**Developer Communication --- September 23, 2020**

Want to communicate two pieces of information to developers. You don’t win a prize for the speediest submission of your LOI to South Carolina. I would prefer studious, thoughtful introspection before submitting your response. There are two sections that we want to point out to you in the TY2020 LOI that was not present in the TY2019 LOI.

* First, under “Agency requirements” we want you to pay attention to the “Issue notification and resolution requirements”. We spell out our expectations for developers to notify SCDOR regarding any software issues. It is to your benefit to contact us as soon as you realize you have an issue.
* Secondly, under “Customer Communications” review our statement regarding “Promotion of Direct Deposit for Refunds”. We are requesting that developers make it “uncomfortable” for users (tax preparers and taxpayers) to select paper check as a refund option. We understand that there is only so much you can do unless we totally remove paper check as a refund option. We don’t want to go there, but may not have a choice unless there is a significant decrease in the number of paper check refunds issued.

The Software Developer’s Guide is ready well ahead of our expected timeframe of November. We hope to get that document posted later this week.