



ELECTRONIC TAX ADMINISTRATION ADVISORY COMMITTEE

Electronic Tax Administration Advisory Committee (ETAAC) Virtual Public Meeting Wednesday, January 5, 2022 MINUTES

The Electronic Tax Administration Advisory Committee (ETAAC) held a virtual public meeting via Zoom on January 5, 2022. The meeting was called to order by Courtney Kay-Decker, ETAAC Chairperson, at approximately 4 p.m. ET. Ms. Kay-Decker welcomed the public to the meeting. John Lipold, ETAAC Designated Federal Official, provided announcements regarding the technical aspects of the meeting.

Ms. Kay-Decker noted the meeting was the second public meeting of the 2021-2022 ETAAC committee. She reported that the committee has been conducting research and holding various information-gathering meetings to identify recommendation topic areas within ETAAC's scope. The committee is coalescing around recommendations that provide process and technological insights to address the root cause of challenges faced by taxpayers.

The law changes during the past year, coupled with challenges presented after two years of the pandemic, give ETAAC concern about what is in store for the upcoming tax season. The IRS is working to communicate information to help taxpayers navigate the tax season. We are pleased to see the significant work that the IRS has accomplished to prepare for a season that will require reconciliations for many taxpayers. Many taxpayers will need to be alert for two letters from the IRS this year – one for the third stimulus payment (EIP) and one for the Advance Child Tax Credit (ACTC).

Taxpayers may also sign up for an online taxpayer account at irs.gov to obtain the EIP and ACTC information they need to prepare their 2021 tax return. The system has been upgraded to make it easier for taxpayers to obtain appropriate security credentials and view certain information about their tax accounts.

Ms. Kay-Decker then asked Jared Ballew, ETAAC Vice Chair, to present more information about the areas in which recommendations are being considered.

Mr. Ballew recognized the hard work of the committee members on the ETAAC. He thanked them for their time, effort, and dedication to finding areas where actionable recommendations could improve technical processes and taxpayer interactions. Common themes have begun to emerge from the three committees (Information Reporting & Withholding, Taxpayer & Tax Preparer Experience, and Security).

- The need for timely, clear, and intuitive communication with taxpayers is critical.
- Electronic filing is the most reliable option to ensure taxpayer needs and service expectations are met. Improving electronic filing rates for various business and information returns is imperative to service and security.
- Leveraging cross-agency collaboration could potentially improve the efficiencies of service to taxpayers.

Ms. Kay-Decker thanked Mr. Ballew for his summary and noted that ETAAC appreciates the work of other committees and groups such as IRSAC and the Taxpayer Advocate, and others. Though each of these groups has a different purpose, the collective work and perspectives make tax administration better. Ms. Kay-Decker then turned to Mr. Lipold to begin the public comment portion of the meeting. After a question and answer period, the meeting was adjourned.