



# **IRS Form 990-N**

# **Electronic Filing**

# **System (e-Postcard)**

# User Guide

# Steps for using the Form 990-N Electronic Filing System (e-Postcard)

## REMINDER

An organization cannot file Form 990-N until after the end of its **tax year**. For example:

- **Calendar Year Filers**

If your organization uses a calendar year (a year ending December 31) as its tax year, it must wait until January 1, the day following the end of its tax year, to file.

- **Fiscal Year Filers**

If your organization uses a fiscal year (a year ending on a date other than December 31) as its tax year, it must wait until the day following the end of its fiscal year to file.

The IRS determines the filing year using the beginning date of the organization's tax year.

## NOTE: BEFORE FILING

If technical issues prevent you from registering or filing with the Form 990-N electronic filing system, try the suggestions below. If the problem still exists after trying all the suggestions below, contact IRS Customer Account Services at 877-829-5500 (a toll-free number).

Telephone assistance is also available for individuals with TTY equipment at 800-829-4059. Take the following steps to prevent problems during the registration and filing processes:

- **Close multiple browsers when registering.**

Errors may occur if you have additional internet browsers open during the registration process. Please close other internet browser windows.

- **Do not use a smart phone or tablet to file your Form 990-N.**

- **Use correct text characters when registering and filing.**

Ensure that you use only letters, numbers or a hyphen when entering text fields and limit your entries to 35 characters/spaces. These character limits do not apply to password fields. When choosing a password, use only letters, numbers and special characters except the caret (^).

- **If the suggestions above don't resolve the issue, sign out of the filing system (if logged in), close all programs and shut down your computer. Wait a minute, restart your computer and try again.**

This step is required before calling the Customer Account Services line (877-829-5500) for technical help.

## HOW TO SIGN IN

### STEP 1

Open the electronic filing page: <https://www.irs.gov/charities-non-profits/annual-electronic-filing-requirement-for-small-exempt-organizations-form-990-n-e-postcard>.

After reviewing the information provided on the Form 990-N webpage, click the “Submit Form 990-N(e-postcard)” link under the “Submitting Form 990-N (e-postcard)” header.

### STEP 2

#### Sign in with an existing account

1. If you have an existing IRS username, you may log in by clicking the button labeled “Sign in with an existing IRS username.”
2. If you have an existing ID.me account, you may log in by clicking the button labeled “Sign in with ID.me.”

#### Create a new account

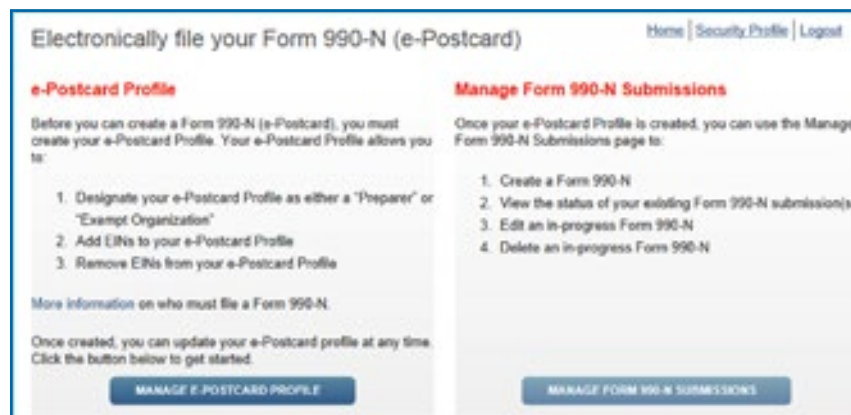
1. If you don’t have an existing IRS username or an ID.me account, click “ID.me Create an account” to begin.

**Note** - If you have an existing IRS username and you register for an ID.me account, it is important that you use the same email address.

## HOW TO CREATE AN ELECTRONIC FORM SUBMISSION

### STEP 1

Select **MANAGE E-POSTCARD PROFILE** to create a new Form 990-N electronic filing submission.



### STEP 2

From the drop down shown below, select either **Exempt Organization** or **Preparer** in the “User Type” field.

- **Exempt Organization:** Select if you are only completing 990-N for your organization.
- **Preparer:** Select if you expect to help multiple organizations.

**Example:** A preparer can be a paid preparer, such as a CPA, volunteer or someone aiding exempt organizations at a local library. By selecting Preparer, you can use your login to add as many organizations as you wish.

After selecting the user type, select **CONTINUE**.

The screenshot shows the 'e-Postcard Profile' page with a progress bar at the top. The first step, 'e-Postcard Profile', is highlighted. Below the progress bar, a red instruction reads: 'Please select Exempt Organization or Preparer'. Underneath, there is a 'User type' dropdown menu with three options: 'Select One', 'Exempt Organization', and 'Preparer'. The 'Exempt Organization' option is currently selected. At the bottom of the dropdown, there are two buttons: 'PREVIOUS' and 'CONTINUE'.

### STEP 3

Enter an EIN for the organization you're filing for, then click **ADD EIN**. You may also delete EINs already associated with your profile. To continue, select **CREATE NEW FILING**.

The screenshot shows the 'e-Postcard Profile' page with the progress bar. The second step, 'Select EIN', is highlighted. Below the progress bar, it says 'You are logged in as: Exempt Organization' with an 'Edit user type' link. There is an 'EIN' input field with a dropdown menu showing 'XX' and a text box containing 'XXXXXXX'. To the right of the input is an 'ADD EIN' button. Below this, a red heading reads 'Currently Associated EIN(s)'. Underneath is a table with columns: 'EIN', 'Organization Name', 'Date Added', and 'Delete'. The table is currently empty, with the text 'No EINs are currently associated with your ID' below it. At the bottom of the table area, there are two buttons: 'DELETE EIN' and 'CREATE NEW FILING'.

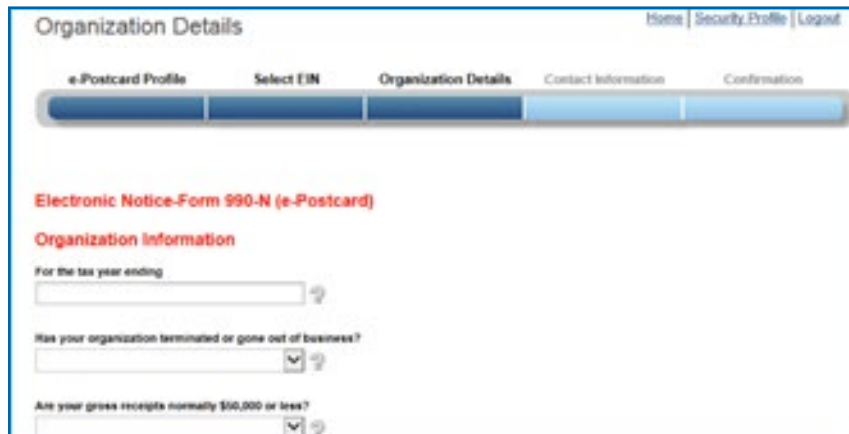
### STEP 4

Select the EIN you wish to file for from the drop-down menu. Once you have selected the EIN, select **CONTINUE**.

The screenshot shows the 'e-Postcard Profile' page with the progress bar. The third step, 'Select EIN', is highlighted. Below the progress bar, a red instruction reads: 'Please select the EIN for which you want to file for'. There is an 'EIN' dropdown menu with a blue border and a downward arrow. The dropdown menu is open, showing the text 'Select EIN'. At the bottom of the dropdown, there are two buttons: 'MANAGE E-POSTCARD PROFILE' and 'CONTINUE'.

## STEP 5

Complete the "Organization Details" page. If you don't understand the request, click the question mark icon for an explanation. When you have completed each line, select **CONTINUE**.



The screenshot shows the "Organization Details" page. At the top, there are navigation links for "Home", "Security Profile", and "Logout". Below this is a progress bar with five steps: "e-Postcard Profile", "Select EIN", "Organization Details" (which is currently selected and highlighted in blue), "Contact Information", and "Confirmation". The main content area is titled "Electronic Notice-Form 990-N (e-Postcard)" and "Organization Information". It contains three questions: "For the tax year ending" with a text input field and a question mark icon; "Has your organization terminated or gone out of business?" with a dropdown menu and a question mark icon; and "Are your gross receipts normally \$100,000 or less?" with a dropdown menu and a question mark icon.

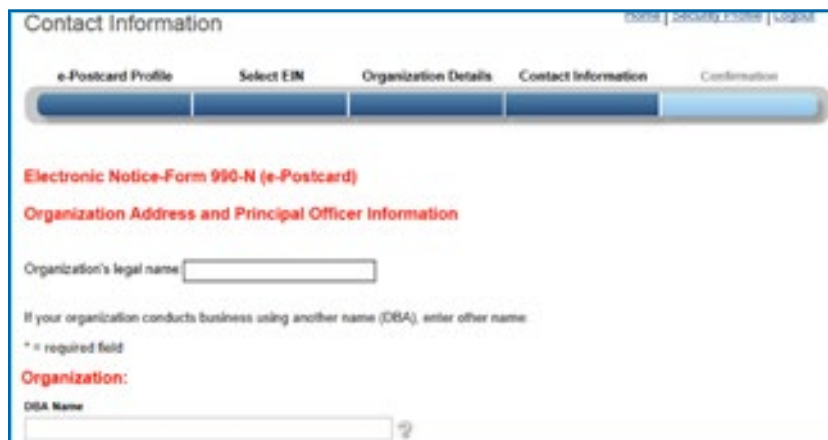
## STEP 6

Complete the "Contact Information" page. If you don't understand the request, click the question mark icon for an explanation. When you have completed each line, select one of the following:

- **SAVE FILING:** Select if you are missing any requested information. This will allow you to return to complete it later.
- **SUBMIT FILING:** Select when you are sure all required information has been input.

**NOTE WHEN REGISTERING OR FILING:** Text fields cannot exceed 35 characters and must contain only numeric, alpha or hyphen characters unless noted otherwise. Periods, slashes and so on will cause registration or filing errors.

Also, enter website addresses using "www." - not "http://www."



The screenshot shows the "Contact Information" page. At the top, there are navigation links for "Home", "Security Profile", and "Logout". Below this is a progress bar with five steps: "e-Postcard Profile", "Select EIN", "Organization Details", "Contact Information" (which is currently selected and highlighted in blue), and "Confirmation". The main content area is titled "Electronic Notice-Form 990-N (e-Postcard)" and "Organization Address and Principal Officer Information". It contains one question: "Organization's legal name" with a text input field. Below this is a note: "If your organization conducts business using another name (DBA), enter other name:" followed by a legend "\* = required field". There is a section titled "Organization:" with a sub-section "DBA Name" and a text input field with a question mark icon.

## STEP 7

The filing **CONFIRMATION** will display the filing status as “Pending.”

Click on the word **PRINT** in the bottom paragraph to print a copy for your records. Once you leave the page, you won't be able to print this filing.

Select **MANAGE FORM 990-N SUBMISSIONS** to view or submit additional filings.



The screenshot shows a web interface titled "Confirmation" with a navigation bar containing "e-Postcard Profile", "Select EIN", "Organization Details", "Contact Information", and "Confirmation". Below the navigation bar, a message states: "Your Form 990-N(e-Postcard) has been submitted to the IRS". A list of details follows: Organization Name: XXXXXXXXXXXX, EIN: XX-XXXXXXX, Tax Year: XXXXXXXXXXXX, Tax Year Start Date: XXXXXXXXXXXX, Tax Year End Date: XXXXXXXXXXXX, Submission ID: XXXXXXXXXXXX, Filing Status Date: XXXXXXXXXXXX, and Filing Status: Pending. A red arrow points to the "Filing Status: Pending" line. A note at the bottom reads: "Note: Print a copy of this filing for your records. Once you leave this page, you will not be able to do so." Below the note is a button labeled "MANAGE FORM 990-N SUBMISSIONS".

## MANAGING FORM 990-N SUBMISSIONS

On the “Manage Form 990-N Submission” page, your submission will show the status of “Pending.”

- After seven minutes, refresh the page (F5 key for Windows, Command-R for Mac) and the GET UPDATED STATUS button will be visible.
- The status will change from “Pending” to “Accepted” or “Rejected.”
- If your submission was rejected, select the [submission ID hyperlink](#) for additional details.
- After the status is updated, the only valid statuses are “Accepted” or “Rejected.” If your status displays any other text (like “submitted” or “MeF failed”), contact Customer Account Services at 877-829-5500.

## ADDITIONAL INFORMATION

- [Annual electronic filing requirement for small exempt organizations](#) - Form 990-N (e-Postcard)
- [Form 990-N FAQs](#)