

## 2.6.1. CORPORATION INTERNET RETURNS (WEB SERVICES)

| Corporation Internet Return Rejected (Web services)    |   |                       |   |
|--|---|-----------------------|---|
| INTERNET RULES and CORPORATION INTERNET ERROR MESSAGES |   |                       |   |
| Return Type  | Internet Rule   | Error Number          | Error Message   |
| <b>Part 1</b>  | <b>Up front transmission issues</b>                           | <b>Errors 301-320</b> |   |
| Internet   | System closed for daily maintenance.                          | <b>301</b>            | Due to CRA's daily systems maintenance, the Corporation Internet filing service is currently not available.   |
| Internet   | System outage for routine maintenance.                        | <b>302</b>            | Due to CRA's daily systems maintenance, the Corporation Internet filing service is currently not available. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803. |
| Internet   | Too many transmission attempts within a short period of time. | <b>303</b>            | CRA is unable to establish a session for you. To better identify the source of this technical problem, contact your software vendor.  |
| Internet   | TYE is < 2002.  | <b>307</b>            | The tax year end date cannot be before the year 2002; submit your return on paper.  |
| Internet   | Discrepancy with WAC, # and password.                         | <b>308</b>            | Enter either the Web access code or your EFILE number and password.   |
| Internet   | WAC is not numeric.   | <b>309</b>            | You have entered an invalid Web access code. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |
| Internet   | WAC is < than 8 digits.                                       | <b>310</b>            | You have entered an invalid Web access code. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |
| Internet   | File location not entered.                                    | <b>311</b>            | Enter the file name and location.   |
| Internet   | File type is not valid.                                       | <b>313</b>            | The file type is not valid. To better identify the source of this technical problem, contact your software vendor.  |

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| Return Type  | Internet Rule                                    | Error Number          | Error Message  |
| Internet   | File size is too large.                          | <b>314</b>            | The file cannot exceed 4,000,000 bytes. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |
| Internet   | File not found or it is empty.                   | <b>315</b>            | The file link cannot be found or the file is empty.  |
| Internet   |  | <b>316</b>            | CRA is experiencing technical difficulties connecting to the Corporation Internet Filing service. Contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803 for further information.                            |
| Internet   | Incorrect/incomplete entries submitted           | <b>320</b>            | The information submitted is either incorrect or incomplete.   |
| <b>Part 2</b>  | <b>Signature authenticity errors</b>             | <b>Errors 321-327</b> |  |
| Internet   | BN submitted is not registered on the BN system. | <b>321</b>            | The Business number and/or the tax year end are not registered in our system. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |
| Internet   | BN/TYE submitted do not match signature.         | <b>322</b>            | The Web access code that you have provided does not match the Business number and/or the tax year end in CRA's records. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.              |
| Internet   | WAC does not match signature.                    | <b>324</b>            | The Web access code entered does not match CRA's electronic signature on file. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.   |
| Internet   | WAC cancelled; too many attempts.                | <b>325</b>            | Access to CRA's Corporation Internet Filing system has been denied due to three incorrect attempts to enter the Web access code. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.     |
| Internet   | More than 45 transmission attempts.              | <b>327</b>            | Access to CRA's Corporation Internet Filing system has been denied as you have exceeded the maximum number of transmission attempts. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803. |

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| <b>Part 3</b>  | <b>On-line WAC verification</b>                       | <b>Errors<br/>340-347</b> |   |
| Internet   | Incorporation date is missing.                        | <b>340</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Incorporation date is invalid.                        | <b>341</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Incorporation date does not match BN system.          | <b>342</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Mailing address postal code is missing.               | <b>343</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Mailing address postal code is invalid.               | <b>344</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Mailing address postal code does not match BN system. | <b>345</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Name of transmitter is missing.                       | <b>346</b>                | The information submitted is either incorrect or incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | More than 5 request attempts.                         | <b>347</b>                | Access to CRA's Corporation Internet filing system has been denied as you have exceeded the maximum number of attempts. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803. |
| <b>Part 4</b>  | <b>Mainframe validation errors</b>                    | <b>Errors<br/>355-399</b> |   |
| Internet   | TYS is missing or invalid.                            | <b>355</b>                | The tax year start date is missing or invalid. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |

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| <b>Return Type</b>   | <b>Internet Rule</b>                     | <b>Error Number</b> | <b>Error Message</b>  |
| Internet   | TYE is missing or invalid.               | <b>357</b>          | The tax year end date is missing or invalid. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Name different & change not indicated.   | <b>364</b>          | The name of the corporation provided does not match CRA's records. A corporation name change cannot be processed while Internet filing. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803. |
| Internet   | Head office address change indicated.    | <b>366</b>          | A head office address change cannot be processed while Internet filing. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.   |
| Internet   | Mailing address change indicated.        | <b>367</b>          | A mailing address change cannot be processed while Internet filing. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.   |
| Internet   | Books and Records address is missing.    | <b>368</b>          | A change to the location of the books and records is indicated but the address is missing. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Books and Records address is incomplete. | <b>369</b>          | A change to the location of the books and records is indicated but the address provided is incomplete. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.                                  |
| Internet   | TYE exceeds transmission date.           | <b>370</b>          | CRA cannot accept the return transmitted at this time because the tax year end date is after the transmission date. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.                     |
| Internet   | TYE is prior to tax year start.          | <b>371</b>          | The tax year end date is earlier than the tax year start date. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Tax year is greater than 378 days.       | <b>372</b>          | CRA cannot accept the return transmitted because the tax year is more than 378 days. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |

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| Return Type  | Internet Rule   | Error Number | Error Message   |
| Internet   | Corporation is claiming SR&ED using invalid software. | 375          | CRA is unable to accept the return since it was prepared using a software package that does not support the electronic filing of SR&ED claims. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Corporation type is missing.                          | 378          | The type of corporation at the end of the tax year is missing. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | Corporation type is invalid.                          | 379          | The type of corporation at the end of the tax year is not valid. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.  |
| Internet   | <b>Software code invalid</b>                          | 381          | <b>CRA is unable to process the return since it was prepared using a software package that was not approved by the CRA. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.</b>   |
| Internet   | <b>Software code invalid for period</b>               | 382          | <b>CRA is unable to accept the return since it was prepared using a software package that does not support the filing period. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.</b>   |
| Internet   | <b>Direct deposit information invalid</b>             | 385          | <b>CRA cannot accept the return transmitted because it contains entries in the direct deposit area. For assistance, contact CRA's Corporation Internet filing Helpdesk at 1-800-959-2803.</b>   |
| Internet   | <b>TYE already assessed, possible amended?</b>        | 387          | <b>CRA cannot process the return transmitted since we have already assessed this tax year. If you are submitting an amended return you must indicate this in your software. Otherwise, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803 for assistance.</b> |
| Internet   | Fiscal period overlaps an existing tax year.          | 388          | CRA cannot process the return transmitted since the tax period for this return overlaps an existing tax period for a return already assessed. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.   |

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| INTERNET RULES and CORPORATION INTERNET ERROR MESSAGES |  |                       |   |
| Return Type  | Internet Rule                          | Error Number          | Error Message   |
| Internet   | Email Address already on file          | <b>395</b>            | According to CRA's records, your corporation is already registered for the Manage Online Mail service. Remove your request to sign up for the service and the email address entered. Email address changes must be made by accessing My Business Account or Represent a Client. |
| Internet   | BN not eligible for MyBA               | <b>396</b>            | CRA cannot process your request to register for the Manage Online Mail service because your corporation is not eligible for My Business Account or Represent a Client. Remove your request to sign up for the service and the email address entered.                            |
| Internet   | Email in invalid format                | <b>397</b>            | CRA is unable to process the return because you have entered an invalid email address. Correct and resubmit. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |
| Internet   | Email address on amended return        | <b>398</b>            | CRA is unable to process the return at this time because CRA cannot accept an email address on an amended T2 return. Remove your request to sign up for the service and the email address entered.  |
| Internet   | Validate Request Manage Online Mail    | <b>399</b>            | You have either entered an email address without requesting to register for the Manage Online Mail service or you have requested the service without entering an email address. Correct and resubmit.   |
| <b>Part 5</b>  | <b>EFILE on-line validation errors</b> | <b>Errors 451-457</b> |   |
| Internet   | Number and/or password invalid.        | <b>451</b>            | According to CRA's records, the EFILE number and/or password provided is not valid. Contact CRA's T1 EFILE Helpdesk Support for further information.  |
| Internet   | Suspended in T1 EFILE Registry         | <b>452</b>            | According to CRA's records, your EFILE On-Line account is suspended. Contact CRA's T1 EFILE Helpdesk Support at for further information.  |
| Internet   | T1 EFILE registry is not available.    | <b>454</b>            | CRA is unable to process the return at this time due to system maintenance. Contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803 for further information.   |

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| Return Type  | Internet Rule                          | Error Number          | Error Message  |
| Internet   | BN is not registered on the BN system. | <b>455</b>            | According to CRA's records, the Business number submitted is not valid. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |
| Internet   | EFILE password expired                 | <b>456</b>            | According to CRA's records, your EFILE password has expired. Yearly renewal is mandatory. Contact CRA's T1 EFILE Helpdesk Support for further information.   |
| Internet   | Suitability screening in progress      | <b>457</b>            | According to CRA's records, you are not currently permitted to file the return using your EFILE password as suitability screening has not been completed. Contact CRA's T1 EFILE Helpdesk Support for further information.   |
| <b>Part 6</b>  | <b>.Cor File format errors</b>         | <b>Errors 501-513</b> |  |
| Internet   | The file is empty.                     | <b>501</b>            | CRA is unable to process your return at this time as the file is empty. For reference purposes the data surrounding the error contained: xxxxxxxx  |
| Internet   | No EOD label at the end of the file    | <b>502</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid due to missing or incorrect trailer information. For reference purposes the data surrounding the error contained: xxxxxxxx               |
| Internet   | Invalid delimiters in the file         | <b>503</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid due to missing or incorrect data delimiters. For reference purposes the data surrounding the error contained: xxxxxxxx                   |
| Internet   | Data overflow                          | <b>504</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid due to data overflow in the line number below:<br>Schedule: xxx Page: xxx Line: xxx Row: xxx   |
| Internet   | Schedule number is not numeric.        | <b>505</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid as a non-numeric schedule number was detected. For reference purposes the data surrounding the error contained: xxxxxxxx                 |
| Internet   | Sequence number is not numeric.        | <b>506</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid due to an invalid page number on schedule:<br>Schedule: xxx<br>For reference purposes the data surrounding the error contained: xxxxxxxx |

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| Return Type  | Internet Rule                             | Error Number          | Error Message   |
| Internet   | Row number is not numeric.                | <b>507</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid due to an invalid row number:<br>Schedule: xxx Page: xxx Line: xxx<br>For reference purposes the data surrounding the error contained: xxxxxxxx |
| Internet   | Unknown schedule number                   | <b>508</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid as an unknown schedule number was detected:<br>Schedule: xxx  |
| Internet   | Duplicate non looping schedule            | <b>509</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid as a duplicate schedule was detected:<br>Schedule: xxx  |
| Internet   | Duplicate line number                     | <b>510</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid as a duplicate line number was detected:<br>Schedule: xxx Page: xxx Line: xxx Row: xxx  |
| Internet   | Line number exists but there is no data.  | <b>512</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid as there is no data at line number:<br>Schedule: xxx Page: xxx Line: xxx  |
| Internet   | Line number is not numeric.               | <b>513</b>            | CRA is unable to process your return at this time as an error was found with the format of the attached file. The format is invalid as a line number is not numeric:<br>Schedule: xxx Page: xxx<br>For reference purposes the data surrounding the error contained: xxxxxxxx        |
| <b>Part 7</b>  | <b>Amended return transmission errors</b> | <b>Errors 521-523</b> |   |
| Internet   | No previous assessment                    | <b>521</b>            | According to CRA's records, this tax year has not been assessed therefore an amendment cannot be processed. For assistance, contact CRA's corporation Internet Filing Helpdesk at 1-800-959-2803.   |
| Internet   | (Re)assessment or Appeal in progress      | <b>522</b>            | CRA is unable to process this amendment as a (re)assessment is currently in progress or you have an Appeal under review for this tax year. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |

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| Return Type  | Internet Rule                              | Error Number          | Error Message  |
| Internet   | NOA/NOR not issued                         | <b>523</b>            | CRA is unable to process this amendment as a (re)assessment is currently in progress or you have an Appeal under review for this tax year. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803. |
| <b>Part 8</b>  | <b>e-Attachment(s) transmission errors</b> | <b>Errors 530-544</b> |  |
| Internet   | Software not approved                      | <b>530</b>            | CRA is unable to accept the T2 E-Attachment(s) since the software version is not approved by the CRA. To better identify the source of this problem, contact your software vendor.   |
| Internet   | Invalid confirmation number                | <b>531</b>            | CRA is unable to accept the T2 E-Attachment(s) since the confirmation number is not valid. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.   |
| Internet   | Invalid file name                          | <b>532</b>            | The file name of the T2 E-Attachment is not valid. Please ensure that the file name does not contain special characters: \ / : * ? " < >   |
| Internet   | Invalid file type                          | <b>533</b>            | The file type of the T2 E-Attachment is not valid. CRA accepts the following file types for T2 attachments: pdf, doc, docx, xls,xlsx, rtf, txt, jpeg, jpg, tiff, tif, xps.   |
| Internet   | Total Attachments exceed 150 Mb            | <b>534</b>            | The total size of all T2 E-Attachment(s) cannot exceed 150 Mb. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.   |
| Internet   | Incorrect number of attachments            | <b>535</b>            | The number of T2 E-Attachments does not match the number of file names provided. To better identify the source of this problem, contact your software vendor.  |
| Internet   | Return filed over 24 hours ago             | <b>540</b>            | CRA is unable to accept the T2 E-Attachment(s) since the T2 return was filed over 24 hours ago. Please mail the documents to your tax centre.  |
| Internet   | BN & TYE & Conf# not= our records          | <b>542</b>            | CRA is unable to accept the T2 E-Attachment(s) since the business number, tax year-end or confirmation number does not match our records. For assistance, contact CRA's Corporation Internet Filing Helpdesk at 1-800-959-2803.  |

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| Return Type  | Internet Rule                            | Error Number | Error Message  |
| Internet   | Software not certified for E-Attachments | 543          | CRA is unable to accept the T2 E-Attachment(s) since the software package is not approved to use this service. For assistance, contact your software vendor. |
| Internet   | Invalid document identifier              | 544          | CRA is unable to accept the T2 E-Attachment(s) since the document identifier is not valid.   |