

**Commonwealth of Puerto Rico  
Department of the Treasury**

**PUBLICATION 13-01**

**INTERFACE TECHNICAL MANUAL FOR  
ELECTRONIC TAX INFORMATION EXCHANGE (E-TIE)  
FOR TAX YEAR 2012**

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# **1. Introduction and General Information**

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## **1.1 Introduction**

The Electronic Tax Information Exchange (E-TIE) Interface Technical Manual document defines a public XML schema for performing a limited set of individual and corporate taxpayers and third party transmitter transactions. The schema defines a unique request and response XML element for each transaction. This document discusses the transactions and their associated schema elements.

## **1.2 Background**

Currently, taxpayers interact with the Department of the Treasury's (Department) system through a combination of paper forms, flat file transfers and custom-made dial-up applications. E-TIE increases the functionality of data exchange by providing an XML based interface for interaction with existing Department's systems using the Internet.

The E-TIE XML schema library provides a vocabulary for invoking E-TIE functionality; essentially a series of requests and associated responses using SOAP.

## **1.3 Intended Audience**

This document is meant to be accessible to software developers as well as technical system readers who will be developing applications that will utilize E-TIE.

## **1.4 Assumptions**

It is assumed that the readers of this document have some familiarity with XML and XML schema.

## **1.5 Standards**

### **1.5.1 Services**

The IPS is implemented as a "Web" service that conforms to the WS-I basic profile (see <http://www.ws-i.org/Profiles/BasicProfile-1.1-2004-08-24.html>) and supports SOAP.

The schemas conform to the W3C standards and recommendations.



### **1.5.2 Schema**

The E-TIE XML schema library uses a global namespace: <http://www.hacienda.gobierno.pr/schemas>. The schema is contained in one document that includes simple XML types, complex XML types, and the XML elements that represent request and response transactions.

### **1.5.3 Transport**

Transactions take place over HTTPS.

## **1.6 URL's**

### **1.6.1 XML Validator (Test)**

The address for testing the scheme validation for an XML document is <http://64.185.194.12/etiexmlvalidator/validator.aspx>

### **1.6.2 E-TIE Certification Environment**

The address to test the communication between your software and E-TIE is <http://64.185.194.12/etieservices/etieservices.aspx>

### **1.6.3 E-TIE Production Environment**

The production address for E-TIE is <https://hws.hacienda.gobierno.pr/etieservices/etieservices.aspx>



## 2. E-TIE Guide

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### 2.1 Intended Users and Operations

E-TIE is designed to be used by software developers/vendors. Taxpayers use the E-TIE through a third-party software intermediary, which in turn must be properly certified by the Department.

Third party software transmitters may use E-TIE for the following functions:

- Login
- Upload (will be limited by form type)
- CitizenRegistration (only valid for third party software)
- CitizenPINRegistration (only valid for third party software)

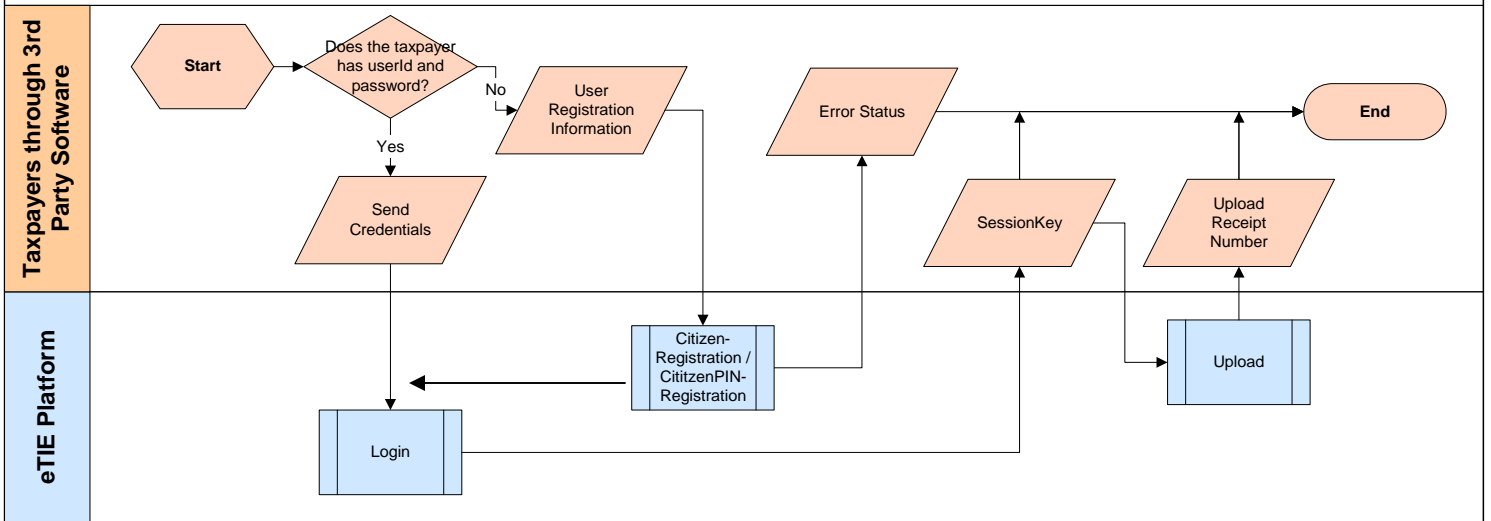
Future transactions will be available, including payments and general utilities.



## 2.2 E-TIE Functionality

The basic functionality of E-TIE as described by the E-TIE/XML schema is shown below:

### eTIE Flowchart Diagram





## 2.3 Transaction Summary

Transaction	Request XML Element Response XML Element	Authentication	Timing
Login	EtieLogin LoginResult	Required	Synchronous
Upload	XmlDocument UploadResult	Required	Synchronous
Citizen Registration	UserInformation CitizenRegistrationResult	Required	Synchronous
CitizenPIN Registration	UserInformation CitizenPINRegistrationResult	Required	Synchronous

## 2.4 Login

Authentication is the first step required to perform any subsequent action. The login process verifies the credentials at the software developer/vendor level, the software product level and the user level.

The user is defined as the person that is login to the software when the transmission between the third party software and E-TIE takes place.

### 2.4.1 Individuals

The software must provide a registration screen where the taxpayer will enter the authenticated user name and password used in prior years for E-File PR (previously Tax Returns Online) or Payments Online ("Colecturía Virtual"). In addition, a screen must also be provided for taxpayers who do not have an authenticated user name and password. In these cases, the software screen must also provide to enter the information required in either Section 2.6 or Section 2.7. The Department will first validate if the taxpayer has filed the previous year return or not. If the previous year return has been filed, the additional information will be validated against the database and the user name and password will be authenticated. If the previous year return has not been filed, the Department will return the corresponding code and the login session will end. Please refer to the Response Code Table (Section 4.1) for the related message.



## 2.4.2 Tax Return Specialists

The software must provide a screen where the Tax Return Specialist will enter the authenticated user name and password provided by the Department. If the user name and password is not valid or is inactive, a code will be returned. Please refer to the Response Code Table (Section 4.1) for the related message.

## 2.4.3 ETIELogin

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <Login
      xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
      <EtieLogin>
        <SoftwareVendorId>ACME Soft</SoftwareVendorId>
        <SoftwareVendorPassword>abcde0999</SoftwareVendorPassword>
        <SoftwareName>Tax Soft</SoftwareName>
        <SoftwareVersion>1.0</SoftwareVersion>
        <SoftwareCertificate>xswyhn9a</SoftwareCertificate>
        <FormVersion>ShortForm2011</FormVersion>
        <UserId>juandelpueblo</UserId>
        <UserPassword>bluehouse</UserPassword>
      </EtieLogin>
    </Login>
  </soap:Body>
</soap:Envelope>
```

Field	Description	Type
SoftwareVendorID	The company name as registered in the Department.	String
SoftwareVendorPassword	The password provided by the Department when registered.	String
SoftwareName	The software name registered in the Department.	String
SoftwareVersion	The software version registered and certified by the Department.	String
SoftwareCertificate	The certificate number issued by the Department for each software version and form combination.	String





Field	Description	Type
FormVersion	The form name that relates to the XML document to be transmitted.	String
UserId	User name as registered in E-File PR (previously Tax Returns Online) or Payments Online ("Colecturía Virtual").	String
UserPassword	Password associated to the user name.	String

## 2.4.4 Login Response

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <LoginResponse
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
      <LoginResult>
        <ResponseCode>int</ResponseCode>
        <ResponseMessage>string</ResponseMessage>
        <SessionKey>string</SessionKey>
        <Expiration>dateTime</Expiration>
        <SessionRole>string</SessionRole>
        <UserType>string</UserType>
        <UserName>string</UserName>
      </LoginResult>
    </LoginResponse>
  </soap:Body>
```

Field	Description	Type
ResponseCode	See Response Code Table.	Int
ResponseMessage	See Response Code Table.	String
SessionKey	Security token to be used for subsequent requests within this session. Note: This value will be encrypted.	String
Expiration	States when the SessionKey expires. Note: This value will be encrypted.	DateTime



Field	Description	Type
SessionRole	For the Department internal use. Must be returned with Upload and Download requests. Note: This value will be encrypted.	String
UserType	Type of user that is submitting the data (this value is given by the Login method)	String
UserName	User name that is submitting the data (this value is given by the Login method)	String

## 2.5 Upload

The upload process will transmit one instance of the Form mentioned in the Login process. For each successful received and validated transmission, E-TIE will issue a unique confirmation number.

### 2.5.1 XmlDocument

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <AuthHeader
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
      <SessionKey>string</SessionKey>
      <SessionRole>string</SessionRole>
      <UserType>string</UserType>
      <UserName>string</UserName>
    </AuthHeader>
  </soap:Header>
  <soap:Body>
    <Upload
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
      <UploadXmlDocument>string</UploadXmlDocument>
    </Upload>
  </soap:Body>
</soap:Envelope>
```



Field	Description	Type
SessionKey	Value provided by LoginResult. Note: This value will be encrypted.	String
SessionRole	Value provided by LoginResult. Note: This value will be encrypted.	String
UserType	Value provided by LoginResult.	String
UserName	Value provided by LoginResult.	String
UploadXmlDocument	Instance of the form mentioned in the LoginRequest. The content will be validated against its corresponding XSD.	XML Document

### 2.5.2 Upload Response

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <UploadResponse
xmlns="http://etie.haciedna.gobierno.pr/EtieServices/EtieServices">
      <UploadResult>
        <ResponseCode>0</ResponseCode>
        <ResponseMessage></ResponseMessage>
        <ReceiptNumber>2009001gyter4546010198f</ReceiptNumber>
      </UploadResult>
    </UploadResponse>
  </soap:Body>
</soap:Envelope>
```

Field	Description	Type
ResponseCode	See Response Code Table.	Int
ResponseMessage	Official Date. The exact filing date and time according to the Department's server will be provided.	String



Field	Description	Type
ReceiptNumber	A unique confirmation number that serves as evidence that the form instance was successfully received and validated by the Department.  Null if the Upload was unsuccessful.	String

## 2.6 Citizen Registration

This service must be used for taxpayers that do not have a registered user name or password in E-File PR (previously Tax Returns Online) or Payments Online (“Colecturía Virtual”). If the taxpayer has a registered user name and password in Payments Online (“Colecturía Virtual”) and the authentication information complies with the Department’s records, the taxpayer’s user privileges will be upgraded.

Authentication parameters are requested for the software vendor and software version, exactly as they are required in the Login process. Only software certificates issued to handle forms filed by a Tax Return Specialist will not be granted permission to access this functionality.

### 2.6.1 UserInformation

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <CitizenRegistration
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
      <UserInformation>
        <Name>string</Name>
        <LastName>string</LastName>
        <SecondLastName>string</SecondLastName>
        <SocialSecurity>string</SocialSecurity>
        <UserName>string</UserName>
        <Password>string</Password>
        <HomeLine1>string</HomeLine1>
        <HomeLine2>string</HomeLine2>
        <HomeState>string</HomeState>
        <HomeCity>string</HomeCity>
        <HomeZip5>string</HomeZip5>
        <HomeZip4>string</HomeZip4>
        <PostalLine1>string</PostalLine1>
        <PostalLine2>string</PostalLine2>
      </UserInformation>
    </CitizenRegistration>
  </soap:Body>
</soap:Envelope>
```



```

<PostalCity>string</PostalCity>
<PostalState>string</PostalState>
<PostalZip5>string</PostalZip5>
<PostalZip4>string</PostalZip4>
<Phone>string</Phone>
<Fax>string</Fax>
<Email>string</Email>
<TaxDetermined>decimal</TaxDetermined>
<Refund>boolean</Refund>
<RefundAmount>decimal</RefundAmount>
<SoftwareVendorId>string</SoftwareVendorId>
<SoftwareVendorPassword>string</SoftwareVendorPassword>
<SoftwareCertificate>string</SoftwareCertificate>
</UserInformation>
</CitizenRegistration>
</soap:Body>
</soap:Envelope>

```

Field	Description	Type
SoftwareVendorID	The company name as registered in the Department of Treasury.	String
SoftwareVendorPassword	The password provided by the Department of Treasury when registered.	String
SoftwareCertificate	The certificate number issued by the Department of Treasury for each software version and form combination.	String
Name	The taxpayer's first name as it was submitted in the previous tax year return.	String
LastName	The taxpayer's last name as it was submitted in the previous tax year return.	String
SecondLastName	The taxpayer's second last name (Mother's maiden name) as it was submitted in the previous tax year return.	String
SocialSecurity	The taxpayer's social security number.	String



Field	Description	Type
PostalLine1	<p>The postal address first line.</p> <p>Address Line 1 is used to provide an apartment or suite number, if applicable. If not applicable, include the open and close tag with no input.</p> <p>Maximum characters allowed: 40</p>	String
PostalLine2	<p>The postal address second line.</p> <p>Street address.</p> <p>Maximum characters allowed: 40</p>	String
PostalCity	<p>The postal address City name.</p> <p>Maximum characters allowed: 20</p>	String
PostalState	<p>The postal address State.</p> <p>Maximum characters allowed: 2</p>	String
PostalZip5	<p>The postal address zip code.</p> <p>Maximum characters allowed: 5</p>	String
PostalZip4	<p>The postal address zip+4.</p> <p>Maximum characters allowed: 4</p>	String
HomeLine1	<p>The residential address first line.</p> <p>Address Line 1 is used to provide an apartment or suite number, if applicable. If not applicable, include the open and close tag with no input.</p> <p>Maximum characters allowed: 40</p>	String
HomeLine2	<p>The residential address second line.</p> <p>Street address.</p> <p>Maximum characters allowed: 40</p>	String
HomeCity	<p>The residential address City name.</p> <p>Maximum characters allowed: 20</p>	String
HomeState	<p>The residential address State.</p> <p>Maximum characters allowed: 2</p>	String



Field	Description	Type
HomeZip5	The residential address zip code. Maximum characters allowed: 5	String
HomeZip4	The residential address zip+4. Maximum characters allowed: 4	String
Phone	The taxpayer's phone number, including area code.	String
Fax	The taxpayer's fax number, including area code.	String
Username	The user name registered in the Department of Treasury.	String
UserPassword	The password associated to the user name.	String
Email	The taxpayer's e-mail address. It will be used to communicate with the taxpayer.	String
TaxDetermined	The amount of tax determined in the previous tax year.	Decimal
Refund	Indicate if the taxpayer received a refund in the previous tax year.	Boolean
RefundAmount	The amount of refund received by the taxpayer in the previous tax year. Value must be zero if Refund is False.	Decimal

**Note:** For United States Postal Service addressing standards please refer to Publication 28 (<http://pe.usps.gov/text/pub28/welcome.htm>).

### 2.6.2 Citizen Registration Response

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <CitizenRegistrationResponse
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
```



```

<CitizenRegistrationResult>
  <ResponseCode>string</ResponseCode>
  <ResponseMessage>string</ResponseMessage>
  <ReceiptNumber>string</ReceiptNumber>
</CitizenRegistrationResult>
</CitizenRegistrationResponse>
</soap:Body>
</soap:Envelope>

```

Field	Description	Type
ResponseCode	See Response Code Table.	Int
ResponseMessage	See Response Code Table.	String
ReceiptNumber	A unique confirmation number that serves as evidence that the registration was completed. Null if the Registration was unsuccessful.	String

## 2.7 Citizen PIN Registration

This service must be used for taxpayers that do not have a registered user name or password in E-File PR (previously Tax Returns Online) or Payments Online (“Colecturía Virtual”). If the taxpayer has a registered user name and password in Payments Online (“Colecturía Virtual”) and the authentication information complies with the Department’s records, the taxpayer’s user privileges will be upgraded.

Authentication parameters are requested for the software vendor and software version, exactly as they are required in the Login process. Only software certificates issued to handle forms filed by a Tax Return Specialist will not be granted permission to access this functionality. This method differs from the CitizenRegistration from the fact that the taxpayer must use a PIN Number assigned by the Department of Treasury in order to complete the registration process.

### 2.7.1 UserInformation

```

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">

```





```

<soap:Body>
  <CitizenPINRegistration
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
    <UserInformation>
      <UserType>string</UserType>
      <TaxPayerSSNo>string</TaxPayerSSNo>
      <SpouseSSNo>string</SpouseSSNo>
      <PIN>string</PIN>
      <Name>string</Name>
      <LastName>string</LastName>
      <SecondLastName>string</SecondLastName>
      <SocialSecurity>string</SocialSecurity>
      <UserName>string</UserName>
      <Password>string</Password>
      <HomeLine1>string</HomeLine1>
      <HomeLine2>string</HomeLine2>
      <HomeState>string</HomeState>
      <HomeCity>string</HomeCity>
      <HomeZip5>string</HomeZip5>
      <HomeZip4>string</HomeZip4>
      <PostalLine1>string</PostalLine1>
      <PostalLine2>string</PostalLine2>
      <PostalCity>string</PostalCity>
      <PostalState>string</PostalState>
      <PostalZip5>string</PostalZip5>
      <PostalZip4>string</PostalZip4>
      <Phone>string</Phone>
      <Fax>string</Fax>
      <Email>string</Email>
      <SoftwareVendorId>string</SoftwareVendorId>
      <SoftwareVendorPassword>string</SoftwareVendorPassword>
      <SoftwareCertificate>string</SoftwareCertificate>
    </UserInformation>
  </CitizenPINRegistration>
</soap:Body>
</soap:Envelope>

```

Field	Description	Type
UserType	Must indicate who is registering. Possible options are: TaxPayer, SpouseTaxPayer.	String
TaxPayerSSNo	The taxpayer's social security number.	String
SpouseSSNo	The taxpayer's spouse's social security number.	String



Field	Description	Type
PIN	The number assigned by the Department of Treasury in the instructions booklet sent to the taxpayer's postal address.	String
Name	The taxpayer's first name as it was submitted in the previous tax year return.	String
LastName	The taxpayer's last name as it was submitted in the previous tax year return.	String
SecondLastName	The taxpayer's second last name (Mother's maiden name) as it was submitted in the previous tax year return.	String
SocialSecurity	The taxpayer's social security number.	String
PostalLine1	The postal address first line. Address Line 1 is used to provide an apartment or suite number, if applicable. If not applicable, include the open and close tag with no input. Maximum characters allowed: 40	String
PostalLine2	The postal address second line. Street address. Maximum characters allowed: 40	String
PostalCity	The postal address City name. Maximum characters allowed: 20	String
PostalState	The postal address State. Maximum characters allowed: 2	String
PostalZip5	The postal address zip code. Maximum characters allowed: 5	String
PostalZip4	The postal address zip+4. Maximum characters allowed: 4	String



Field	Description	Type
HomeLine1	<p>The residential address first line.</p> <p>Address Line 1 is used to provide an apartment or suite number, if applicable. If not applicable, include the open and close tag with no input.</p> <p>Maximum characters allowed: 40</p>	String
HomeLine2	<p>The residential address second line.</p> <p>Street address.</p> <p>Maximum characters allowed: 40</p>	String
HomeCity	<p>The residential address City name.</p> <p>Maximum characters allowed: 20</p>	String
HomeState	<p>The residential address State.</p> <p>Maximum characters allowed: 2</p>	String
HomeZip5	<p>The residential address zip code.</p> <p>Maximum characters allowed: 5</p>	String
HomeZip4	<p>The residential address zip+4.</p> <p>Maximum characters allowed: 4</p>	String
Phone	<p>The taxpayer's phone number, including area code.</p>	String
Fax	<p>The taxpayer's fax number, including area code.</p>	String
Username	<p>The user name registered in the Department of Treasury.</p>	String
UserPassword	<p>The password associated to the user name.</p>	String
Email	<p>The taxpayer's e-mail address. It will be used to communicate with the taxpayer.</p>	String
SoftwareVendorID	<p>The company name as registered in the Department of Treasury.</p>	String



Field	Description	Type
SoftwareVendorPassword	The password provided by the Department of Treasury when registered.	String
SoftwareCertificate	The certificate number issued by the Department of Treasury for each software version and form combination.	String

**Note:** For United States Postal Service addressing standards please refer to Publication 28 (<http://pe.usps.gov/text/pub28/welcome.htm>).

### 2.7.2 Citizen Registration Response

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <CitizenPINRegistrationResponse
xmlns="http://etie.hacienda.gobierno.pr/EtieServices/EtieServices">
      <CitizenPINRegistrationResult>
        <ResponseCode>string</ResponseCode>
        <ResponseMessage>string</ResponseMessage>
        <ReceiptNumber>string</ReceiptNumber>
        <XmlData>xml</XmlData>
      </CitizenPINRegistrationResult>
    </CitizenPINRegistrationResponse>
  </soap:Body>
</soap:Envelope>
```

Field	Description	Type
ResponseCode	See Response Code Table.	Int
ResponseMessage	See Response Code Table..	String
ReceiptNumber	A unique confirmation number that serves as evidence that the registration was completed.  Null if the Registration was unsuccessful.	String



## 2.8 Recovery of Confirmation Number

If at the time of electronically transferring the return there is a communication problem and the software does not receive the receipt number (confirmation number), the following procedure is available to obtain said number. It is required that the graphic interface should only provide a button for the recovery of the confirmation number only if an error code -113 was returned first when the Upload ( ) method was invoked.

### 2.8.1 LoginSoftwareProvider

Use the LoginSoftwareProvider web service to recover the token and session information. This web service is similar to the Login web service except that it only requires the software provider authentication information. You do not have to send the taxpayer's authentication information. Following the .NET example:

```
Dim WSPProcessTransaction As New ETieServices.EtieServices
Dim Security As New ETieServices.EtieSecurity
Dim ServiceTiket As New ETieServices.ServiceTicket
Dim ObjAutHeader As New ETieServices.AuthHeader
Dim MyResponse As New ETieServices.Response

With Security

    .SoftwareVendorId = "VendorUser"
    .SoftwareVendorPassword = "VendorPassword"
    .SoftwareName = ""
    .SoftwareCertificate = "VendorCertificate"

    .SoftwareVersion = "" ← Empty
    .FormVersion = "" ← Empty
    .UserId = "" ← Empty
    .UserPassword = "" ← Empty
End With

ServiceTiket=WSPProcessTransaction.LoginSoftwareProvider(Security)
```

### 2.8.2 Login Response

As with the return's processing, the above login call will return the security tokens required. Following the .NET example:



```
If ServiceTiket.ResponseCode = 0 Then
  ObjAutHeader = New ETieServices.AuthHeader
  ObjAutHeader.SessionKey = ServiceTiket.SessionKey
  ObjAutHeader.SessionRole = ServiceTiket.SessionRole
  ObjAutHeader.UserName = ServiceTiket.UserName
  ObjAutHeader.UserType = ServiceTiket.UserType

  WSPProcessTransaction.AuthHeaderValue = ObjAutHeader
```

### 2.8.3 GetTaxformConfirmation

With the above information, you should proceed to call the new web service GetTaxformConfirmation to recover the confirmation number. Following the .NET example:

```
MyResponse = WSPProcessTransaction.GetTaxFormConfirmationNumber(
Me.txtYear.Text, _ ← Return tax year

Me.txtSSN.Text, _ ← Taxpayer's Social Security number

Me.txtRefund.Text, _ ← Refund Amount

Me.txtBalDue.Text, _ ← Balance of Tax Due

Me.txtPayerName.Text, _ ← Taxpayer's Name (First Last Second Lastname)
Ej - "Juan Mercado Plaza"

Me.txtSoftID.Text, ← Attribute SoftwareId that is included in the Root
element of the return

Me.XmlTaxFormType, ← Appropriate Taxform type
```

### 2.8.4 Response Object

Field	Description	Type
ResponseCode	See Response Code Table.	Int
ReceiptNumber	If the Response Code = 0 (Successful Match), the service will provide the Confirmation Number associated with the return.	String



Field	Description	Type
ResponseMessage	If the Response Code = 0 (Successful Match), the service will provide the Official Date of the return's filing. If the Match is not successful, the appropriate error code will be provided.	String

There might be instances when the confirmation number cannot be recovered. For instance if a taxpayer already filled the tax form using another provider's software and then tries to upload another tax form using another vendor's software the id parameter will not match. Likewise, if any other parameter in the recovery method that does not match the information in the tax form that exists in or systems it will cause the validation to fail and the appropriate error code will be returned.

## E-TIE VB.Net Implementation Example

### 3.1 Login and Upload

```
Dim WSPProcessTransaction As New ETieServices.ETieServices
Dim Security As New ETieServices.ETieSecurity
Dim ServiceTiket As New ETieServices.ServiceTicket
Dim ObjAutHeader As New ETieServices.AuthHeader
Dim MyResponse As New ETieServices.Response
Dim xmlstring As ReadStreamFromFile_Structure
With Security
    .SoftwareVendorId = "ACME Soft"
    .SoftwareVendorPassword = "abcde0999"
    .SoftwareCertificate = "xswyhn9a"
    .SoftwareVersion = "1.0"
    .FormVersion = "ShortForm2011"
```



```
.UserId = "juandelpueblo"
.Password = "bluehouse"

End With

ServiceTiket = WSProcesTransaction.Login(Security)

If ServiceTiket.IsAuthenticated Then

    ObjAutHeader = New ETieServices.AuthHeader

    ObjAutHeader.SessionKey = ServiceTiket.SessionKey
    ObjAutHeader.SessionRole = ServiceTiket.SessionRole

    WSProcesTransaction.AuthHeaderValue = ObjAutHeader

    xmlstring = ReadStreamFromFile("c:\...\ShortForm2011.xml")

    If xmlstring.ErrorCode = 0 Then

        MyResponse =
            WSProcesTransaction.Upload(xmlstring.documentData)

        If MyResponse.ResponseCode = 0 Then

            Response.Write(MyResponse.ResponseMessage.ToString
& "<br><br>")

            Response.Write("Confirmation No:" + MyResponse.ConfirmationNumber)

            Else

                Response.Write(MyResponse.ResponseCode.ToString &
"<br>")

                Response.Write(MyResponse.ResponseMessage.ToString)

            End If

        Else

            'Error

        End If

    End If

End Sub
```





## 4. Tables

### 4.1 Response Codes

The following table describes the codes that E-TIE will return during the electronic filing process. The codes are classified as internal or external depending on whether the circumstances require a response or action from the taxpayer or vendor, or from the Department. Each code requires that a message be displayed to the taxpayer. The specific bilingual message that must be displayed is provided, when applicable.

<b>Error Code</b>	<b>Description</b>	<b>Response</b>	<b>Type</b>
0	Successful	Successful / Exitoso	Internal
-100	Software Login Failed	Programa no autorizado para radicación electrónica. Favor de comunicarse con el proveedor de su programa. / The software is not authorized for electronic filing. Please contact the software provider.	External
-101	User Login Failed	El nombre de usuario o contraseña no es válido. / The user name or password is not valid.	External
-102	Session Expired	Su sesión ha expirado. / Session has expired.	External
-103	Form does Not Match Certificate	El formulario no está certificado. Favor comunicarse con el proveedor de su programa. / Form is not certified. Please contact the software provider.	External
-104	Certificate Expired	El certificado del programa ha expirado. Favor comunicarse con el proveedor de su programa. / The software certificate has expired. Please contact the software provider.	External
-105	Invalid Certificate	El certificado del programa no es válido. Favor comunicarse con el proveedor de su programa. / The software certificate is not valid. Please contact the software provider.	External



-107 -127	Invalid Token Information	Su sesión ha expirado. / Session has expired.	External
-108	Error Saving Token Session	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	External
-109	Refund Amount Error	Información de reintegro del año contributivo 2011 no coincide con los récords del Departamento de Hacienda. Verifique la cantidad que entró o puede comunicarse con el Departamento al (787) 722-0216. Luego de seleccionar su lenguaje, oprima la opción 1, Planillas Individuos, Herencia, Donación y Negocio y después seleccione la opción 2, Establecer una reclamación. También puede comunicarse con nuestro personal de apoyo técnico al (787) 725-4200. / The 2011 taxable year refund information does not match the Treasury Department's records. Verify the amount entered or you can contact the Department at (787) 722-0216. After selecting your language, press option 1, Individual Returns, Inheritance, Donations and Business, and then select option 2, establish a claim. Also, you can contact our Help Desk at (787) 725-4200.	External
-110	Tax Determined Error	Contribución determinada del año contributivo 2011 no coincide con los	External



		<p>récords del Departamento de Hacienda. Verifique la cantidad que entró o puede comunicarse con el Departamento al (787) 722-0216. Luego de seleccionar su lenguaje, oprima la opción 1, Planillas Individuos, Herencia, Donación y Negocio y después seleccione la opción 2, Establecer una reclamación. También puede comunicarse con nuestro personal de apoyo técnico al (787) 725-4200. / The 2011 taxable year tax determined does not match the Treasury Department's records. Verify the amount entered or you can contact the Department at (787) 722-0216. After selecting your language, press option 1, Individual Returns, Inheritance, Donations and Business, and then select option 2, establish a claim. Also, you can contact our Help Desk at (787) 725-4200.</p>	
-111	Error Matching Name	<p>Número de seguro social o nombre del contribuyente no coincide con los récords del Departamento de Hacienda. Verifique la información que entró o puede comunicarse con el Departamento al (787) 722-0216. Luego de seleccionar su lenguaje, oprima la opción 1, Planillas Individuos, Herencia, Donación y Negocio y después seleccione la opción 2, Establecer una reclamación. También puede comunicarse con nuestro personal de apoyo técnico al (787) 725-4200. / Taxpayer SSN or name does not match the Treasury Department's records. Verify the information entered or you can contact the Department at (787) 722-0216. After selecting your language, press option 1, Individual Returns, Inheritance, Donations and Business, and then select option 2, establish a claim. Also, you can contact our Help</p>	External



		Desk at (787) 725-4200.	
-113	User already Filed Tax Return for this Taxable Year	Según los récords del Departamento de Hacienda, ya existe una planilla radicada electrónicamente para este contribuyente. Para corroborar esta información, se puede comunicar con el personal de apoyo técnico al (787) 725-4200. / According to the Treasury Department's records, a tax return has already been electronically filed for the taxpayer. To validate this information, you may contact our Help Desk at (787) 725-4200.	External
-114	Payment Error	Error en la información de pago. Por favor, intente nuevamente. / Error in the payment data. Please try again.	External
-115	Inserting User Error	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	External
-117	Invalid PIN Information	El Número de Identificación Personal (PIN) y el número de Seguro Social no concuerdan con los récords del Departamento de Hacienda. Para corroborar esta información, se puede comunicar con el Departamento al (787) 722-0216. Luego de seleccionar su lenguaje, oprima la opción 1, Planillas Individuos, Herencia, Donación y Negocio y después seleccione la opción 2, Establecer una reclamación. También, puede comunicarse con nuestro	



		personal de apoyo técnico al (787) 725-4200. / The Personal Identification Number (PIN) and Social Security number do not match the Treasury Department's records. To validate this information, you can contact the Department at (787) 722-0216. After selecting your language, press option 1, Individual Returns, Inheritance, Donations and Business, and then select option 2, establish a claim. Also, you can contact our Help Desk at (787) 725-4200.	
-129	Invalid Soap Header	El encabezado de autenticación de la aplicación es inválido. / The authentication header of the software is invalid.	External
-130	User not Registered	Usuario no registrado. Debe registrarse a través del Número de Identificación Personal (PIN) asignado por el Departamento o con la información de su Planilla 2011. / User not registered. You must register using the Personal Identification Number (PIN) assigned by the Department or the 2011 Return information.	External
-131	Invalid Social Security Number	El número de seguro social del Usuario no coincide con el número de seguro social del Contribuyente en la planilla. / User's social security number does not match the Taxpayer's social security number in the return.	External
-200	Invalid XML Format	Formato de planilla inválido. Favor comunicarse con el proveedor de su programa. / Tax return format invalid. Please contact the software provider.	External
-201	Invalid Payment Date	Fecha de pago inválida. La fecha de pago no puede ser previa a la fecha de radicación de la planilla o posterior al 16 de abril de 2013, excepto si se está rindiendo la misma luego de esta	External



		<p>fecha, en cuyo caso, la fecha de pago tiene que ser igual a la fecha de radicación electrónica. / Invalid payment date. Payment date cannot be previous to return filing date or after April 16, 2013, except when filing is after this date in which case, the payment date must be the same as the electronic filing date.</p>	
-303	Invalid Routing Number	<p>El número de ruta del banco es inválido. Favor corregir y tratar nuevamente su proceso de radicación. / The routing number is invalid. Please review and correct the information and re-start the submission process.</p>	External
-900	Error getting schema	<p>Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Include the error code number, the day and the time you receive it.</p>	Internal
-901	Error savings XML doc	<p>Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>.</p>	Internal



		Include the error code number, the day and the time you receive it.	
-902	Database Error	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-903	Error Inserting User	El nombre de usuario ya existe. Por favor, intente con otro y verifique que tenga al menos 7 caracteres. / The username already exists. Please try another username and make sure that it has at least 7 characters.	Internal
-904	Schema Internal Error	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-905	Error Accessing OP	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr.	Internal



		Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	
-906	Invalid SoftwareId	Favor de comunicarse con el proveedor de su programa. / Please contact your software provider.	External
-907	Invalid Software Version	La versión del programa con que se está enviando la planilla no es la última aprobada por Hacienda. Favor comunicarse con el proveedor de su programa. / The software version that is being sent is not the final form approved by the Treasury. Please contact the vendor of your program.	External
-1003	User Registration Failed	La información requerida para crear el usuario en Colecturía Virtual fue enviada de forma incorrecta. Favor comunicarse con el proveedor de su programa. /The information required to create the Virtual Collections Office user was sent incorrectly. Please contact your program provider.	External
<b>Application Interface Error</b>			
-112100	General Exception	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at	Internal





		techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	
-112101	Invalid Action Code	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112102	Communication Error	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112103	Invalid Input Field Account Number	Número de Seguro Social inválido. / Invalid Social Security number.	External
-112104	Taxpayer Filed 2012 Tax Form	Según los récords del Departamento de Hacienda, ya existe una planilla radicada para este contribuyente. Para corroborar esta información, se puede comunicar con el personal de apoyo técnico al (787) 725-4200. / According to the Treasury Department's records, a tax return has already been filed for the taxpayer.	External



		To validate this information, you may contact our Help Desk at (787) 725-4200.	
-112105	Taxpayer Not Filed 2011 Tax Form	No aparece planilla radicada para el año contributivo 2011. Deberá rendir su planilla en papel, visitar uno de nuestros Centros de Orientación y Preparación de Planillas (de ser elegible) o utilizar los servicios de un Especialista. / No return is shown as filed for taxable year 2011 You must file your return in paper form, visit one of our Tax Return Preparation and Orientation Centers (if eligible) or use a Specialist's services.	External
<b>Serial Data File Error</b>			
-112201	File Unavailable	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112202	Accessing File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr.	Internal



		Include the error code number, the day and the time you receive it.	
-112203	Read File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
<b>Financial Data File Error</b>			
-112301	File Unavailable	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112302	Accessing File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by	Internal



		e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	
-112303	Read File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
<b>Biographic Data File Error</b>			
-112401	File Unavailable	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112402	Accessing File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems.	Internal



		Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a> . Include the error code number, the day and the time you receive it.	
-112403	Read File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a> . Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a> . Include the error code number, the day and the time you receive it.	Internal
<b>RPC Service Error</b>			
-112501	RPC Not Available	RPC no disponible. Favor de notificar al (787) 725-4200. / RPC not available. Please notify at (787) 725-4200.	Internal
<b>Spouse Data File Error</b>			
-112601	File Unavailable	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a> . Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a> . Include the error code number, the day and the time you receive it.	Internal



-112602	Accessing File	<p>Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Include the error code number, the day and the time you receive it.</p>	Internal
-112603	Read File	<p>Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Include the error code number, the day and the time you receive it.</p>	Internal
<b>PIN Number Errors</b>			
-112900	General Exception	<p>Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at <a href="mailto:techsupport@hacienda.gobierno.pr">techsupport@hacienda.gobierno.pr</a>.</p>	Internal



		Include the error code number, the day and the time you receive it.	
-112901	Invalid Request	El Número de Identificación Personal (PIN) es inválido. / The Personal Identification Number (PIN) is invalid.	External
-112902	Accessing File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112903	Read File	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112904	Add Record	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems.	Internal



		Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	
-112905	Update Record	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-112906	PIN Already Validated	El Número de Identificación Personal (PIN) ya fue utilizado. Verifique que haya entrado el PIN correctamente o comuníquese con el personal de apoyo técnico al (787) 725-4200. / The Personal Identification Number (PIN) has been used. Check if you entered the PIN correctly or call our Help Desk at (787) 725-4200.	External
-112907	Spouse PIN Already Validated or Taxpayer PIN Not Validated	El Número de Identificación Personal (PIN) del cónyuge ya fue utilizado. Verifique que haya entrado el PIN correctamente o comuníquese con el personal de apoyo técnico al (787) 725-4200. / The Personal Identification Number (PIN) for the spouse has been used. Check if you entered the PIN correctly or call our Help Desk at (787) 725-4200.	External
<b>Recovery of Confirmation Number Error</b>			
-2100	XML submitted not equal to original filed	La planilla ya se recibió en el Departamento de Hacienda, pero no	External





		<p>se puede proveer el Número de Confirmación. Para obtener copia de su planilla acceda a la página de Colecturía Virtual:</p> <p><a href="http://www.hacienda.gobierno.pr">www.hacienda.gobierno.pr</a> y utilice el nombre de usuario y contraseña registrado (creado). Luego seleccione Servicios y Copia de Planilla Radicadas Electrónicamente. De confrontar problemas favor comunicarse con el personal de Colecturía Virtual al (787) 722-0216. Luego de seleccionar su lenguaje, oprima la opción 5, Portal de Colecturía Virtual. / The return was received by the Department of Treasury, but the Confirmation Number cannot be provided. . To obtain a copy of your return, access the Virtual Collections Office: <a href="http://www.hacienda.gobierno.pr">www.hacienda.gobierno.pr</a> and use the registered (created) user name and password. Then select Services and Copy of Returns Filed Electronically. If you have any problems, please contact the Virtual Collections Office staff at <a href="tel:7877220216">(787) 722-0216</a>. After selecting your language, press option 5, Virtual Collections Office Portal.</p>	
-2101	Social Security not found	<p>La planilla ya se recibió en el Departamento de Hacienda, pero no se puede proveer el Número de Confirmación. Favor de comunicarse con el proveedor de su programa. / The return was received by the Department of Treasury, but the Confirmation Number cannot be provided. Please contact the software provider.</p>	External
-2102	Invalid Token information	<p>La planilla ya se recibió en el Departamento de Hacienda, pero no</p>	External



		se puede proveer el Número de Confirmación. Favor comunicarse con el proveedor de su programa. / The return was received by the Department of Treasury, but the Confirmation Number cannot be provided. Please contact the software provider.	
<b>ETIE Services Error</b>			
-4000 -4100	Error generating serial number. Error updating payment information.	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal
-990100 -990101 -990102 -990103 -990104 -990105 -990106 -990107 -990200 -990201 -990202 -990203 -990204 -990205	General Exception	Estamos confrontando problemas técnicos. Por favor, intente nuevamente. Si este mensaje de error continúa, favor de notificarlo a través de techsupport@hacienda.gobierno.pr. Incluya el número del código de error, el día y la hora en que lo recibió. / We are experiencing technical problems. Please, try again. If this error message continues, please notify it by e-mail at techsupport@hacienda.gobierno.pr. Include the error code number, the day and the time you receive it.	Internal



-990206			
-990900			