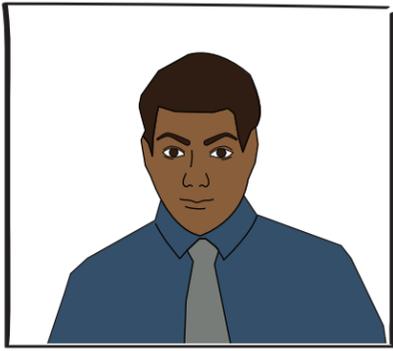


SMALL BUSINESS

Taxpayer Experience of the Future



BENNETT OWNER, METHOD LEARNING

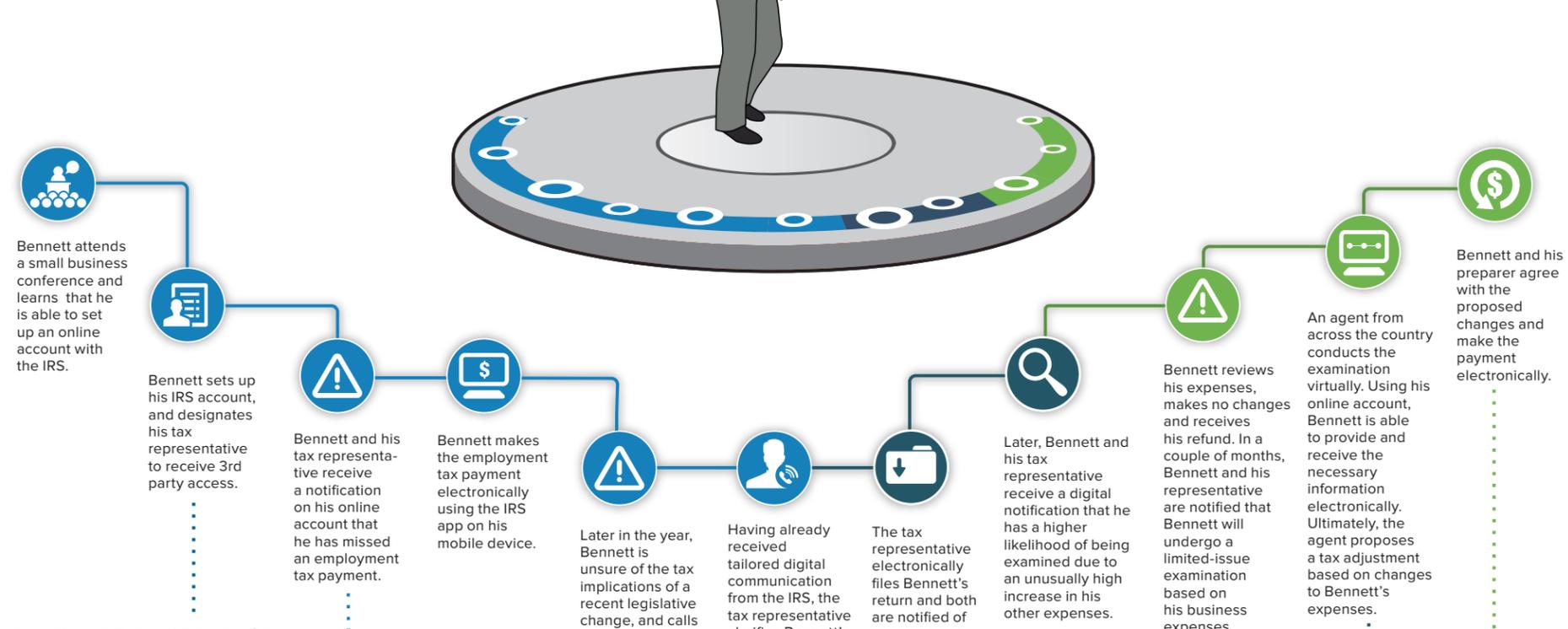
BACKGROUND

Bennett is the sole proprietor (Schedule-C) of Method Learning, an education software company. Bennett has a good understanding of what he needs to provide to the tax representative he uses for his return preparation. He is, however, uncertain of the details of some tax laws, and is not up-to-date on recent additions to the tax code.

EXPERIENCE EXPECTATIONS

Secure Consistent Transparent
Easily Accessible Fast

TAXPAYER JOURNEY



TAXPAYER EXPERIENCE

I access my information centrally through my secure online account.

I receive communications from the IRS via e-mail, mobile application, or text message.

I easily find answers to my tax questions online or with the help of informed 3rd parties.

Examinations are efficient and lead to understandable changes to my tax obligation.

I am confident that digital interactions with the IRS are easy and secure.

TAXPAYER-FACING CAPABILITIES

<p>e-Authentication</p> <p>Verification of a taxpayer or third party's identity across digital channels</p>	<p>3rd Party Authorization</p> <p>Preparer rights to act on behalf of taxpayer clients and access client online accounts</p>	<p>Digital Taxpayer Account Management</p> <p>Online accounts that allow taxpayers to manage their tax compliance responsibilities</p>	<p>Digital Content Management</p> <p>Secure, online resources and tools that allow taxpayers to easily access relevant information and interact with the IRS</p>	<p>Stakeholder Outreach & Education</p> <p>Tailored communications with stakeholders aimed at improving the reach, timeliness, and impact of IRS communications through 1:many channels</p>	<p>Taxpayer Self-Correction</p> <p>Ability for a taxpayer or preparer to correct errors identified during error detection through online account access</p>	<p>Privacy & Security Management</p> <p>Systems, software, and governance that support secure transactions, data security, and privacy protection</p>
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