

IRS News Release

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Avoid the Rush: Check IRS.gov Before Making IRS Office Appointment

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WASHINGTON – February is not only a peak time for calls to the Internal Revenue Service’s call center; it’s also the peak time for visits to IRS offices for face-to-face tax help.

The IRS is reminding taxpayers that all IRS Taxpayer Assistance Centers now provide service by [appointment](#).

Most taxpayers requesting appointments with the IRS can easily find answers to their questions on IRS.gov. Many people come to Taxpayer Assistance Centers looking for tax forms when they are available on IRS.gov. Some libraries and other locations also may carry the most commonly used tax forms and schedules.

Other self-service options – and reasons people visit IRS offices – include [refunds](#), [transcripts](#) and [tax payments](#). Taxpayers who visit regularly to make routine tax payments should consider [online payment alternatives](#). Taxpayers can pay online, by phone or via their mobile device and get instant confirmation that their payment has been sent.

The appointment service and toll-free phone options help the IRS serve more taxpayers who have no other option but to visit or call for assistance. If you need your prior-year adjusted gross income to complete the electronic filing process, please use [Get Transcript Online](#) or [Get Transcript by Mail](#) or [review other options](#). Taxpayers should note that ordering a tax transcript will not reveal their refund delivery date. Use the [“Where’s My Refund?”](#) tool for the most up-to-date information.

The IRS will staff its toll-free telephone service Saturday, Feb. 18, from 9 a.m. to 5 p.m., callers’ local time, and Monday, Feb. 20, from 7 a.m. to 7 p.m., callers’ local time. All IRS taxpayer Assistance offices will be closed Monday, Feb. 20, for Presidents’ Day.

This tip is part of the [IRS Avoid the Rush](#) news release series designed to provide taxpayers with the information they need, when they need it. More details on this series, including information on [additional online resources](#), are available on IRS.gov.