an option of only printing one of the recipient copies. IRIS downloads include all recipient copies of each form. If data is provided on the other recipient copies, they should be sent to the recipient.

After the file downloads and you select print you should be able to select the page you want to print under the header: Pages to Print. Generally, PDFs are set to “All”, but you can select pages and then enter the page number.

18. Is there any plan to allow for printing of just copy b without having to go into each individual file?

    Response: We are not able to provide an option of only Copy B without having to go into each file. IRIS downloads all recipient copies of each form. If data is printed on the other recipient copies, those forms should be sent to the recipient.

19. What is the program to use to be able to open the acknowledge letters?

    Response: The Acknowledgement is in JSON format and may be opened with any text editor.
    In the Taxpayer Portal, the errors can be found in the “View Submitted Forms” table. Click the link for the status you want to see in the “Transmission Status” column. This will provide the error description.