

2014 Presidents Day Message for Tax Preparers/Industry

The Internal Revenue Service needs your help during our busiest time of the year – Presidents Day holiday and week. During this time, especially the Tuesday following the holiday we get many more phone calls than we do the rest of the year. We don't want your customers to wait on hold unnecessarily – especially when they can get the information they need without ever calling the IRS.

Here are common questions we receive during this time and where clients can find easier answers:

Where's my refund?

More than 90 percent of refunds are issued in less than 21 days. IRS representatives will not provide individual refund information over the telephone before then. Clients can easily track their refunds by using the [Where's My Refund](#) tool. It's available on IRS.gov and on the smart phone app, IRS2GO. The tool provides the most up-to-date information available.

I didn't get my W-2

Employers are required to send to their employees a Form W-2, Statement of Earnings, by January 31. Clients should allow enough time for the form to be mailed to their address of record. If they do not receive a W-2 by mid-February, they should make their first call to their employer. They should make sure their employer has their correct address. After exhausting options with employers, they can contact the IRS, and we will send a letter to their company. However, we would urge your clients to call the IRS after President's Day week to avoid long wait times.

I need a copy of my tax return

IRS transcripts are often used to validate income and tax filing status for mortgage, student and small business loan applications and during tax preparation. Your client, or you if you have power of attorney on file, can order a return or complete Form 4506-T. More information is on IRS.gov.

I Can't Pay My Tax Bill

If your client can't pay their tax bill in full, they can easily set up a payment plan by using the [Online Payment Agreement application](#). They may be eligible for a short-term extension or a basic monthly payment plan.