



Test Files Submission Frequently Asked Questions

I'm trying to complete these steps but I do not have the menu options. What should I do?

You may not be on the most current version of RTI 2000 version 2.2.70. Please select **Check For Available Updates** from the Utilities menu in RFS.

I printed the instructions, and I can't access the IRS website. What is the location?

The URL is long, so your best option is to click the link in the electronic PDF. You can also select **Test File Quick Link** under step 4 on the 1094-C/1095-Cs Online Submission page.

I'm on step 5 and I'm trying to upload files but I have multiple Submission folders. What do I choose?

New Submission folders containing two test files are created each time you follow the test files creation process. If you have multiple Submission folders, then the button to generate test files has been selected multiple times. Choose the Submission folder with the highest number. It contains the most recent test files.

I'm trying to upload my test files. Which file do I choose first?

The first file to upload is the Manifest file, which contains the word Manifest in the title. Then upload the Form file.

I submitted my files. How long does it take to receive confirmation of acceptance?

In our testing we found it can take up to 24 hours to receive the Accepted notification. Please remember it may take longer as we approach the filing deadline.

I have my Receipt ID and my test files were accepted. Am I ready to file online?

Not yet. After receiving the Receipt ID and the confirmation of acceptance, the next step is to contact the IRS at 866.937.4130 and request they enable Production mode.

What are the hours of operation for the IRS e-Help Desk?

According to the IRS.gov website, the hours of operation for the IRS e-Help Desk (866.937.4130) are Monday-Friday from 6:30 a.m.-6 p.m. (CST).

I have requested Production mode. How long will this take?

In our testing we found it takes about 24 hours to update to Production mode. Please remember it may take longer as we approach the filing deadline.

I am in Production mode. What now?

You will need to wait 48 hours and then you are ready to submit your Live Submission file. Detailed instructions for this are located on our 1094-C / 1095-C online submission page under Step 5 – Submit One or More Live Files.