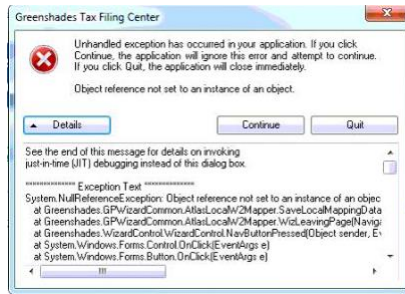
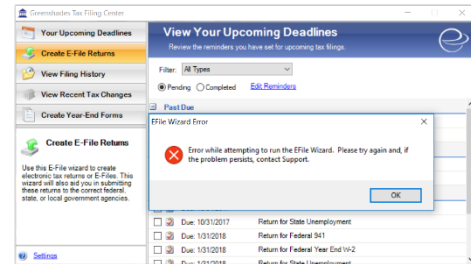


Greenshades – Quick Reference to Exceptions and Errors

E File Wizard Error

This error is generally a result of a temporary or unexpected interruption in connectivity which makes the Tax Filing Center unable to complete the action necessary to move forward. Check your local connectivity and rerun the operation. If the error persists, please contact Avionté Support.



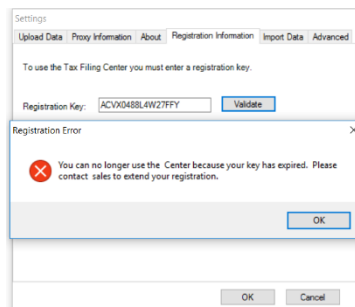
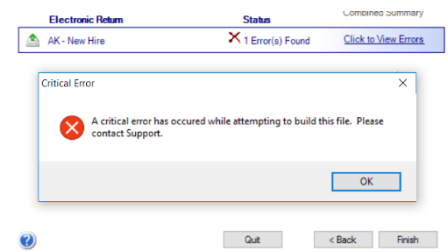
Unhandled Exception Error

These exceptions **require hands on work by Greenshades** to be corrected because something happened that the product did not expect.

Report the error to Greenshades. Include a screen shot and copy/paste the text details. Include the steps that caused the exception.

Tax Filing Center Critical Error

The Tax Filing Center is experiencing a processing error and is unable to identify the specific cause. Contact Avionté Support who will work with Greenshades to troubleshoot a solution as soon as possible.



Tax Filing Center Registration Error

The return of this error indicates that there has been a lapse or error in the registration system and can be quickly addressed. Notify Avionté Support to have your information updated.

Greenshades and Avionté have worked diligently to better coordinate our invoicing and billing systems so that they will be in sync moving forward, reducing the likelihood of registration errors in the future.

Year End Forms: Warnings that Must be Corrected

Severe – The form is missing critical information that will prevent the product from being able to create an e-file that can be accepted by the IRS and/or recipient copies of the forms will be undeliverable

High – Information is missing or formatted in such a way that it is likely to cause errors in e-file creation or prevent delivery of recipient copies

Year End Forms: Warnings that Should be Corrected

Moderate – Although these errors will not prevent e-file or recipient form creation, there is something in the data that our system believes needs attention, often to prevent undeliverable forms or no-match errors

Low – Something has occurred that our system wants to bring to your attention in case the record needs additional modification prior to distribution or filing