

IRM PROCEDURAL UPDATE

DATE: 10/09/2012

NUMBER: WI-21-1012-1704

SUBJECT: Clarification and a New Procedure When TDS is Not Operational

AFFECTED IRM(s)/SUBSECTION(s): 21.2.3.4.1.11

CHANGE(s):

IRM 21.2.3.4.1.11 - Added content to paragraph 2 to ask the taxpayer to call back if TDS is not operational.

2. If TDS is unavailable, advise the taxpayer that the system required for you to assist them is unavailable and suggest that they call back at a later time. If the taxpayer wants immediate service, offer to provide the appropriate transcript(s) according to the table below. Electronically sanitized transcripts must be provided in lieu of transcripts requiring hand-sanitizing unless there is not one to meet the taxpayer's needs. Requests for internal transcripts should not be honored if the information is available using TDS. A cover letter is not required in response to a telephone inquiry.

NOTE: If TDS is unavailable and you must print from IDRS, each screen will print on a separate page even though it only takes up one-half of a page. To print more than one screen on a page, use IDRS MultiPrint. Access MultiPrint by selecting the Shortcuts folder from your desktop, then select "AMS", then "MultiPrint".

If the request is for	Then provide
Tax Account Transcript	CC MFTRAX (Individual/IMF and Business/BMF)
Tax Return Transcript	<ul style="list-style-type: none">○ CC RTFTP (Individual/IMF)○ CC BRTVU (Business/BMF) Hand-sanitize BRTVU
Record of Account	<ul style="list-style-type: none">○ CC MFTRAX and CC RTFTP (Individual/IMF)○ CC MFTRAX and CC BRTVU (Business/BMF) Hand-sanitize BRTVU
Verification of	No substitute transcript can be provided as it is only

Non-Filing	available through TDS. See IRM 21.3.5.4.2.3, <i>Required Systems Unavailable</i> , for requests when TDS is unavailable.
Wage and Income Documents	CC IRPTR with the definer "W" (Individual/IMF and Business/BMF)