

# Wave 1

(Prenote Letter)

Dear Taxpayer,

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 are required to file a *Heavy Highway Vehicle Use Tax Return* using Form 2290. You have been identified as a Form 2290 filer by the Internal Revenue Service (IRS).

In a few days, you will receive a survey asking a few questions about your heavy highway vehicle usage and how you submit your tax return. Answering these questions should take less than 5 minutes. Your answers will be combined with responses from other taxpayers to help us understand the reasons why you chose to submit your return on paper or electronically. We would like to know your experience with electronic filing, or the barriers that keep you from filing electronically so we can remove those barriers.

The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801.

Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS may lack information it could use to improve taxpayer service. We are required to follow to the extent allowed by law protections required by the Privacy Act and/or Internal Revenue code section 6103.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the survey as soon as possible. If you do not receive a survey within the next week, or if you have any questions, please contact us at 949-389-4395 or email **Summer.M.Mastous@irs.gov**.

Thank you in advance for your cooperation.

Sincerely,

William P. Marshall  
Director, Specialty Tax

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## Wave 2

(Cover Letter... includes survey questionnaire)

Dear Taxpayer,

A few days ago, you received a letter from William P. Marshall, Director, Specialty Tax, asking for your help with an important IRS research project.

We are administering a nationwide survey among people who are required to file a *Heavy Highway Vehicle Use Tax Return* using Form 2290. We want to understand the reasons why you chose to submit your Form 2290 on paper or electronically. Your responses are critical to the accuracy of this research.

We will hold your identity anonymous. Your answers will be grouped with others, so that no individual reply can be traced back to a specific person or case number.

This brief survey should take less than 5 minutes to complete. We have included a postage-paid reply envelope for you to return your completed survey. If you have any questions or concerns, please feel free to contact us at 949-389-4395 or email **Summer.M.Mastous@irs.gov**.

Thank you in advance for your cooperation.

Sincerely,

William P. Marshall  
Director, Specialty Tax

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## Wave 2

(Cover Letter... includes survey questionnaire)

### E-File Survey Questions

OMB# 1545-1432

- 1) How long have you been driving a truck or truck tractor? *(Check the circle that applies)*
  - Less than 1 year
  - 2 to 5 years
  - 6 to 10 years
  - More than 10 years
- 2) Are you an independent operator?
  - Yes
  - No
- 3) How many employees do you have? *(Please check the circle that applies)*
  - None
  - Less than 5
  - 5 to 10
  - 11 to 25
  - More than 25
- 4) What type of hauling do you do?
  - Interstate
  - Intrastate
- 5) How did you prepare and file your most recent Form 2290 Heavy Highway Vehicle Use Tax Return?
  - Used a paid preparer and it was mailed to the IRS
  - Used a paid preparer and it was dropped off in person at an IRS office
  - Used a paid preparer and it was dropped off in person at a Motor Vehicle Registration Office
  - Used a paid preparer but I don't know how he/she filed
  - Prepared it myself and mailed it to the IRS
  - Prepared it myself and dropped it off in person at an IRS office
  - Prepared it myself and dropped it off at a Motor Vehicle Registration Office
- 6) If you used a paid preparer, did they offer you the option to file electronically (e-file)?
  - Yes
  - No
- 7) Do you know about how much it costs to e-file Form 2290?
  - No
  - Yes, I know at least one service's price
  - Yes, I have compared the prices for different services
- 8) Have you ever visited the [www.irs.gov/trucker](http://www.irs.gov/trucker) website?
  - Yes
  - No
- 9) What are the main reasons you file Form 2290 on paper rather than *e-file* *(Please check all that apply)*

## Wave 2

*(Cover Letter... includes survey questionnaire)*

- Filing a paper return is easier than filing electronically
- I have computer or internet access issues
- It costs too much to e-file
- I didn't know I could file e-file
- I don't understand the e-file process
- I do not want to send my tax data via the Internet to a filing service because I have security concerns about electronically transmitting my private information
- Other *(Please list below)*:

10) Did the IRS contact you after you filed your paper Form 2290?

- Yes  No

*(If you responded "yes" to question 10 then go to question 11. Otherwise skip question 11 and go to question 12.)*

11) *Why were you contacted? (Please check all that apply)*

- My return had incomplete or incorrect information
- I had not paid the full amount of tax due
- The payment I sent in had not been applied to my Form 2290
- The IRS charged me additional penalties and/or Interest
- Other *(Please list below)*:

12) Have you ever e-filed any IRS tax returns? *(Please check all that apply)*

- Yes, I have e-filed Form 2290 before
- Yes, I have e-filed other types of business tax returns
- Yes, I have e-filed my personal income tax return
- No, I have never e-filed any tax returns

13) Did you change from e-filing to paper filing of your Form 2290? And if "yes" tell us why. *(Please check all that apply)*

- No
- Yes, because e-filing was too costly
- Yes, because I don't have access to the Internet anymore
- Yes, because I changed my paid preparer and he/she only files by mail
- Yes, because I didn't feel comfortable with a tax filing service having my tax data or sending my tax data via the Internet
- Yes, because the tax paying procedure was complicated
- Other *(Please list below)*:

14) On a scale of 1 to 5, with 1 being very dissatisfied and 5 very satisfied, how satisfied are you with filing your return on paper?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Not satisfied or dissatisfied
- 4 Satisfied
- 5 Very satisfied

15) In your opinion, would e-filing make it easier for you to obtain your Form 2290 Schedule 1 and register your vehicle?

## Wave 2

*(Cover Letter... includes survey questionnaire)*

- Yes  I don't know  
 No

16) On a scale of 1 to 5, with 1 being the least probable and 5 the most probable, how likely are you to change from paper filing to e-filing next time you file Form 2290?

- 1 Very unlikely  4 Likely  
 2 Unlikely  5 Very likely  
 3 Neutral

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.

# Wave 3

(Postcard Reminder)

## RETURN ADDRESS

INTERNAL REVENUE SERVICE  
SE:S:FR&S:LN PAC MS/5350  
24000 AVILA ROAD  
LAGUNA NIGUEL, CA 92677-9608

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## Do We Have Your Input Yet?

Recently, you received a survey asking questions about your *Heavy Highway Vehicle Use Tax Return* using Form 2290. If you have already completed and returned the survey, please accept our sincere thanks. If not, please take a few minutes to complete and return it today. We want to be sure we have your opinions and suggestions for improving the IRS's service to the public.

If you have not responded to the survey, we will be sending one more copy of the survey in case you did not receive the first one or it has been misplaced. If you have any questions or concerns about this survey, please contact us at 949-389-4395 or email **Summer.M.Mastous@irs.gov**

William P. Marshall  
Director, Specialty Tax

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## Wave 4

(Non-Respondent Cover Letter ... includes survey questionnaire)

Dear Taxpayer,

Recently you received a letter requesting your feedback about your *Heavy Highway Vehicle* usage. So far, we have not received your completed survey. If you have already completed and returned the survey questions, thank you. If you have not completed the survey, please take a few minutes to fill in your responses.

As described in our previous communication, we are administering a nationwide survey among people who are required to file a *Heavy Highway Vehicle Use Tax Return* using Form 2290. Your name was selected for this survey through a random sample of Form 2290 filers. We want to understand the reasons why you chose to submit your *Heavy Highway Vehicle Use Tax Return* on paper or electronically. Your responses are critical to the accurate evaluation of the IRS's service.

We will hold your identity anonymous. Your answers will be grouped with others, so that no individual reply can be traced back to a specific person. Your participation is voluntary.

The survey should take less than 5 minutes to complete. We have included a postage-paid reply envelope for you to return your completed survey. If you have any questions or concerns, please feel free to contact us at 949-389-4395 or email **Summer.M.Mastous@irs.gov**.

The IRS is committed to improving its performance and service to the American public. Your honest opinions will help bring about this improvement.

Thank you in advance for your participation.

Sincerely,

William P. Marshall  
Director, Specialty Tax

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