



## Payroll Tax Support: Frequently Asked Questions

### What do I do if my e-filing or e-payment is rejected?

An e-filing or e-payment can be rejected for either of the following reasons:

- **Transmission Problem**  
If there's a problem when you submit the e-filing or e-payment—for example, the Intuit server is unavailable or required information is missing—you'll receive an error message that describes the problem and provides instructions on how to resolve the issue.
- **Rejected By the Agency**  
If an e-filing or e-payment is rejected by the agency, the rejected status will be recorded in the history window and in the audit trail for the filing or payment.

Submit Date	Status	Payment
07/31/2007	<a href="#">Agency rejected</a>	<a href="#">CA UI and Employment Training Tax</a>
07/31/2007	Submitted to Intuit	<a href="#">Federal 940</a>
07/31/2007	Submitted to Intuit	<a href="#">CA Withholding and Disability Insurance</a>

In addition, the agency provides the reasons why the filing or payment was rejected and instructions that help you resolve the problem. Be sure to carefully review the messages returned by the agency before you resubmit. The messages are unique to the agency and to your situation.

#### To handle a rejected e-filing:

1. Open the Payroll Center in QuickBooks.
2. Click the **Related Form Activities** menu drop-down arrow and then click **View E-filing History**.
3. Click the **Agency Rejected** link.
4. In the **E-filing Rejected** window, review the form information and the problem and solution messages sent by the agency, and follow the instructions provided.
5. Click **Close** to close the **E-filing Rejected** window.
6. Resolve the problems that caused the form to be rejected.
7. Resubmit the payroll tax form.

**To handle a rejected e-payment:**

1. Open the Payroll Center in QuickBooks.
2. Click the **Related Payment Activities** drop-down arrow and click **View E-payment History**.
3. Click the **Agency Rejected** link.
4. In the **E-payment Rejected** window, review the payment information and the problem and solution messages sent by the agency, and follow the instructions provided.
5. Click **Void Rejected E-payment**.
6. The liability reappears in the Payroll Center so you can either resubmit the e-payment or create a printed liability check.

## Other Resources

**[Ask the User Community](http://community.intuit.com/)**

(<http://community.intuit.com/>)

Connect with other users and experts to ask questions and find answers.

**[Find a Local Expert](http://proadvisor.intuit.com/referral/)**

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Local Certified QuickBooks ProAdvisors™ can get you set up and provide accounting advice tailored to your business needs. (Fees may apply)

**[Contact Support](http://payroll.intuit.com/support/contact/index.jsp)**

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Get answers to common questions and personalized assistance from a support representative.