

Message to State Revenue Agencies
Time-Saving Alternatives to Get IRS Transcripts and Other Taxpayer Assistance

- IRS's Field Assistance (FA) organization has found that because of heavy traffic in IRS Taxpayer Assistance Centers (TACs), taxpayers can often wait long periods to have their questions answered or issues resolved. Times vary by TAC location.
- FA is educating the public about alternative ways to get transcript information, make payments and receive tax preparation assistance that will save taxpayers time.
- Taxpayers can obtain transcript information online, by calling a toll-free number or by mailing IRS Form 4506-T to the appropriate IRS Submission processing Center.
- **State revenue agencies can help by distributing the attached flyer, Publication 4201, “Need Tax Return Information or Transcripts?” which is available in English and Spanish, to let taxpayers know they can get the help they need online, by phone, or by mail.**
- **Revenue agencies can also help by advising taxpayers about the following options when they meet with them:**
 - Go Online to www.irs.gov and click on “*Order a Tax Return or Account Transcript.*”
 - Call 1-800-908-9946 and follow the voice prompts.
 - Mail IRS Form 4506-T (or form 4506-T-EZ), “*Request for Transcript of Tax Return.*”
- By reducing taxpayer traffic in IRS TAC offices, assistors will have more time to serve other taxpayers who may need face-to-face assistance.

Thank you for your help in providing better service to the taxpaying public.