State of Arkansas Department of Finance and Administration Income Tax Administration



Letter of Intent Tax Year 2024

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Due Date: November 30th

REVISIONS

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State of Arkansas Tax Software Provider Letter of Intent

Welcome to the Income Tax Letter of Intent (LOI). If your software company intends to submit electronic and/or paper returns to the **Arkansas Department of Finance and Administration**, **Income Tax Administration** you will need to complete this form and submit it to ARefile@dfa.arkansas.gov.

By submitting this Letter of Intent (LOI) to the **Arkansas Department of Finance and Administration, Income Tax Administration**, you agree to meet our standards for software provider registration, tax preparation software, and substitute forms. If you do not meet the standards and requirements explained in this LOI, we may deny your application or revoke your approved software provider status and reject all electronic and/or paper returns submitted using your products.

You must complete a separate LOI for each unique product your company offers. We may reject an incomplete Letter of Intent.

Note: If you are a new Software Provider who has not filed city/state income tax returns with any city or state agencies, you must have passed assurance testing with the IRS. Attach documentation from the IRS demonstrating you have successfully tested with the IRS.

Important Dates:

The Arkansas Department of Finance and Administration, Income Tax Administration has important key dates to ensure we are ready for the filing season and taxpayers can file an accurate and timely tax return. Please note the following key dates:

- Complete and submit this form by Nov 30th.
- The last day we will accept initial e-File and paper tests is December 15th.
- Substitute forms approval must be completed by January 1st.
- Assurance testing (ATS) begins on the same date as the IRS.
- MeF approval will not be granted until both e-File and substitute forms testing are complete and approved.

Check this box if this is an amended Letter of Intent.

Reason for amendment:

Company information

Name of Company	Product Name (Only one product per letter of intent)	Arkansas Issued Software ID (If new product, AR will issue new ID)
DBA Name	NACTP Member Number	State Tax Account Number
Address	Product URL	Company FEIN
City	State	Zip Code
Web site address (URL)		
List your other product names using the same calculation er	ngines here:	

Note: The same calculation engine is defined as products that use the same calculation engine and support all the same forms. A separate LOI is required for each unique product name.

IRS issued electronic identification numbers

List your IRS electronic identification numbers.

Individual Tax	Testing EFIN(s)	Testing ETIN(s)
	Production EFIN(s)	Production ETIN(s)
Business Tax	Testing EFIN(s)	Testing ETIN(s)
	Production EFIN(s)	Production ETIN(s)

Contact information

Regulatory/Compliance Contact	Phone	Email Address	
Secondary Regulatory/Compliance Contact	Phone	Email Address	
Primary Individual MeF Contact	Phone	Email Address	
Secondary Individual MeF Contact	Phone	Email Address	
Primary Business MeF Contact	Phone	Email Address	
Secondary Business MeF Contact	Phone	Email Address	
Primary Fiduciary/Estate MeF Contact	Phone	Email Address	
Secondary Fiduciary/Estate MeF Contact	Phone	Email Address	
Primary Leads Reporting Contact	Phone	Email Address	
Secondary Leads Reporting Contact	Phone	Email Address	

Substitute forms registration

Primary Individual Forms Contact	Phone	Email Address	
	Dhana		
Secondary Individual Forms Contact	Phone	Email Address	
Primary Business Forms Contact	Phone	Email Address	
Secondary Business Forms Contact	Phone	Email Address	
Note: If you have separate contacts for each business tax type, please list them by tax type on a separate sheet and attach it to this submission.			

Software products and tax types supported

Check all that apply.

Software Product(s)	
DIY/Consumer (Web-Based)	
DIY/Consumer (Desktop)	
Professional/Paid Preparer (Web-Based)	
Professional/Paid Preparer (Desktop)	

Tax Types(s)	
Individual Income Tax	e-File Substitute Forms
Composite Tax	e-File Substitute Forms
Fiduciary Tax	e-File Substitute Forms
Partnership Tax	e-File Substitute Forms
Corporation Tax	e-File Substitute Forms
S-Corporation Tax	e-File Substitute Forms
Pass-through Entity Tax	e-File Substitute Forms
Withholding Pass-through Tax	e-File Substitute Forms

Rebranded software products

Complete this section only if your product is rebranded.

For software to be considered rebranded, changes <u>cannot</u> be made to the software requirements and output(s). As the Software company selling and/or licensing your product to a third-party, it is your responsibility to make sure the rebranded product reflects the current software requirements and output(s). List each of your rebranded products below.

Rebranded product name	ETIN (if applicable)	Contact person	Phone	Email Address
Rebranded product name	ETIN (if applicable)	Contact person	Phone	Email Address
Rebranded product name	ETIN (if applicable)	Contact person	Phone	Email Address
Rebranded product name	ETIN (if applicable)	Contact person	Phone	Email Address
Rebranded product name	ETIN (if applicable)	Contact person	Phone	Email Address

Attach additional sheets if needed.

For Rebranded Products, the **Arkansas Department of Finance and Administration**, **Income Tax Administration** has the following requirements for substitute forms and/or e-File ATS approval.

• Rebranded Products are not required to complete e-File ATS/substitute form approval

E-File mandates or requirements

*Act 143 has been signed into law. A tax practitioner that files a taxpayer's federal income tax return electronically shall also file the taxpayer's Arkansas income tax return electronically. This mandate also applies to electronically filed amended returns.

Please note: Arkansas requires full support (both paper and e-File) on specific forms/schedules for each tax type. These forms/schedules are indicated with the checkbox filled in by default.

Forms and schedules supported (check all that apply)

Check the boxes of the forms and schedules your company supports.

Note: Arkansas requires the forms listed below to be submitted for review and approval. Pre-filled boxes indicate the forms and schedules that require full support to be approved.

INDIVIDUAL INCOME TAX					
AR Forms & Schedules	e-File	Forms	AR Forms & Schedules	e-File	Forms
AR1000F			AR1075		
AR1000NR			AR1113		
AR3			AR2106		
AR4			AR2210		
AR1000ADJ			AR2210A		
AR1000CE			AR2441		
AR1000CO			AR3903		
AR1000D			AR4684		
AR1000DC			AR-MS		
AR1000EC			AR-OI		
AR1000NOL			AR8453		
AR1000-OD			AR8453-OL		
AR1000-DD			AR TAX PMT		
AR1000TC			AR EXT PMT		
AR1000TD			AR EST PMT		
AR1055-IT (Form)			AR1000V		
AR1055-IT (Voucher)			AR1000ES		

COMPOSITE INCOME TAX			
AR Forms & Schedules	e-File	Forms	
AR1000CR			
AR K-1			
AR K-1FE			
AR1055-CR (Forms)			
AR1055-CR (Voucher)			
AR8453-CR			
AR TAX PMT			
AR EXT PMT			
AR EST PMT			
AR1000-CRV			
AR1000CRES			
AR1099PT			

FIDUCIARY INCOME TAX				
AR Forms & Schedules	e-File	Forms		
AR1002F				
AR1002NR				
AR4-FID				
AR K-1FE				
AR1002-TC				
AR2210				
AR2210A				
AR1055-FE (Form)				
AR1055-FE (Voucher)				
AR8453-FE				
AR TAX PMT				
AR EXT PMT				
AR EST PMT				
AR1002V				
AR1002ES				

PARTNERSHIP INCOME TAX			
AR Forms & Schedules	e-File	Forms	
AR1050			
AR K-1			
AR1055-PE			
AR8453-PE			

CORPORATION INCOME TAX		
AR Forms & Schedules	e-File	Forms
AR1100CT		
AR1023CT		
AR1036		
AR1100BIC		
AR1100-CO		
AR1100NOL		
AR1100REC		
AR1100WH		
AR1155 (Form)		
AR1155 (Voucher)		
AR2220-CT		
AR2220A-CT		
AR K-1		
AR1100ADJ		
AR8453-C		
AR1100CTV		
AR1100ESCT		
AR-718		

Filing status **not** supported Filing Status 4: Consolidated Returns

S CORPORATION INCOME TAX		
AR Forms & Schedules	e-File	Forms
AR1100S		
AR1100WH		
AR1155 (Form)		
AR1155 (Voucher)		
AR K-1		
AR1100ADJ		
AR8453-S		
AR1100CTV		
AR-718		

Filing status not supported Filing Status 4: S Corporation with QSSS Entities

PASS-THROUGH ENTITY TAX		
AR Forms & Schedules	e-File	Forms
AR1100PET		
AR362-E		
AR362-R		
AR2220-PET		
AR2220A-PET		
AR1100PTV		
AR1100ESPET		
AR1100BIC		
AR1100NOL		
AR1155-PET (Form)		
AR1155-PET (Voucher)		
AR1100-WH		
AR K-1		
AR1100ADJ		
AR8453-PET		
AR-718		

WITHHOLDING PASS-THROUGH TAX		
AR Forms & Schedules	e-File	Forms
AR941PT		
AR1099PT		
AR4PT		
AR4PT-A		
AR1100WHT		
AR8453-WHT		

Electronic amended returns

Arkansas Department of Finance and Administration, Income Tax Administration requests you support electronic amended returns for those available through MeF. Please indicate which tax type(s) your company supports for electronic amended returns.

Tax Types(s)	
Individual Income Tax	Amended Returns
Composite Tax	Amended Returns
Fiduciary Tax	Amended Returns
Partnership Tax	Amended Returns
Corporation Tax	Amended Returns
S-Corporation Tax	Amended Returns
Pass-through Entity Tax	Amended Returns
Withholding Pass-through Tax	Amended Returns
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Agency Requirements

This section identifies agency requirements and expectations of new and existing Software Providers and the software product.

Issue Notification and Resolution Requirements

This section represents the Arkansas Department of Finance and Administration, Income Tax Administration issue notification and issue resolution standards.

Notify the agency if any forms and/or payments you support are not ready when your software is available for use. Submit this information via email to ARforms@dfa.arkansas.gov and include the date the electronic or paper product will be ready to submit.

Notify by email (ARefile@dfa.arkansas.gov) or call (501) 682-7925 with information regarding any incorrect and/ or missing calculation or e-File data element for any paper or electronically returns submitted to the **Arkansas Department of Finance and Administration**, **Income Tax Administration**.

System Security Requirements

This section represents the Arkansas Department of Finance and Administration, Income Tax Administration's issue notification and issue resolutions standards.

The **Arkansas Department of Finance and Administration, Income Tax Administration** does not prescribe the security requirements for your system. You are responsible for implementing appropriate security measures to protect taxpayers and their information in your system. You must apply security measures to protect taxpayer information in your system when it is on-line, off-line, at rest, and in transit.

Security Incident Requirements

Data breaches, security incidents, or other improper disclosures of taxpayer data that by law require reporting to the Arkansas Attorney General must also be reported to the Arkansas Department of Finance and Administration, Income Tax Administration.

Data Breach Reporting

All software providers executing this agreement are subject to the data breach security laws and/or regulations of the **Arkansas Department of Finance and Administration, Income Tax Administration** noted below, including but not limited to provisions regarding who must comply with the law, definitions of "personally identifiable information", what constitutes a breach, requirements for notice, and any exemptions.

Arkansas Code Title 4 Business and Commercial Law / Subtitle 7 Consumer Protection

- Chapter 110 Personal Information Protection Act / A.C.A. § 4-110-101-108
- https://arkansasag.gov/consumer-protection/identity/column-one/security-or-data-breach/

Software providers who discover an internal or client data breach must notify the State of Arkansas within twenty-four (24) hours. The notification must include all information available with regard to the clients and/or users affected. Notifications can be sent to Arkansas Electronic Filing Section using the following contact information:

- Phone: (501) 682-7925
- Email: ARefile@dfa.arkansas.gov

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 Updates

Desktop product users who attempt to file 10 or more business days after a production release must be required to download and apply the product update.

Schemas

Your software must follow the schema requirements. **Arkansas Department of Finance and Administration, Income Tax Administration** schema information requirements can be found on the State exchange system.

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.

When sending test submissions to AREfile@dfa.arkansas.gov, the subject line must indicate the Arkansas issued software ID being tested. Do not include submissions for multiple software IDs in the same email.

Direct Deposit

All software providers and software products must support split refund functionality.

Validation of Data Elements

This section represents **Arkansas Department of Finance and Administration**, **Income Tax Administration** requirements for validation of specific data elements.

Software Vendors cannot release Arkansas income tax forms in software products until approval has been received by the State of Arkansas.

Arkansas income tax returns cannot be prepared nor can taxpayers receive an "early look" until all new year changes have been updated to the software product.

All updates must be updated in the tax software before allowing printing of tax returns.

All software products must have a two step verification for all routing and account numbers.

Transferring data year-over-year that is not initially entered accurately causes issues with processing tax returns. The following items should not be transferred year over year:

- State driver's license data elements
- Bank account numbers
- State identity PIN's

Do not mask or truncate taxpayer information

Software Limitations

Provide any software limitations to forms or schedules you support during ATS. Failure to provide this information could delay the review of your test returns.

Software Exceptions

Provide any exceptions to forms or schedules you support based on the type of software during ATS. Example, a DIY product does not support the same schedules as a professional product. Failure to provide this information could delay the review of your test returns

Customer Notices

This section identifies information **Arkansas Department of Finance and Administration**, **Income Tax Administration** is requiring the software providers to communicate with customers.

Disclosure and Use of Information Language Expectations

You must include the following consent language with electronic filing software.

For Do-It-Yourself software:

By using a computer system and software to prepare and/or file my tax return(s) electronically, I consent to the transmission of my return(s) and to the disclosure of all information about my use of the system and software to the Arkansas Department of Finance and Administration, Income Tax Administration.

For Tax Professional software:

By using a computer system and software to prepare and/or file my client's return(s), I consent to the transmission of my client's return(s) and to the disclosure of all information about my use of the system and software Arkansas Department of Finance and Administration, Income Tax Administration.

For Business software:

By using a computer system and software to prepare and/or file this business tax return(s), I consent to the transmission of the return(s) and to the disclosure of all information about the use of the system and software to the Arkansas Department of Finance and Administration, Income Tax Administration.

State Driver's License/ID Card Expectations - (Individual Income Tax Only)

Arkansas Department of Finance and Administration, Income Tax Administration is providing the following expectations and information:

For e-File returns:

Arkansas requests the DL/ID card be included with the tax return but won't reject it if it's not included.

For printed/paper forms requesting the DL/ID Card Information:



Arkansas requests the full DL/ID Card Information on the form(s)

Arkansas Department of Finance and Administration, Income Tax Administration 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 message is expected to be displayed within the software in a way to maximize the likelihood the message is read.

URL: https://www.dfa.arkansas.gov/income-tax/individual-income-tax/

Statement: The State of Arkansas is requesting additional information this filing season in an effort to combat identity tax fraud and ensure that your hard-earned tax refund goes to you. Providing information from your driver's license or state issued identification card will help protect your identity and could help process your return quicker. However, this is only a request. Information from your driver's license is not required, and your return will be processed without the additional information. The information is being requested solely to help protect your identity and ensure a more-secure refund.

Customer Notices (Continued)

State Documents and Materials

All **Arkansas** income tax forms, publications and schemas will be posted on the FTA State Exchange System (SES).

State Refund Expectations - (Individual Income Tax Only)

Arkansas Department of Finance and Administration, Income Tax Administration is providing a URL and statement for refund processing. You must include the URL and statement in all your products and show it to users within the software in the most prominent way possible.

URL: <u>www.atap.arkansas.gov</u> (Arkansas "Where's My Refund")

Statement:

Identity Theft has been a growing problem nationally and the Department is taking additional measures to ensure tax refunds are issued to the correct individuals. These additional measures may result in tax refunds not being issued as quickly as in past years.

Tax Due Expectations

Arkansas Department of Finance and Administration, Income Tax Administration is providing a URL and statement about taxes due, such as due dates and payment methods. You must include the URL and statement in all your products and show it to users within the software in the most prominent way possible.

URL: <u>www.atap.arkansas.gov</u>

Statement:

Taxpayers can schedule or request an electronic tax payment for balance due returns and/or estimated tax payments by visiting our website.

Agency Questions

- 1. What refund products or payment vehicles do you offer your customers? If you partner with an entity to provide refunds (e.g. Amazon.com or other pre-paid cards), please provide the names and bank routing numbers (RTNs) of each company. (Attach a separate sheet if necessary)
- 2. Does this product offer Direct Debit for return payment? Yes No

I les , select the supported method. \Box i article payments \Box i an payment \Box bot	If Yes , select the supported method.	Partial payments	Full payment	🗌 Both
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If No, you must provide a statement in your software indicating that no payment is being submitted at the time the return is filed. A screenshot of this text must be provided during acceptance testing.

3. Does this product allow Direct Debit for estimated payments?

Acknowledgements and signature

By signing this agreement, I agree to provide true, accurate, current, and complete information and my company agrees to all the requirements listed in this document.

The Arkansas Department of Finance and Administration, Income Tax Administration reserves the right to deny, suspend, or terminate my company's ability to submit returns.

SIGNATURE OF AUTHORIZED REPRESENTATIVE DATE

PRINT NAME OF AUTHORIZED REPRESENTATIVE

E-MAIL ADDRESS

PHONE NUMBER

TITLE

Electronically:

• E-mail the completed and signed Letter of Intent: <u>ARefile@dfa.arkansas.gov</u>

Authorized access to the State Exchange System

Access to the State Exchange System should be limited to those with a business need.

Provide information for each employee you are authorizing for access to the State Exchange System. The tax type box should include all the tax types individuals are authorized to access.

NOTE: Include all authorized individuals, even if listed previously on this form.

First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIIT FIT CIT PET
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET ICT PIT SCIT WHT
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET ICT PIT SCIT WHT
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET ICT PIT SCIT WHT
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET ICT PIT SCIT WHT
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET ICT PIT SCIT WHT
First and Last Name	Phone Number	Email Address
	Authorized Access	Tax types IIT FIT CIT PET