



## eNC5Q Product Registration Form

Quarterly Income Tax Withholding Return

Company FEIN/SSN Website Address/URL

Company Name

Address

City State ZIP Code

Primary Business Contact Name Daytime Phone

Email Address

Primary Software Developer Contact Name Daytime Phone

Email Address

Primary Production Support Contact Name Daytime Phone

Email Address

- ☐ Software Developer  
☐ Payroll Service Provider  
☐ Other – Indicate Role: \_\_\_\_\_

User Role (Check the box above that applies)

Product Name(s) to Be Listed on Website

Tax Type	Type of Software Product				
	Consumer		Paid Preparer		Internal Software Use
	Web	Desktop	Web	Desktop	Developed for Internal Use Only
Withholding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Supported Web Upload Form

### Withholding Tax Forms (eNC5Q)

☐ NC-5Q Quarterly Income Withholding (*semi-weekly filers only*)

## Software Product Standards, Requirements, & State Specific Questions

### File Format Standards

- Only text file(s) (.txt) will be accepted; no other formats (i.e. XML, PDF, Excel) will be accepted
- Follow the defined eNC5Q file format specifications to ensure proper formatting and file layout structure.

## Web Upload Requirements

As an authorized representative, I agree on behalf of our company that we will comply with NCDOR's web upload file format standards and all of the requirements listed below.

## Issue Notification and Resolution Requirements

This section represents the North Carolina Department of Revenue issue and notification resolution standards. Contact the eFile Unit via email at [eNC3@ncdor.gov](mailto:eNC3@ncdor.gov) for eNC3 related errors and/or issues.

1. If computation errors exist within the software or if production errors occur, notify NCDOR and customers within three (3) business days of discovery of the error/issue.
  - a. Provide the NCDOR with a corrective action plan within 2-3 business days after discovery of the error/issue that provides the following details:
    - i. Date when the error and/or issue was initially identified
    - ii. Date the error/issue will be corrected
    - iii. Date when the update will be released
    - iv. Date when update was communicated to customer
    - v. Provide a copy of the customer communication
  - b. Developers will have 10 business days from the date of contact to correct the issue and resubmit an eFile submission to validate the correction.

- c. Failure to comply with any correction of computation errors or other variable data errors will result in the loss of software approval and removal from NCDOR's website.
- d. Regression test software updates, code fixes, and error corrections to ensure the fix did not impact any other fields on either the electronic or paper return.

## Production Text File Submission requirements

All text files generated from this software must be electronically submitted from the initially approved software or a subsequent product update.

1. The text files must fully comply and meet the standards set forth in the NCDOR [eNC5Q File Format Specifications](#). If not, the text files will be rejected.
2. NCDOR does not endorse any software products. Therefore, refrain from promoting and/or advertising software that is endorsed by NCDOR.
3. Authorizes NCDOR to include your entity's name in various public information material designed to inform tax practitioners and the public about software developers who have agreed, complied or failed to comply with NCDOR guidelines and requirements that are outlined in the NCDOR File Layout Specifications.

## Questions

1. Does your software product(s) have any restrictions, enhancements, or functionality that differs between the web product and the desktop product?

2. Is this software a rebranded product?

☐ Yes – If yes, please list all product(s) that are sold and/or licensed under a different name. If more space is needed, please attach additional sheet(s).

☐ No

**Note:** In order for the software to be considered rebranded, changes cannot be made to the software requirements and output(s). If changes can be made to the software requirements and output(s), a separate registration form must be submitted for that software product. It is your responsibility to make sure the rebranded product reflects the current software requirements and output(s).

# Signature

☐ I acknowledge that all test data submitted during the review process is created in and originated from the actual software.

☐ I acknowledge that all electronic returns and forms received by North Carolina Department of Revenue that are generated from this software will be generated from the initially reviewed product version, or a subsequent product update.

As the representative of the above named company, I agree, on behalf of the company, to comply with all requirements listed above. Furthermore, by signing this agreement, my company is agreeing to all of the requirements listed above. The North Carolina Department of Revenue reserves the right to remove software product listings from our website and thereby refuse to accept any additional returns or forms from a company that does not adhere to the above stated requirements.

As an approved North Carolina Department of Revenue provider, I agree to provide true, accurate, current, and complete information about my company. I understand that if I provide any information that is untrue, inaccurate, obsolete, or incomplete, the North Carolina Department of Revenue has the right to deny or suspend the acceptance of the electronic submissions.

(Authorized Representative) Printed Name	Email Address	
(Authorized Representative) Signature	Date	Phone Number