IRM PROCEDURAL UPDATE

DATE: 07/29/2013

NUMBER: WI-03-0713-1297

SUBJECT: Advising ITIN Applicant When ID Was Mailed

AFFECTED IRM(s)/SUBSECTION(s): 3.21.263

CHANGE(s):

IRM 3.21.263.6.1.30(1) Added "Note" explaining how to compute date ID was mailed back to applicant.

1. If the applicant returns to the TAC and inquires about the status of their application or has received a notice regarding their ITIN application, research the ITIN Real-time System.

   CAUTION: If a tax return has been filed with the application, the appropriate additional time must be allowed to process the return; refer to FA guidelines for information on return processing.

   NOTE: If applicant inquires about the return of original or certified copies of ID, review RTS. Determine the date the application was worked by ITIN Operations by the date of RTS action on the View Screen. Add 3 business days to the ITIN Operations processing date (assigned, rejected or suspended input date immediately before the "notice generated" date) and advise the applicant this is the date the ID was mailed back to them.

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   EXCEPTION: If the Remarks Screen entries indicate the ID was questionable (also shows as S 02 on History Screen) or that Letter 4939 was sent, advise the applicant the ID is being held until their response is received and worked
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IRM 3.21.263.7.2(1) Added "Note" explaining how to compute date ID was mailed back to applicant.

1. Applicants may call inquiring about the status of their ITIN application. The current status of the ITIN application may be found using the W-7 Search Screen on the ITIN Real Time System. Refer to IRM 3.21.263.8.4.1, W-7 Search Screen and IRM 3.21.263.4.7, Status Codes.

   NOTE: If applicant inquires about the return of original or certified copies of ID, review RTS. Determine the date the application was worked by ITIN Operations by the date of RTS action on the View Screen. Add 3 business days to the ITIN Operations processing date (assigned, rejected or suspended input date immediately before the "notice generated" date) and advise the applicant this is the date the ID was mailed back to them.

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