

# TAXPAYER ADVOCATE SERVICE

YOUR VOICE AT THE IRS

SEPTEMBER 13, 2023

[www.taxpayeradvocate.irs.gov/](http://www.taxpayeradvocate.irs.gov/)

# Online Accounts

- The IRS is using IRA money to improve and expand online services available to taxpayers and practitioners.
  - IRS presented a multi-year plan in the Strategic Operating Plan.
- The National Taxpayer Advocate (NTA) has included online services/accounts as a Most Serious Problem in almost every Annual Report to Congress since 2012.
  - The NTA believes tools that enable taxpayers to digitally communicate and transmit documents will reduce demand for phone service and paper processing.

# Online Accounts

- 2022 TAS research report compared online accounts and digital services available on IRS.gov to taxing authority websites of 41 states, D.C., Puerto Rico, Canada, Australia, and the United Kingdom.
  - Three areas where the IRS website lacks features commonly found on other taxing authority websites:
    1. Full online filing options;
    2. The ability to receive and respond to most notices online; and
    3. Robust in-person and digital contact options.

# Individual Online Accounts

- Some features currently available:
  - Ability to respond to over 60 notices;
    - Includes EITC and health insurance tax credit notices.
  - Make payments and view payment history; and
  - View and create payment plans.
- IRS announced a 2024 filing season target for digital submission of all correspondence, non-tax forms, and notice responses.

# Individual Online Accounts

- Individual online account data:
  - In 2022, approximately 20 million unique users accessed online accounts.
  - In 2022, taxpayers made 6.25 million payments worth \$42.8 billion through online accounts.
- ID.me
  - Problem - what do you do with people who cannot verify?
  - IRS has in-person pilot at UPS stores.
    - Requires invitation letter.
  - As of October 2022, 21% could not complete verification.

# Business Online Accounts

- Currently not available.
- IRS has announced plans to launch a limited feature business account for sole proprietors soon.
- Problem - How do you decide who gets access to business accounts?

# Tax Pro Accounts

- IRS added the following new features in August:
  - Link CAF number to account;
    - Request a PIN – takes 1-2 weeks.
  - View all active authorizations associated with a CAF;
  - View authorization list and details; and
  - Manage authorizations.
- IRS announced planned updates:
  - Payment viewing; and
  - Live chat and two-way messaging.
- July 2021 – December 1, 2022: 18,930 completed POA requests