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The Collection Compass: Plotting a Course to Resolution





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Communicating with Collection

- Practitioner Priority Service
- Accounts Management
- Automated Collection Systems
- Revenue Officers





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Communicating with Collection

- Case routing and assignment
- Field visits – Individuals and Businesses
- e-Fax Information





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Collection Financial Statements

- Full compliance
- Collection information statements
- Allowable Living Expenses
- Resources





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Compliance Assessments

- Individuals
 - Automated Substitute for Return
- Businesses
 - 6020(b)





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Employment Tax Liabilities

- Trust Fund Recovery Penalty
- Form 2750 – TFRP statute extension
- In-Business Trust Fund Express Installment Agreements
- Third Party Payers





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Penalty Assessments

- Reasonable Cause
- Determining Relief
- First Time Abatement





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Installment Agreements

- Terms and conditions
- Reasons for termination
- Defaulted: What now?





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Tips and Tools

- Online Payment Agreement
- Offer in Compromise Pre-Qualifier Tool
- Transcripts





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Collection Resources on IRS.gov

Topic	Search Word(s)
Collection Procedures	Collection Procedures
Offer in Compromise Pre-Qualifier Tool	Offer
Video Portal - Online Payment Agreements - Offer in Compromise - IRS Liens	Video Portal or IRSVideos.gov
YouTube Videos - Payment Options - Online Payment Agreements - Offer in Compromise	Video or YouTube.com/ IRSVideos
Bankruptcy (coming soon)	Bankruptcy





What's New on IRS.gov

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Topic	Search Word(s)
Electronic Newsletters (payroll providers, small businesses and tax professionals)	e-news subscribe
Multimedia Center (audio, video and text)	multimedia center
Social Media (iTunes, podcasts, Twitter, widgets, YouTube and IRS2Go mobile app) *Follow IRS on Twitter @IRSTaxpros	new media
Video Portal - Your Guide to an IRS Audit - Virtual Small Business Tax Workshop	www.irsvideos.gov
Basic Tools for Tax Professionals	basic tools
E-Services – Online Tools for Tax Pros	Eservice
Tax Information for Tax Professionals	information for tax professionals

