

Sample article for organizations to use to reach customers (416 word count)

Post the following article on your websites and/or use in other communication vehicles to help your customers.

IRS Taxpayer Assistance Centers provide email confirmation for appointments

Most tax issues can be resolved using one of the many online tools available on IRS.gov or over the phone by an IRS assistor. Both options can save you a trip to a Taxpayer Assistance Center (TAC) or Virtual Service Delivery (VDS) site.

But, if you need face-to-face help at a TAC or VDS site, you must first make an appointment by calling the special toll-free appointment line at 844-545-5640.

You will receive an automated email confirming the date, time and location of your appointment sent to the email address you provide. Having this written confirmation provides you with a contact telephone number in case you need to change or cancel your appointment.

As a reminder, not all services at TACs require an appointment, like picking up tax forms. It's best to check IRS.gov or the IRS2Go app for days and hours of operation and services offered at the [location you plan to visit](#).

IRS.gov offers numerous online options for tax help that can save you time and effort. Services include:

- [Let Us Help You](#)- online tools, resources and toll-free numbers if you need to call
- [Where's My Refund?](#)- check refund status and estimated delivery date
- [Free File](#)- free tax software offered through IRS partners to allow you to file your taxes online
- [Get Transcript](#)- order a transcript online for you to view, print, or download from your browser
- [Direct Pay](#)- make tax payments or estimated tax payments directly from your checking or savings account
- [Electronic Federal Tax Payment System](#)- individuals or businesses can pay various types of taxes year-round
- [Online Payment Agreement](#)- eligible taxpayers can set up installment payments for taxes owed
- [Tax Law Questions](#)- provides direct links to helpful resources to answer many tax questions

- [Where's My Amended Return](#)- check the status of your amended return
- [All IRS Forms and Publications](#)- find and download current tax forms, instructions and publications

For additional information on available services, check out [Publication 5136](#), the IRS Services Guide.

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NOTE TO EDITOR: *Below are links to help taxpayers find the information they need.*

On Twitter? Send these Tweets:

- Need face-to-face help at an #IRS office? Check before you go, offices now operate by appointment. <http://go.usa.gov/cwjDQ>
- #Tax preparedness series: #IRS face-to-face help now by appointment <http://go.usa.gov/cwjDQ>