

Stakeholder Liaison General Information Sharing

Tax Practitioners with valid POAs on file to be contacted directly by the Automated Collection System



Target Audience:

Tax Practitioners

This information is designed specifically for practitioners and should not be shared with non-practitioners.

Message Delivery:

For immediate release
beginning February 17, 2006

Outreach Products and supporting documents:

[e-Services Products](#)

[e-Services Tools for Tax Professionals](#)

[Disclosure Authorization \(Internet POA\)](#)

[Form 2848](#)

[CAF Unit](#)

[ACS Talking Points](#)

Contact for additional guidance on message delivery:

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Background:

The Automated Collection System (ACS) determines the balance due and non-filer cases requiring telephone contact for resolution. ACS enables the IRS to contact taxpayers by telephone and collect delinquent taxes.

The ACS system handles automated scheduling and follow-ups of incoming and outgoing calls, and generates levies and correspondence.

Collection employees use ACS as a case management tool to contact taxpayers, review case histories, and issue notices, liens, or levies to resolve the cases.

In general, the ACS predictive dialer dials the taxpayer's phone number.

Key Messages:

- Based on feedback from the tax practitioner community, the IRS has updated the ACS system to enable tax practitioners to be the first point of contact for ACS issues instead of the taxpayer.
- Tax practitioners with a valid Power of Attorney (POA) on file may be contacted by ACS directly about their client's tax deficiency.
- The ACS system issues a Case Reference Number (CRN) rather than a SSN or EIN to tax practitioners with a valid POA on file for that client. ACS personnel will access the taxpayer's account by using the CRN.
- **When returning these calls, the tax practitioner can contact PPS for routing to ACS (option 3), or contact ACS directly at 1-800-829-3903 or 1-800-829-7650.** The tax practitioner will not receive a voice prompt for entering the CRN. There will only be a voice prompt for entering a SSN or EIN. The tax practitioner should remain on the line without entering anything at the SSN/EIN prompt. By holding, the tax practitioner will automatically be placed in a queue to speak with a live Collection employee that can access the account information by using the CRN.