



Wolters Kluwer

Top 10 Tax Problem Solving Tips

Course Instructions

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Instructions to Participants

To assist the participant with navigating the learning process through to successful completion, this course has been produced with the following elements:

Overview of Topics / Table of Contents: In this electronic format you'll find a slide menu on the left side of the screen. This serves as your overview of topics for the program. You may navigate to any topic by clicking on the slide name.

Definition of Key Terms / Glossary: You'll find key terms defined for this program in the course information on the following page(s).

Index / Key Word Search: You can find information quickly in the PDF materials (slide handout plus any additional handouts) by using the search function built into your Adobe Reader.

Review Questions: Questions that test your understanding of the material are placed throughout the course. You'll see explanatory feedback pop up for each incorrect answer, and reinforcement feedback for the correct answer for every review question.

Final Exam: The final exam measures if you have gained the knowledge, skills, or abilities outlined in the learning objectives. You may submit your final exam at the end of the course. Exams are graded instantly. A minimum score of 70% is required to receive the certificate of completion. **You have one year from date of purchase to complete the course.**

Course Evaluation: Once you have successfully passed your online exam, please complete our online course evaluation. Your feedback helps Wolters Kluwer maintain its high quality standards!

About This Course

This section provides information that is important for understanding the course, such as course level and prerequisites. Please consider this information when filling out your evaluation after completing the course.

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Course Description

Each year, over 20 million taxpayers have a tax problem or issue with the IRS. Most taxpayers involve their trusted tax professionals to avoid a tax problem. But when an IRS tax problem or notice arises, most clients expect their tax professional to intervene and get the best outcome for them. In this course, you will get insights into the most common tax problems and issues and obtain 10 practical tips that will help you get the best outcome when you are resolving your clients' tax problems with the IRS. In the end, your firm will increase client retention and position itself as a year-round trusted tax advisor.

Learning Objectives

Upon successful completion of this course, participants should be able to:

- Recognize trends in current IRS compliance enforcement programs
- Identify the most common tax problems facing taxpayers and solutions that commonly used to resolve these problems
- Recognize how to follow the 3-step tax problem solving process to effectively resolve a client's tax problem(s)
- Describe best practices to obtain the best outcome for client tax problems and issues
- Identify how to set up your firm to be proactive in resolving client IRS post-filing issues and notices
- Describe tips that will increase client retention

NASBA Field of Study

Taxes. Some state boards may count credits under different categories—check with your state board for more information.

Course Level

Basic. Program knowledge level most beneficial to CPAs new to a skill or an attribute. These individuals are often at the staff or entry level in organizations, although such programs may also benefit a seasoned professional with limited exposure to the area.

Prerequisites

None.

Advance Preparation

None.

Course Expiration

AICPA and NASBA Standards require all Self-Study courses to be completed and the final exam submitted within 1 year from the date of purchase as shown on your invoice. No

extensions are allowed under AICPA/NASBA rules.

Key Terms

- **Abatement:** A waiver that the IRS may grant to relieve taxpayers from failure-to-file, failure-to-pay and failure-to-deposit penalties if certain criteria are met.
- **Correspondence Audit:** A type of audit that is typically conducted using letters and phone calls to work with the officers or a representative of the organization.
- **COVID-19:** An infectious disease caused by a newly discovered strain of coronavirus which is a type of virus known to cause respiratory infections in humans.
- **CP2000 Notice:** A notice sent by the IRS when income or payment information on file doesn't match the information you reported on your tax return.
- **IRS:** The revenue service of the United States federal government.
- **Offer in Compromise:** An agreement between a taxpayer and the Internal Revenue Service that settles a taxpayer's tax liabilities for less than the full amount owed.