

Tax Professionals Forum



Philadelphia Campus Compliance
Services Overview

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Automated Underreporter

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Automated Underreporter Overview

- 7 Locations
 - W&I = Andover, Atlanta, Austin & Fresno
 - SB/SE = Brookhaven, Ogden & Philadelphia
- Case Processing
- Responding to the Notices
- Currently working tax year 2011

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AUR Helpful Hints

- Respond in writing by the due date
 - CP2000 = 30 days
 - Statutory Notice = 90 days
- Compare CP2000 data to the return filed
- Send schedule(s) rather than Form1040X when possible
- Complete appropriate areas of the CP2000 response page, including the signature.

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AUR SB/SE Centralized Call Site

- Located in Philadelphia
- FY12 AUR Call Site handled over 790,000 calls
- Hours of Operation
 - 9:00 am to 9:00 pm (local time)
- Third party representatives must have F2848/F8821

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Correspondence Audit Examination

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Correspondence Audit Exam Overview

- Audit criteria will be single or limited items
- Case Processing
 - Systemic
 - Manual
 - Telephone
- Responding to notices
 - Correspondence
 - Phone

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Helpful Hints

- Response in writing by the due date
 - Initial contact letter(s) = 30 days
 - Statutory Notice of Deficiency = 90 days
- Request an extension at any point
 - Doesn't extend 90 days to petition tax court
- Contact by Phone
 - Clarify documentation requirements

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Program Initiatives

- Intelligent Contact Management (ICM)
 - Immediate contact through routing of calls to multiple call centers
 - standardized hours of operation
 - connectivity with Practitioner Priority Services (PPS)
- Identity Theft
 - New team for both Campus & Field work
 - Initiated for adjustment processing of ID Theft

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Automated Collection Services

ACS Call Site

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ACS Call Site

- Philadelphia is largest of the seven Small Business/Self Employed Call sites handling about 10,000 calls per week
 - The ACS toll-free numbers are 1-800-829-7650 (W&I) and 1-800-829-3903 (SB/SE)
 - Practitioners Priority Service (PPS) 1-866-860-4259
 - Always accepts faxed F2848/F8821
 - International - 267-941-1004
 - Only Call Site addressing International calls

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ACS Call Site

- The Case Reference Number (CRN)
 - Unique 10 digit number generated randomly by ACS
 - Reps will also ask for the Tax ID Number (TIN)
- Calls are recorded
 - Retrievable with specific information
- Paperless
 - Support Sites (Cincinnati & Philadelphia)
 - E-Fax

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ACS Call Site - FYI

- Client issue in another area
 - Communication between that area and ACS may not happen
- LT11 received
 - Make ACS contact within 45 days
 - Sent certified
 - Pub 1660 explaining appeal rights
 - Form 12153 to request a Collection Due Process hearing
 - To be eligible for “all” appeal rights, these forms must be received within 30 days of the date of the notice

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Questions?



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