

SPAM AWARD

Dear Commissioner:

You are receiving this award on behalf of the Automated Collection System (ACS) operating in several of your offices. The latest awards go to your Holtsville, KC, Mo, Ohio and Fresno offices. This system is obviously “out of control” generating countless annoyances unto the people of the states. I point this out to your office in the spirit of this humorous and harmless can of Spam so that the point is clear: **Your ACS is BROKEN! Your ACS is generating SPAM. Control it or LOOSE it.**

The Automated Collection System is a computer and computers don't think. Computers are only as good as their input—or lack thereof. Computers cannot serve process. No computer can be delegated authority. No computer can accept or take an oath of office. Computers and automated systems are thus extremely limited in scope and power—just like governmental employees.

Your ACS system ROUTINELY and on occasions by many far too difficult to ignore, claims “you didn't respond” to a previous notice when it fact—and documented—a response was received. If the ACS system was working properly the next letter would have been, “Thank you for your recent correspondence”. However, this is NOT the case.

Let's examine the basics of Automated Systems:

1. An automated system works on having an INPUT.
2. An automated system generates an OUTPUT based on that INPUT.
3. Your automated system generates a letter OUPUT asking for a RESPONSE INPUT. Your system provides the address or phone number for the RESPONSE. It is thus expecting an INPUT.
4. From item 3 above, your automated system is asking for further INPUT from the letter recipient BEFORE it can act further.
5. If no response is received, the automated system is PROGRAMMED to conclude NO INPUT received and hence outputs a letter saying “NO RESPONSE WAS RECEIVED”.
6. When your system claims NO INPUT was received—as obviously indicated on the next Notice or letter—when indeed an INPUT for the

system to process was INDEED received by that office(and in time), something is BROKEN!

7. From item #6, this can mean only 1 of two possible conclusions: (1) The automated system received the input response, is obviously programmed wrong, and should be FIXED immediately, or (2) Some ROGUE IRS employee is NOT providing the INPUT to the automated system (that was actually received at the office).
8. I would hate to think that the latter situation comes under the category of ANY type of “service” to anyone. No IRS employee would be TOLD to ignore letters, would they? Certainly no IRS automated system would output SPAM notices continuously claiming NO RESPONSE--when indeed a response was sent. This couldn't be part of some *sham collection process* using computers to annoy people under the disguise of enforcement? Why even collection agencies don't use these tactics! Such is an inconceivable thought for a government so bent on eliminating terror.
9. Perhaps it is time to pass more law for government preventing you from annoying the people with such SPAM trash? Obviously you have no ability to police yourself—exactly the reason why you represent 1/3 of the “small enumerated powers.”

Please fix the broken ACS or kindly TELL the employees NOT to ignore responses from “the people”. It really paints a bad image for the IRS as a tyrant. Clearly *the people declared* themselves *independent* of tyrants over 200 years ago.

Kind Regards,

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