

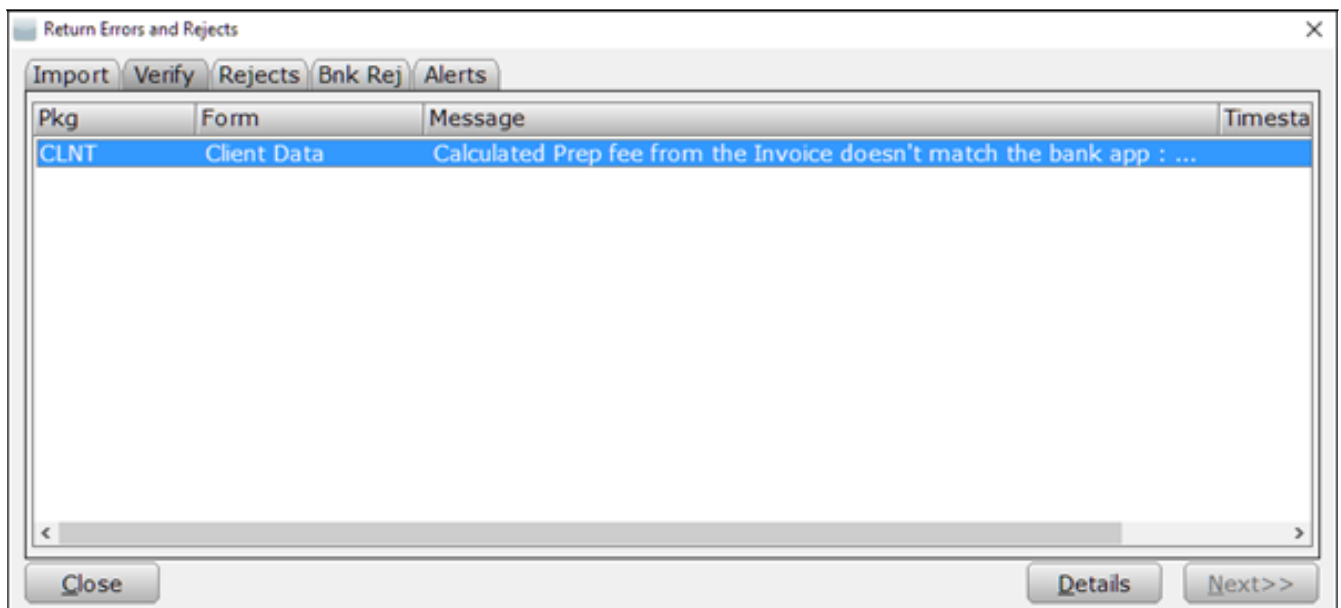
# Verify Error: Calculated Prep Fee Mismatch on Invoice and Bank App

Tue, Dec 21, 2021 [Desktop Program](#), [Verify Errors](#)

## Symptoms

This error occurs when there is a mismatch in the Prep Fees shown on the Invoice versus the Prep Fees shown on the Bank App.

'Calculated Prep fee from the Invoice doesn't match the bank app'



## Cause

This occurrence is due to a fee that had been manually entered by the ERO on the bank application.

Federal Refund Type:	5	Taxpayer's DOB:	01/01/1970	Home Phone:	555-222-5555
		Spouse's DOB:	01/01/1970	Cell Phone:	555-444-5555
				Bank ID Code:	RB111111
				PTIN:	P04444444
Preparer Fees:					
Tax Preparation Fee	200.00	Lock	<input type="checkbox"/>		
Ancillary Add On Fees				RAL/ERC App Date :	<input type="text"/>
Total Preparer Fees	200.00			Preparer Type:	P
Estimated RT Check Amount	6760.11			State Refund Amt(s):	5,006

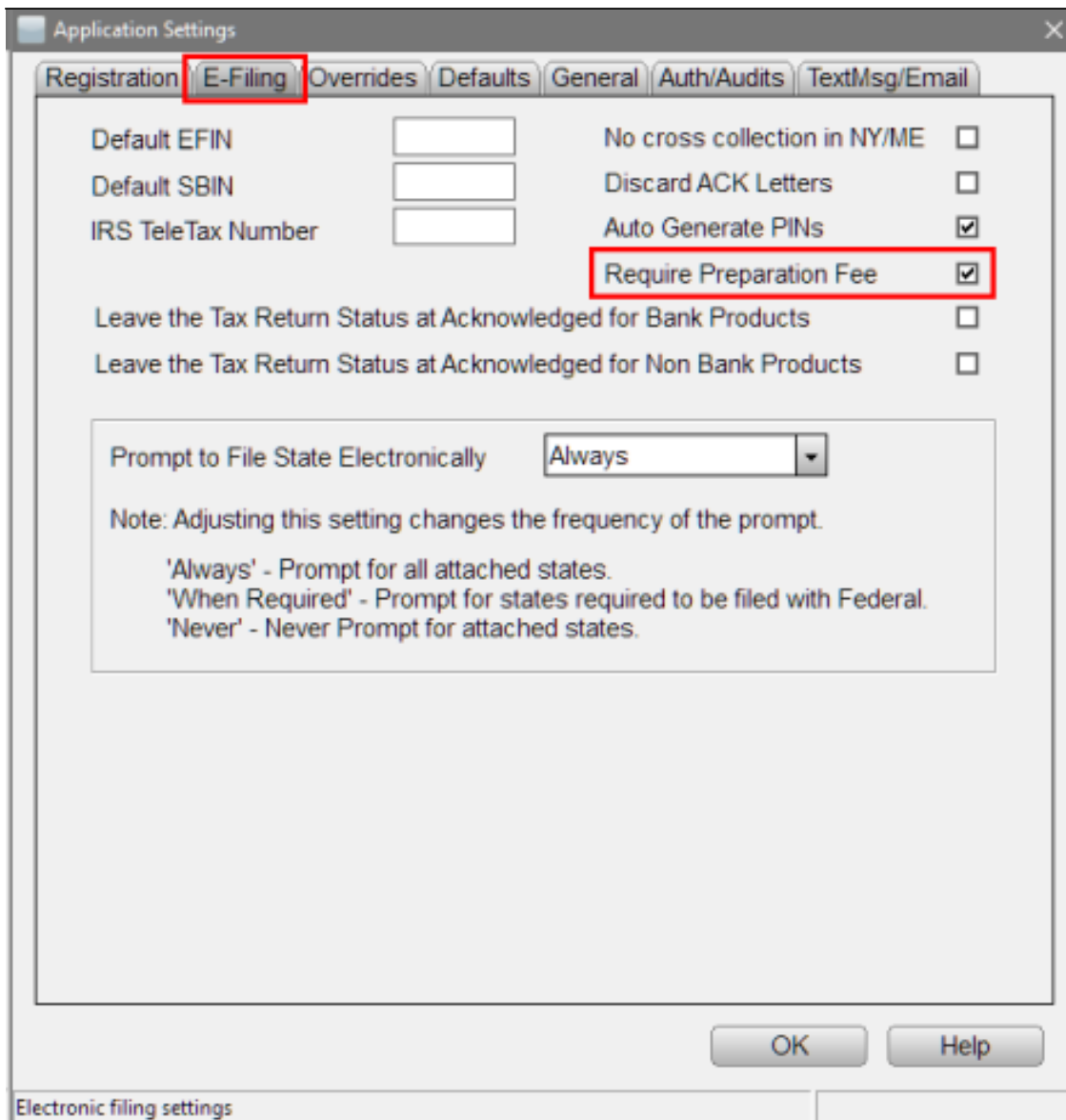
## Resolution

1. To correct the verify error, the ERO must remove the Tax Preparation Fee on the bank

application and enter prep fees on the invoice instead.

- To disable invoicing please see KB 87: [How to Disable Invoicing in The Program](#)

2. Optionally, verify that the ERO has checked **Require Preparation Fees** on all returns. This will eliminate the chance of submitting a return without charging for the service of preparing that return.



Online URL: <https://kb.erosupport.com/article-277.html>