I'm not sure I'll be able to join on Thursday but I want to alert you to a problem that could affect others.

Every ITIN application that I sent was getting a CP566 letter. (ITIN Application Incomplete) We had been using the W-7SP so that the ITIN assignment letter would come in Spanish for our Spanish speaking clients.  The CP566 letters said information was missing or the wrong box was checked.  I collected a couple of CP566 letters, called a rep and at her request faxed the W-7SP's as they had been submitted.  She agreed the W-7SP's were correct and raised the issue with the supervisor.

It seems the scanning system isn't capturing the information correctly from the W-7SP.  Information doesn't get captured and/or the check boxes at the top will indicate a box different from what was actually checked.  I was told they don't have access to a picture of the W-7SP so there is no way for them to check it. The computer makes a mistake and then it's my problem.  We've switched to the English W-7 and while the ITIN applications are still processing we have yet to receive a CP566.

<https://www.irs.gov/e-services>

Using the Secure Object Repository (SOR), we will be able to pull complete transcripts with SSNs.  
On 8821 and 4506 – transcripts will not be faxed or mailed to third parties (us) – only to the taxpayer.

However, when it comes to 940 series, we may have to call the Hotline (PPS) to get them to send them to us.

New user agreement coming out on October 14th - <https://www.irs.gov/tax-professionals/preview-updated-e-services-user-agreement>

IRS is on the paycheck withholding kick again.  
<https://www.irs.gov/newsroom/irs-reminder-taxpayers-can-help-determine-the-right-amount-of-tax-to-withhold-from-their-paychecks-by-doing-a-paycheck-checkup-now>

IRS W-4 design – have you used it?  
<https://www.irs.gov/newsroom/irs-treasury-unveil-proposed-w-4-design-for-2020>