

IRM PROCEDURAL UPDATE

DATE: 12/06/2013

NUMBER: WI-21-1213-1707

SUBJECT: Accessing IRS Direct Pay During Pilot Phase

AFFECTED IRM(s)/SUBSECTION(s): 21.2.1.48.5.1

CHANGE(s):

IRM 21.2.1.48.5.1 - Correction to previous update. The link for IRS Direct on the Payments tab of IRS.gov will not be available until April, 2014.

2. Since IRS Direct Pay is a self-service application, the taxpayer should be able to be address most issues using online resources. Please use the following instructions if you receive a telephone inquiry regarding IRS Direct Pay:

If	Then
Taxpayer calls with general questions about IRS Direct Pay	Direct the taxpayer to the IRS Direct Pay page on the web site. During the pilot This is only accessible by using the IRS.gov search field to input the phrase "IRS Direct Pay", then clicking the resulting link.

Note: When the service is fully available to taxpayers (sometime in April, 2014) a link for IRS Direct Pay will be created on the Payments tab of the IRS.gov home page.