



IRS Electronic Products & Services Support

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What is e-help?

e-help is a full service support network skilled in providing technical assistance to customers using electronic products and services.

e-help Supports These Products



990-N Postcard

ITIN

Acceptance Agent Application

e-Services

- Registration
- PTIN
- TIN Interactive
- e-file Application
- EAR
- TIN Matching
- DA
- TDS

e-file

- IMF
- BMF
- Testing

EFTPS

Modernized *e-file*

- Forms 1040, 1120, 990 1065, 7004, 2290, 720 and 8849
- Testing

Centralized Contractor Registration



e-help Quick Facts

- **The e-help enterprise is comprised of 4 sites:**
 - Andover
 - Austin
 - Cincinnati
 - Ogden



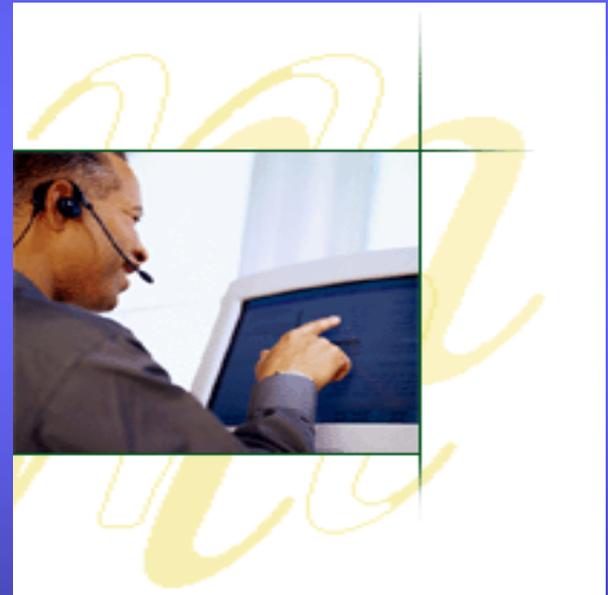
e-help Quick Facts

- **The e-help customer community includes:**
 - Tax Practitioners/CPA's
 - Enrolled Agents
 - Software Developers
 - Enrolled Return Originators (EROs)
 - Attorneys
 - Transmitters
 - Reporting Agents
 - Intermediate Service Providers
 - Financial Institutions
 - Large Corporations
 - Governmental Agencies
 - IRS TAC, TCE, VITA



Services Provided by e-help

- Centralized tracking, trouble ticketing and reporting of issues specific to customers.
- Timely completion of issues.
- Historical information of issues reported by customers.
- Analysis of documented issue types, to improve offerings and service.
- Single toll-free number.





How can you contact the e-help Desk?

All customers:

- Call 866-255-0654 within US
- Call 512-412-7750 outside US

Software Developers:

- Email to expedite contact to software team
- Direct extensions to your software team members
- Silent prompt to eliminate holding in queue



How can you help us improve service?

- Follow the appropriate telephone prompts.
- Know your EFIN before you call.
- If calling about a reject, have your acknowledgement report available.
- Do not give the e-help phone number to your clients.
- Do not call the help desk for tax account related issues.



2010 e-help Desk Hours of Operation

Standard Hours:

- Weekdays: 6:30am – 6:00pm Central Time
- Saturdays: 7:30am – 4:00pm Central Time (January - April)



866-255-0654



FY10 Software Testing Success

- Significant changes were made to our software testing procedures last year which resulted in 104% increase in the number of packages passed by 12/21/09.
- To continue to meet your expectations we ask that you come in as early as possible to complete your testing.



e-mail Communication During Testing

- Always reply to the Start Up e-mail.
- Don't initiate a new e-mail this creates another e-case and can delay your response.
- During Start Up provide the e-mail addresses of the individuals who will be working the testing.
- Testing more than one form type? We recommend creating a form specific e-mail address (i.e. *1120software@XYZ.com*) to ensure proper and prompt routing.



e-help Testing Contacts

- A minimum of two assistors are assigned to each package.
- All Teams have an experienced assistor and a minimum of one back-up.
- The Start-up e-mail provides you with silent prompt instructions, direct extensions and an e-mail address



Questions?

