



IRS Services: File, Pay and More

IRS Nationwide

2008

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IRS' Approach to Education, Partnerships and Communication

- Uses three-pronged approach
 - Tax Awareness and Education
 - Tax Return Preparation
 - Financial Literacy
- Works through local and national groups and trusted intermediaries
- Strategic national partners



IRS Services Provided to Electronic Return Originators

- **Quick Alerts** – A *free* instant messaging system - Enroll in E-IRS Room or on IRS.gov
- **e-file Marketing Toolkit** - FREE products to assist you in operating in an electronic environment.

Where to go when you need
assistance...



Taxpayer
Assistance
Centers
(TAC)

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TAC Services are available...

- In 50 states and Puerto Rico
- When you or your clients need face to face assistance on:
 - Transcripts
 - Payments
 - Account/Adjustments
 - W-7/ITIN



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We recognize your time is money...

- Use e-services first, such as IRS.gov
- Our goal is to serve within 30 minutes
 - Priority service for forms or payment issues
 - If you need face-to-face assistance:
 - Make an appointment for complex issues
 - Wed. and Thurs. usually the slowest days
 - Come prepared!



Language Services

“Speaking Taxes in your language”

“Hablando impuestos en tu idioma”

“以你的語言說稅”

“Разговор Налогов на вашем языке”

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Strategy & Focus

- IRS' commitment to assist non-English speaking taxpayers who lack full command of English to understand and meet their tax responsibilities
- Service-wide initiative for all IRS tax-related written, oral products and services
- Key Focus
 - Language Policy
 - Translation Support
 - Tools/Training for Employees
 - Stakeholder/Partnership Coordination
 - Internal/External Communications

Needs Assessment Process

Needs identified using a three-pronged approach in capturing data:

- Demographic Assessment
- Agency Assessment
- External Assessment using feedback from
 - Tax professionals
 - Taxpayer Advocacy Panel Multilingual Initiative committee

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Current Products & Services

- **Over-the-Phone Interpreters**
 - Over 170 languages available in Taxpayer Assistance Centers nationwide
 - Service-wide pilot underway
- **IRS.Gov/Español**
 - Spanish “Where’s my Refund?”
 - Spanish Free-File
- **Over 240 translated products**
 - Publication 850 in Spanish, Chinese, Vietnamese, Korean & Russian
 - Next year: Spanish Publication 17 and Form 2848

What we offer to help you reach and educate your customers

- **Multilingual audio and video for non-English taxpayers**
 - Basic Tax Responsibility Spanish DVD – “Novela de los Impuestos Federales”
 - Available this year also in Chinese, Vietnamese and Korean
 - Audio CDs in Chinese, Vietnamese, Korean, Russian & Spanish explaining basic taxpayer rights and responsibilities
- **Practitioner Toolkit (Spanish and English)**
 - to help you assist your customers



More Opportunities to help you reach your customers

- **E-IRS Room**
 - Quick Alerts
 - Free Marketing Toolkit
 - Resources
- **VITA (Volunteer Income Tax Assistance) and TCE (Tax Counseling for the Elderly)**
- **CPE Credit**
- **VITA Grants Program**

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Thank you, we look forward to hearing from you