

Toll-Free Tax Infoline PLUS (TFTI+) Frequently Asked Questions

Who is Versicom Communications?

Versicom Communications introduced the ABCvoice Tax Infoline system in 1992, an interactive voice response system that allows taxpayers to obtain their return and refund status 24/7. The Toll-Free Tax Infoline, introduced in 2003, added return status lookup on the internet. Versicom now offers the Toll-Free Infoline PLUS (TFTI+), a NEW and EXCLUSIVE service to ATX and TaxWise customers.

What is the Toll-Free Tax Infoline PLUS (TFTI+)?

Toll-Free Tax Infoline PLUS, or TFTI+ ("Tifty"), is a service provided by Versicom that allows your clients to receive up-to-the-minute status of their tax return. Through seamless integration with the ATX™ and TaxWise® software, TFTI+ automatically notifies your clients to changes in the status of their tax return and bank product by text or email. Taxpayers also have access to a toll-free phone number and website to check the status at their convenience.

What are the benefits of TFTI+?

TFTI+ saves time and effort by automatically alerting your clients to the status of their tax return and bank product.

Other program benefits include:

- Instant client notification
- Reduction of client phone calls
- Heightened professional image
- Improved customer satisfaction
- Expedited IRS reject resolution and retransmission time
- Seamless implementation with integrated service through ATX and TaxWise branded software

How much does it cost?

TFTI+ is non-refundable and is offered at the following rates:

Number of Clients	Cost
Up to 200	\$99
Each additional bundle of 100	\$40

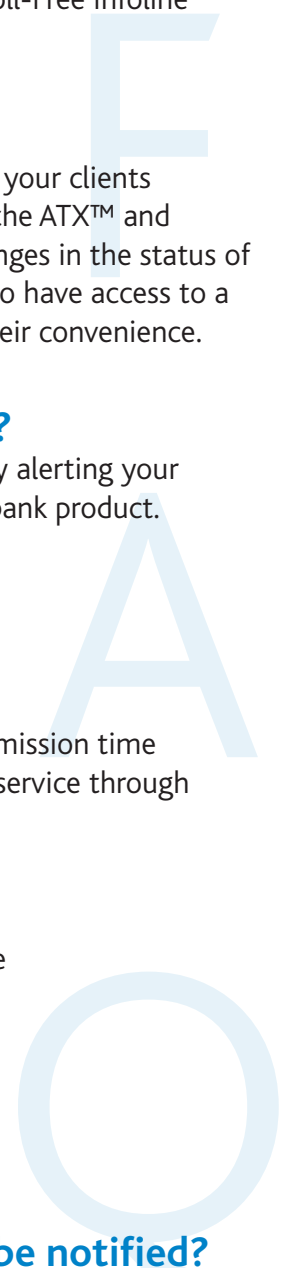
How will my clients be notified?

TFTI+ uses the following notification methods:

- Phone
- E-mail
- Text Message (SMS)*

**Standard text messaging rates apply*

Clients also have access a toll-free phone number and website to check the status of their tax return or bank product at their convenience.



What languages are supported?

Your clients can call an English or Spanish-language toll-free phone number to learn the status of their tax return or bank product.

How many communications will my client receive?

On average, a taxpayer without a bank product will receive two communications if their return is accepted by the IRS on the initial e-file. If the IRS rejects their return, they can expect an average of four communications. A taxpayer with a bank product, whose tax return was accepted by the IRS, receives an average of four communications.

Do I have to use TFTI+ for all my clients?

No, you can choose which clients receive the TFTI+ service through your ATX or TaxWise software.

How does TFTI+ work?

TFTI+ works seamlessly with your ATX and TaxWise software. Once you've registered to offer TFTI+, simply mark your client's tax return to include TFTI+ and e-file as normal. Our Electronic Filing Center will send required return information to Versicom each time a processing milestone is met, providing them with the latest status of the client's tax return and bank product.

Will my client be notified on the status of their bank products?

Yes, TFTI+ will issue alerts from both the IRS and bank provider disbursing the refund product. (Refund Advantage and Advent Financial bank are exceptions, and will not integrate with TFTI+ notification).

Is TFTI+ compliant with IRC section 7216 guidelines?

Yes, your software will produce the applicable 7216 to be signed by the taxpayer allowing the disclosure of taxpayer information to Versicom.

Do I have to electronically file to offer TFTI+?

Yes, the tax return must be e-filed in order to utilize TFTI+.

Does Versicom offer additional services?

Yes, Versicom provides several automated communications, such as personalized message deliveries for phone, text and e-mail. These services are a fun and cost-effective way to tell your clients Happy Birthday, Happy Holidays, Thank-you or to keep them informed on other important announcements. For more information on these products, contact Versicom at (937) 438-3700.



Call 800-495-4626 to learn more about TFTI+!