



# VITA/TCE Quality Site Requirements Alert (QSRA) Balance Due Returns & How to Get Transcripts

*Thank you for volunteering and for your dedication to top QUALITY service!*

<b>QSRA Number</b>	QSRA-2014-01
<b>Date Issued</b>	March 17, 2014
<b>Quality Topic</b>	<b>Balance Due Returns and How to Get Transcripts</b>
<b>General Information for Balance Due Returns</b>	<p>If you have a taxpayer who owes a balance, especially for the first time, please be sure to provide information to help them understand their tax obligations and inform them of their options for paying a balance due.</p> <p>Specifically, taxpayers who owe additional tax must pay their balance due by April 15, 2014 or be subject to interest and penalties.</p> <p>However, if they can not pay the full amount owed please let them know they should not panic or be afraid but they should file their return on time and pay as much as possible by April 15. Doing this will reduce the late payment charges that will be added to the unpaid balance.</p> <p>The Internal Revenue Service recognizes that many people may be having difficult times financially and has taken steps to offer assistance to those who are having trouble paying their tax bill. Refer to guidance available at <a href="http://irs.gov">irs.gov</a> – Pay Your Tax Bill. <a href="http://www.irs.gov/Payments">http://www.irs.gov/Payments</a></p>
<b>Payment Methods</b>	<p>Taxpayers have several choices when paying any taxes owed on their returns as well as estimated tax payments.</p> <p><b>Electronic Funds Withdrawal (EFW)</b></p> <ul style="list-style-type: none"><li>• Taxpayers can e-file and, at the same time, authorize an electronic funds withdrawal (EFW) on a future date up to April 15th. Taxpayers who choose this option must provide you with checking or savings account numbers and routing transit numbers.</li></ul> <p><b>Electronic Federal Tax Payment System (EFTPS)</b></p> <ul style="list-style-type: none"><li>• Taxpayers must first enroll in EFTPS to pay their federal taxes. For more information or to enroll, refer taxpayers to <a href="http://irs.gov/E-pay">irs.gov/E-pay</a> or they can call EFTPS Customer Service toll free at 1-800-316-6541.</li></ul> <p><b>Credit Card Payments</b></p> <ul style="list-style-type: none"><li>• Taxpayers can pay using their credit card through a payment processing company. There is a fee for this service. Refer taxpayers to <a href="http://IRS.gov/E-pay">IRS.gov/E-pay</a> or have them call the service provider for more information.</li></ul> <p><b>Check or Money Order</b></p> <ul style="list-style-type: none"><li>• Taxpayers can submit a payment with a properly completed Form 1040V, <i>Payment Voucher</i>. Make the check or money order payable to “United States Treasury.” On the check, write in the memo/for section “2013 Form 1040”. Taxpayers must include their name, address, daytime phone number, and SSN/ITN on the check or money order.</li></ul> <p><b>Installment Agreement</b></p> <ul style="list-style-type: none"><li>• Taxpayers can request a <i>Full Pay 60 or 120 day Agreement</i>. There is no user fee, but penalty and interest are charged for any amount paid after April 15<sup>th</sup>.</li><li>• Taxpayers may ask to make monthly payments by completing Form 9465, <i>Installment Agreement</i>. Penalty and interest is charged for any amount paid after April 15<sup>th</sup>. There is a user fee if the request for an installment agreement is granted. Form 9465 can be e-filed with the return.</li></ul>

<b>Get Transcripts</b>	<p>If a taxpayer is requesting prior year tax return information, refer them to irs.gov where they can download and print their own official <b>Tax Return Transcript</b> or request it to be mailed to their address of record. In many cases, a <b>Tax Return Transcript</b> will meet the requirements of lending institutions offering mortgages and student loans. They can request five different type transcripts for the current year and up to three prior years.</p> <p><i>Note: IRS transcripts <b>cannot</b> help a taxpayer determine the status of their refund. The best way to check on their refund is by visiting "<a href="#">Where's My Refund?</a>" on IRS.gov</i></p>
<b>Resources</b>	<ul style="list-style-type: none"><li>• Publication 4012, <i>VITA/TCE Volunteer Resource Guide</i>, page K-3</li><li>• Publication 17, <i>Your Federal Income Tax - For Individuals</i></li><li>• Payment Plans, Irs.gov <a href="http://www.irs.gov/Payments">http://www.irs.gov/Payments</a></li><li>• Get Transcript, Irs.gov <a href="http://www.irs.gov/Individuals/Get-Transcript">http://www.irs.gov/Individuals/Get-Transcript</a></li></ul>

***Please discuss any questions with your site coordinator or IRS SPEC relationship manager***