

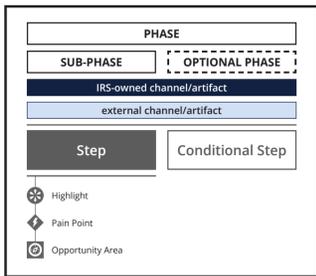


Taxpayer Error Resolution Journey Map

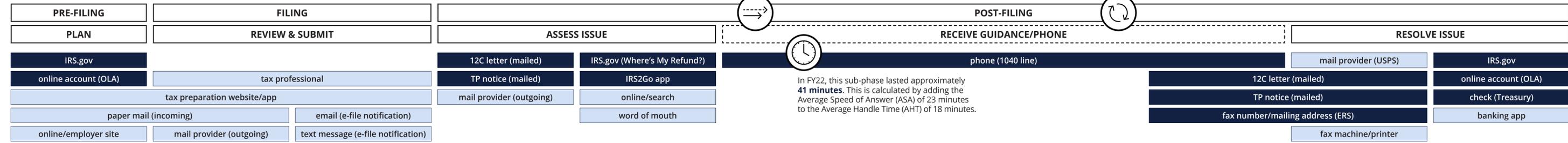
The error resolution journey of the **Taxpayer (TP)** illustrates the challenges taxpayers face as they work to address errors after submitting a tax return. This map includes eleven steps which are grouped into five phases: *Plan, Review & Submit, Assess Issue, Receive Guidance/Phone, and Error Resolution.*

The *Pre-Filing* and *Filing* phases list details about planning, preparing and submitting a tax return. In the *Post-Filing* phase, taxpayers receive mailed correspondence from ERS about the error(s) on their return and seek additional information online or from other trusted sources. Some choose to call the IRS (e.g., 1040 line) to speak directly with an employee about their situation. Finally, taxpayers mail or fax supporting documentation and make payments when applicable.

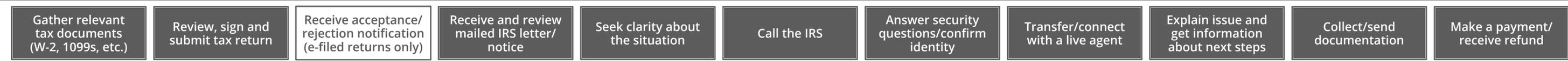
VISUAL KEY



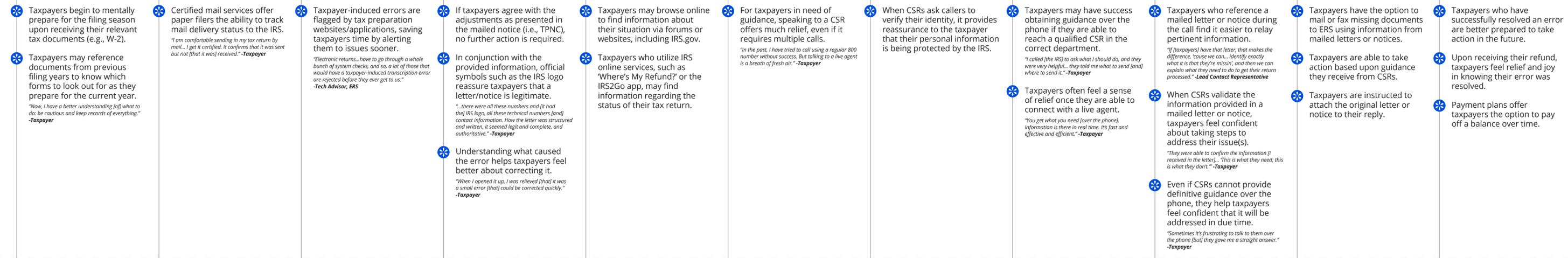
PHASES



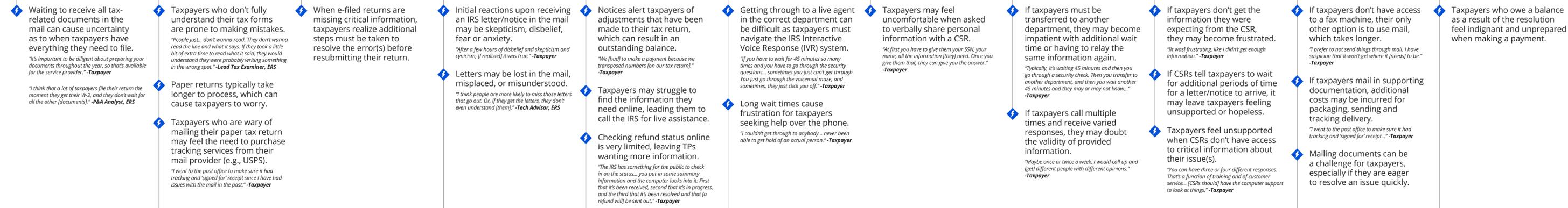
STEPS



HIGHLIGHTS/DETAILS



PAIN POINTS



OPPORTUNITY AREAS

