

VIRTUAL SERVICE DELIVERY

The Future of Service

The IRS Virtual Service Delivery (VSD) program allows partners to provide their clients with direct, virtual access to Taxpayer Assistance Centers (TACs). Through Microsoft Teams, TAC assisters help with some tax law assistance, payment arrangements, account inquiries, letters and notices and more allowing for expansion of services already offered at the VITA/TCE site.

The VSD program is designed to make it easy for partners to participate with limited work on their part. IRS asks partner to be available at least two days a week. Times are flexible with agreed upon blocks of at least two hours each day.

REQUIREMENTS ARE:

- Space with privacy
- Two points of contact
- E-mail address for Teams invitations
- Laptop (one can be provided if necessary)
- Internet access
- Electrical outlet
- Year-round availability is desired (IRS.gov will reflect partner's city and state and hours of operation)

Working with VSD:

IRS will:

- Make appointments when taxpayers contact them through a toll-free number listed on IRS.gov
- Provide the partner with an appointment schedule each day

Partner will:

- Greet and escort taxpayers to the VSD laptop when they arrive
- Make contact with IRS if any concerns arise

Contact your SPEC Relationship Manager to get started today!