Working with the Taxpayer Advocate Service

Tax Professionals



TAS Leadership

Erin M. Collins

National Taxpayer Advocate





Your Local Taxpayer Advocate (LTA)

Magdalena Malinowski

LTA # 401-528-1882

LTA EEFAX: 855-836-9625

E-mail: tas.ma.boston@irs.gov



ABOUT TAS – WHO WE ARE

- Independent organization within the IRS
- Provide free service to all eligible taxpayers, including:
 - Individual taxpayers
 - Businesses
 - Non-profits
 - More
- No income limits for eligibility

Your Voice at the IRS



ABOUT TAS

TAS Functions by Law

Assist taxpayers to resolve tax problems with the IRS.

Identify areas where taxpayers have problems dealing with the IRS.

To the extent possible, propose changes in the administrative practices of the IRS to mitigate problems.

Identify potential legislative changes to mitigate such problems.



ABOUT TAS - Offices

- Office of the Taxpayer Advocate
 - · Washington, D.C.
- Local TAS offices nationwide
 - One (or more) in every state
 - One in Washington, D.C.
 - One in Puerto Rico

Your Voice at the IRS



About TAS – What We Do

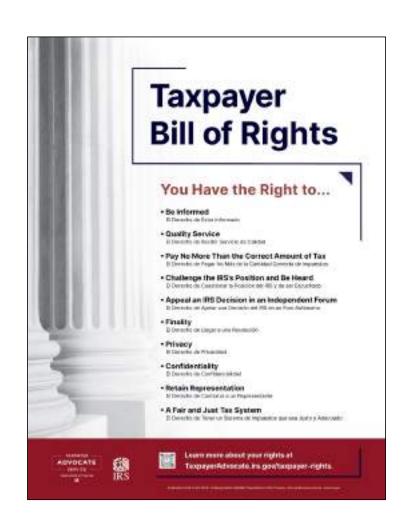
- Protect your clients' rights by striving to ensure they are treated fairly and understand their rights as outlined in the Taxpayer Bill of Rights.
- Help taxpayers where a system failed to operate as intended or efforts failed to resolve the problem within the IRS.
- If your client qualifies for help, TAS is with you at every turn and does everything possible to assist.

Your Voice at the IRS



TAXPAYER BILL OF RIGHTS

= YOUR RIGHTS





TAS REPORTS TO CONGRESS



https://www.TaxpayerAdvocate.irs.gov/reports



WHEN TO COME TO TAS FOR TAX ACCOUNT HELP

In general, come to us when:

Your client is experiencing a financial/economic hardship or facing an immediate threat of adverse action.

You are unable to resolve your client's issue through normal IRS channels.

You have tried to contact the IRS, but no one has responded, or the IRS hasn't responded by the date promised.

Learn more about eligibility at:

https://www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/



How to Contact TAS for Help

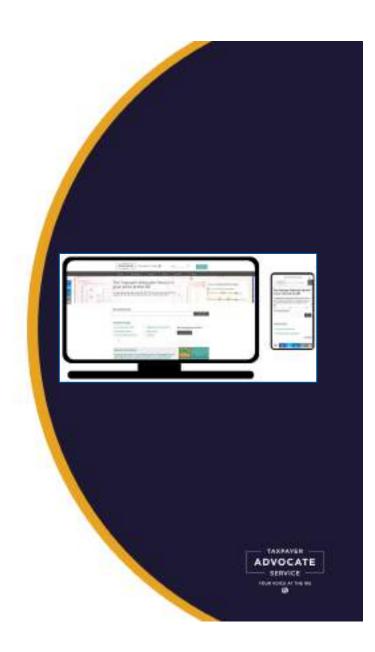
Use the "Can TAS help me with my tax issue?" tool: https://www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/

If the answer is yes:

Fax or call your Local Taxpayer Advocate listed in Publication 1546, Your Voice at the IRS, or visit: https://www.taxpayeradvocate.irs.gov/contact-us/

Call the National Taxpayer Advocate Case Intake Line: 877-777-4778

Download Form 911, Request for Taxpayer Advocate Service Assistance: https://www.irs.gov/pub/irs-pdf/f911.pdf



TAS will advocate with you on your client's behalf = Your Voice at the IRS.

Contact within ten business days (or less) from the date you contacted us or the date your inquiry was referred to us.

Given an estimated expected completion date.



- In most instances, TAS must rely on the IRS to take the action needed to resolve the issue.
- Our role is to ensure actions are completed accurately and expeditiously and the taxpayer's rights have been protected.



- Your prompt reply to requests for additional information will ensure we can continue to advocate for you and your client.
- If we are continuously unable to reach you by phone or by letter, our office may be required to contact the taxpayer directly or possibly close the case.



- Additional information is generally needed to resolve inquiries. Documentation may include:
 - Power of Attorney or other authorization.
 - Copies of any IRS notices or letters your client has received.
 - Completed and signed forms including returns, schedules, and the information to support the returns/schedules.



- Case Advocates are responsible for keeping you informed of their progress throughout the case.
- You will also be provided with a clear, complete, and correct explanation of what was done to resolve the problem when we are done.



Phone Numbers and Voicemail

It is important that we have a good phone number on the account or on your Power of Attorney (Form 2848).

TAS cannot leave tax information on a representative's answering machine or voicemail, even if the representative asks them to do so.

Identity verification is required – for everyone.



Systemic Advocacy

Systemic Advocacy studies and seeks to resolve problems, both reactively and proactively, that affect groups of taxpayers, including problems that affect individuals, businesses, or both.

Systemic issues:

Affect multiple taxpayers;

Are not individual problems or cases;

Require analysis, administrative solutions, or legislative changes; and

Involve protecting taxpayer rights, reducing or preventing taxpayer burden, striving to ensure equitable treatment of taxpayers, or providing essential services to taxpayers.

https://www.irs.gov/sams



The IRS Practitioner Priority Service

- The Practitioner Priority Service (PPS) is your first point of contact with the IRS for accountrelated issues.
- PPS is staffed by specially trained IRS customer service representatives.
- PPS is available to all tax professionals with valid third-party authorizations, *i.e.*, Forms 2848, 8821, and 8655.



The IRS Practitioner Priority Service

Contact PPS at 866-860-4259

- Continental U.S., 7 a.m. to 7 p.m. local time
- Alaska and Hawaii, 7 a.m. to 7 p.m. Pacific time
- Puerto Rico, 8 a.m. to 8 p.m. local time

The IRS has initiated a pilot program that requires PPS callers to repeat phrases before being transferred to an IRS assistor to help ensure a live person is calling and not a mechanical device.

For more information about PPS, visit the IRS website:

<u>Practitioner Priority Service</u>

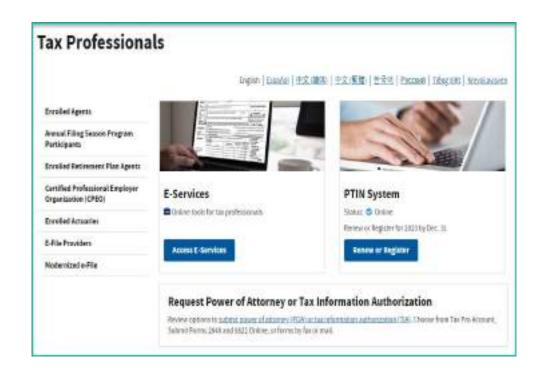
[Internal Revenue Service (irs.gov)



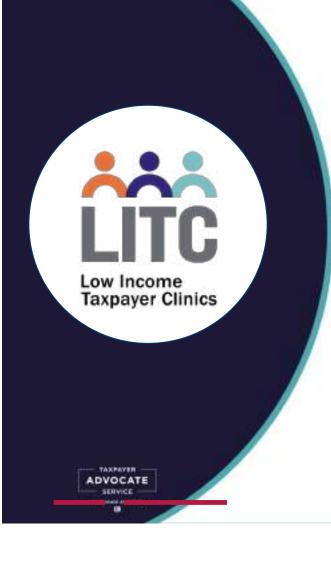
IRS Resources for Tax Professionals

<u>Tax Professionals | Internal Revenue Service (irs.gov)</u>

The IRS provides tax professionals access to various online tools and services.







Other TAS Programs

Low Income Taxpayer Clinics

- LITCs represent low-income individuals who have a tax dispute with the IRS, and provide education and outreach to individuals who speak English as a second language
- LITCs provide services for free or no more than a nominal fee (except for reimbursement of actual costs incurred)
- Find the nearest LITC at: www.irs.gov/advocate/low-income-taxpayer-clinic-map

Other TAS Programs

Taxpayer Advocacy Panel (TAP)

- Independent panel of citizen volunteers
- Suggests ways to improve the IRS
- Contact TAP at 1-888-912-1227 or https://improveirs.org/





Want to Know More?

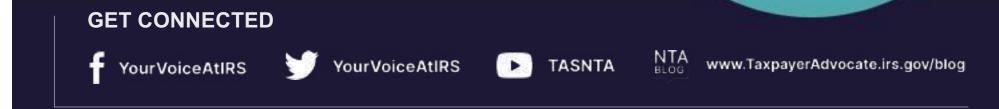
For more information, visit:

- taxpayeradvocate.irs.gov/
- <u>es.taxpayeradvocate.irs.gov/</u> (Spanish)
- <u>taxpayeradvocate.irs.gov/get-help/roadmap/</u>
- taxpayeradvocate.irs.gov/tax-professionals/

Subscribe to our monthly newsletter:

taxpayeradvocate.irs.gov/contact-us/subscribe-to-tas/

The Taxpayer
Advocate Service
is
YOUR VOICE
AT THE IRS





IRS ISSUES CHAPTER 6

LAND GRANT UNIVERSITY TAX EDUCATION FOUNDATION

2024 National Income Tax Workbook

Jill Maniacci
IRS Senior Stakeholder Liaison
(201) 986 – 5131
jill.a.maniacci@irs.gov



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Issue 1: Tax Liens

IRS ISSUES CHAPTER 6 (Pages 183 - 191)



FEDERAL TAX LIENS

- Statutory Lien
- Notice of Federal Tax Lien
- Notice of Federal Tax Lien filing
- Lien priority

27 IRS ISSUES CHAPTER 6 (Page 183 - 185)



- Notice of Federal Tax Lien Duration (Collection Statute CSED)
- Lien release
- Lien withdrawal
- Notice of Federal Tax Lien Refile



Appeal Rights

- Collection Due Process (CDP)
- Collection Appeal Program (CAP)

IRS Publication 1660, Collection Appeal Rights

29 IRS ISSUES CHAPTER 6 (Page 186)



Complex Lien Issues

- Discharge (Publication 783)
- Subordination (Publication 784)
- Withdrawal

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Issue 2: IRS Business Tax Account

IRS ISSUES CHAPTER 6 (Pages 192 - 193)





Sign In or Create a New Account

1 Use your personal ID.me account to sign in

If you already have an ID.me account, don't create a new one. Use your personal login to access your business tax account and to register for clean energy credits (if eligible).

IRS now offers a sign-in option with ID.me, which offers access to IRS online services with a secure account that protects your privacy.

ID.me is an account created, maintained, and secured by a technology provider.

If you don't have an ID.me account, you must create a new account.

Sign in with an existing account

Sign in with ID.me

Create a new account

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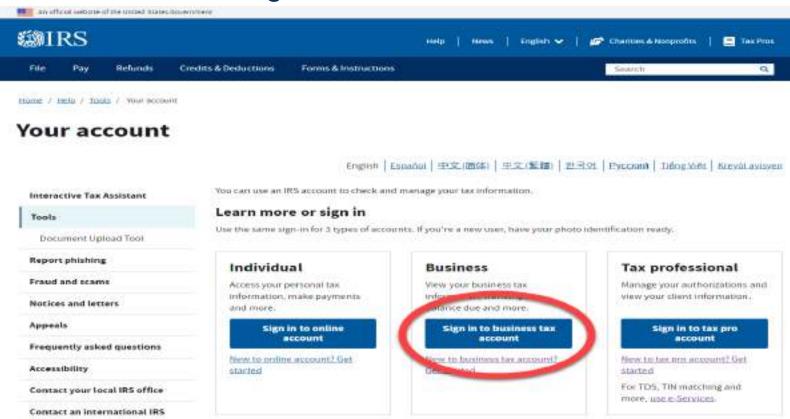
ID.me Create an account

Presentation Title | Office/BOD Date



How to Access Business Tax Account

IRS.gov/businessaccount



(Pages 192 - 193)





IRS Business Tax Account



Publication 5904

IRS Business Tax Account

Sole proprietors

- View business information on file
- Manage business users
- View balance due
- Make same-day and scheduled payments
- View payment history
- View tax account transcripts
- View tax compliance report
- View tax certificate for award use
- Notices and letters
- Registration for clean energy credits (if eligible)

Partnerships and S corporations

- View business information on file
- View balance due
- Make same-day and scheduled payments
- View payment history



S Corporations & Partnerships – Designated Official

- View business information on file
- View balance due
- Make partial and full balance due payments
- Make federal tax deposit payments
- View payment history
- View tax transcripts
- View notices and letters
- Manage third-party authorizations



C Corporations – Designated Official

- View business information on file
- View balance due
- Make partial and full balance due payments
- Make federal tax deposit payments
- View payment history
- View tax transcripts
- View notices and letters
- Manage third-party authorizations



IRS Direct Pay for Business





IRS Direct Pay for Business

Reason for Payment	8
Balance Due	+
Estimated Tax	+
Extension	+
Federal Tax Deposit	+
Payment on Adjusted or Amended Return	+
Payment on Assessed Tax Deficiency	+



Issue 3: E-Filing Requirements and Exceptions

39 IRS ISSUES CHAPTER 6 (Pages 194 - 200)



E-file Requirements for Specified Returns

The final regulations:

- Reduce the 250-return threshold enacted in prior regulations to generally require electronic filing by filers of 10 or more returns in a calendar year.
- Calculating the number of returns (subject to the e-file requirement) ... at least 10 returns of any type, including information returns (for example, Forms W-2 and Forms 1099), income tax returns, employment tax returns, and excise tax returns.

Treasury Decision 9972



E-file Requirements for Specified Returns

The final regulations also:

- Eliminate the e-filing exception for income tax returns of corporations that report total assets under \$10 million at the end of their taxable year, and
- Require partnerships with more than 100 partners to e-file information returns
- Require partnerships that are required to file at least 10 returns of any type during the calendar year to e-file their partnership return.

Treasury Decision 9972



Information Return Intake System (IRIS)

Using the IRIS system, you can:

- Electronically prepare (create, edit, and view) and file information returns
- Download and print the recipient copy of information returns for distribution to payees
- Maintain a record of completed, filed and distributed information forms
- Perform basic validation of data before submission
- File up to 100 forms per submission
- Request automatic extensions; and
- File certain corrected information returns

IRS Publication 5717



Forms that can be e-filed using IRIS

- Form 1099-A
- Form 1099-B
- Form 1099-C
- Form 1099-CAP
- Form 1099-DIV
- Form 1099-G
- Form 1099-H
- Form 1099-INT
- Form 1099-K
- Form 1099-LS

- Form 1099-LTC
- Form 1099-MISC
- Form 1099-NEC
- Form 1099-OID
- Form 1099-PATR
- Form 1099-Q
- Form 1099-QA
- Form 1099-R,
- Form 1099-S,
- Form 1099-SA
- Form 1099-SB



FIRE - Filing Information Returns Electronically

FIRE System is used to electronically file the following information returns:

- Form 1097
- Forms 1098
- Forms 1099
- Form 3921
- Form 3922
- Forms 5498

- Form 8027
- Form 8596
- Form 8955 SSA
- Form 1042-S
- Form W-2G

FIRE System is accessed at http://fire.irs.gov

IRS Publication 5911



Issue 4: Record Retention

(Pages 201 - 204)



Period of Limitations for Income Tax Returns

- 1. Keep records for 3 years from the due date of the return or when it is filed, whichever is later if situations (2), (3), and (4) below do not apply to you.
- 2. Keep records for 6 years if you do not report income that you should report, and it is more than 25% of the gross income shown on your return.
- 3. Keep records indefinitely if you do not file a return.
- 4. Keep records indefinitely if you file a fraudulent return.
- 5. Keep employment tax records for at least 4 years after the date that the tax becomes due or is paid, whichever is later.

(Page 201)



Period of Limitations for Refund Claims

General rule

 The later of 3 years from the date a tax return is filed or 2 years from the date the tax was paid

Exceptions to the general rule

- Agreeing with the IRS in writing to extend the time limit to assess tax
- Affected by a Presidentially declared disaster:
- Serve in a designated combat zone or contingency operation
- File because of a bad debt deduction or a worthless security loss



Records Connected to Property

- When and how you acquired the asset.
- Purchase price.
- Cost of any improvements.
- Section 179 deduction taken.
- Deductions taken for depreciation.
- Deductions taken for casualty losses.
- How you used the asset.
- When and how you disposed of the asset.
- Selling price.
- Expenses of sale.



Tax Practitioner Record Retention

- Record or List of Tax Returns & Claim for Refunds
- Due Diligence Requirements for Tax Credits
- Electronic Return Originator



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Issue 6: IRS Stakeholder Liaison

IRS ISSUES CHAPTER 6 (Pages 212 - 213)



Stakeholder Liaison: What We Do

Stakeholder Liaison establishes and manages relationships with the tax professional community and partners that serve small businesses, multilingual, rural and underrepresented communities to promote two-way dialogue in helping taxpayers understand and meet their tax responsibilities.



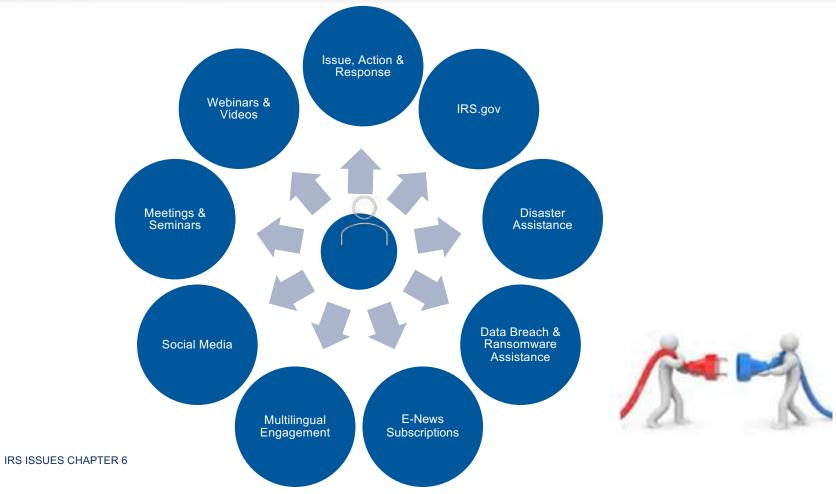
Stakeholder Liaison Local Contact

STAKEHOLDER LIAISON LOCAL CONTACTS		
Stakeholder Liaison Area	Phone	Email
Area 2 CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT	(412) 404-9151	cl.sl.area.2@irs.gov
Area 3 AL, D.C., IA, IL, IN ,KY, MI, NC, OH, TN, VA, WV	(405) 982-6807	cl.sl.area.3@irs.gov
Area 4 AR, FL, GA, LA, MS, Puerto Rico, SC, TX and U.S. Virgin Islands	(216) 415-3518	cl.sl.area.4@irs.gov
Area 5 CA, HI, ID, MT, NV, WY	(203) 492-8630	cl.sl.area.5@irs.gov
Area 6 AK, AZ, CO, KS, MN, MO, ND, NE, NM, OK, OR, SD, UT, WA, WI	(206) 946-3703	cl.sl.area.6@irs.gov

www.irs.gov Search: Stakeholder Liaison



Your Connection with IRS Information





Issue, Action and Response

Please reach out to Stakeholder Liaison if you have:

- A systemic issue with policies, practices or procedures OR
- A significant issue that impacts a large number of taxpayers and/or tax pros.

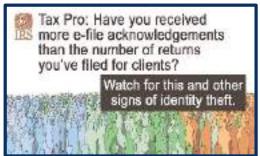




Data Breach / Ransomware Attacks

Reporting a Data Breach or Ransomware Attack

- Contact your local Stakeholder Liaison (SL)
 - Provide details promptly
- Follow the guidance from your SL, Pub 5293, Pub 4557 and the IRS Data Breach webpage
- Take steps to discover the cause of the attack
- Notify local and other federal agencies based on the type of attack











Issue Management Resolution System

Issue Management Resolution System

- Provides mechanism for raising concerns
 - IRS policies, practices and procedures
 - Systemic problems
- Facilitates issue identification, resolution and feedback



Monthly calls with tax professionals

Jill Maniacci
IRS Senior Stakeholder Liaison

(201) 986 - 5131

jill.a.maniacci@irs.gov



Issue 7: Tax Scams

IRS ISSUES CHAPTER 6 (Pages 214 - 224)



New Client Scam E-mail

Here's an example of a current new client scam being seen:

Subject: 2024 Tax Submission

Hello,

My name is (name can vary), I am searching for another CPA to help handle my taxes.

Is it safe to say that you are accepting new clients for the 2024 tax season? Do you additionally assist with IRS representation?

I figured I may have an issue with last year's return. (Click) HERE TO VIEW MY CREDENTIAL [Link to a phishing web address]

Upon your approval, we can arrange a physical or virtual meeting to discuss my situation and also provide my tax documents amongst others.

Kindly prompt how you plan to push ahead.

Best Regards,

(Name varies)



Dear [recipient_email_address],

Help us protect you.

Because many Electronic Filing Identification Numbers (EFINs) are stolen each year and used to file fraudulent tax returns, the IRS has asked software vendors, such as Software A, to verify who the EFIN owner is by getting a copy of the IRS issued EFIN document(s). Our records show that we do not have a document for one or more of the EFINs that you transmit with.

What this means for you: Until your EFIN is verified, you will be unable to transmit returns. Please provide a copy of your EFIN Account Summary from IRS e-Services, with a status of 'Completed', to Software B for verification.

To send us your EFIN Summary document:



1. Fax to Software B at 631-995-5984

PLEASE NOTE THAT YOUR PREPARER TAX IDENTIFICATION NUMBER (PTIN) APPLICATION CANNOT BE USED AS DOCUMENTATION FOR YOUR EFIN.

If you do not have the above documentation you can get a copy of your IRS Application Summary from IRS e-Services by following the below steps or call the IRS e-Services helpline at 866-255-0654.

(Pages 215 - 216)





IRS DIRTY DOZEN TAX SCAMS









#9 BEWARE OF SPEARPHISHING





- Visit <u>IRS.gov/scams</u>
- Complete Form 14242, Report Suspected Abusive Tax Promotions or Preparers
 - Submit online www.irs.gov/dmaf/form/14242 or
 - Mail/fax to the IRS Lead Development Center Internal Revenue Service Lead Development Center Stop MS5040 24000 Avila Road Laguna Niguel, CA 92677-3405 / Fax: 877-477-9135
- Visit <u>www.IRS.gov/DirtyDozen</u> for more detailed information



NAME: Jill Maniacci

EMAIL: jill.a.maniacci@irs.gov

PHONE NUMBER: (201) 986 - 5131