

T AND W RESPONSE CODES

The purpose of this section is to provide assistance to the preparers in addressing submissions that generate T or W response codes.

While all preparers intend to transmit their clients' files free of error, mistakes sometimes occur as a result of keying errors or missing entries. One way to avoid errors is to review the data before it is transmitted to ensure that the file is correct.

The codes consist of 3 numeric characters preceded by the letter W or T (e.g.: W101 or T801).

T response codes

These codes are returned when the information included one or more of the requests in the batch does not pass our validations.

Validations of electronically submitted batches are done in stages, meaning an electronically submitted batch must pass the schema validations before validations in the next stage are performed. Depending on the errors, an electronically submitted batch could also be rejected based on batch and request validities.

If there is a problem with one or more requests within the batch, only the requests with errors will be rejected and each problematic request within the batch will be identified, on a sequential basis, with the associated T response code(s). Once the errors have been corrected, the batch can be retransmitted.

When a T code is received, you should be able to resolve the situation with the information contained in this section. However, if you encounter a code that is not covered, or if you need further clarification on the information contained in this section, call the EFILE Helpdesk in your local tax centre for assistance.

Before calling your EFILE Helpdesk, have all the relevant information concerning the applicable code available.

EFILE Helpdesks were established to help preparers and transmitters resolve technical matters related to the electronic filing process. Enquiries about whether you were updated to the Canada Revenue Agency (CRA) system as the representative or obtaining information on the taxpayer's account should be directed to Individual Income Tax Enquiries at 1 800 959 8281. The Helpdesk phone numbers are for the exclusive use of preparers and transmitters who are electronically submitting an authorization or cancellation request and must not be provided to individual taxpayers.

For T response codes related to format, contact your software provider for assistance.

List of T response codes

Note: New or modified response codes are identified in bold font.

Electronic submission

T801	The attached file must contain a minimum of 1 to a maximum of 30 requests per batch. Please select a valid file of 30 or less requests and try again.
T802	The transmitter's EFILE number or password is not entered or is invalid. Please carefully complete both identification fields and try again. If both the transmitter's EFILE number and password were entered correctly, contact your EFILE Helpdesk.
T803	Authentication failed. Access is locked - number of unsuccessful attempts exceeds access limits. Please contact your EFILE Helpdesk.
T804	The software used to prepare this file was not certified. Please contact your software developer to obtain the certified version of the software.
T805	The preparer's EFILE number is not entered or is invalid. Please carefully complete the field and try again. If the preparer's EFILE number was entered correctly, contact your EFILE Helpdesk.
T806	The attached file contains requests completed with different preparer EFILE numbers. All requests within the file must be completed using the same preparer EFILE number.
T807	The attached file contains requests completed with different software products. You can only transmit a file containing requests prepared with the same software. Please use the same software for each request, re-save the file and try again.
T808	The Efiler number must be authorized to transmit an authorization or cancellation request. Please update your account information by indicating that you want to transmit the authorization/cancellation requests. Refer to the "EFILE for Electronic Filers" service at https://www.canada.ca/en/revenue-agency/services/e-services/e-services-businesses/efile-electronic-filers/account-maintenance.html for more information
T809	The software vendor code used to prepare the requests is either not indicated or is invalid. Please contact your T1 EFILE software developer.
T810	The request submitted must be for authorizing or cancelling a Representative.
T811	The number of requests in the batch is not equal to the number of requests declared in the file.
T812	The software used to prepare this file was not certified for this tax year. Please obtain the latest version of this software product.
T813	The unique document number is invalid. Please contact your software developer.
T829	The EFILE number used to prepare or transmit the authorization or cancellation request has not received the necessary approval. You should contact the EFILE Helpdesk.
T830	Message no longer relevant as of February 2020.

T857	<p>According to our records, this authorization has already been submitted to CRA and it is currently being processed.</p> <p>A new authorization form is not required unless the taxpayer would like to amend the original authorization.</p>
T858	<p>According to our records, the unique document number associated with transmission has already been submitted. Please contact your software developer.</p>
Taxpayer Information	
T814	Message no longer relevant as of February 2021
T815	The taxpayer information entered does not match our records. Please verify the information and try again.
T855	Message no longer relevant as of February 2021
T856	Message no longer relevant as of February 2021
T862	This service cannot be used for the specified taxpayer. Please have the taxpayer contact the Individual Income Tax enquiries at 1-800-959-8281.
Authorize online access	
T816	<p>Please verify the ReplD and ensure it is correct. For information on how to obtain a ReplD, if you have not already done so, please refer to the CRA's Represent a Client online service at:</p> <p>https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html</p>
T817	<p>Please verify the GroupID to ensure it is correct. For information on how to obtain a GroupID, if you have not already done so, please refer to the CRA's Represent a Client online service at:</p> <p>https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html</p>
T818	<p>Please verify the business number and ensure it is correct. For information on how to register your business with the CRA's Represent a Client, if you have not already done so, please refer to the CRA's Represent a Client online service at: https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html</p>
T819	<p>Please provide either the ReplD, the GroupID or the business number that has been registered with the Represent a Client online service. Only one of these fields should be populated.</p>
T820	<p>Please indicate the level of authorization your client consented to. A taxpayer may consent to a Level 1 or Level 2.</p>

T840	The ReplD is invalid or inactive on the Represent a Client service. For information, please refer to the Canada Revenue Agency's Represent a Client online service at: https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html
T841	The ReplD is no longer valid. If you choose, you may register for a new ReplD at: https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html
T843	The Business Number matches the social insurance number provided. Please verify the business number provided and ensure it is correct.
T844	We cannot proceed with your request because the ReplD has not received the necessary approval.
T845	The GroupID is no longer active with Represent a Client. If you choose, you may register for a new GroupID with the CRA's Represent a Client online service at https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html
T846	We cannot proceed with your request because the GroupID has not received the necessary approval.
T847	The business number provided is not registered with the CRA's online service <i>Represent a Client</i> . For information on how to register your business number with Represent a Client, please refer to the CRA's Represent a Client online service at: https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html
T848	The Business Number you have entered is not eligible to use this service. For information, please refer to the Canada Revenue Agency's Represent a Client online service at: https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client.html
T849	We cannot proceed with your request because the business number has not received the necessary approval.
T853	The business number is registered, but not active, with the Represent a Client service. Please contact your employer for more information.
Authorization expiry date	
T821	The expiry date field is incomplete or has an invalid format.
T850	Expiry date must be greater than submission date.
Cancel one or more existing authorization	
T822	The assigned value for the check boxes checked on this request is invalid. Please contact your software developer.
T823	If you wish to cancel a specific representative, please provide the given name and surname of the representative. Only alpha characters and punctuation such as hyphens, apostrophes and periods will be accepted. Any other character types cannot be transmitted.

T824	If you wish to cancel a specific business, please provide the business name. Alpha and numeric characters and punctuation such as ampersands, hyphens, apostrophes and periods will be accepted. Any other character types cannot be transmitted.
T825	Please verify the RepID and ensure it is correct.
T826	Please verify the GroupID and ensure it is correct.
T827	Please verify the business number and ensure it is correct.
T851	You have checked the <i>cancel a specific representative</i> checkbox, yet have not indicated which authorization should be cancelled. Please provide the information or uncheck the box.
Signature and date	
T822	The assigned value for the check boxes checked on this request is invalid. Please contact your software developer.
T828	The given name and surname of the taxpayer must be provided in the Name of taxpayer or legal representative field if the taxpayer has signed the signature page. Only alpha characters and punctuation such as hyphens, apostrophes and periods will be accepted. Any other character types cannot be transmitted.
T831	The signature date cannot be greater than the transmission date.
T832	The request must be received by the CRA within six months of its signature date. Please verify the signature date.
T833	The signature date field is incomplete or has an invalid format.
T854	<p>The name of the legal representative who signed the signature page must be provided. Please ensure that the legal representative is on file with the CRA and authorized to transact on behalf of the taxpayer prior to transmitting the request.</p> <p>If the taxpayer signed the signature page, confirm that the given name and surname of the taxpayer is provided in the name of taxpayer or legal representative field and that the legal representative signature checkbox has not been selected.</p> <p>Only alpha characters and punctuation such as hyphens, apostrophes and periods will be accepted. Any other character types cannot be transmitted.</p>
Mandatory fields	
T834	There are mandatory fields that have not been filled out.
Confirmation Message	
T835	Thank you for using the e-submission service. Your submission has been accepted and will be processed shortly.

	<p>Here is your confirmation number: XXXXXXX. Please retain it for your record.</p> <p>Please ensure to retain a copy of the signed and dated signature page in your files. Do not send it to us by mail or fax unless requested to do so.</p> <p>Prior to being updated as a representative, the authorization(s) must adhere to CRA policies and procedures. Once the online authorization has been processed, you can view your client's name in your client list via the Represent a Client online service.</p> <p>Questions regarding the processing of the authorization should be directed to Individual Income Tax Enquiries at 1-800-959-8281.</p>
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Technical Messages

Web service: System - hours of service	
T836	<p>The web service is not operational at this time.</p> <p>Please see our hours of service.</p>
T837	<p>The web service is not operational at this time.</p> <ul style="list-style-type: none"> • the transmission web service may be closed for a scheduled maintenance; or • we are experiencing technical difficulties and are unable to process your request at this time. <p>Please try again later or check our News for further details.</p>
T838	<p>Web service</p> <p>We were unable to upload your file. Please reselect your file and try again. If the problem continues, please contact your EFILE Helpdesk.</p>
T859	<p>You have submitted an incorrect form version.</p>
T860	<p>Due to routine systems maintenance, the web service is currently unavailable.</p> <p>Service will resume on Monday at 6 am Eastern time.</p>

W response codes

These codes are used to indicate to the tax preparer that the request has been accepted but during the validation process, it was determined that this request is going to require additional processing.

A W response code is also used at the batch level to indicate when the processing queue is down.

This means that you will be required to check for the ResponseCodes object even for accepted requests in order to be able to display the W-Series codes.

List of W response codes

Note: New or modified response codes are identified in bold font.

Electronic submission	
W101	<p>Thank you for using the electronic submission service. The Canada Revenue Agency (CRA) requires additional time to process your request.</p> <p>Do not re-submit the request electronically or on paper. We strive to action this request within three business days. After this period, please review your client list in the Represent a Client portal to confirm that your submission has been processed.</p> <p>Please remember that you must retain a signed copy of the signature page in your records for six years.</p>
W106	<p>Thank you for using the electronic submission service.</p> <p>The Canada Revenue Agency (CRA) requires a legal document naming the person who signed the signature page as the individual's legal representative before it can be processed. Please send the required documentation to the appropriate tax center to avoid any additional delays. Go to canada.ca/revenue-agency for a list of tax centers nearest you.</p> <p>Your request will be processed once we receive and process the legal document. Do not re-submit this request electronically or on paper.</p> <p>Please remember that you must retain a signed copy of the signature page in your records for six years.</p>
W107	<p>Thank you for using the electronic submission service.</p> <p>Your request indicated that the authorization was signed by the taxpayer's legal representative. In order to process your request, the Canada Revenue Agency (CRA) requires documentation naming the person who signed the request as the individual's legal representative. Please send the required documentation to the</p>

	<p>appropriate tax center to avoid any additional delays. Go to canada.ca/revenue-agency for a list of tax centers nearest you.</p> <p>Your request will be processed once we receive and process the legal document. Do not re-submit this request electronically or on paper.</p> <p>Please remember that you must retain a signed copy of the signature page in your records for six years.</p>
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Technical messages

Web service	
W861	<p>We are currently experiencing technical difficulties updating our electronically submitted authorizations. You can continue to submit your requests electronically. The authorizations will be updated as applicable when the technical difficulties have been resolved. The authorization/cancellation requests will not need to be sent a second time.</p>