

# Join In The Programs

## Community Based Outlet Programs

The Internal Revenue Service and local community businesses and government across the United States are working together to increase accessibility of tax materials to the public.



### Copy Center Program

Through this program, copy centers can offer taxpayers a wide variety of IRS forms with instructions for photocopying.



### Credit Union Program

The IRS provides credit unions with a variety of reproducible tax materials to make available to their members.



### Grocery Store/Pharmacy Program

Grocery stores and pharmacies are provided laminated tax forms, which they may attach to a self-service photocopy machine.



### City and County Governments Program

City and County government agencies are provided a variety of tax products so that the community will have easy access to federal tax materials and information.

- For further information on any of the above programs contact our Customer Service Representative at 1-916-636-7705.



### Post Office Program

The IRS supplies various tax materials to over 25,000 post offices nationwide. These include individual forms, schedules and instructions.



### Library Program

Participating libraries make available forms, schedules and instructions in either reproducible format, or bulk forms. Currently over 14,000 libraries participate in this program.

- Post offices and libraries may contact the IRS at 1-800-829-2765.



## Corporate Partnership Program

This program provides employers, of 100 or more employees, with a free copy of the **Publication 1796, Federal Tax Products** on CD-ROM. The employer can load this information on their Intranet or local area network so employees can access information.

- For further information on this program, contact our Customer Service Representative at 1-916-636-7705.

## General Assistance Information

### Earned Income Tax Credit

Find out if you're eligible. Call 1-800-829-3676 for our free IRS **Publication 596, Earned Income Credit**, or visit our web site at [www.irs.gov](http://www.irs.gov).



## So Easy, No Wonder 46 Million People Use It.

IRS *e-file* offers accurate, safe and fast alternatives to filing on paper. You can *e-file* through a tax professional; a personal computer; or if you receive a TeleFile Tax Package, over the telephone. IRS computers quickly and automatically check for errors or missing information. IRS acknowledges receipt of an accepted return for processing within 48 hours. Sign your return with an electronic signature using a Self-Select Personal Identification Number (PIN). If you are filing using tax preparation software or a tax professional, you will be asked to create a five-digit PIN. You will also need to know your adjusted gross income (AGI) from last year's originally filed return. Get your refund faster and safer with Direct Deposit - in as few as 10 days. If you have a balance due, pay by an electronic funds withdrawal from your bank account or pay by credit card. The IRS is partnering with the tax software industry to offer free tax return preparation and *e-file* services to taxpayers who qualify. To see if you are eligible or to find out more information about this free *e-filing* service, visit [www.irs.gov](http://www.irs.gov) or [www.firstgov.gov](http://www.firstgov.gov).

Delete the paperwork. Hit **SEND**

## Taxpayer Advocacy Panel (TAP)

The IRS Taxpayer Advocacy Panel is an independent volunteer advisory group appointed by the Secretary of the Treasury. The TAP assists the IRS in identifying ways and methodologies of improving customer service. For more information, visit their web site at [www.improveIRS.org](http://www.improveIRS.org).

## Taxpayer Advocate Service

If you have an ongoing issue with the IRS that has not been resolved through normal channels, or are about to suffer a significant hardship as a result of the application of the tax laws, contact the Taxpayer Advocate Service for assistance at 1-877-777-4778.

# Quick and Easy Access to IRS Tax Help and Tax Products

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## Personal Computer

Access the IRS's web site at [www.irs.gov](http://www.irs.gov) to:

- Order IRS products on-line
- Obtain Frequently Asked Tax Questions
- Download Electronically Fillable Forms
- Obtain Prior Year Forms
- Search Publications by Topic or Keyword
- Request Help via E-mail
- Receive Hot Tax News via E-mail

You can also reach us using:

- File Transfer Protocol at [ftp.irs.gov](http://ftp.irs.gov)



## Mail

Send your order for tax products to the Distribution Center nearest to you. You should receive your products within 10 days after we receive your order.

- **Western part of U.S.**  
Western Area Distribution Center  
Rancho Cordova, CA 95743-0001
- **Central part of U.S.**  
Central Area Distribution Center  
P.O. Box 8903  
Bloomington, IL 61702-8903
- **Eastern part of U.S. and foreign addresses:**  
Eastern Area Distribution Center  
P.O. Box 85074  
Richmond, VA 23261-5074



## IRS TaxFax Service

Dial **703-368-9694** from your fax machine to get up to 3 items per call. Long-distance charges may apply. Follow the directions of the prompts and your items will be immediately faxed back to you.

- For help with transmission problems call the FedWorld Help Desk at **(703) 487-4608**.



## Phone

Obtain forms, instructions, and publications 24 hours a day, 7 days a week, by calling:

- **1-800-829-3676** to order current year forms, instructions and publications and prior year forms and instructions. You should receive your order within 10 days.



## Walk-In

Pick up certain forms, instructions, and publications at many post offices, libraries, and IRS offices. Some grocery stores, copy centers, city and county government offices, credit unions and office supply stores have a collection of reproducible tax forms available to photocopy or print from a CD-ROM.



## CD-ROM

Order IRS Publication 1796, Federal Tax Products on CD-ROM, and obtain:

- Current tax forms, instructions and publications
- Prior-year tax forms and instructions
- Popular tax forms which may be filled-in electronically, printed out for submission, and saved for recordkeeping
- Internal Revenue Bulletin

Purchase the CD-ROM via Internet at <http://www.irs.gov/cdorders> from the National Technical Information Service (NTIS) for \$22 (no handling fee). Order by phone at 1-877-CDFORMS (1-877-233-6767) for \$22 (plus a \$5 handling fee). The price for 100 or more copies is \$16.50 per CD plus a \$5.00 handling fee.

**Availability:** First release—early January  
Final release—late February

### Minimum System Requirements:

- Microsoft Windows 98, ME, NT, 2000 (Pentium class processor)
  - 32 MB RAM (64 MB Recommended)
  - 115 MB of available hard disk space
- Macintosh, Power Macintosh
  - Apple System Software, version 9.1 or later
  - 32 MB RAM (64 MB Recommended)
  - 115 MB available hard disk space

