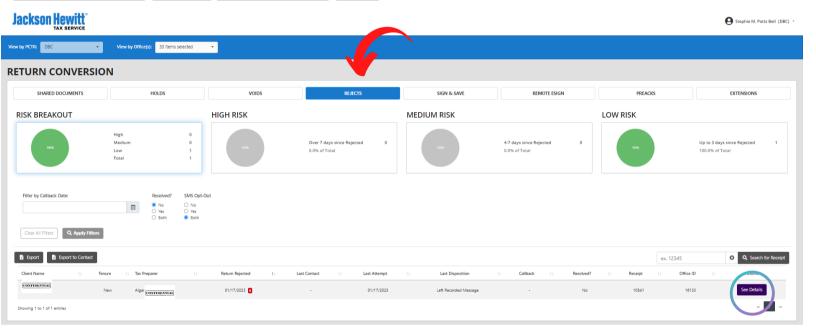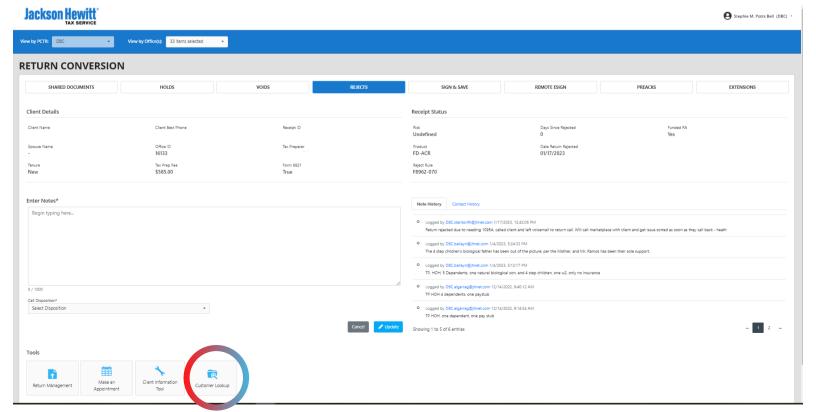# Jackson Hewitt® TAX SERVICES

How To Fix a Rejected Return

Rejected returns are found in Return Conversion
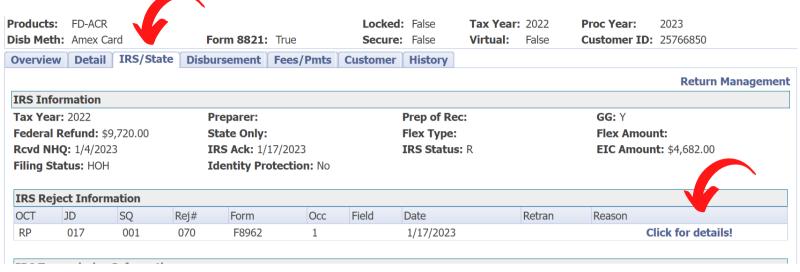
We no longer print DCR's

In Jhnet you will select eServices > Return Conversion > Click Rejects ~ Click your store or all the stores – Everyone helps work ALL rejects.

On the client click see details to pull their file and then click Customer Look Up

In customer look up select the IRS/State tab

Products:	FD-ACR			Locked:	False	Tax Year:	2022	Proc Year:	2023
Disb Meth:	Amex Card	Form 8821:	True	Secure:	False	Virtual:	False	Customer ID:	25766850

| Overview | Detail | IRS/State | Disbursement | Fees/Pmts | Customer | History |

Return Management

IRS Information

Tax Year: 2022	**Preparer:**	**Prep of Rec:**	**GG:** Y
Federal Refund: $9,720.00	**State Only:**	**Flex Type:**	**Flex Amount:**
Rcvd NHQ: 1/4/2023	**IRS Ack:** 1/17/2023	**IRS Status:** R	**EIC Amount:** $4,682.00
Filing Status: HOH	**Identity Protection:** No		

IRS Reject Information

OCT	JD	SQ	Rej#	Form	Occ	Field	Date	Retran	Reason
RP	017	001	070	F8962	1		1/17/2023		**Click for details!**

Then under reject information "Click for details!"

This will open details about the reject

JHnet

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Modernized EF Reject Detail

Rule:	F8962-070	**Category:** Missing Document
Detail:	The e-File database indicates that Form 8962 or a binary attachment with description containing "ACA Explanation" must be present in the return.	
XPath:	/efile:Return/efile:ReturnData/efile:IRS1040	
Data:		**Document ID:** D00001k1v1

This is just one of many reject reasons

But what does it all mean??

Rule: This is a number that goes with the category

Category: General issue with the return

Detail: This gives you a little bit more detail to help you figure out the problem

XPath: Sometimes you can get a little bit more helpful information here. If you look you can make out "Return Header" and "Primary SSN"

Data: This shows the last four of the SSN causing your issue

Document ID: This only has info when the issue is because of a certain document in the return

Once you know the fix, pull return up in Profiler, MODIFY, fix and resend!

Tax Return Preparation - Select Tax Return Option   ✕

| Name: | RAMOS, BOBBY | |
| Receipt: | 10541 - ACR | Type: AR |

Select one of the following available tax return options:
(Options are limited when the return is selected by receipt #)

View Selected Return
Modify Selected Return
Change Primary SSN of Selected Return
Change Return from Interview to Forms Mode
Change Receipt Number of Tax Return
Display Fee Summary for Tax Return
Print Returns
Scan Documents Associated with Selected Return

< Back   Finish   Cancel