

**LMSB Compliance Assurance Process (CAP) 2008  
CUSTOMER SATISFACTION SURVEY  
FINAL**

**Intro Text – First Web Screen**

As part of its continuing effort to improve the CAP audit process, the IRS is conducting ongoing research to understand customer satisfaction with the audit. The voluntary survey takes about 10 minutes to complete. Your individual responses will be kept completely confidential, and the results will be presented to LMSB only in aggregate form. If you have any questions about this survey, please e-mail the survey coordinator at <mailto:jleighty@traintech.com>.

Our contract with IRS-LMSB authorizes us to collect taxpayer specific information. Therefore responding to the survey is not an unauthorized disclosure of taxpayer information. Prior to taking the survey, if you would like to verify the authenticity of the survey request, you may contact Jim Morton, LMSB Program Analyst by phone (404-338-7127) or by email ([jim.morton@irs.gov](mailto:jim.morton@irs.gov)).

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 contact the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

A. Is this your first year participating in the CAP progress?

- 1—Yes
- 2—No

B. Have you filed a return in the CAP process?

- 1—Yes
- 2—No

C. *(Only ask if No to A)* Please complete the following questions as it relates to your experience with CAP during the last 12 months.

**CAP Process**

1. Please rate your satisfaction with the following aspects of your CAP process; if some items do not apply, please select N/A.

Item	Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
1. CAP Preparation						
a. Appropriate level of						

Item	Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
training/orientation into the CAP program provided by IRS						
b. The level of mutual understanding between you and the IRS obtained at the opening conference						
c. Your level of involvement in the CAP planning process						
d. The responsiveness of the audit team to your suggestions in planning for the CAP process						
f. Overall Satisfaction with Opening Conference						
<b>2. CAP Features</b>						
a. Degree of tax certainty obtained						
b. IRS ability to handle issues in real-time						
c. Reduction of burden in your organization's <i>personnel time</i> compared to customary return audit						
d. Reduction of burden in <i>administrative costs</i> compared to customary return audit						
e. Discussing open issues with agents or with National Office						
f. Overall satisfaction with CAP features						
<b>3. Issue Identification</b>						
a. The threshold determined for significant transactions						
b. IRS process for requesting information through Information Document Requests						
c. Clarity of information requested from information document requests						
d. Your involvement in deciding the appropriate information necessary						

Item	Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
e. Length of time to resolve significant issues						
f. Adequacy of IRS staffing dedicated to CAP audit						
g. Responsiveness of IRS team overall						
i. Overall satisfaction with Issue Identification						
<b>4. (Programming: Skip Section 4 if No to QB – have not filed a return)</b> Issue Resolution – <i>Please respond to the questions in this section relating to the CAP year with the most recently filed return</i>						
a. Resolution of significant issues prior to filing return						
b. Resolution of significant issues after filing return						
c. Efficiency of Appeals process (if applicable)						
d. Assistance from Counsel						
e. Appropriateness of questions raised by IRS in post filing review						
f. Overall satisfaction with Issue Resolution						
<b>5. Account Coordinator</b>						
a. Knowledge of tax law						
b. Knowledge of your industry						
c. Knowledge of your company						
d. Responsiveness to your questions/concerns						
e. Ability to facilitate communication between IRS personnel and your staff						
f. Ability of the Account Coordinator to resolve your case without needing further approval						
f. Overall satisfaction with Account Coordinator (knowledge,						

Item	Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
responsiveness, etc)						
<b>6. Team Manager</b>						
a. Knowledge of tax law						
b. Knowledge of your industry						
c. Knowledge of your company						
d. Responsiveness to your questions/concerns						
e. Ability to facilitate communication between IRS personnel and your staff						
f. Overall satisfaction with Team Manager (knowledge, responsiveness, etc)						
<b>7. Specialists</b>						
a. Knowledge of tax law						
b. Knowledge of your industry						
c. Knowledge of your company						
d. Responsiveness to your questions/concerns						
e. Ability to effectively communicate with your staff						
f. Overall satisfaction with specialists (knowledge, responsiveness, etc)						
<b>8. (Programming: Skip Section 4 if No to QB – have not filed a return)</b> Proposed Adjustments <i>Please respond to the questions in this section relating to the CAP year with the most recently filed return</i>						
a. Timeliness of the final notification of proposed adjustments						
b. Clarity of explanations provided for adjustments made to tax liability						
c. Overall satisfaction with proposed adjustment						

Item	Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
process						

2. Considering all the aspects discussed in the survey, but excluding the outcome of the CAP review, please rate your **overall satisfaction with the CAP process**. Are you:

- Very dissatisfied
- Somewhat dissatisfied
- Neither dissatisfied nor satisfied
- Somewhat satisfied
- Very satisfied

2a. (If not at all satisfied, not very satisfied or neither satisfied nor dissatisfied in Q2) Why are you dissatisfied overall with the process? Please be specific. For example, dissatisfaction with process and/or audit team, or something else?)

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3. How likely are you to recommend CAP to another organization? Are you:

- Not at all likely
- Not very likely
- Neither likely nor unlikely
- Somewhat likely
- Very likely

4. What changes or improvements would you like to see made in the CAP program? Please consider anything related to training, opening conference, the CAP process, IDRs, the Account Coordinator, Team Manager, Specialists, tax return filing process, or any other improvement areas.

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**Demographic Questions**

The final set of questions will allow us to group the data for analysis purposes.

5. For which audit year did your organization first begin to participate in CAP? (Select one only)

- 2005
- 2006
- 2007

**Thank you for your participation!**

