

## IRM PROCEDURAL UPDATE

**DATE: 07/17/2014**

**NUMBER: WI-21-0714-1157**

**SUBJECT: 10-Digit Smart ID Badge Number**

**AFFECTED IRM(s)/SUBSECTION(s): 21.3.8.5.1.1(2)**

**CHANGE(s):**

**IRM 21.3.8.5.1.1(2) - Updated the Reminder in (2) to instruct assistors with a SmartID to provide all ten digits of their employee number.**

2. You must provide the following information in a professional and courteous manner when you communicate with a customer by telephone, correspondence, or face to face:
  - Your title (e.g., Mr., Mrs., Ms., Miss), last name, and identification (ID/Badge) number, **OR**
  - Your first name, last name, and identification (ID/Badge) number

**REMINDER:** All employees who have been issued a SmartID or PAC card containing the ten-digit PID should use the entire ten digits in written or verbal communications with taxpayers.

**NOTE:** If an additional taxpayer joins the call (e.g., if the original caller hands the phone to a different person), the assistor must provide the identifying information stated above.