

IRM PROCEDURAL UPDATE

DATE: 07/31/2015

NUMBER: SBSE-04-0715-1255

SUBJECT: Post Publication Revision 4.19.3, IMF Automated Underreporter (AUR) Program

AFFECTED IRM(s)/SUBSECTION(s): 4.19.3

CHANGE(s):

IRM 4.19.3.19.1(3) - new instructions for cases with multiple IDT indicators input on the same day

3. When there is an indication of identity theft in the message window, review IDRS CC ENMOD for **current** IDT indicators. Consider the following when determining appropriate action:

If there are multiple <i>current</i> IDT indicators	Then
Input on various dates	Process the case based on the most recent IDT indicator.
Input on the same date, and these are the most recent IDT indicators	<ol style="list-style-type: none">1. Consider all these IDT indicators.2. If one indicates the case should be closed no change but another indicates some other action should be taken, i.e., transfer the case to the AUR IDT Liaison, take the other action. DO NOT close the case no change.

IRM 4.19.3.20.2(3) steps 2-6 - revised to include new OPI toll free number, revised instruction to enter individual employee PIN, added table for languages and options and deleted existing steps 5 and 6, renumbered remaining steps

3. To contact OPI service take the following actions:
 1. Use the Conference Hold button on your teleaset to place the caller on hold.
 2. Dial **#X-XXX-XXX-XXXX#**.
 3. Enter your PIN number (xxxx-xxxxx).

4. Select the language and option needed from the table below:

Language	Press
Spanish	1
Creole	2
Mandarin	3
Korean	4
Vietnamese	5
Somali	6
Russian	7
French	8
Arabic	9
For any other language needs or concerns	0, for operator assistance

5. Brief the interpreter. Summarize what you wish to accomplish and provide any special instructions.
6. Press the Conference Hold key to add the non-English speaking taxpayer to the line.
7. Complete disclosure verification as if you were speaking directly to the taxpayer.

NOTE: It is important to speak in the "first person" versus the "Third Person". For additional information refer to IRM 4.19.19.5.3.1, *Interpreter's Role*.

8. Continue with the conversation; asking specific questions to relay.

IRM 4.19.3.20.1.25(7) - new instruction for cases with multiple IDT indicators input on the same day

7. When a case has multiple **current** IDT indicators, the case should be processed as follows:

If there are multiple <i>current</i> IDT indicators	Then
Input on various dates	Process the case based on the most recent IDT indicator.
Input on the same date, and these are the most recent IDT indicators	<ol style="list-style-type: none"> 1. Consider all these IDT indicators. 2. If one indicates the case should be closed no change but another indicates some other action should be taken, i.e., transfer the case to the AUR IDT Liaison, take the other action. DO NOT close the case no

