



Internal Revenue Service

MEMORANDUM

Date: 12/20/2006

OMB NO. 1545-1432

To: Michael Robinson
IT Policy and Management Office

From: Glenn P. Kirkland
IRS Reports Clearance Officer SE:W:CAR:MP:T:T:SP

Subject: IRS Submission for OMB Review

Attached is a submission for: Voluntary Customer Surveys to
Implement EO-12862 (06-029).

Approval is needed by: January 6, 2007.

Received by _____ **on** ___/___/___.

Date sent to OMB ___/___/___.

Please sign the duplicate copy of this memo and return to us.

1545-1432

Note to: Glenn P. Kirkland
IRS Reports Clearance Office
Tax Forms and Publication SE:W:CAR:MP:T:T:SP

From: Kevin Cecco
Chief, Statistical Support Section
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request W&I AUR Study, 06-29

Attached is the documentation needed by the Office of Management and Budget for W&I AUR Study-06-029. The total estimated burden for this study is 222 hours.

If you have any questions regarding this project, please direct them to me at (202) 874-0464.

Attachments:
Cover Memorandum to OMB
OMB Form 83-C
Clearance Request
Attachments
 Questionnaire

NOTE TO THE REVIEWER OF: OMB Clearance # 1545-1432

From: Kevin Cecco
Chief, Statistical Support Section
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request for W&I AUR Study, 06-029

Please accept the enclosed materials for approval under the OMB Clearance package 1545-1432, "Customer Satisfaction". In accordance with our agreement with OMB, I am submitting a brief description of the study and the materials to be used in the study at least two weeks in advance of the start of the study.

The total estimated burden for this study is 222 hours.

If there are any questions regarding this project, please direct them to me at (202) 874-0464.

**PAPERWORK REDUCTION ACT
CHANGE WORKSHEET**

Agency/Subagency Department of the Treasury Internal Revenue Service		OMB Control Number 1 5 4 5 - 1 4 3 2
<i>Enter only items that change</i>		
	Current Record	New Record
Agency form number(s) Cognitive and Psychological Research		06- 029
Annual reporting and recordkeeping hour burden		
Number of respondents		
Total annual responses		
Percent of these responses collected electronically	%	%
Total annual hours		
Difference		
Explanation of difference		
Program Change		
Adjustment		
Annual reporting and recordkeeping cost burden (in thousands of dollars)		
Total annualized Capital/Startup costs		
Total annual costs (O&M)		
Total annualized cost requested		
Difference		
Explanation of difference		
Program change		
Adjustment		
Other Change** <i>[Signature]</i> <i>12/20/06</i>		
Signature of Senior Official or designee:	Date:	For OIRA Use _____ _____ _____

**This form cannot be used to extend an expiration date.
OMB 83-C

**OMB SUPPORTING STATEMENT FOR
AUTOMATED UNDERREPORTER (AUR) – CY07
TO MEASURE CUSTOMER SATISFACTION
IRS, WAGE AND INVESTMENT DIVISION
TIRNO-05-Z-00014**

Introduction

IRS has replaced its traditional measures of accomplishment with a balanced measurement system consisting of business results, customer satisfaction, and employee satisfaction. The Automated Underreporter (AUR) section within the Compliance Operating Unit (OU) of the Wage and Investment (W&I) Division will be responsible for notifying taxpayers of discrepancies between the income information reported on their tax returns and the income information supplied by their employers and other organizations. As an important customer interface for Wage & Investment, Automated Underreporter will need feedback from customers (i.e., taxpayers) to continuously improve its operations. This initiative is part of the Service-wide effort to establish a system of balanced organizational performance measures mandated by the IRS Restructuring and Reform Act of 1998. This is also a result of Executive Order 12862, which requires all government agencies to survey their customers and incorporate customer preferences in their process improvement efforts.

The key goals of the survey are to track customer satisfaction at the three Wage and Investment Automated Underreporter sites and nationwide and to identify operational improvements.

Customer Satisfaction Survey

The customer satisfaction survey questionnaire is attached. Completion of the survey is expected to take approximately three minutes. The survey will be administered between January and December 2007

The objective of the survey will be to gauge customer expectations and perceptions about the AUR process. The questionnaire is based on the vendor's Net Impression methodology, which asks respondents to evaluate various aspects of their experience and to provide an overall summary evaluation. The questionnaire was developed based on inputs from a focus group with customers who had received a notice from the IRS notifying them of a discrepancy between their W2 or 1099 Forms and the earnings information reported on their tax returns. The results should facilitate more effective management of W&I Automated Underreporting by:

- Providing insight from the customer's perspective about possible improvements.
- Providing useful input for program evaluation and execution at the programmatic and field office level of service delivery.

The survey will include several ratings questions evaluating service delivery during the AUR process as well as several demographic items. In addition, ample space will be provided for suggestions for improvement. Survey scoring for this contract will be based on the Customer Satisfaction Survey Score response average to the keystone question – "How would you rate your overall experience with the way your discrepancy

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was handled?" Questions will utilize a 5-point rating scale, with 1 being very dissatisfied and 5 being very satisfied. All survey responses generated will be confidential. The vendor shall ensure that taxpayers responding to the survey are guaranteed anonymity.

Design and Methodology

The sample universe will consist of taxpayers with closed AUR cases beginning in January 2007. The vendor will select 670 taxpayers per quarter (stratifying by the three W&I AUR sites), resulting in a total of 400 completed questionnaires each quarter (133 per site) and 1,600 completed questionnaires per year (400 per site).

The vendor will administer the survey by mail on a monthly basis. Standard procedures will be used in order to obtain the highest response rate possible for the mail survey. These will include: 1) an advance letter about the survey; 2) the initial survey with a cover letter; 3) a postcard reminder; and, 4) a second letter and survey to non-respondents.

The vendor will, on a quarterly basis, summarize the quantitative ratings and produce a national report showing customer satisfaction scores on all AUR survey items and overall improvement priorities for the function. The vendor will deliver two versions of each national report, one with any appropriate site-level data and one without site references. On an annual basis, the vendor will prepare three site reports containing individual site scores on each of the survey items and improvement priorities for the individual sites. The vendor will include any relevant database variables in the analysis and will weight the survey responses as necessary to reflect accurately the entire customer base.

Reports of survey findings will be distributed to the IRS each quarter. Each report will be delivered approximately seven weeks after the survey cut-off date for the quarter.

Evaluation

For the quarterly reports, the vendor will use basic and advanced statistical techniques including, but not limited to, analysis of variance and the prioritization of improvement priorities using vendor's established technique.

- Survey counts and overall response rates for the local partners.
- The overall level of customer satisfaction with services provided by AUR.
- The averages and frequencies for all rating questions.
- The differences in satisfaction ratings and attitudes across customer segments.
- Which areas of service, in priority order, AUR should focus its resources to improve overall satisfaction.
- Cross tabulations of variables for the customer surveys.
- Analysis of the relationship between survey responses.
- Analysis of the one open-ended question for improvement suggestions. The vendor shall transcribe and code the responses to the open-ended question and will conduct content analysis in order to provide AUR with the top ten categories of concern.

Estimates of the Burden of Data Collection

The AUR survey has been designed to minimize burden on the taxpayer. The time that a respondent takes to complete the survey has been carefully considered and only the most important areas are being surveyed. The average time of survey completion is expected to be 3 minutes, plus 2 minutes to read the pre-notification letter. This is based on the questionnaire consisting of 16 satisfaction questions and 4 demographic questions, plus one open-ended question on suggestions for improvement. The questions are generally one sentence in structure and on an elementary concept level.

We have made every attempt in designing this survey to maximize response rate.

Using the response rate of 60 percent, then the total burden in hours is estimated to be 133 hours (1,600 surveys x 3 minutes / 60 minutes + 1,600 pre-notification letters x 2 minutes / 60 minutes).

For non-respondents, the total number of burden hours is estimated to be 89 hours (2,680 pre-notification letters x 2 minutes/ 60 minutes).

The grand total burden is estimated to be 222 hours for the year.

Other Information

The estimated cost associated with this study is \$89,000

Privacy, Security, Disclosure and Confidentiality

All participants will be subject to the provisions of the Taxpayer Bill of Rights II during this study and the contractor will ensure that all participants are treated fairly and appropriately.

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The security of the data used in this project and the privacy of taxpayers will be carefully safeguarded at all times. Security requirements are based on the Computer Security Act of 1987 and Office of Management and Budget Circular A-130, Appendices A & B. Physical security measures include a locked, secure office. Notes are stored in locked cabinets or shredded. Data security at the C-2 level is accomplished via the Windows NT operating system. Systems are password protected, users profiled for authorized use, and individual audit trails generated and reviewed periodically.

The IRS will apply and meet fair information and record-keeping practices to ensure privacy protection of all taxpayers. This includes criteria for disclosure—laid out in the Privacy Act of 1974, the Freedom of Information Act, and Section 6103 of the Internal Revenue Code—all of which provide for the protection of taxpayer information as well as its release to authorized recipients.

The survey will not contain tax return or taxpayer information. Survey participants will not be identified in any of the documents or files used for this project. We will limit and control the amount of information we collect to those items that are necessary to

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accomplish the research questions. We will carefully safeguard the security of data utilized as well as the privacy of the survey respondents. We will apply the fair information and record-keeping practices to ensure protection of all survey respondents. The criterion for disclosure laid out in the Privacy Act, the Freedom of Information Act, and section 6103 of the Internal Revenue Code provides for the protection of information as well as its releases to authorized recipients.

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* The following information will be provided to the Human Capital Office within 60 days after the close of the survey data collection operations:

- Findings: A brief summary of significant findings that were evidenced in the results.
- Actions taken or lessons learned: A brief summary of any action taken or lessons learned as a result of the findings.
- Number of completed questionnaires

Statistical Contact

For questions regarding the study or questionnaire design or the statistical methodology, contact:

Elaine Lowitz
Pacific Consulting Group
399 Sherman Avenue, Suite 1
Palo Alto, California 94306
(650) 327-8108

Appendix F

Automated Underreporter W&I Questionnaire

AUR W&I Questionnaire—Front



OMB # 1545-0042

IRS WAGE AND INVESTMENT CUSTOMER SATISFACTION SURVEY AUTOMATED UNDERREPORTER (AUR)

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like this example . Do not mark outside of the response area like this example . Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1 The questions that follow ask your opinion regarding the discrepancy that was highlighted on your tax return. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

1. Length of time it took to hear from the IRS that you had a discrepancy 1 2 3 4 5 Not Applicable

2. Length of time it took to hear from the IRS that you had a discrepancy 1 2 3 4 5 Not Applicable

3. Ease of understanding the form notifying you of the discrepancy 1 2 3 4 5 Not Applicable

4. Accuracy of the discrepancy amount 1 2 3 4 5 Not Applicable

5. Completeness of information about the discrepancy 1 2 3 4 5 Not Applicable

6. Completeness of instructions for resolving the discrepancy 1 2 3 4 5 Not Applicable

7. Time it takes you to respond to the IRS 1 2 3 4 5 Not Applicable

8. Making you aware of your payment options (e.g. setting up a payment plan) 1 2 3 4 5 Not Applicable

9. Flexibility in resolving the discrepancy 1 2 3 4 5 Not Applicable

10. Length of time it took to resolve the discrepancy 1 2 3 4 5 Not Applicable

11. Ease of understanding documents explaining the action taken on your account 1 2 3 4 5 Not Applicable

12. Did you call the IRS toll-free number? Yes No

13. If you called the IRS toll-free number, how satisfied were you with the: 1 2 3 4 5 Not Applicable

a. Ease of using the automated telephone system 1 2 3 4 5 Not Applicable

b. Length of time it took you to get through to an IRS employee 1 2 3 4 5 Not Applicable

c. Completeness of information you received during this call 1 2 3 4 5 Not Applicable

14. What is the primary reason that you called the IRS toll-free number? (Check one response only) The notice was too complicated I needed general information (i.e. mailing address, check amount information, etc.) I had additional questions about my case and wanted to speak with an IRS employee Other (specify) _____


Form 13257G (Rev. 11-2004)

Call No 3339J.R.

Please continue on back

Department of the Treasury Internal Revenue Service

AUR W&I Questionnaire-Back



4 Were you able to reach a representative when you called the IRS toll-free number?

Yes = Using the same 1 to 5 scale how satisfied were you with the
 a. Length of time it took to complete your call once you got through ...
 b. Courtesy of the IRS representative ...
 No = (SKIP TO QUESTION 5)

Very Dissatisfied
1 2 3 4 5
Very Satisfied

5 Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your discrepancy was handled?

Were you provided with documents explaining the actions taken on your account?
 Yes No

Did you expect to receive documents explaining the actions taken on your account?
 Yes No

8 If you had any questions regarding your discrepancy, what method of contacting the IRS would you prefer? Please rank in order of importance from 1st to 5th, with 1st being the highest preference and 5th being the lowest preference. (Please mark only one under each preference)

	1	2	3	4	5
Highest Preference	▼	▼	▼	▼	▼
E-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toll-Free line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lowest Preference	▼	▼	▼	▼	▼

9 Did you agree with the outcome of your discrepancy?
 Yes
 No
 Not sure

10 Did you...?
 Use a tax professional to assist you with resolving this discrepancy
 Represent yourself
 Both

If you have been unable to resolve any specific problem with your tax return through the normal IRS channels or now face a significant hardship due to the application of the AM, law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4773.

11 Use this space for comments, or suggestions for improvement.

Paperwork Reduction Act Notice
 You Reporting Burden: Act promptly if you think the IRS should use an OMB control number on all public information requests. The OMB Control Number for this form is 1545-4432. If you have any comments regarding the time spent on completing this form, send your suggestions on using this process together with your comments to the Internal Revenue Service Tax Products Coordinating Committee, SE P, C&R, MP 11.3P, 1111 Constitution Ave. NW, Washington, DC 20549.

Thank you for completing the survey.
Please return the questionnaire by mail, using the enclosed business return envelope.

Form 13257G (Rev. 11-2004) Cal. No. 34352R Department of the Treasury - Internal Revenue Service



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
ATLANTA, GA 30308

WAGE AND INVESTMENT DIVISION

3439299999999111122 P

October 13, 2005

13257G 0000001 *****SNGLP

JOHN Q & MARY Q SAMPLE

SAMPLE ADDRESS 1

SAMPLE ADDRESS 2

SAMPLE ADDRESS 3

SAMPLE ADDRESS 4

SAMPLE ADDRESS 5

ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who have received a notice from the IRS pointing out a discrepancy between the earnings information reported on their tax return and the information provided to us by organizations such as banks and employers.

In a few days, you will receive a questionnaire asking your opinions about the process of resolving such discrepancies with the IRS. Please direct it to the person in your household who had the most contact with the IRS on this matter. The questionnaire should take less than 5 minutes to complete. Your answers will be combined with others to give us an evaluation on customer satisfaction with IRS service.

To keep all replies confidential, we have asked an independent research company to administer the survey. The survey processing center employees will process the questionnaires and report only statistical totals to us.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the questionnaire as soon as possible. If you do not receive a questionnaire, please contact our Survey Processing Center at 1-866-377-8208.

Sincerely yours,

Jim Grimes
Director, Compliance
Wage and Investment Division

Survey Processing Center
Post Office Box 344
Claysburg, PA 16625-0344

Do We Have Your Input Yet?

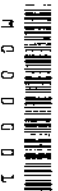
Recently, you received a questionnaire asking your opinions about the service you received from the IRS in a recent contact. If you have already completed and returned the questionnaire, please accept our sincere thanks. If not, please take a few minutes to complete it and return it today. We want to be sure we have your opinions and suggestions.

If you did not receive the questionnaire, or it got misplaced, please call 1-866-377-8208.

Dr. Peter H. Webb
Project Director

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA



July 5, 2006

13257G 0000001 *****MIXED AADC 166
JOHN Q & MARY Q SAMPLE
SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
SAMPLE ADDRESS 3
SAMPLE ADDRESS 4
SAMPLE ADDRESS 5
ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a letter from Jim Grimes, Director, Compliance, Wage and Investment Division, asking for your help with an important research project.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the process of resolving a discrepancy between the earnings information reported on your tax return and information provided to the IRS by organizations such as banks and employers. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such discrepancies. All responses are confidential, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions or concerns, please feel free to call the Survey Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Sincerely,

Dr. Peter Webb
Project Director



IRS WAGE AND INVESTMENT CUSTOMER SATISFACTION SURVEY AUTOMATED UNDERREPORTER (AUR)

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like in this example . Do not mark outside of the response area like this example . Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1 The questions that follow ask your opinion regarding the discrepancy that was highlighted on your tax return. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

	Very Dissatisfied				Very Satisfied
	1	2	3	4	5
How would you rate the . . .					
a. Ease of understanding the form notifying you of the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(If 1 or 2 rating): Why did you give a dissatisfied rating for Ease of understanding the form notifying you of the discrepancy?</i>					
b. Accuracy of the discrepancy amount?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Completeness of information about the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(If 1 or 2 rating): Why did you give a dissatisfied rating for Completeness of information about the discrepancy?</i>					
d. Completeness of instructions for resolving the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(If 1 or 2 rating): Why did you give a dissatisfied rating for Completeness of instructions for resolving the discrepancy?</i>					
e. Time given you to respond to the IRS?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Making you aware of your payment options (e.g., setting up a payment plan)?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Flexibility in resolving the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Length of time it took to resolve the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Ease of understanding documents explaining the action taken on your account?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Length of time it took to hear from the IRS that you had a discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Did you call the phone number listed in the AUR notice?
 Yes (CONTINUE BELOW) No (SKIP TO QUESTION 5)

How would you rate the . . .

	1	2	3	4	5
a. Ease of using the automated telephone system?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Length of time it took you to get through to an IRS employee?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Completeness of information you received during this call?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 What is the primary reason that you called the phone number listed in the AUR notice? (Mark one response only)

- To receive an explanation of the notice
- To receive general information (e.g. forms, status of case, extension, etc.)
- To receive answers to my questions concerning my case
- To give the IRS additional information
- Other (specify)



4 Were you able to reach a representative when you called the phone number listed in the AUR notice?

Yes (CONTINUE BELOW) No (SKIP TO QUESTION 5)

Very Dissatisfied Very Satisfied

How would you rate the . . .

	1	2	3	4	5
a. Length of time it took to complete your call once you got through?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Courtesy of the IRS representative?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your discrepancy was handled?.....

6 Were you provided with documents explaining the actions taken on your account?

Yes No

7 Did you expect to receive documents explaining the actions taken on your account?

Yes No

8 If you had questions regarding your discrepancy, what method of contacting the IRS would you prefer? Please rank in order of importance from 1st to 5th, with 1st being the highest preference and 5th being the lowest preference. (Mark only one under each preference)

	Highest Preference		Lowest Preference		
	1st	2nd	3rd	4th	5th
Mail.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In person.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fax.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Did you agree with the outcome of your discrepancy?

Yes
 No →
 Not sure

Why did you disagree?

10 Did you...?

Use a tax professional to assist you with resolving this discrepancy
 Represent yourself
 Both

If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

11 Use this space for comments, or suggestions for improvement.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you for completing the survey.

Please return the questionnaire by mail, using the enclosed business return envelope.

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA



October 13, 2005

13257G 0000001 *****SNGLP
JOHN Q & MARY Q SAMPLE
SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
SAMPLE ADDRESS 3
SAMPLE ADDRESS 4
SAMPLE ADDRESS 5
ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a survey from Jim Grimes, Director, Compliance, Wage and Investment Division, asking for your help with an important research project. So far, we have not received your completed questionnaire. If you have not already done so, please take a few minutes to fill in your responses.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the process of resolving a discrepancy between the earnings information reported on your tax return and information provided to the IRS by organizations such as banks and employers. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such discrepancies. All responses are confidential, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions or concerns, please feel free to call the Survey Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. The first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about these changes.

Thank you in advance for your cooperation.

Sincerely,

Dr. Peter Webb
Project Director



IRS WAGE AND INVESTMENT CUSTOMER SATISFACTION SURVEY AUTOMATED UNDERREPORTER (AUR)

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like in this example **X**. Do not mark outside of the response area like this example **X**. Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1 The questions that follow ask your opinion regarding the discrepancy that was highlighted on your tax return. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

	Very Dissatisfied				Very Satisfied
	1	2	3	4	5
How would you rate the . . .					
a. Ease of understanding the form notifying you of the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(If 1 or 2 rating): Why did you give a dissatisfied rating for Ease of understanding the form notifying you of the discrepancy?</i>					
<input style="width: 100%;" type="text"/>					
b. Accuracy of the discrepancy amount?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Completeness of information about the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(If 1 or 2 rating): Why did you give a dissatisfied rating for Completeness of information about the discrepancy?</i>					
<input style="width: 100%;" type="text"/>					
d. Completeness of instructions for resolving the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(If 1 or 2 rating): Why did you give a dissatisfied rating for Completeness of instructions for resolving the discrepancy?</i>					
<input style="width: 100%;" type="text"/>					
e. Time given you to respond to the IRS?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Making you aware of your payment options (e.g., setting up a payment plan)?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Flexibility in resolving the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Length of time it took to resolve the discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Ease of understanding documents explaining the action taken on your account?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Length of time it took to hear from the IRS that you had a discrepancy?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Did you call the phone number listed in the AUR notice?
 Yes (CONTINUE BELOW) No (SKIP TO QUESTION 5)

How would you rate the . . .

	1	2	3	4	5
a. Ease of using the automated telephone system?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Length of time it took you to get through to an IRS employee?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Completeness of information you received during this call?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 What is the primary reason that you called the phone number listed in the AUR notice? *(Mark one response only)*

- To receive an explanation of the notice
- To receive general information (e.g. forms, status of case, extension, etc.)
- To receive answers to my questions concerning my case
- To give the IRS additional information
- Other (specify)



4 Were you able to reach a representative when you called the phone number listed in the AUR notice?

Yes (CONTINUE BELOW) No (SKIP TO QUESTION 5)

Very Dissatisfied Very Satisfied

How would you rate the . . .

	1	2	3	4	5
a. Length of time it took to complete your call once you got through?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Courtesy of the IRS representative?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your discrepancy was handled?.....

6 Were you provided with documents explaining the actions taken on your account?

Yes No

7 Did you expect to receive documents explaining the actions taken on your account?

Yes No

8 If you had questions regarding your discrepancy, what method of contacting the IRS would you prefer? Please rank in order of importance from 1st to 5th, with 1st being the highest preference and 5th being the lowest preference. (Mark only one under each preference)

	Highest Preference		Lowest Preference		
	1st	2nd	3rd	4th	5th
Mail.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In person.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fax.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Did you agree with the outcome of your discrepancy?

Yes
 No ➔
 Not sure

Why did you disagree?

10 Did you...?

Use a tax professional to assist you with resolving this discrepancy
 Represent yourself
 Both

If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

11 Use this space for comments, or suggestions for improvement.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T.SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you for completing the survey.

Please return the questionnaire by mail, using the enclosed business return envelope.