



Major Inefficiencies of not going paperless.

Inefficiency: Management and maintenance of IRS 1098 & 1099 forms

The issue

During the tax preparation season in the first quarter of each year, members call to retrieve tax information. These forms are generally not maintained in any format that is readily accessible by staff members. In the alternative, members are referred to their year-end statements.

This substitute is workable but not directly responsive to the member. In addition, credit union staff must explain where to locate the data on a statement and frequently reproduce the statement for the member resulting in lost time and reproduction expense.

What is the solution?

The print tapes used to produce tax statements can be filed in the **member-centric file** and copies produced, printed or emailed on demand. Members receive a direct and immediate response and experience a higher level of satisfaction. Staff members spend less time on each call because member requests can be answered directly.