



Support Services for Authorized IRS *e-file* Providers

A PANEL DISCUSSION



How Can *We* Help You?

We'll let *YOU* count the ways!

- *e-file* Tools and Services
- *e-Help* Desk
- *e-services*



Hands On *e-file* Tools and Services

- **Publication 3112, *IRS e-file Application Package***
- **Publication 1345, *Handbook for Authorized IRS e-file Providers***
- **Publication 1345A, *Filing Season Supplement***
- **Quick Alerts**
- **Web-based *e-file* informational sites**



Marketing Tool Kit

- **Tools from the IRS to help build your business and market IRS *e-file***
- **IRS *e-file* is a marketing tool that allows you to offer better service and build client loyalty**
- **November 2003...expect distribution**



e-Help Desk

866-255-0654

- **Assists e-Product users: enrolled agents, electronic return originators, accountants, software developers and transmitters.**

- **Support provided in:**

Andover, MA

Memphis, TN

Ogden, UT

Austin, TX

Cincinnati, OH



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Support provided for:

- *e-file*
- e-services
- **Electronic Federal Tax Payment System (EFTPS)**
- **TeleFile**



e-services

- **Registration**
- **Preparer Tax Identification Number (PTIN) Application**
- **Interactive Taxpayer Identification Number (TIN) Matching (for payers only)**



What's New in IRS *e-file*

- Filers of business returns will now be Authorized IRS *e-file* Providers subject to the rules for IRS *e-file*
- Publication 1345 is currently under revision to include filing of business returns
- December 2003...expect distribution



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Future e-Help Capabilities:

- **Accept e-mail, web forms**
- **e-Help specific website**
- **Additional self-service options**



e-services

- **Online *e-file* application**
- **Disclosure Authorization**
- **Electronic Account Resolution**
- **Transcript Delivery System**
- **Bulk TIN Matching (for payers only)**



Where Do We Go From Here?

- **Get Ready to *e-file*** **8:00 - Rm 4 (W)**
- **Safeguarding IRS *e-file*** **10:00 - Rm 4 (T)**
11:20 - Rm 4 (W)
- ***e-file* for Form 1040** **1:30 - Rm 4 (T&W)**
- **IRS.gov-The Latest...** **2:30 - Rm 3 (T&W)**



Questions?

