



Field Collection Updates



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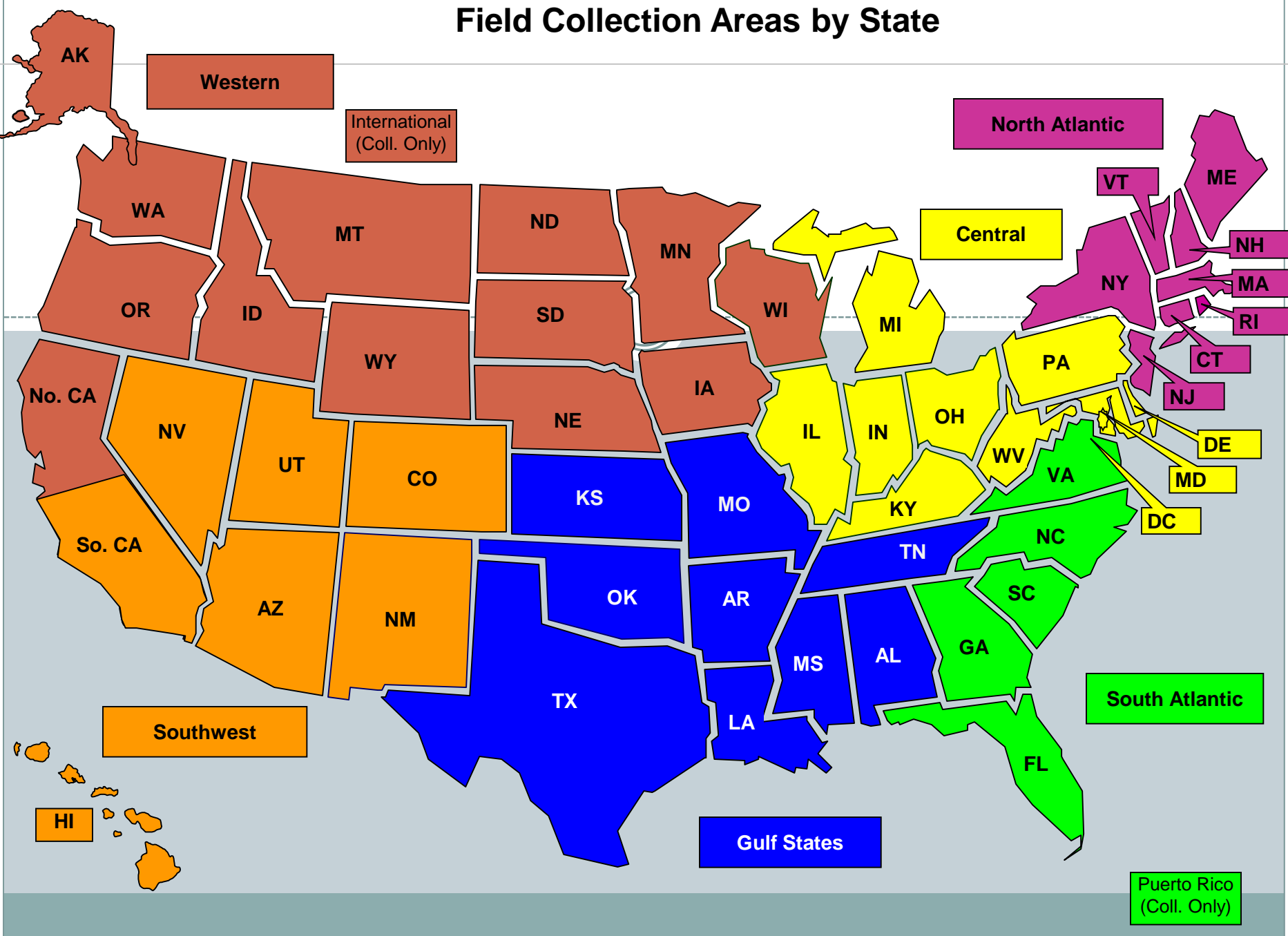
JAN/2018

Field Collection Topics



- **Field collection make up**
- **Revenue officer field presence**
- **Early interaction**
- **Impersonation scams/Revenue officer safety**
- **Online payment agreements**
- **Private debt collection**
- **Passport legislation**

Field Collection Areas by State



New Jersey



- **NJ Field Offices**
 - Springfield
 - Mountainside
 - Paramus
 - Parsippany
 - Paterson
 - Edison
 - Freehold
 - Trenton
 - Mays Landing
 - Cherry Hill

Revenue Officer Field Presence



- **The Revenue Officer is an:**
 - Investigator
 - Educator
 - Collector
 - Counselor

- **Purpose:**
 - To be seen and heard
 - Promote voluntary compliance
 - Conduct work in the FIELD

Revenue Officer Field Presence



- **What is Field Work?**
 - Onsite investigative interviews (Collection Information Statements)
 - Face to face Trust Fund Recovery Penalty interviews
 - Talking to third parties, if needed
 - Meeting representatives or taxpayers at their places of business - where the records are
 - Reviewing business viability with taxpayers
 - Touring businesses and looking at assets to confirm
 - ✦ Ownership
 - ✦ Value
 - ✦ Equity

Early Interaction Initiative



- **Benefits**
 - Early start on stopping tax accruals
 - Gets the business “current” and “stops the bleeding”
 - Educates taxpayers on depositing requirements
 - Promotes future compliance
 - Provides prompt customer service
 - If taxpayers do not comply, the collection process begins

Early Interaction Initiatives



- 1972- 2012 - Traditional Federal Tax Deposits Alerts
- 2012 - Soft Letter Pilot
- 2015 - Federal Tax Deposit (FTD) Alert X Coded Pilot
- **Result** – FTD Alerts down from 21,397 in FY15 to 8,100 in FY16 –
- 2019 - Electronic Federal Tax Payment System-Early Alerts

Beyond Early Interaction



- Notice and demand for payment
- Pay in full
- Investigate ability to pay - financial statements and Trust Fund Penalty Interview
- In-Business installment agreements
- Offers in compromise
- Currently not collectible
- Necessary and appropriate enforcement

Impersonation Scams



- **Scammer Arrests**
 - 8 people arrested in Miami – \$8.8 Million from 7,000 victims
 - 1.8 million people have reported to TIGTA that they received an impersonation call
 - 9,600 victims have reported paying more than \$50 million to scammers.
 - The largest single amount paid is \$136,000, paid by a victim in California.
 - Report a scam – 800-366-4484 or FTC complaint assistance at [FTC.gov](https://www.ftc.gov)

Field Employee Safety



- **To enhance RO Safety:**
 - Revenue officers prove identity by carrying 2 forms of ID
 - ✦ HSPD-12 Card (Smart Card)
 - ✦ Pocket Commission
 - Special, 24 hour phone line for Law Enforcement to call
 - Toll free phone line for taxpayers to call when face to face with an employee
 - Communication outreaches to the public
 - Online taxpayer accounts

Payment Options



On-Line Payment Options are located on irs.gov under Payments.

- IRS Direct Pay (Individuals)
- Pay by Debit or Credit Card
- EFTPS (best for Business)
- IRSToGo App

On-Line Payment Agreements



- **Benefits both IRS and taxpayers**
- **472,000 users resolved their tax balances in 2016**
- **Cheap - \$31 to set up by direct debit**
- **Basic requirements:**
 - **Individual Income Tax, Penalty & Interest –**
 - \$50,000 or less
 - Fully satisfied in 72 months or less
 - All required tax returns have been filed
 - **Business**
 - \$25,000 or less

Note - Can't use for cases assigned to Revenue Officers

FAST Act



- **Fixing America's Surface Transportation Act (FAST Act)**
 - Signed into law on Dec 4, 2015
 - ✦ Passport Denial/Revocation
 - ✦ Private Debt Collection

Passport Denial/Revocation



- Section 32101 requires the denial and authorizes the revocation of passports of taxpayers certified to the State Department as having a seriously delinquent tax debt
- Implementation– January 2018
- Seriously Delinquent Debt - \$50,000+ owed
- Controlled launch – Start slowly with certifications
- Call site will work cases \$250,000 or less
- Field will work \$250,000 or more

Passport Denial/Revocation



How this works:

- IRS will certify to the Dept. of State those taxpayers with seriously delinquent debt
- IRS will notify taxpayers by letter of the certification
- The Dept. of State will take action on denying or revoking passports
- IRS will notify the Dept. of State when accounts are no longer seriously delinquent
- Taxpayers may bring civil action against the United States in **district court** or **Tax Court** to determine whether a certification is erroneous

Private Debt Collection



- **Section 32102 of the Fixing America's Surface Transportation Act (FAST Act), signed into law by the president Dec. 4, 2015, requires the IRS to use private collection agencies for the collection of outstanding inactive tax receivables.**
- **IRS selected 4 companies as Private Collection Agencies (PCAs)**
 - CBE Group (Cedar Falls, IA)
 - Conserve (Fairport, NY)
 - Performant (Livermore, CA)
 - Pioneer (Horseheads, NY)

Private Debt Collection



How this works:

- Taxpayer will receive 2 letters advising them of case transfer
 - Case transfer letter from IRS with 10 digit PIN
 - Letter from PCA confirming transfer
- PCA will call taxpayer and reconcile 10 digit PIN
- Full pay or installment agreement options
- Payments made and sent to United States Treasury
- Currently not collectible or unable to contact cases sent back to IRS

Private Debt Collection



- PCAs will work inactive cases only
- **The PCAs cannot take enforcement action (No Liens or Levies)**
- If you do not wish to work with the assigned PCA to settle your account, you must submit a request in writing to the PCA
- A percentage of funds received will be invested in IRS hiring
- Help get our RO levels back to where they need to be to get our job done

Closing



- Thank you