Tyler Technologies Tax Service - FAQs

Question: What type of services does the Tyler Technologies Tax Service provide?

Answer: Tyler Technologies Tax Service can print your forms 1099-MISC, 1099-NEC and W2. At this time, this service does not include forms 1099-G or any ACA forms. We can stuff your forms into envelopes, leaving them open for your review prior to your dissemination. All forms that are printed will be returned to you and no forms are mailed directly to your employees or Vendors.
We can also file your information returns electronically with the IRS and SSA BSO online, respectively, to save you the hassle of submitting by paper. *Please be mindful of any new electronic filing thresholds when making these decisions.*

Question: What are the new electronic filing thresholds?

Answer: On February 23, 2023, the Department of the Treasury announced the final regulations for electronic filing. The final regulations reflect the changes made by the Taxpayer First Act and are consistent with a new emphasis on increasing electronic filing.

The new regulations state for anyone filing an aggregate sum of 10 returns (not form type) beginning January 1, 2024, for tax reporting year 2023, and thereafter, these will now be required to be filed electronically.

Question: What is a good example of an aggregate sum of 10 returns?

Answer: Client site A typically files 5 forms W-2, 5 forms 1099-NEC and 5 ACA forms. This would total 15 information returns in aggregate, thus requiring Client Site A to file *all* forms electronically.

**Question*:* Does Tyler Technologies Tax Service file electronically with my State?

Answer: ***Tyler Technologies Tax Service does not file any returns with your State.*** It is your responsibility to prepare your file and submit to your State.

Question: What happens if we miss the deadline to submit our Request for services?

Answer: If you miss the deadline for Request submission, please email your respective product email address to inquire if your Request can still be accommodated. For Requests submitted after the deadline, there will be an 8% penalty assessed.

- ERPPro9W2@tylertech.com for Version 9
- ERPPro10W2@tylertech.com for Version 10

Question: What if we would like to add services after the initial Request submission?

Answer: If you want to add services (for example if you want to add printing services and your Request was only for electronic filing) you will need to email your respective product email address to notify the tax service team immediately of the change as well as complete and submit a new Request for all services desired.

Question: Why do I need to enter an estimated number of employees and/or vendors on my Request?

Answer: This is necessary for the forms order we place. We strive to provide our forms provider the most accurate number possible when placing our order. The best practice to obtain a close to accurate number is to print your reports and look for the totals prior to completing your Request. For sites with more than one Payroll number or Vendor set, this process will need to be completed multiple times.

- **ERP Pro 9** 1099s – Navigate to Accounts Payable>Forms>1099-MISC and NEC and after selecting the proper Vendor Set and entering 600.00 in the 'Minimum Purchases' field, select 'Audit Rpt' in the bottom of the screen and run for 'Both'. Navigate to the Grand Totals page towards the back of the report. This is separated for 1099-NEC Vendors and 1099-MISC Vendors. The total number will be under the 'Number' column. The MISC totals may require some addition to arrive at the total and it can be verified against the page prior, which should provide a total under the 'Total Receiving 1099-MISC for Vendor Set'. Please be mindful of any totals appearing in the 'EXEMPT' section of the 'GRAND TOTALS' page. These may need to be included in your NEC or MISC totals. Correct and rerun to provide accurate number of forms needed.
- **ERP Pro 9** W2s – Navigate to Payroll>Reports>Agency>W-2 Processing and after selecting the proper Payroll Number and entering 2023 in the 'W2 Year' field, select 'Audit Report' in the bottom of the screen. Select the sequence you prefer to print the Audit in and click OK. The total number of employees will be located in the Grand Totals section on the last page of the report.
- **ERP Pro 10** 1099s – Navigate to Common>Reporting>Reporting. Here you will select the 1099 Reconciliation report. This will need to be run for the vendor set with the minimum of 600. There will be totals for 1099-MISC and 1099- NEC under each section. This can be verified with the 1099 Review register run in the 1099 process.
- **ERP Pro 10** W2s – Navigate to Common>Reporting>Reporting. Here you will select the Tax Reconciliation report. The last page does not total the employees so this can be exported to total. The other option is to Navigate to Common>Processing>Processing. Here you will add a packet for Payroll>W-2 process. Basic setup information will need to be entered and Tax Ids verified. Run the steps to the W-2 review step to get an employee count.

Question: When will we know that Tyler Technologies Tax Service received our Request for services?

Answer: You will receive a confirmation email from the Tax Service team within two to three business days that you will need to review and respond to as quickly as possible to confirm your Request.

Question: When will we receive the instructions to process our files for submission?

Answer: Typically, these will be sent out in mid-December but depending on last minute changes by the IRS that could require programming changes, this could be subject to change. The instructions will be sent from the respective product email distribution addresses.

Question: Do we need to fix all errors on the audit reports prior to uploading files for the Tax Service?

Answer:

ERP Pro 9 - Yes, all errors noted on the AP 1099 Audit (this would include Exempt amounts either under the Exempt column or under Exempt category at the very bottom of the page) or the W2 Audit, will need to be corrected prior to file submission to the Tax Service. Make sure that all reported amounts are accurate for vendors and employees. Nothing is corrected on the Tax Service side for the client.

This would also apply to the Electronic File Creation reports. Any Vendors with missing TINs. The client needs to do their due diligence in obtaining these tax ID numbers and entering into each Vendor record, and then rerunning their files.

ERP Pro 10 - Yes, all errors on the 1099 Reconciliation report (make sure that all reported amounts are accurate for vendors) and on the Tax Reconciliation report will need to be corrected prior to file submission to the Tax Service. Nothing is corrected on the Tax Service side for the client.

Question: Does the client need to record all Life Over 50,000 life insurance in payroll prior to submitting the files to the Tax Service?

Answer: Yes, *all payroll items* will need to be entered prior to running and submitting files to the Tax Service. This would include Employer Health Contributions and Third-Party sick pay.

For specific information for what needs to be included, please consult with your tax advisor, or consult the 'Instructions for Forms W-2 and W-2, Wage and Tax Statement and Transmittal of Wage and Tax Statements' located at www.irs.gov under Forms, Instructions & Publications.

Question: Why is the file submission date so early? Deadline for file submission for tax reporting year 2023 is Wednesday, January 3, 2024.

Answer: There are several reasons for the early file submission deadline.

- The Tyler Technologies Tax Service team has hundreds of files to process in order to provide a quick turnaround to meet Federal mandated deadline requirements. Our process involves initial file review, printing, quality assurance review after printing, stuffing, packing, and shipping.
- Winter weather is out of our control. We prefer to process files as soon as possible after we receive them so that they can run through the prior processes noted and be shipped with plenty of time for proper review prior to your sending them to your employees or vendors.
- If we are electronic filing W2 information returns, we need to run the files through AccuWage to check for any issues. If there are any issues/errors, we have to reach back out for file corrections and file resubmission. This may also involve a reprinting of forms, depending on the issues/errors.
- File submissions with errors are out of our control. If your files are submitted with errors, we have to stop our process and reach out to confirm that the errors are valid or ask that they be corrected, and new files submitted. We then have to repeat the initial file review process again, thus delaying our processing.

Question: Is there a late fee for submitting my files after the deadline?

Answer: Yes, a penalty of 18% of base will be assessed if the files are received after the noted deadline.

Question: After submitting the Request for services, what if we decide to cancel?

Answer: The Request is a contract entered into with Tyler Technologies to provide services. Once this contract is cancelled, there will be a penalty of 25% of the base cost, plus payment for any forms and envelopes ordered if Tyler was to be printing for you.

Question: When will we be billed for the services?

Answer: The Tyler Tax Service team submits a spreadsheet in early to mid-February for invoicing to our Accounting department to process accordingly.

Question: When do we receive notification of electronic filing?

Answer: Letters will no longer be sent via Certified US Mail, rather they will be scanned and uploaded to our secure website and an invitation will be sent to you via email so that you can access this letter and the File Upload Statistics copy from the IRS FIRE website or the AccuWage Online Test Report from the Social Security BSO website.

Question: What if I have issues creating or uploading my files to my State?

Answer: Please reach out to the regular Support channels as this is not part of the Tyler Tax Service.

Question: What if we are made aware of errors after our tax information returns are electronically filed?

Answer: For 1099 information returns, there is a process that can be utilized to create a correction file. If Tyler submitted your original information return file electronically, Tyler could also submit your correction file electronically. There is a $50 fee for each additional file that is submitted to the IRS. This would also include any additional original file, correction file or replacement file, depending on the circumstances.

If the information return is a W2, our software is not capable of creating a correction file, nor can we submit more than one file to the SSA BSO. You will have to process manually via W2-C and manually file corrected 941-X.

Question: When will we receive the new tax tables for the new year?

Answer:

ERP Pro 9 - We typically recommend that our clients run the live update program at least once a week beginning in mid-December. Our tax tables will be updated once the IRS publications are posted.

ERP Pro 10 - We typically send out the updated tax tables in the General Availability Builds. There will be a post on the community as well as an update to online help

https://help.tyleru.com/VXFinancials/Welcome_to_Help.htm#t=10COM%2FProcessing%2FPM%2FW-2s%2FCalendar_Year_End%2FPY_2024_Tax_Table_Updates_Resources.htm&rhsearch=Rolling%20Pay%20schedules&rhsyns=%20 with the correct version of the software when the tables are updated. Sites can email VXUpdateRequest@tylertech.com or chat in requesting the latest build. Our tax tables will be updated once the IRS publications are posted.

Question: What is needed to file information returns for W-2s and 1099s electronically?

Answer: If you have previously printed and submitted your information returns to the Social Security Administration or the Internal Revenue Service by paper but need or want to submit electronically you need to register for these services.

For the Social Security Administration, where you will submit your W2 information returns navigate to the following:

https://secure.ssa.gov/acu/IRESWeb/registration.jsp

This is the link to the Social Security Online Business Services website. For questions regarding this process please contact them at:

1.800.772.6270 M-F 7am – 7pm EST

For the Internal Revenue Service, where you will submit your 1099 information returns navigate to the following:

https://www.irs.gov/e-file-providers/filing-information-returns-electronically-fire

This is the link to the Internal Revenue Service FIRE website. For questions regarding this process please contact them at:

1.866.455.7438 M-F 8:30am – 5:30pm EST

For combined Federal/State Filing Program. This is an information sharing agreement between participating states and the Internal Revenue Service.

https://www.irs.gov/e-file-providers/combined-federal-state-filing-cfsf-program-state-coordinator-information-faqs

This is the link to the Combined Federal/State Filing information on the IRS website. To see if your state participates in this program, consult the Publication 1220 that is posted on https://www.irs.gov/forms-instructions