

MBA's NATIONAL TECHNOLOGY  
IN MORTGAGE BANKING  
CONFERENCE & EXPO 2012

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## ***Changes to the IRS 4506-T***

*What It Means for Your Business*

- **Introductions**

- IRS eSignature Acceptance  
*Paul Mamo, IRS*
- Real-World Application of Electronic Signatures  
*Jeff Knott, Equifax*
- Panel Discussion

- **Intermission**

- IRS eTranscript Project  
*Jim Weaver, IRS*
- Potential Impact of eTranscripts for Your Organization  
*Curt Knuth, NCS*
- Panel Discussion

- **Final Comments**



**Paul Mamo**

IRS Submission Processing



**Jeff Knott**

Equifax Verification Services



**Jim Weaver**

IRS Online Services



**Curtis Knuth**

NCS

**Return and Income Verification Service (RAIVS)**

**Income Verification Express Service (IVES)**



**MBA Technology Conference  
April 25, 2012**

**Paul Mamo, Deputy Director, Submission Processing**



# Return and Income Verification Service (RAIVS)

**RAIVS provides photocopies of tax return and tax information transcripts to requesters.**

- A fee of \$57.00 is charged for a copy of a tax return.
- No fee is charged for transcripts.

**Requests are received by fax or mail via a completed:**

- **Form 4506** (Request for Copy of Tax Return);
- **Form 4506-T** (Request for Transcript of Tax Return); or
- **Form 4506T-EZ** (Short Form Request for Individual Tax Return Transcript).

**In FY 11:**

- 209,173 RAIVS photocopy requests processed.
- 4.5 million RAIVS transcript requests processed.

**Response Timeframes**

- 60 calendar days for photocopies.
- 10 business days for transcripts.
- Delivered to the requester via postal mail (3 to 5 days).



# RAIVS Products and Services

**Tax Return** – Copy of original tax return.

**Tax Return Transcript** – A record of line items transcribed from the original return during processing.

**Account Transcript** – A record of line items, including changes made after transcription.

**Record of Account** – A record of line items transcribed from the original return during processing, including adjustments made after the return was filed.

**Verification of Non-Filing** – A form letter/notice is provided as proof that a return was not filed.

**Forms W-2, 1099, 1098, and 5498 Series** – A transcript that includes data from these information returns (not available until the year after the information return is filed with IRS).

**Audit Reports** – Copies of closed audit reports.



# **Income Verification Express Service (IVES) Program**

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**IVES provides income verification to mortgage lenders for consumer loans and to governmental agencies for various entitlement programs.**

**Must be an IVES participant to use this service.**

**Requests are received by fax via Forms 4506T or 4506T-EZ.**

**2 business-day turnaround.**

**A fee of \$2.00 is imposed for each transcript requested using this expedited service.**

**Delivered to the requester's Secure Object Repository (SOR) mailbox in e-Services.**



# IVES Participants

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**Register with e-Services and establish a secure mailbox (SOR).**

**Submit a completed Form 13803, IVES Application, to get a unique Participant Identification Number.**

**Fax transcript requests to IRS accompanied by an IVES batch coversheet that includes:**

- Participant's ID Number;
- Participant's Name;
- Numbered list of the requests; and
- Identifying information for each request.

**Log on to the Registered Users Portal (RUP) to retrieve the completed transcripts from their SOR.**

**Pay monthly invoices timely via [www.pay.gov](http://www.pay.gov) to avoid interest, penalties, and administrative charges.**



# IVES Growth

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**The IVES program has seen a steady growth since inception in October 2006.**

**IRS sites processing IVES requests have increased from three to five.**

**Employees working IVES have increased from 45 to 272.**

**Number of active IVES participants has increased by 440%.**

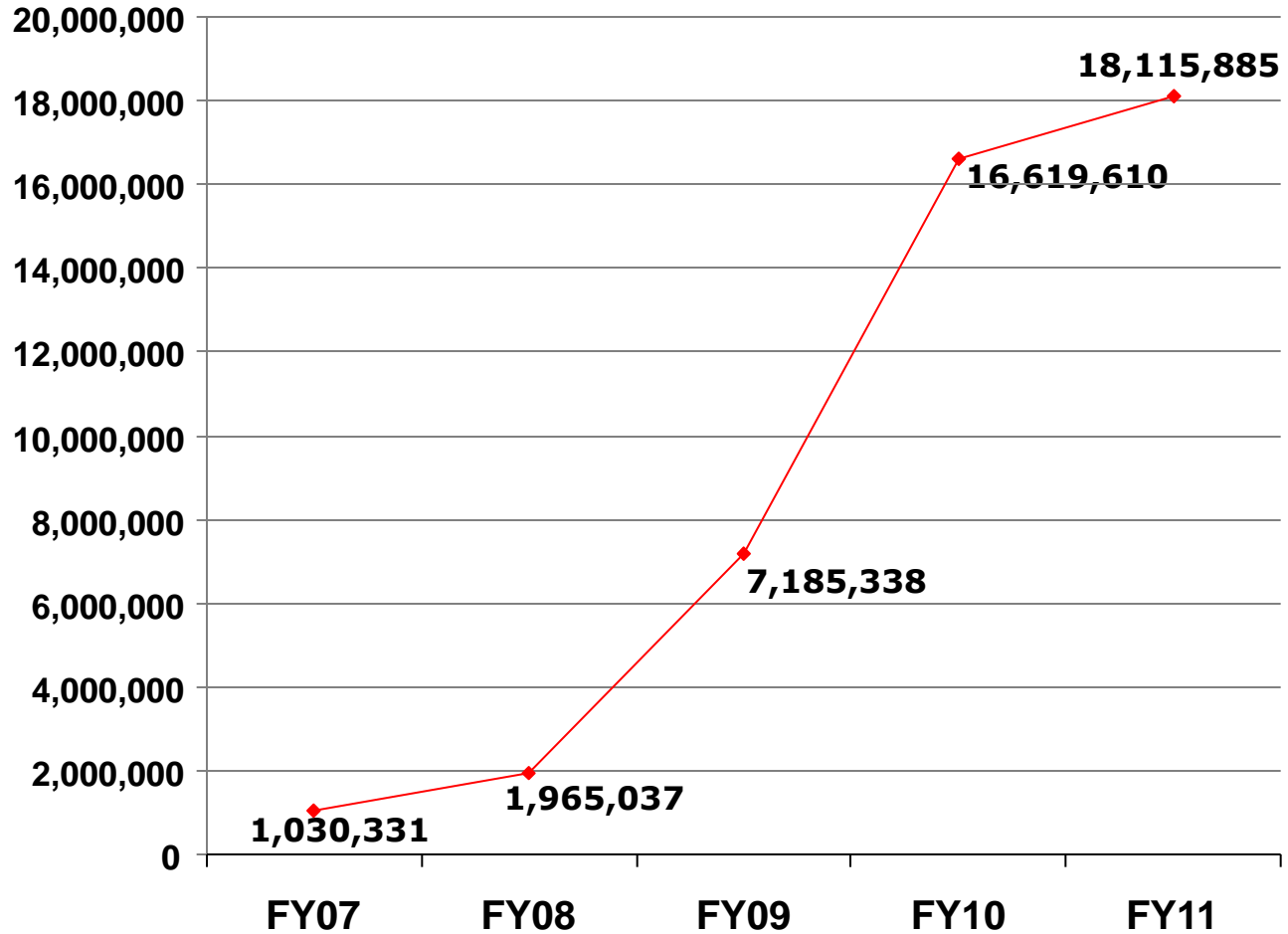
- Started with 415 participants
- As of February 2012, there are now 1,847 participants

**Total volume processed since the program began is approximately 45 million.**





# IVES Growth





# RAIVS/IVES Growth

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**There has been a marked increase in other agencies contacting the IRS for income verification information through both RAIVS and IVES. The following illustrates some of the requests:**

- Department of Education – FAFSA
- Department of Agriculture – Farm subsidies
- Small Business Administration – Disaster business loans
- Federal Emergency Management Administration – Disaster assistance
- Department of Housing and Urban Development – FHA insured mortgages
- For FAFSA and Farm Subsidies we were required to build specific systems within a very short time frame to accommodate the required data needs.



# Next Generation e-Services

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## **Transcript Delivery System (TDS) Reengineering**

- Replaced the TDS while maintaining TDS functionality and capability.
- Deployed on January 9, 2012.

## **Electronic Signature**

- Allows a taxpayer to electronically sign an IRS Form 4506, 4506-T, or 4506T-EZ.
- Piloted from July 2011 through March 31, 2012.



# Transcript Delivery System Reengineering (TDSR)

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## **Benefits:**

- Replaced legacy PeopleSoft components with Java;
- Updated the existing User Interface with HTML compliant pages;
- Improved the User Interface to include Section 508 compliance;
- Streamlined the data acquisition process by using the Individual, Master file (IMF), Business Master File (BMF), and Computer Account Data Engine (CADE) data stores; and
- Upgraded all back-end processes with IRS compliant servers and technology.

## **Current issues being worked:**

- Prior month billing adjustments for IVES program;
- Detail Report accessibility; and
- Performance Issues.



# Electronic Signature

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## **E-Signature Pilot:**

- Designed to assist IRS in gathering preliminary data, using a controlled limited risk environment, on the effectiveness of allowing electronic signatures within the IVES program.
- Although volumes were limited during the pilot, the data showed favorable results.

**Currently, developing program requirements to expand e-signature option to all IVES participants with assistance from MBA 4506-T workgroup.**

**Requirements and documentation will be submitted for approval through IRS, with a target implementation date of January 2013.**



# Suggested Framework for IVES Electronic Signature Requirements

**Authentication:** There must be a way to validate that the signer is who they say they are and the document has made it into the correct hands.

**Consent:** Must get consent from the signer to receive and sign documents. Signer must either accept or reject the consent.

**Electronic Signature:** Must be an electronic symbol logically associated with a record and executed or adopted by a person with the intent to sign the record.

**Tamper Proof Seal:** After the electronic signature is collected, the document must be made tamper proof to ensure its validity.

**Non-Repudiation:** An audit log of the entire electronic signing ceremony must accompany the document for future use as needed for non-repudiation.



# Suggested Framework for IVES Electronic Signature Requirements Continued

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**IVES Participant Retention of Documentation:** All audit log information as well as the associated Form 4506-T or Form 4506T-EZ must be retained by the IVES Participant for a period of 2 years.

**Quality Review:** All IVES Participants using an electronic signature must use an independent party to audit and ensure all electronic signature requests meet all requirements. Audit results will be provided monthly to the IVES HQ Analysts.

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# Real-World Application of Electronic Signatures

Electronic signature acceptance by the IRS on Form 4506-T

**EQUIFAX<sup>®</sup>**

 **MORTGAGE  
BANKERS  
ASSOCIATION<sup>®</sup>**  
Investing in communities



# IRS Income Verification Express Service (IVES) Program

- Personal Tax, Business Tax, and Wage Statements
- Registered IVES program participants; authorized 3<sup>rd</sup> parties
- Documents retrieved directly from the IRS
- Consent-based service
- IRS form (*4506-T, 4506-EZ, or 4506*) must be signed within 120 days



# IRS Form 4506-T

**Form 4506-T** Request for Transcript of Tax Return  
(Rev. April 2006)  
Department of the Treasury  
Internal Revenue Service

OMB No. 1545-1872

▶ Do not sign this form unless all applicable lines have been completed.  
Read the instructions on page 2.  
▶ Request may be rejected if the form is incomplete, illegible, or any required line was blank at the time of signature.

**Tip:** Use Form 4506-T to order a transcript or other return information free of charge. See the product list below. You can also call 1-800-829-1040 to order a transcript. If you need a copy of your return, use Form 4506, Request for Copy of Tax Return. There is a fee to get a copy of your return.

**1a** Name shown on tax return. If a joint return, enter the name shown first.

**1b** First social security number on tax return or employer identification number (see instructions)

**2a** If a joint return, enter spouse's name shown on tax return

**2b** Second social security number if joint tax return

**3** Current name, address (including apt., room, or suite no.), city, state, and ZIP code

**4** Previous address shown on the last return filed if different from line 3

**5** If the transcript or tax information is to be mailed to a third party (such as a mortgage company), enter the third party's name, address, and telephone number. The IRS has no control over what the third party does with the tax information.

**Caution:** If a third party requires you to complete Form 4506-T, do not sign Form 4506-T if lines 6 and 9 are blank.

**6** Transcript requested. Enter the tax form number here (1040, 1065, 1120, etc.) and check the appropriate box below. Enter only one tax form number per request.

**a** Return Transcript, which includes most of the line items of a tax return as filed with the IRS. Transcripts are only available for the following returns: Form 1040 series, Form 1065, Form 1120, Form 1120A, Form 1120B, Form 1120C, Form 1120L, and Form 1120S. Return transcripts are available for the current year and returns processed during the prior 3 processing years. Most requests will be processed within 10 business days.

**b** Account Transcript, which contains information on the financial status of the account, such as payments made on the account, penalty assessments, and adjustments made by you or the IRS after the return was filed. Return information is limited to items such as tax liability and estimated tax payments. Account transcripts are available for most returns. Most requests will be processed within 30 calendar days.

**c** Record of Account, which is a combination of line item information and later adjustments to the account. Available for current year and 3 prior tax years. Most requests will be processed within 30 calendar days.

**7** Verification of Nonfiling, which is proof from the IRS that you did not file a return for the year. Most requests will be processed within 10 business days.

**8** Form W-2, Form 1099 series, Form 1098 series, or Form 5498 series transcript. The IRS can provide a transcript that includes data from these information returns. State or local information is not included with the Form W-2 information. The IRS may be able to provide this transcript information for up to 10 years. Information for the current year is generally not available until the year after it is filed with the IRS. For example, W-2 information for 2003, filed in 2004, will not be available from the IRS until 2005. If you need W-2 information for retirement purposes, you should contact the Social Security Administration at 1-800-772-1213. Most requests will be processed within 45 days.

**Caution:** If you need a copy of Form W-2 or Form 1099, you should first contact the payer. To get a copy of the Form W-2 or Form 1099 filed with your return, you must use Form 4506 and request a copy of your return, which includes all attachments.

**9** Year or period requested. Enter the ending date of the year or period, using the mm/dd/yyyy format. If you are requesting more than four years or periods, you must attach another Form 4506-T. For requests relating to quarterly tax returns, such as Form 941, you must enter each quarter or tax period separately.

Signature of taxpayer(s). I declare that I am either the taxpayer whose name is shown on line 1a or 2a, or a person authorized to obtain the tax information requested. If the request applies to a joint return, either husband or wife must sign. If signed by a corporate officer, partner, guardian, tax matters partner, executor, receiver, administrator, trustee, or party other than the taxpayer, I certify that I have the authority to execute Form 4506-T on behalf of the taxpayer.

Signature (see instructions) Date Telephone number of taxpayer on line 1a or 2a ( ) - ( ) - ( )

Title (if line 1a above is a corporation, partnership, estate, or trust)

Spouse's signature Date

For Privacy Act and Paperwork Reduction Act Notice, see page 2. Cat. No. 37607N Form 4506-T (Rev. 4-2006)

Taxpayer's Name

Current Filing Address

Enter Form Type

Enter Years Requested

Signature

Taxpayer's SSN

Previous Address

Check box for 1040

Check box for W2, 1099

Date within 120 days

## Use Cases

- Mortgage
- Credentialing
- Background Investigation
- Consumer Finance
- Accounts Receivable
- Government Programs
- Property Management
- Brokerage Services
- Insurance
- And more . . .



## Challenges

- Fraud
- Compliance
  - Laws and Regulations
  - Internal Policy
- Privacy / User Authentication
- Process Adoption

# Acceptance of eSignature on IRS Form 4506-T

## CASE STUDY

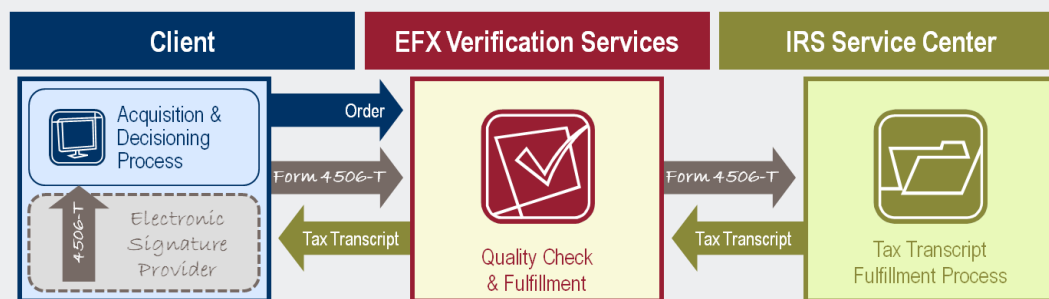
- Require no changes to IRS policy or procedure
- Require no changes to trusted third-party relationships
- Test the effect of electronic signing on the Taxpayer experience
- Improve Taxpayer privacy over current levels
- Reduce 4506-T rejection rates from current IRS levels
- Improve data integrity and security
- Test the ability of electronic processing to solve a widely recognized efficiency concern within the IRS

## IRS Requirements:

- Support the electronic filing goals of the IRS Restructuring and Reform Act of 1998 (RRA 98) by enabling electronic signature technologies
- Comply with the requirements of Section 508 of the Rehabilitation Act
- Protect citizen rights and privacy, limit burden, and promote broad acceptance of electronic commerce
- Use technologies and processes that facilitate electronic filing, payment, and communication without relying on paper-based signatures
- Replace paper transactions with electronic methods that are more accurate and less expensive to process
- Have security appropriate for the level of risk
- Are based as much as practicable on established laws and existing frameworks, including time-tested industry practices

## Proof of Concept *(June 2011-March 2012)*

- Equifax partnered with the IRS to initiate a small-scale, limited-scope experiment involving the submission of electronically signed forms to the IRS through a trusted 3rd party
- The goal of the pilot is to enhance the IVES program by allowing either a “wet” ink or electronic signature to be used by taxpayers on a Form 4506-T



## Market Conditions

- Electronic commerce is enjoying rapid adoption across many sectors
- Methods for initiating, completing and recording electronic signatures and records are expanding as demand increases, with many technologies to choose from in the market
- Electronic processing can be leveraged to solve a widely recognized efficiency concern due to increased regulations, especially in mortgage

- IRS acceptance of eSignature on Form 4506-T:
  - Promotes use of tax transcripts
  - Reduces lost paperwork
  - Minimizes signature fraud
  - Streamlines processes
  - Lowers costs





**Paul Mamo**

IRS Submission Processing

**Jim Weaver**

IRS Online Services



**Curtis Knuth**

NCS



**Jeff Knott**

Equifax Verification Services



# Intermission

# eTranscript Proof of Concept



MBA Technology Conference  
April 25, 2012

Jim Weaver, IRS Online Services



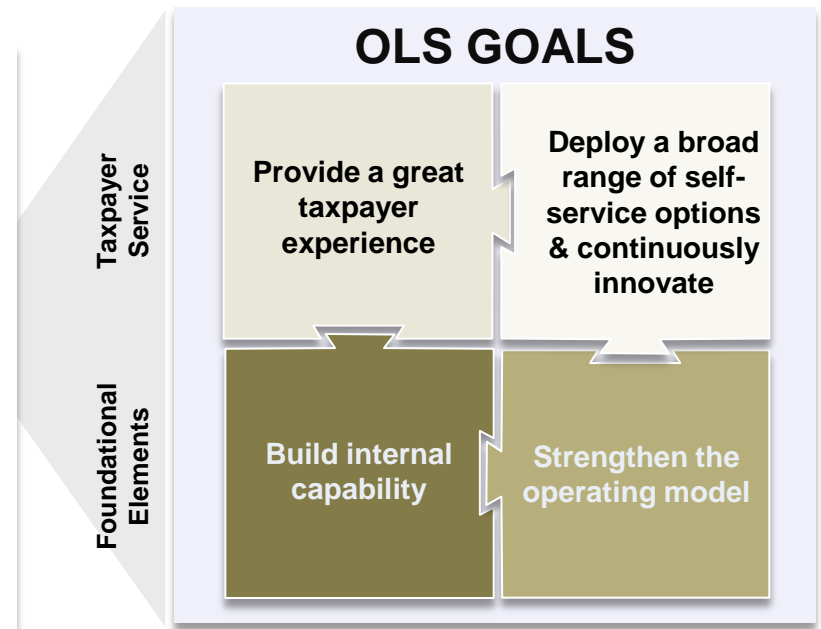
# IRS Online Service's Vision & Goals

## IRS ONLINE SERVICES VISION

"We are America's trusted online resource for taxpayers to find what they need to effectively meet their tax responsibilities whenever and wherever needed."

### Online Services (OLS) Strategic Plan Overview

- **Creates near-term value** for taxpayers and IRS by launching selected content, mobile, and self-service apps
- **Develops iterative longer-term roadmap** with broader self-service opportunities
- **Builds online organizational capabilities**
  - Search, product management, content / editorial, usability
  - Experimentation approach
  - Risk-balanced decision approach for development, launch, ongoing management of web channel





# eTranscripts Initiative - Origin & Goals

- IRS' decision to develop the application was the direct result of a recommendation in discussions initiated by members of the lending community, including banks, banking associations, and Income Verification Express Services (IVES) companies
- Development of an electronic transcripts capability began in August 2011
- IRS OLS, in collaboration with its external and internal partners, agreed to fulfill the following:

## eTranscripts Goals

- **Create electronic process** - Reduce the time required to process paper 4506-T requests
- **Enhance protection of taxpayer data** - Enable taxpayers to authenticate their identities online and successfully authorize the IRS to deliver their transcripts to a third party securely
- **Facilitate taxpayer self-service** - Provide a positive taxpayer experience by enabling ease-of-use and successful navigation of the application
- **Build self-service options collaboratively and iteratively via a proof of concept** - Seek and include input from the end user and improve upon each iteration



# Advantages of a Proof of Concept

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- The IRS decided to conduct a Proof of Concept to test the eTranscripts application functionality with a subset of the most often requested product offerings
- A limited number of lending organizations will participate in the Proof of Concept, using a limited portion of their inventory
- The Proof of Concept allows us to:
  - Collect and evaluate data from application use, gather feedback from users and learn from it; make changes based on data and feedback
  - Stagger the introduction of additional participants for the purpose of managing the stress on IRS systems



# Proof of Concept Feedback

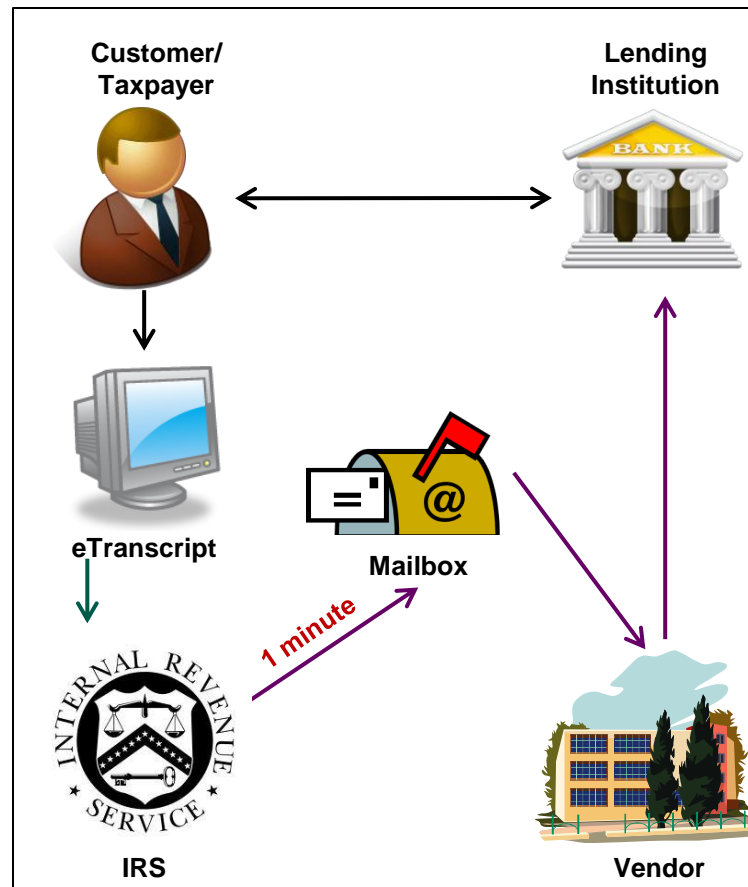
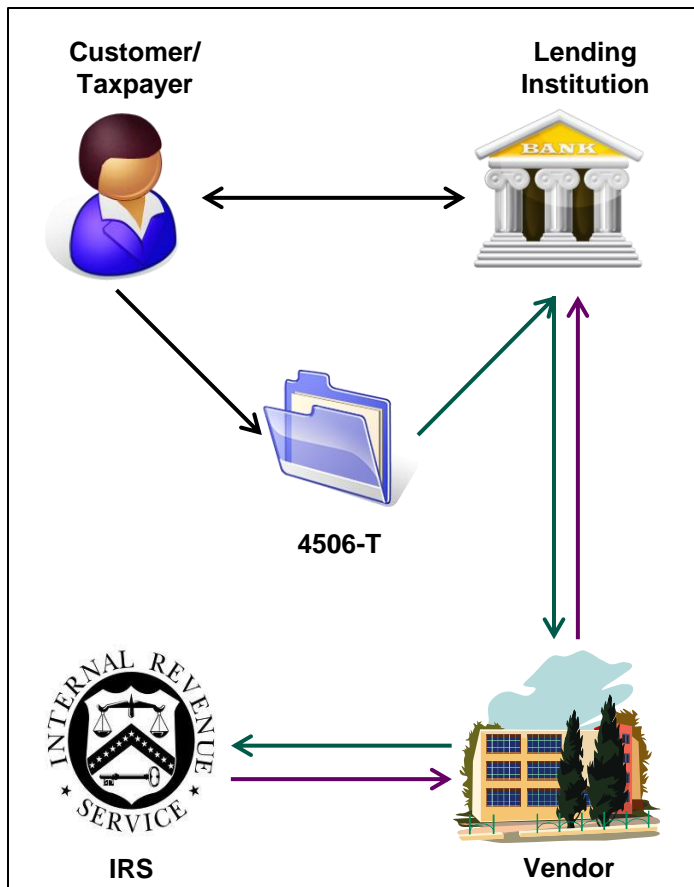
**During the Proof of Concept, the IRS will collect feedback to monitor progress and evaluate the success of the application**

## Proof of Concept Feedback

- 1. eTranscripts System Functionality:** System capacity levels, system errors and rate of transcript submissions
- 2. Taxpayer Authentication Data:** Taxpayer online authentication failures rates by identity proofing element
- 3. Call Volumes:** Taxpayer call volumes and requests for online assistance
- 4. User Feedback:** Feedback from bank customers and the lending community, including lenders and IVES vendors, on application usability



# eTranscripts streamlines taxpayer transcript ordering and processing





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# eTranscripts

## *Application Walk-through*

*Screen shots are representative of what user will experience. Some details may change.*



## Sign In

### Registered User

User ID

[Forgot User ID](#)

### New User

You must [register](#) to create an account.



### Reactivate User / Change User ID

You must [reregister](#) to activate your account or change your User ID.

THIS U.S. GOVERNMENT SYSTEM IS FOR AUTHORIZED USE ONLY! Use of this system constitutes consent to monitoring, interception, recording, reading, copying or capturing by authorized personnel of all activities. There is no right to privacy in this system. Unauthorized use of this system is prohibited and subject to criminal and civil penalties, including all penalties applicable to willful unauthorized access (UNAX) or inspection of taxpayer records (under 18 U.S.C. 1030 and 26 U.S.C. 7213A and 26 U.S.C. 7431).

Sign In

### Registration

All fields are required. Your information must match your current or previous tax return.



First Name

Last Name

Social Security Number or Individual Tax ID Number  
 —  —

Date of Birth  
DAY  MONTH  YEAR

Filing Status

Country

Address Line 1

Address Line 2 (Optional)

City

State/U.S. Territory  Zip Code

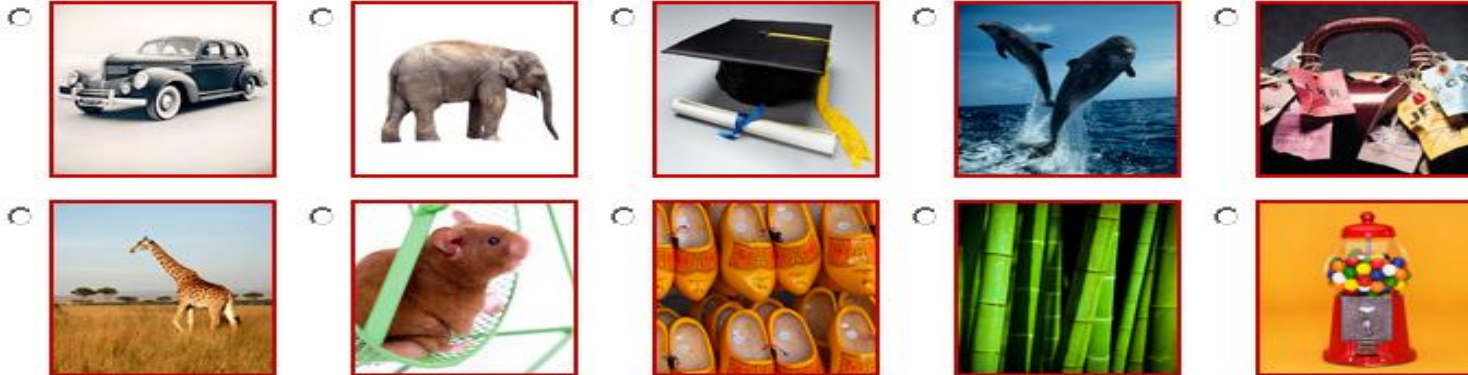
## Create User Profile

All fields are required.

Create a Site Phrase and select a Site Image that you will recognize whenever you sign in.

Site Phrase

« 1 of 10 »



### Secret Answer Rules

- The same answer can not be used more than once.
- The answer can not be a word or number that is part of the secret question.

Secret Question 1

Answer1

Secret Question 2

Answer2

Secret Question 3

Answer3

Secret Question 4

Answer4

Create a User ID and Password.

User ID (cannot be an email address, SSN or contain a space or @)

Password Rules

- Password must be at least 8 characters long.
- Password must contain at least one numeric and one special character (!@#\$%^&\*\_-).
- Password must have at least one uppercase and at least one lowercase letter.
- Password cannot be the same as the User ID.

Re-enter Password

e-Mail Address

Re-enter e-Mail Address

Back

Cancel

Submit

Your profile was successfully created. Be sure to write down your User ID for future reference. Please click the Continue button to proceed to the application you requested.

**User ID: babydoe1**

Continue



## Sign In

Recognizing your Site Image and Site Phrase helps you to verify that you are on IRS.gov.

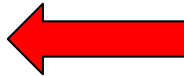
Your Site Image



Your Site Phrase:

Hello

Password



[Forgot Password](#)

Cancel

Submit



## Send My Transcript

Select the type of transcript and tax year that your lender requested from the drop downs below.

[Type of Transcript](#) <sup>?</sup>  for [Tax Year](#) <sup>?</sup>

[Continue](#)

**Current and prior three years**  
will be available during PoC

**Tax Account Transcript** and  
**Tax Return Transcript** are only  
options available during PoC

## Send My Transcript

Enter the 12-digit numeric Lender ID provided to you by your bank.

[Lender ID](#) 

(Must be 12 numeric digits)





## Send My Transcript

Your Tax Account Transcript for 2009 will be delivered electronically to **JMS 5TH IVES CONSOLIDATOR APP TEST**.

I declare that I am the taxpayer requesting the above tax information.

Select a 5 digit numeric PIN to electronically sign for your request.

[Self-select PIN](#) 

(Cannot be 00000)



Your electronic signature confirms your authorization to deliver the transcript(s) you requested to your lender and their designee in support of your loan request. The transcript information will be sent to the lender within 24 hours of this submission. Once the IRS delivers your transcript, the IRS does not have control over what your lender does with the tax information.



## Send My Transcript



We've accepted your request for a 2009 Account Transcript . **JMS 5TH IVES CONSOLIDATOR APP TEST** should receive it within 24 hours.

Your transaction ID is **100200004523**. Please print and keep a copy for your records.

[Exit](#)[Request another transcript](#)



# IVES Mailbox View



**Internal Revenue Service**  
United States Department of the Treasury

## Inbox

[Check for new mail](#) (last checked: Tue Apr 03 13:03:57 EDT 2012)  
Click the column header to sort the column

Number of messages: 2

<input type="checkbox"/> Check All	<a href="#">Date</a> ▾	<a href="#">Subject</a>	<a href="#">Status</a>	Action
<input type="checkbox"/>	2012-03-29 16:10:49	*CALL-5001, Tax Period -200912, Transaction ID -100200004523	U	<a href="#">Read</a>   <a href="#">View Info</a>
<input type="checkbox"/>	2012-03-29 16:05:14	*CALL-5001, Tax Period -201012, Transaction ID -100200004522	U	<a href="#">Read</a>   <a href="#">View Info</a>

Messages 1-2 of 2 [First](#) [Previous](#) | [Next](#) | [Last](#) [Display All](#)

[e-Services Privacy Policy](#)

- Mailbox owners will retrieve the transcripts from a secure electronic mailbox
- Transactions will have taxpayer information in the subject header for easy identification
  - Name Control (first four characters of last name)
  - Last 4 digits of SSN
  - Transaction ID



# Conclusion

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- **The IRS is actively preparing for the Proof of Concept and launch of the eTranscripts application**
  - IRS is working with lending organizations and IVES Vendors and will resume preparation meetings in early summer 2012
- **The IRS is working to help ensure the eTranscripts application successfully meets the needs of the lending community**
  - The eTranscripts application will be revisited and revised based on the results of the Proof of Concept industry and IRS feedback
- **IRS intends to include other lending organizations and IVES vendors post Proof of Concept**

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## E-Transcripts for Banks

What's the potential impact upon your organization?



Ahhhhh



*What's that sound?*

## Presentation Agenda

- PROS
- CONS
- SUGGESTIONS FOR IMPLEMENTATION
- MODIFICATION TO CURRENT WORKFLOW
- LEAD INTO FINAL Q&A PERIOD

## Demographics of internet users

Below is the % of each group of American adults who use the internet, according to our February 2012 survey. For instance, 79% of women use the internet.

	% who use the internet
<b>All adults</b>	<b>80</b>
Men	81
Women	79
<b>Race/ethnicity</b>	
White, Non-Hispanic	83
Black, Non-Hispanic	71
Hispanic (English- and Spanish-speaking)	71
<b>Age</b>	
18-29	94
30-49	88
50-64	79
65+	48
<b>Household income</b>	
Less than \$30,000/yr	65
\$30,000-\$49,999	85
\$50,000-\$74,999	94
\$75,000+	98
<b>Educational attainment</b>	
No high school diploma	45
High school grad	73
Some College	91
College +	97

Source: The Pew Research Center's Internet & American Life Project's February Tracking Survey conducted January 20 – February 19, 2012. N=2,253 adults age 18 and older, including 901 interviews conducted by cell phone. Interviews were conducted in both English and Spanish.

## Information and transactions are viewed as more important government offerings than outreach using social media

In general, how important do you feel it is for a government agency to...

(% of adults)



### Provide general information to the public on gov't websites



### Allow people to contact officials on government websites



### Allow people to complete tasks online



### Post information and alerts on sites like Facebook or Twitter



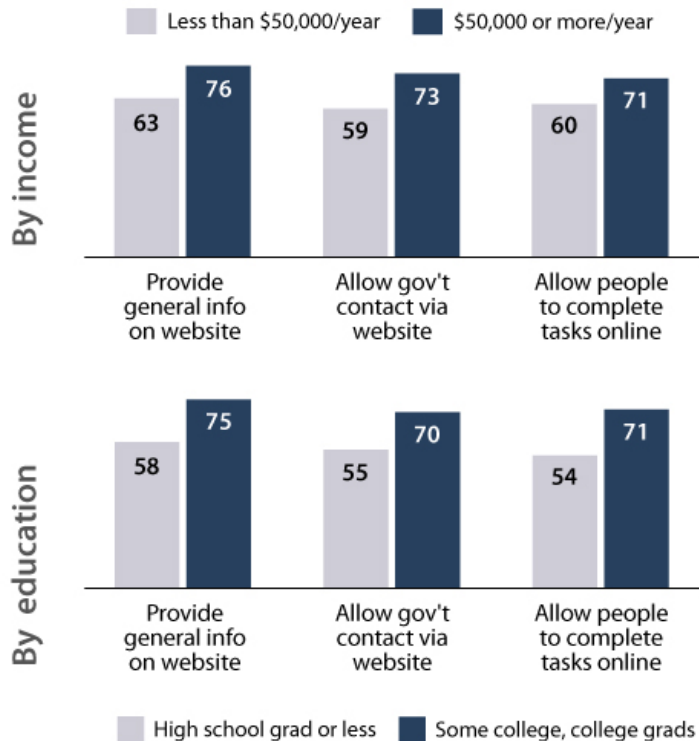
Source: Pew Research Center's Internet & American Life Project, November 30-December 27, 2009 Tracking Survey. N=2,258 adults 18 and older. Margin of error for the total sample is +/-2%. For smaller subgroups, the margin of error may be larger. Please see the Methodology section for details.



# Consumer's Comfort Level

## The wealthy and well-educated put greater importance on online government information and transactional offerings than the less educated or affluent

The proportion (%) within each group who feel it is "very important" for government agencies to...



Source: Pew Research Center's Internet & American Life Project, November 30-December 27, 2009 Tracking Survey. N=2,258 adults 18 and older. Margin of error for the total sample is +/-2%. For smaller subgroups, the margin of error may be larger. Please see the Methodology section for details.

Percentage Breakdown of What Adults in the United States Do Online	%	Survey year
Use a search engine to find information	92%	5/1/2011
Send or read e-mail	91%	8/1/2011
Look for info on a hobby or interest	84%	8/1/2011
Search for a map or driving directions	84%	8/1/2011
Check the weather	81%	5/1/2010
Look for health/medical info~	80%	9/1/2010
Look for information online about a service or product you are thinking of buying*	78%	9/1/2010
Get news	76%	5/1/2011
Go online just for fun or to pass the time	74%	8/1/2011
Buy a product	71%	5/1/2011
Watch a video on a video-sharing site like YouTube or Vimeo	71%	5/1/2011
Search for info about someone you know or might meet*	69%	9/1/2009
Look for "how-to," "do-it-yourself" or repair information	68%	8/1/2011
<b>Visit a local, state or federal government website*</b>	<b>67%</b>	<b>5/1/2011</b>
Buy or make a reservation for travel	65%	5/1/2011
Use an online social networking site like MySpace, Facebook or LinkedIn.com*	64%	8/1/2011
Do any banking online	61%	5/1/2011
Look online for news or information about politics*	61%	8/1/2011
Look online for info about a job*	56%	5/1/2011
Look for information on Wikipedia	53%	5/1/2010
Use online classified ads or sites like Craigslist	53%	5/1/2010
Get news or information about sports*	52%	1/1/2010
Take a virtual tour of a location online	52%	8/1/2011

Source: Pew Internet & American Life Project Tracking surveys (March 2000 – May 2011) **49**



[Home](#) | [Contact Us](#)

## Sign In

### Registered User

User ID

[Forgot User ID](#)

### New User

You must [register](#) to create an account.

THIS U.S. GOVERNMENT SYSTEM IS FOR AUTHORIZED USE ONLY! Use of this system constitutes consent to monitoring, interception, recording, reading, copying or capturing by authorized personnel of all activities. There is no right to privacy in this system. Unauthorized use of this system is prohibited and subject to criminal and civil penalties, including all penalties applicable to willful unauthorized access (UNAX) or inspection of taxpayer records (under 18 U.S.C. 1030 and 26 U.S.C. 7213A and 26 U.S.C. 7431).

Sign In



## Registration

[Home](#) | [Contact Us](#)

First Name

Last Name

Social Security Number or Individual Tax ID Number

 —  — 

Date of Birth

 DAY  MONTH  YEAR

e-Mail Address

Filing Status

Country

Address Line 1

Address Line 2

City

State/U.S. Territory

Zip Code

Cancel

Continue



[Profile Management](#) | [Sign Out](#) | [Exit](#)

## Send My Transcript



We've accepted your request for a 2010 Return Transcript. **MARY L. GREEN ESTATE-IVES** should receive it within 24 hours.

Your transaction ID is 200200064369. Please print and keep a copy for your records.

[Exit](#)

[Request another transcript](#)

- Near instant
- Rejections reduced / quickly handled
- GSEs responding to 4506-T documentation requirement
- Addresses Red Flag underwriting requirements



- Moves closer to application
- System to system (consumer to IRS)
- Potential for re-costing
- POC will thoroughly test the system and methodology
- Tightens security



- Bank or vendor must maintain extremely close contact with the consumer
- Completely new process
- GSEs currently require a 4506-T regardless of request channel
- Requires action from the consumer



- Implementation timeline
- Online application
- Communication channel
  - On-site
  - USPS, FedEx, UPS, etc.
  - Electronic



- Apply on-site
- No delays
- All issues quickly handled





- Length of time
- Verification of receipt
- Cost
- Possible tech bridge



- Insures consumer touch points
- Low cost
- Transition to IRS.gov
- Vendor innovation

- Combination of E-signature & E-transcript
- Loan modifications
- E-transcript is a significant departure from current workflow
- E-signature retains same TAT as current 4506-T methodology



## **Paul Mamo**

IRS Submission Processing

## **Jim Weaver**

IRS Online Services



## **Curtis Knuth**

NCS



## **Jeff Knott**

Equifax Verification Services