

### Support Services for Authorized IRS *e-file* Providers

#### **A PANEL DISCUSSION**

2003 IRS Nationwide Tax Forum



# 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, MAMemphis, TNOgden, UTAustin, TXCincinnati, OH



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#### **Support provided for:**

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





- 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





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

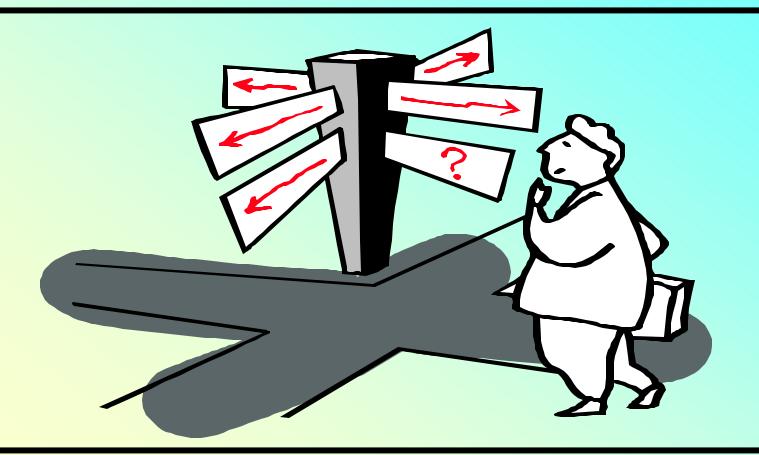


### Where Do We Go **From Here?**

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







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