



# **IRS Stakeholder Liaison's**

## **Issue Management Resolution System**

*Turning issues into answers*

### **IMRS is...**

... part of  
**Communications,  
Liaison & Disclosure**  
in the IRS's Small  
Business/Self-  
Employed division.

### **IMRS does...**

...address systemic  
problems that deal  
with policy and  
procedures.

### **IMRS does not...**

...process legislation  
changes or specific  
taxpayer issues.

### **IMRS customers:**

- \* Practitioners
- \* Industry partners
- \* IRS employees

### **IMRS responds...**

...directly back to  
customers through  
monthly and annual  
summaries on  
[www.IRS.gov](http://www.IRS.gov).

## ***Can we talk? Yes. More than ever.***

The IRS Stakeholder Liaison's Issue Management Resolution System is designed to help tax customers communicate their issues directly with the IRS. IMRS provides a gateway for tax professionals to bring forward information about tax policies, practices and procedures that may negatively impact compliance and quality customer service for the American public.

Each month, IMRS issues and answers are posted to the Tax Pros page at IRS.gov for easy reference. The list covers issues of specific interest to the tax professional community:

- √ Conflicting policies
- √ Unclear or confusing procedures
- √ Processing problems identified and addressed

Since we focus on systemic issues, our responses are of interest to practitioners across the country.

Visit the Tax Pros Web page on IRS.gov and learn more about our IMRS program and how you can get involved. Got issues? We're listening.

### ***Need to Submit an Issue?***

Contact your Local Stakeholder Liaison