

## Frequently Asked Questions to Help Taxpayers Obtain IRS Tax Products

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The IRS is providing the following information to help taxpayers and customers obtain the tax products needed to complete and file individual and business tax returns for 2010.

**1. How do I get tax forms if I did not receive them in the mail automatically?**

- A) You may obtain the materials you need for filing your return by:
- accessing our forms and instructions online at *IRS.gov*, where you can quickly download the latest products 24 hours a day, 7 days a week;
  - dropping by your local IRS Taxpayer Assistance Center;
  - going to your local post office or library (if they participate in the federal tax products program); or
  - calling 1-800-TAX-FORM (1-800-829-3676) to order the forms and instructions you need.

Please wait until after January 10, 2011, to obtain tax products for 2010.

**2. How do I know if my local library or post office stocks tax products?**

- A) We recommend that you contact your local library or post office directly, to determine whether they carry federal tax products.

**3. Why is the IRS not sending out tax packages anymore?**

- A) The IRS will no longer mail paper tax packages because of the continued growth in electronic filing, the availability of free options for taxpayers to obtain forms and instructions and to help reduce costs.

**4. How can I determine which specific tax forms I need, now that I will no longer receive tax forms in the mail?**

- A) Use the [chart](#) posted to *IRS.gov* to determine which tax forms you may need to file your return. You can also use the [Interactive Tax Assistant](#) also located on *IRS.gov* to determine which tax forms to use to complete your tax preparation.

**5. When can I expect to receive the postcard in the mail?**

- A) Postcards were printed and mailed by September 30 and should have been received no later than October 15.

**6. Since I will not receive tax forms in the mail, may I choose to e-file instead?**

- A) Yes, you may *e-file* either through a commercial tax preparer, on your own computer using tax preparation software or through the internet using *e-file* programs at *IRS.gov*. Please check *IRS.gov* for Free File and *e-filing* options. We encourage all filers to file their returns electronically, since it is safe, easy and error-free.

**7. What if I need a form to make a payment?**

- A) You may get forms 1040ES or 1040V either from a commercially available software product, at *IRS.gov* or by calling 1-800-TAX-FORM (1-800-829-3676). At

*IRS.gov*, you will find options regarding convenient electronic payment methods. Payment due dates are unaffected by the elimination of tax package mailings.

**8. Since I will not receive a tax package by mail, does that mean I don't have to file?**

A) No, you may still be required to file. Filing requirements depend on the amount and type of income, filing status and several other criteria. If you are not sure about your filing requirements, then please consult *IRS.gov* or call 1-800-829-1040 to determine whether you are required to file. Although you will not receive a tax package in the mail from the IRS, you are still required to file if you meet the requirements for filing a tax return.

**9. If I e-file this year, will I receive a tax package next year?**

A) The IRS does not mail tax packages to those taxpayers who *e-file*, use software to prepare their returns or use a professional tax return preparer to prepare and file their returns.

**10. What if I do not have a computer? Is there any place I can go to get tax forms?**

A) Yes, you may visit a local IRS office or a post office or library that carries tax forms. You may also use computers that are often available for use in libraries to access *IRS.gov* to download needed forms.

**11. If I call a toll-free number to order forms, how long will it take to receive them?**

A) Generally, forms are received within 10 business days of order receipt if the product is in stock. If the product is not in stock, you will receive a backorder notice. Backordered products are shipped when they are received at the IRS National Distribution Center. There is no need to reorder. Please wait until after January 10, 2011, to order tax products for the 2010 filing year.

**12. Can I order just the envelope and label?**

A) No, the IRS does not supply preprinted labels or envelopes.

**13. Without a pre-addressed envelope, how do I know where to mail my return?**

A) You can find information on "Where to File" at [IRS.gov/file](http://IRS.gov/file) and in the Instructions for Forms 1040-EZ, 1040-A and 1040.

**14. Where can I go for help?**

A) If you qualify, there are many free services available through volunteer programs in your area. You can locate the "[Free Tax Return Preparation for You by Volunteers](#)" on *IRS.gov*. You can also visit a local IRS office near you to obtain forms and instructions and other help.

**15. I received a postcard; how can I get IRS tax products?**

A: You can gain quick and easy access to tax products by visiting our website, *IRS.gov*. Tax products are available 24 hours a day, 7 days a week and often

appear online well before they are available on paper. To view and download tax products, visit our website at *IRS.gov* and select Forms and Publications. Please wait until after January 10, 2011, to seek tax products for 2010.

**16. Are tax products available at community locations?**

A: You can pick up some of the most requested forms, instructions and publications at many IRS offices and at post offices and libraries that carry forms.

**17. I don't have access to the Internet. Can I send an order for tax products through the mail?**

A) Send a written request to the following address:

Internal Revenue Service  
1201 N. Mitsubishi Motorway  
Bloomington, IL 61705-6613

Generally, you should receive your forms within 10 business days of order receipt if the product is in stock. If the product is not in stock, you will receive a backorder notice. Backordered products are shipped when they are received at the IRS National Distribution Center. There is no need to reorder. Please wait until after January 10, 2011, to order tax products for 2010.

**18. Can I order tax products by telephone?**

To order forms, instructions and publications by telephone, call 1-800-TAX-FORM (1-800-829-3676) and you will usually receive your order within 10 business days, after the receipt of your order, if the product is in stock. If the product is not in stock, you will receive a backorder notice. Backordered products are shipped automatically when they are received at the IRS National Distribution Center. There is no need to reorder. Please wait until after January 10, 2011, to order tax products for 2010.

**19. Where can I get more information?**

A) Additional information is available:

- On the *IRS.gov* website
- At your local Taxpayer Assistance Center
- Through the IRS toll free number at 1-800-829-1040
- Through the Social Security Administration at 1-800-772-1213. This automated telephone service allows you to obtain recorded information and conduct some business 24 hours a day. If you cannot handle your business through automated services, you can speak to a Social Security representative between 7 a.m. and 7 p.m. Monday through Friday. If you are a person who is deaf or hard of hearing, you may call our toll-free TTY number, 1-800-325-0778, between 7 a.m. and 7 p.m. Monday through Friday.