



Fax Functionality Restored

Internal Revenue Service (IRS) sent this bulletin at 01/11/2024 10:57 AM EST



IVES Program e-News and Updates

Thursday, January 11, 2024

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System Issue Impacting the IVES Program – E-Fax has been resolved.

Dear IVES Participants,

On December 28, 2023, we recognized technical issues on the Income Verification Express Services (IVES) E-Fax system. Faxed requests that failed transmission need to be resent for processing.

The fax lines were restored on the evening of January 10, 2024, around 8:30 PM ET.

Participants are welcome to re-submit any transcript requests that previously failed or received a busy signal. Transcript requests will be placed in the processing queue and will be worked in first-in, first-out order.

We appreciate your patience and we apologize for any inconvenience this may have caused.

IRS IVES Team

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