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What happens if my return is rejected?

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If your return is REJECTED, we will let you know immediately via email to login to your client center for additional details. Part of what we will communicate to you is;

1. The date of the rejection
2. Rejection reason
3. What you need to do to correct the error
4. Any additional next steps or requirements

Most of the rejects occur due to errors in Social Security Numbers (SSNs), birth dates or Employer ID Numbers. Please check any and all information submitted into our software very carefully. Also, note that if there has been a name change (such as by marriage) that was not reported to the Social Security Administration, these returns will reject.