

2020 PA Department of Revenue Tax Software Provider Letter of Intent

By submitting this Letter of Intent (LOI) to the PA Department of Revenue, you are agreeing to meet our standards for software provider registration, all tax preparation software, and substitute forms.

Failure to meet the standards or requirements set forth in this LOI may result in the denial of your application or the removal of your organization as an approved software provider, and the rejection of all electronic or paper returns submitted using your products.

You must complete a separate LOI form for each unique product your company offers. If you submit an incomplete form, your request to participate in electronic or paper submissions may be denied.

Name of Company	Product Name	State Software ID
DBA Name	NACTP Vendor ID	State Tax Account Number (if applicable)
Address	Product Address/URL	Company FEIN
City	State	Zip Code
If you have more than one product name, list your other product names here:		
Regulatory/Compliance Contact		
Regulatory/Compliance Contact	Phone	Email Address
Primary Individual MeF Contact		
Primary Individual MeF Contact	Phone	Email Address
Secondary Individual MeF Contact		
Secondary Individual MeF Contact	Phone	Email Address
Primary Business MeF Contact		
Primary Business MeF Contact	Phone	Email Address
Secondary Business MeF Contact		
Secondary Business MeF Contact	Phone	Email Address
Primary Leads Reporting Contact		
Primary Leads Reporting Contact	Phone	Email Address
Secondary Leads Reporting Contact		
Secondary Leads Reporting Contact	Phone	Email Address
Test EFIN(s)		
Test EFIN(s)	Test ETIN(s)	
Production EFIN(s)		
Production EFIN(s)	Production ETIN(s)	

Authorized access to the State Exchange System

Please provide information for the employees you are authorizing to have access to the State Exchange System. The tax type box should include all the tax types individuals are authorized to access.

NOTE: Even if the individuals are the same as what you've listed on the first page, please also include them here.

Company name	First and last name	Email address
Phone number	Authorized access <input type="checkbox"/> Forms <input type="checkbox"/> E-file	<input type="checkbox"/> Individual <input type="checkbox"/> Fiduciary <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership
Company name	First and last name	Email address
Phone number	Authorized access <input type="checkbox"/> Forms <input type="checkbox"/> E-file	<input type="checkbox"/> Individual <input type="checkbox"/> Fiduciary <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership
Company name	First and last name	Email address
Phone number	Authorized access <input type="checkbox"/> Forms <input type="checkbox"/> E-file	<input type="checkbox"/> Individual <input type="checkbox"/> Fiduciary <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership
Company name	First and last name	Email address
Phone number	Authorized access <input type="checkbox"/> Forms <input type="checkbox"/> E-file	<input type="checkbox"/> Individual <input type="checkbox"/> Fiduciary <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership

Please attach additional sheet with authorized users if necessary. The list you provide must include the information requested in the table above.

Type of software product

- DIY/Consumer (Web-Based)
 DIY/Consumer (Desktop)

- Professional/Paid Preparer (Web-Based)
 Professional/Paid Preparer (Desktop)

Tax types supported

Please check all that apply

Forms E-File

- Individual Income Tax
 Estate/Trust/Fiduciary Tax
 Partnership Tax

Forms E-File

- Corporate/Franchise Tax
 S-Corporation Return
 Pass-Through Partnership/S-Corp

Rebranded software products

Complete this section only if your product is rebranded.

In order for the software to be considered rebranded, changes cannot be made to the software requirements and output(s). As the Software company selling and/or licenses your product to a third-party, it is your responsibility to make sure the rebranded product reflects the current software requirements and output(s). Enter the appropriate class code for the rebranded product in class code box below.

- **Class Code 1:** Software products sold/licensed to a third-party user and the third-party user has the ability to add their own logos and/or splash screens. They cannot modify calculations in the program.
- **Class Code 2:** Software products sold/licensed to a third-party user and the third-party has the ability to alter/change calculations in the program.

Rebranded Product Name	Class Code	ETIN (if applicable)	Contact Person	Phone	Email Address
Rebranded Product Name	Class Code	ETIN (if applicable)	Contact Person	Phone	Email Address
Rebranded Product Name	Class Code	ETIN (if applicable)	Contact Person	Phone	Email Address
Rebranded Product Name	Class Code	ETIN (if applicable)	Contact Person	Phone	Email Address
Rebranded Product Name	Class Code	ETIN (if applicable)	Contact Person	Phone	Email Address

Please attach additional sheets with rebranded software product information if necessary.

- For Rebranded Products, the PA Department of Revenue has the following requirements: Rebranded Products with class code 2 are required to complete the full e-file ATS/paper form approval process for e-file ATS approval.

Forms and schedules supported (check all that apply)

Check the forms and schedules that you are supporting.

Individual

- PA40
- PA Sch A
- PA Sch B
- PA Sch C
- PA Sch D
- PA Sch D-1
- PA Sch D-71
- PA Sch E
- PA Sch F
- PA Sch G-L
- PA Sch J
- PA Sch W-2S
- PA Sch SP
- PA Sch UE
- PA Sch RK-1
- PA Sch NRK-1
- PA Sch O
- PA Sch OC
- PA Sch P
- PA Sch T
- REV-1630
- REV-1630A
- PA Sch 19
- PA Sch NRH
- PA Sch 40X
- REV-276
- REV-459B
- W-2 RW

Fiduciary

- PA41
- PA Sch A
- PA Sch B
- PA Sch C
- PA Sch D
- PA Sch D-1
- PA Sch D-71
- PA Sch E
- PA Sch F
- PA Sch G-L
- PA Sch J
- PA Sch DD
- PA Sch RK-1
- PA Sch NRK-1
- PA Sch N
- PA Sch O
- PA Sch OI
- REV-1630F
- PA Sch 41X
- REV-276

Partnership/PA S Corp

- PA-20S/PA-65
- P/M/S Directory
- PA Sch D-I
- PA Sch D-II
- PA Sch D-III
- PA Sch D-IV
- PA Sch E
- PA Sch RK-1
- PA Sch NRK-1
- PA Sch M
- PA Sch OC
- PA Sch H-Corp
- PA-65 Corp
- PA Sch CP
- PA Sch A
- PA Sch B
- PA Sch H
- PA Sch NW
- PA Sch J
- PA Sch T
- PA Sch I
- PA Sch KOZ
- PA-65 ESR
- PA40 NRC
- REV-276

Corporate

- RCT-101
- RCT-101I
- RCT-103
- RCT-106
- REV-798
- REV-853
- REV-860
- REV-861
- REV-934
- REV-986
- REV-1175
- REV-1834

Agency requirements

This section identifies agency requirements expectations for communicating information to users of the software product.

Issue notification and resolution requirements

This section represents the PA Department of Revenue issue notification and issue resolution standards.

If your company identifies an issue, incident, or threat of significance, you should:

- Conduct an initial analysis and immediately take steps to block or contain the issue.
- Share detailed information about impacts to our returns or taxpayers immediately as permitted by applicable laws, regulations, or policies. Information we'd like includes, but is not limited to:
 - Date and time of the incident.
 - Date and time the incident was discovered.
 - How the incident was discovered.
 - Description of the incident.
 - Data involved, including specific data elements if know.
 - Infrastructure/systems involved (servers, desktops, laptops etc.)
 - Samples of information communicated to customers or other external audiences about the issue.
 - Plan for correcting the issue and if appropriate, notifying those impacted.
- Work with us to answer our questions and identify, correct, and prevent the issue if applicable.
- If applicable, work with us to develop and distribute communication material and instructions for customers.

In addition to the requirements stated above, Software Providers executing this agreement are subject to the data breach notification laws and regulations of the State of Pennsylvania.

Production return submission requirements

All returns generated from this software must be electronically filed or printed from the initially approved software or a subsequent product update.

Product update requirements

Users/customers of desktop products who attempt to file 10 or more business days after a production release, must be required to download and apply the product update.

Schema requirements

Your software must adhere to the schema requirements included in the authentication and return header. Agency schema information and requirements can be found on the FTA State Exchange System(SES).

Testing and submission requirements

All e-file ATS and substitute forms tests submitted during the approval process must be created in, and originate from, the actual software.

System security requirements

You are responsible for implementing appropriate security measures to protect taxpayers and their information in your system. This includes but is not limited to when it is on-line, off-line, at rest, and in transit. The PA Department of Revenue does not prescribe the security requirements for your system. Cyber security resources such as the National Institute of Standards and Technology or the Department of Defense Security Technical Implementation Guide are examples of national resources available to assist you with this process.

Validation of specific data element requirements

This section represents PA Department of Revenue's requirements for validation of specific data elements.

Validating information that is pre-populated ensures the information is reviewed for accuracy by the customer. PA Department of Revenue is requiring the following pre-populated information be validated:

- State driver's License/ID Card

Customer Communications

This section identifies information the PA Department of Revenue is requiring the software providers to communicate with customers.

Disclosure and use of information language expectations

The following consent language must be added to electronic filing software to notify the user.

For Do-It-Yourself software:

By using a computer system and software to prepare and transmit return(s) electronically, I consent to the disclosure of all information pertaining to my use of the system and software to the PA Department of Revenue, as applicable by law, and to the transmission of my tax return(s).

For Tax Professional software:

By using a computer system and software to prepare and transmit my client's return electronically, I consent to the disclosure of all information pertaining to my use of the system and software to create my client's return and to the electronic transmission of my client's tax return to the PA Department of Revenue, as applicable by law.

For Business software:

By using a computer system and software to prepare and transmit this business return electronically, I consent to the disclosure of all information pertaining to the user of the system and software to create this business return and to the electronic transmission of this business tax return to PA Department of Revenue.

Driver's license/ID card expectations

PA Department of Revenue is providing the following expectations and information:

For e-file returns:

PA Department of Revenue requires the DL/ID card be included with the tax return but won't reject the e-file return.

PA Department of Revenue is providing a URL and/or a statement for the DL/ID Card. All Do It Yourself (DIY) and Tax Professional software packages must include this information in your software. The messages are expected to be displayed within the software in a way to maximize the likelihood the message is read.

URL: <http://www.revenue.pa.gov/OnlineServices/PersonalIncomeTaxe-Services/efile/Pages/default.aspx>

Statement: As part of a national effort by states to combat stolen-identity tax fraud, software programs are asking tax filers to provide their driver's license number or state-issued identification card number with their filing. Providing this information gives the Department of Revenue an extra security measure to help prevent refund fraud related to identity theft. Your return will not be rejected if you do not have a driver's license or state-issued identification. Providing the number is strictly voluntary and may help speed the processing of your return.

Refund expectations

PA Department of Revenue is providing a URL and/or a statement about refund processing. Industry partners must use this statement and/or URL or other method prescribed by the agency in all products. The messages must be shown to end-users within the software in a way to maximize the likelihood the message is read.

URL: to be provided later.

Statement: If you filed electronically it takes approximately 4 weeks to process your tax return. However, if the department needs to verify information reported on your return or request additional information, the process will take longer. After your overpayment is processed, it normally takes an additional 3 to 4 weeks for your refund to be mailed or direct deposited.

Taxes due expectations

PA Department of Revenue is providing a URL and/or a statement about taxes due, such as due dates and payment methods. Industry partners must use this statement and/or URL or other method prescribed by the agency in all products. The messages must be shown to end-users within the software in a way to maximize the likelihood the message is read.

URL: https://revenue-pa.custhelp.com/app/answers/detail/a_id/1435/kw/how%20to%20pay

Statement: If you are filing electronically, you can request that the Department process an ACH debit from your checking or savings account, or you can pay by credit card through Official Payment Corp's website at www.officialpayments.com or via telephone at 1-800-2PAYTAX (1-800-272-9829). They charge a 2.49 percent convenience fee (\$1.00 minimum charge) for processing the credit card transaction. If you wish to pay by check or money order, mail to PA Department of Revenue, 1 Revenue Place, Harrisburg PA 17129-0001. Please indicate your Social Security number and the tax year on your payment.

Agency questions

This section represents questions PA Department of Revenue has for the software provider about their product. List the questions you have for software providers.

1. Do you support unlinked jurisdictional returns?
 - a. Yes
 - b. No
2. What refund products or payment vehicles do you offer your customers? If you partner with an entity to provide refunds, please provide the names and bank routing numbers (RTNs) of each company. Attach a separate sheet if necessary.

Filing Instruction

Please e-mail your completed LOI for 2019 to the following:

For Individual and Fiduciary: RA-RV-BIT-MeF@pa.gov

For Corporate and S-Corporation: RA-FedStTestCorp1120@pa.gov

For Partnership and Pass-Through Partnership/S-Corp: RA-FedSt-TP1065@pa.gov

Acknowledgments and signature

I agree to provide true, accurate, current, and complete information. By signing this agreement, my company agrees to all of the requirements listed in this document. The PA Department of Revenue reserves the right to deny, suspend or terminate my company's ability to submit returns.

AUTHORIZED REPRESENTATIVE PRINTED NAME	AUTHORIZED REPRESENTATIVE EMAIL ADDRESS	
AUTHORIZED REPRESENTATIVE SIGNATURE	AUTHORIZED REPRESENTATIVE PHONE NUMBER	DATE

Complete this signature line if this is an amended Letter of Intent

AUTHORIZED REPRESENTATIVE SIGNATURE	AUTHORIZED REPRESENTATIVE PHONE NUMBER	AMENDED DATE
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