



IRS Nationwide Tax Forum | 2023

Navigating the Collection Process

Learning Objectives

By the end of this presentation, you will be able to:

- Explain the effects the pandemic had on Collection operations.
- Identify what temporary measures the IRS put in place to assist taxpayers during the pandemic.
- List the ways a taxpayer can make a payment to the IRS.
- Discuss online and self-help tools available to taxpayers to assist in proactively resolving their accounts.

Small Business / Self-Employed (SB/SE)

- SB/SE Collection has just over 9,000 employees.
- Collection provides service and enforcement programs for taxpayers who owe a balance or who have not filed their required tax returns.

Effects of the Pandemic on Collection

- During the last three years, the IRS has experienced unprecedented challenges.
- The pandemic and resulting emergency closures as well as three rounds of pandemic-related relief legislation have affected every aspect of IRS operations since Spring 2020.
- One area affected involves correspondence inventory.

Return to Office / Field

- Top priority has been the health and safety of taxpayers and the IRS workforce.
- Throughout the pandemic, IRS field compliance employees have been interacting with taxpayers, their representatives, and third parties in IRS offices and in the field in limited situations.
- In June 2022, IRS brought employees back into the office, and they resumed normal field activities.

Return to Office / Field Continued

- Revenue Officers (ROs) can make in-person visits with taxpayers and their representatives.
- ROs can always provide two forms of official identification.
 - A pocket commission
 - H.S.P.D. 12 card (also known as a Personal Identity Verification Credential)
- Generally, taxpayers will have received a notice in the mail as the first contact from the IRS.

Role of the Revenue Officer (RO) in Field Collection

- ROs are civil enforcement employees.
- ROs conduct interviews to gather financial information and provide taxpayers with steps to become and remain compliant with tax laws.

Notice Pause

- In February 2022, IRS suspended issuance of over a dozen balance due and unfiled tax return notices.
- IRS also paused its automated and systemic collection programs.
- IRS continued to issue notices that are legally required, such as the CP14, Initial Balance Due – Notice and Demand.

Balance Due Notices

- Notices serve an important customer service function.
 - Inform taxpayers of the status of their liability
 - Provide options for resolution of liability
 - Advise taxpayers of their rights during collection process
- People who filed a Tax Year 2022 return with an unpaid balance typically received their first billing notice in June.
- IRS encourages taxpayers with an outstanding tax bill to resolve it as soon as possible.

Balance Due Notices Continued

- The IRS revised a number of Collection notices in recent years.
 - Contain simplified language
 - Group topics into specific sections
 - Provide self-help options
- Many of the revised notices contain QR codes.

LT 19



Department of the Treasury
Internal Revenue Service
ACS Support
PO Box 8208
Philadelphia, PA 19101-8208

Name
Address
City, State, Zip Code

For your reference

Notice name	LT19
Notice date	April 19, 2022
Case Reference number	1234567890
Taxpayer ID number	XXX-XX-1234

New quick, easy, and secure online payments

Visit irs.gov/lt19 to avoid interest and applicable penalties or time lost on the phone.

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Please act on your balance of \$42,045.73

- We are trying to collect unpaid balances from you for the tax periods shown on the next page.
- By working with the IRS now, you can avoid enforcement action, which may include seizing assets or wages.
- Choosing one of the options below may stop enforcement action on your account:

Pay your balance over time

Set up a streamlined installment agreement with a monthly payment as low as:

\$583.96

(over approximately
72 months)

- Interest and applicable penalties will continue to accrue on your balance over the life of the agreement. See next page for details.
- Larger monthly payments decrease the time until you pay off your balance, reducing interest and applicable penalty charges
- You must stay current with your payments and future filings to avoid enforcement action
- Find out about other options for paying your balance over time at irs.gov/payments



Scan here to set up an
online payment agreement

Pay your balance in full

Make a one-time payment of:

\$42,045.73

- Paying your balance in full, if you can afford it, is your best option because:
 - It stops all enforcement action on your account
 - Interest and applicable penalties stop accruing
- If you can't pay your full balance, pay what you can to avoid as much penalties and interest as possible



Scan here to find
information to direct-pay

Learn more and avoid waiting on the phone by visiting irs.gov/lt19. If you can't find what you need online, see "IRS Help" on page 2 for more information.

How to Make Payments to the IRS

www.irs.gov/payments

- Bank account (IRS Direct Pay)
- Debit card, credit card or digital wallet
- Electronic Federal Tax Payment System (EFTPS.gov)
- Check or money order
- Cash (www.irs.gov/paywithcash)
- Same-day bank wire
- Electronic funds withdrawal

Customer Callback

- The callback system is a way for taxpayers to get help without having to wait on hold.
- Simply call the IRS and follow the prompts to reach the callback option.
- Leave a message with your contact number and the best time to reach you.
- The system will be available for 95% of taxpayers calling for toll-free live assistance by the end of July 2023.

Voice/Chat Bots

- The IRS launched the use of bots that are helping to provide service to ever greater numbers of taxpayers.
- Voice bots are software powered by artificial intelligence (AI) that allow a caller to navigate an interactive voice response (IVR) system with their voice, generally using natural language.
- Chat bots simulate human conversation through web-based text interaction, also using AI-powered software to respond to natural language prompts.

Voice/Chat Bots Continued

- A voice bot acts as a “first responder” to provide the ability for enhanced self-service, and quickly fulfills common requests for general information.
- An “unauthenticated” bot can assist taxpayers with basic questions but cannot look into their specific account.
- An “authenticated” bot can help a specific taxpayer with their specific account issue, after the taxpayer is properly authenticated.

Voice/Chat Bots Continued

- Bots can help taxpayers establish or modify a payment plan, create or modify a PIN, order account transcripts, and can provide the taxpayer a list of payments made.
- All bots offer taxpayers an opportunity to escalate to a live assistor.
- The ACS Chatbot now includes additional functionality for tax representatives and launches from the Tax Professionals web page on [irs.gov](https://www.irs.gov).

Online Tools for Tax Professionals

- E-Services is a suite of web-based tools that allow tax professionals, reporting agents, mortgage industry, payers and others to complete transactions online with the IRS.
- All e-Services users must accept the User Agreement in order to access accounts.
- <https://www.irs.gov/e-services>

Online Tools for Tax Professionals Continued

- For online Power of Attorney (POA) and Tax Information Authorization (TIA), use Tax Pro Account or submit Forms 2848 and 8821.
- Tax Pro Account lets you submit an authorization request to an individual taxpayer's IRS online account.
 - Submit request in 15 minutes or less
 - Taxpayer electronically signs
 - Real-time processing

Individual Online Accounts

- Individual taxpayers may access their accounts online at irs.gov/account.
 - View balance
 - Make and view payments
 - View or create payment plans
 - Manage communication preferences
 - Access tax records
 - View tax professional authorizations

Online Payment Agreements and Self-Help

- The IRS continues to pursue a variety of self-help tools to allow taxpayers to get the service they need even in times of high call demand. The online payment agreement (OPA) application is a very successful example of this.
 - Taxpayers who qualify can set up a payment plan with the IRS online, without being required to speak to an IRS employee.
 - This year individual taxpayers established over 1.3 million installment agreements and revised over 340,000 existing agreements via the OPA.

Online Payment Agreements and Self-Help Continued

- An offer in compromise (OIC) allows a taxpayer to settle their tax debt for less than the full amount owed.
- The OIC Pre-Qualifier Tool can be used to confirm a taxpayer's eligibility.

IRS2Go Mobile App

- IRS2Go is the official mobile app of the IRS.
- App is available in both English and Spanish.
- App is available from Google Play, the App Store, and Amazon.
- The app allows you to:
 - Check refund status
 - Make a payment
 - Find tax preparation assistance

Resources

- Publication 594, The IRS Collection Process
- Interactive Tax Assistant, [ITA | Internal Revenue Service \(irs.gov\)](#)
- Tax Pro Account, [Use Tax Pro Account | Internal Revenue Service \(irs.gov\)](#)
- IRS tax forms and publications, [Forms & Instructions | Internal Revenue Service \(irs.gov\)](#)
- IRS video portal, [IRS Video Portal Home Page \(irsvideos.gov\)](#)

Hot Topics	Search Terms
Form 1099-K	Form 1099-K, payment cards, third party payments
How the IRS contacts taxpayers	IRS scams, impersonation, does the IRS call you
Clean Vehicle Credits	Clean Vehicle Credit, ev tax credit, 45w tax credit
Residential and Home Energy Credits	solar tax credit, energy efficient home improvement credit
E-file Forms 1099 With IRIS	IRIS tax portal, Information Returns Intake System, file 1099 online
Reporting suspected tax law violations	Form 3949-A, tax fraud report, abusive tax avoidance, IRS report fraud
Digital Assets	convertible virtual currency and cryptocurrency, stablecoins, NFTs