

# IRS News Release

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## **New e-services Tools Expected to Increase e-filing, Improve Customer Service**

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WASHINGTON — The Internal Revenue Service announced today the release of two new electronic tools for tax professionals. Disclosure Authorization and Electronic Account Resolution are the latest additions to the IRS suite of e-services that give tax professionals online options for working with the IRS.

The Disclosure Authorization tool gives eligible tax practitioners an online option for submitting Power of Attorney or Taxpayer Information Authorization forms. Electronic Account Resolution allows tax practitioners to electronically correspond with the IRS.

“Business Systems Modernization is a key part of our broader agenda at the IRS,” said IRS Commissioner Mark W. Everson. “IRS continues to improve service to taxpayers through delivery of technology.”

Disclosure Authorization and Electronic Account Resolution are premium e-services. They are available to tax professionals who successfully e-file 100 or more individual tax returns and are registered to use e-services.

### **Disclosure Authorization (DA)**

Eligible tax professionals can complete authorization forms, view and modify existing forms, and receive acknowledgement of accepted submissions immediately, all online. DA allows tax professionals to electronically submit Form 2848, Power of Attorney and Declaration of Representative, and Form 8821, Tax Information Authorization. These authorizations allow tax professionals to represent taxpayers before the IRS. The online versions also provide for electronic signature by taxpayers. The IRS acknowledges each accepted submission within seconds and tax professionals can begin acting on behalf of their clients right away.

### **Electronic Account Resolution (EAR)**

Using EAR, tax professionals have a secure method of electronically corresponding with IRS to ask about individual or business account problems, refunds, installment agreements, notices or missing payments. Account-related questions raised by eligible

tax professionals are answered by IRS contact representatives after EAR verifies the tax professional has authority to represent the taxpayer. The IRS response is delivered to an electronic secure mailbox within three business days and the tax professional is notified by e-mail. Electronic Account Resolution eliminates the wait for telephone and written responses.

Disclosure Authorization and Electronic Account Resolution are just two of the products developed and delivered through the IRS Business Systems Modernization program. They are part of the e-services project which has already delivered: Registration, Online e-file Application, Preparer Tax Identification Number (PTIN) Application and Taxpayer Identification Number (TIN) Matching. Only approved IRS business partners, such as e-filing tax professionals and payers, are eligible to use e-services, which are available 24 hours a day, seven days a week.