

IRM PROCEDURAL UPDATE

DATE: 05/12/2014

NUMBER: WI-03-0514-0851

SUBJECT: Authenticating TAC Processes; Medical/School Records

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

CHANGE(s):

IRM 3.21.263.6.1.32.2(2), added instructions for authenticating TAC offices.

2. Once an application is placed in suspense status it will be placed on a suspense wall in the ITIN SP Unit and remain until a response is received from the applicant or it systemically rejects (R 99), whichever is earlier. If the applicant visits a TAC site in reference to the notice, then take the following actions:

If...	Then...
<p>Applicant visits a non-authenticating TAC site,</p> <p>CAUTION: Review all remarks on the W-7 Application View screen as well as comments and the history area on the W-7 History Screen before explaining the case.</p> <p>NOTE: If S 02 is present and ID discrepancies are notated in the Remarks Field, advise applicant to obtain certified copies from the issuing agency for the ID in question or submit other forms of acceptable ID that is original or certified (certified by the issuing agency). See IRM 3.21.263.4.6 for situations where notarized ID is acceptable.</p>	<ul style="list-style-type: none"> ○ Prepare Form 4442 and attach original identification documents necessary to resolve the suspense condition(s) ○ Route Form 4442 to SP ITIN Operations ○ Make no updates on suspended cases
<p>Applicant visits an authenticating TAC:</p> <ul style="list-style-type: none"> ○ Applicant is submitting original passport or national ID card, AND 	<ul style="list-style-type: none"> ○ Authenticate the passport or national ID card ○ Make a copy of the original document you

<ul style="list-style-type: none"> ○ RTS notes do not show an original passport/national ID was submitted with the original application and was authenticated in a TAC, OR ○ There are no RTS notes requiring that the original or certified copies of these 2 ID be sent to the ITIN Unit, 	<p>authenticated</p> <ul style="list-style-type: none"> ○ Complete the FA DAS ○ Forward copy of document(s) and FA DAS with Form 4442 describing the notice response to the ITIN Unit ○ Return the original document to the taxpayer ○ Make no updates on suspended cases
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3. If an incomplete response is received to any suspense notice and the suspense condition(s) on the ITIN RTS are not satisfied, the application status will update to Reject (R 44) and a CP 567, Reject Notice, will generate.
4. Refer to the table below to address inquiries for non-receipt of suspense notices.

If ...	Then...
<p>The application remains in Suspense Status but the applicant indicates they have not received correspondence from the ITIN Unit.</p> <p>NOTE: Applicant should allow a minimum of 14 business days from the RTS notice date for receipt if the address is correct.</p>	<ol style="list-style-type: none"> 1. Verify the correct address of record with the applicant. Prepare Form 4442 to forward to SP ITIN Operations to update the address. <p>EXAMPLE: An applicant inquires because they did not receive a notice and you learn the address is changed.</p> <p>NOTE: Any RTS updates to the address will automatically generate a notice to the applicant.</p> <p>CAUTION: If applicant has changed their address, advise applicant to complete Form 8822 with the reference number (DLN) annotated in the top margin and mail it to the SPC Entity Section.</p>
The application is now in	Take no further action. Advise applicant

Assigned Status,	they will be receiving a CP 565, Assignment Notice. Update address if needed.
The application is now in Rejected Status	Refer to IRM 3.21.263.6.1.32.3 below for guidance on CP 567, Reject Notice response.

IRM 3.21.263.8.3.2.1(1) " Is the ID Valid?", Revised instructions for when to select "No, Viewed documents" for school/medical records not from the U.S.

1. Use the table below to input supporting identification documentation from Form W-7:

W-7 Application Input Screen Content	Instruction
Add Document NOTE: if the attached document is a visa used to support exception 2b or 2c, enter the visa in the RTS Supporting Identification Documentation.	Click on the Add Document button, on the W-7 Application Input Screen to be directed to another screen to enter the documentation information provided by the applicant.
Edit	Click "edit" to change information for a supporting document or view fields not shown in the table. NOTE: This link is only enabled once a document has been entered and submitted.
Remove	Click this link on the W-7 Application Input Screen to remove a document in the Supporting Identification Documentation section. NOTE: This link is only enabled once a document has been entered and submitted.
Document Type (See also IRM 3.21.263.5.3.4.1 "Types of Form W-7	Select the appropriate document that was provided by the applicant as supporting identification documentation, reviewed or submitted by TAC, or listed by a CAA on a COA. Choose one of the following from the

Documentation")	<p>drop down box:</p> <p>NOTE: If a document is attached but not listed on the COA, consider as CAA reviewed and enter the document..</p> <ul style="list-style-type: none"> ○ Passport ○ National Identification Card ○ U.S. Drivers License ○ Civil Birth Certificate ○ Medical Records (dependents under 6 years of age) ○ Foreign Drivers License ○ U.S. State Identification Card ○ Foreign Voters Registration Card ○ U.S. Military Identification Card ○ Foreign Military Identification Card ○ School Records (dependents under 18 years of age) ○ Visa, Type and Number <p>NOTE: If visa information is required (for example, exception 2 or reason code "f" or "g"), and the TAC copy of the passport shows visa, type, and number, enter the visa information.</p> <ul style="list-style-type: none"> ○ USCIS Photo Identification <p>NOTE: If the applicant provides additional supporting documents beyond the requirement, add the documents.</p>
<p>ID Certification</p> <p>(See also IRM 3.21.263.5.3.4.2.1 "Supporting Identification Document Certification Requirements"</p> <p>CAUTION: For all notarized documents, see IRM 3.21.263.4.6</p>	<p>Choose one of the following from the drop down box:</p> <ul style="list-style-type: none"> ○ Original <p>REMINDER: CAAs do not review dependent ID. Original dependent ID from CAAs should be entered as "original".</p> <ul style="list-style-type: none"> ○ Certified by the issuing agency <p>NOTE: Select "certified by the issuing</p>

<p>for situations when notarized copies are acceptable.</p>	<p>agency" when foreign ID is certified by U.S. consul or embassy employees.</p> <p>NOTE: Select "certified by the issuing agency" when all required SEVIS applications have the copies of ID and the certification letter is complete.</p> <p>CAUTION: If a SEVIS application also has a COA attached, select "CAA reviewed".</p> <p>NOTE: AAs can only submit original or copies of ID certified by the issuing agency for all applicants (primary, secondary, and dependents). Choose "original" or "certified by the issuing agency" for the corresponding version of ID submitted by the AA.</p> <ul style="list-style-type: none"> ○ Notarized by State Department employee <p>NOTE: Consider "JAG" and "DOD" (Department of Defense) stamps as notarized documents and select this option</p> <ul style="list-style-type: none"> ○ Foreign notaries under the Hague Convention with an Apostille attached ○ Notarized by a U.S. notary state authority ○ CAA Reviewed <p>REMINDER: CAAs can only review original/certified copies of ID for primary and secondary applicants. Copies of this ID for primary/secondary applicants with the COA indicate the CAA reviewed the ID.</p> <ul style="list-style-type: none"> ○ TAC and Tax Attaché Reviewed <p>NOTE: ID should be original/certified copies with these exceptions: - Designated TAC offices review original passports and national ID</p>
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cards **ONLY**. Participating IRS TAC offices are listed at Designated TAC Offices.

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- None of the Above

NOTE: Select "none of the above" for copies of ID scanned into the Correspondence Imaging System (CIS) or when a tax return is attached with SEVIS forms and copies of ID. ID must be original or copies certified by the issuing agency. Update remarks with the reasons for this selection.

Enter documentation from the Department of Defense CAAs e.g., the U.S. Navy, U.S. Army, U.S. Marines, U.S. Air Force, Judge Advocate General (JAG) offices, etc., as "CAA reviewed". JAG submissions must include a COA to be considered CAA

Additional supporting documentation attached to a case that is **not** listed on the COA qualify as *CAA Reviewed* and should be entered on

	this screen.
Is the ID Valid?	<p>Choose one of the following from the drop down box:</p> <ul style="list-style-type: none"> ○ Yes, viewed documents ○ No, viewed documents <p>NOTE: Always update the Remarks Screen with why the ID is invalid.</p> <ul style="list-style-type: none"> ○ # XXXXXXXXXX # <p>Select "Yes, viewed documents" when no questionable features are identified and:</p> <ul style="list-style-type: none"> ○ The valid document meets all documentation requirements, OR ○ A valid visa or signed passport is presented, OR ○ All review columns of the FA Document Action Sheet are marked "yes" or "n/a" ○ No questionable features are identified. ○ School records are an official report card or transcript issued by the school. See IRM 3.21.263.5.3.4.2 <p>EXCEPTION: a school letter from a nursery or kindergarten is acceptable for children under the age of 6 and no transcript or grades are required. If a date of entry is required for the applicant, the school record must be from a U.S. facility.</p> <p>CAUTION: If the ID is valid except for an expiration date which is in the past, select "Yes, viewed documents" and enter the expired date in the "Documentation Expiration Date" fields.</p> <p>Select "No, viewed documents" when:</p> <ul style="list-style-type: none"> ○ The document does not meet all

	<p>documentation requirements, for example, translation needed, etc.</p> <ul style="list-style-type: none"> ○ CAA sends copies of dependent ID <p>REMINDER: Original or certified copies of ID is required for all dependents</p> <ul style="list-style-type: none"> ○ # [REDACTED] ○ [REDACTED] # ○ School records are only a school letter without an official report card or transcript, or applicant is age 18 or older. ○ Medical or school records are not current ○ Medical records are a shot/immunization record that requires a provider identification letter and that letter is missing, or a provider letter is present but the shot/immunization record is missing, or applicant is age 6 or older. ○ The school or medical record is NOT from a U.S. facility, a date of entry is present, and the applicant is from a country other than Mexico, Canada, or India. ○ # [REDACTED] # ○ The passport has a signature field but is not signed. Update the Remarks Screen with "passport not signed". Consider passports with no signature field (for example, Brazilian) or statements such as <i>"the holder is not required to sign"</i> (for example, a passport from the United Kingdom) as having met the signature requirement. Complete Form 14415 to return the
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	<p>passport and check "<i>The passport you sent does not meet IRS criteria</i>" box.</p> <p>NOTE: The same envelope can be used to return both non-questionable/non-W2 name mismatch issue ID and unsigned passports with Form 14415 when Form 14433 is enclosed and used to address the envelope.</p> <p>EXCEPTION: Consider passports for children under 12 years of age at date of Form W-7 signature as signed if they have a thumbprint or are unsigned. See IRM 3.21.263.5.3.4.</p>
Does Applicant Name Match Documentation?	<p>Choose the appropriate radio button Yes or No. Select "no". if the applicant can not substantiate that the name on the ID is theirs.</p> <p>NOTE: Do not enter the document in the Supporting Documentation Table if not for the applicant.</p>
Issuing Country	<p>Choose the appropriate issuing country from the drop down box.</p> <p>Refer to Country Code List if needed in Exhibit 3.21.263-16.</p>
Issuing State Exhibit 3.21.263-15	<p>Choose the appropriate issuing state of the documentation from the drop down box. This list includes all states in the U.S., U.S. Possessions, and Armed Forces.</p> <p>This field is enabled only when U.S. is selected as the country.</p> <p>For a U.S. military ID, enter the appropriate APO/FPO two-character state abbreviation (AA/AE/AP) for the military base as shown in Exhibit 3.21.263-15.</p>
Document Expiration Date (see also IRM	<p>Enter the Document Expiration Date using MMDDYYYY format.</p> <p>MM values= 1 to 12</p>

<p>3.21.263.5.3.4.2.2 "Document Expiration Dates")</p>	<p>DD values= 1 to 31</p> <p>If an expiration date is present, enter it in this field.</p> <p>If a document has no expiration date, or all zeros in any field (MM, DD or YYYY), leave blank and select "No" in the field "Is the document valid?"</p> <p>EXCEPTION: If a Foreign Drivers License has no expiration date, then leave this field blank but select "Yes" in the field "Is the ID Valid?"</p>
<p>Visa Classification</p>	<p>Choose the appropriate classification from the Visa Classification drop down box.</p> <p>This field will auto-populate Line 6c once the information is captured in the Supporting Identification Documentation Table.</p> <p>NOTE: If visa is required for application and Line 6c information is not present, refer to Lead for Override action.</p> <p>This field is disabled if "Document Type" selected from the drop-down box is other than visa.</p> <p>If country of citizenship is India, and reason box is "d" or "e" and F-2, J-2, or M-2, visa is listed, enter visa data in addition to any other supporting identification documentation including a passport.</p> <p>NOTE: For SEVIS applications with visa information present or copies attached, select "certified by the issuing agency" as the ID certification.</p>

	<p>For CAA and TAC reviewed applications with reason box "f" or "g", select "Original" as the ID certification if a visa photocopy is attached or visa information is present on Line 6c.</p> <p>CAUTION: Select "original" as the ID certification if exception 2b or 2c is claimed and any of the following is attached:</p> <ul style="list-style-type: none"> ○ original passport with U.S. visa information present ○ copy of passport (does not have to be certified/notarized) with U.S. visa information present ○ copy of U.S. visa (does not have to be certified/notarized)
<p>Visa ID Number</p>	<p>Enter the Visa ID Number. The visa ID number is the control number in the upper right of the Teslin or Lincoln visa. For the border crossing card/visa, the visa ID number is the VBUSA number in the lower left. Enter VBUSA and the numbers that follow.</p> <p>NOTE: This field will auto-populate Line 6c once the information is captured in the Supporting Identification Documentation Table.</p> <p>For CAA and TAC reviewed applications with reason box "f" or "g", select "Original" as the ID certification if a visa photocopy is attached or visa information is present on Line 6c.</p> <p>This field is disabled if "Document Type" selected from the drop-down box is other than visa.</p> <p>If visa is required for application and Line 6c information is not present, refer to Lead for Override action.</p>
<p>Visa Expiration Date (see also IRM 3.21.263.5.3.4.2.2 "Document Expiration</p>	<p>Enter the Visa Expiration Date using MMDDYYYY format.</p> <p>MM values= 1 to 12</p>

<p>Dates".</p>	<p>DD values= 1 to 31</p> <p>NOTE: This field will auto-populate Line 6c once the information is captured in the Supporting Identification Documentation Table.</p> <p>For CAA and TAC reviewed applications with reason box "f" or "g," select "Original" as the ID certification if a visa photocopy is attached or visa information is present on Line 6c. If visa is required for application and Line 6c information is not present, refer to Lead for Override action.</p> <p>This field is disabled if "Document Type" selected from the drop-down box is other than visa.</p> <p>If "DS" (duration of stay) is noted as the visa expiration date on Form W-7, enter the visa expiration date in the Supporting Identification Documentation Screen as 1 year from the received date of Form W-7 application or subsequent correspondence.</p> <p>NOTE: If I-20 or I-94 documents or the visa is marked "DS", enter the visa expiration date as one year from the W-7 or subsequent correspondence received date.</p>
<p>Does the Document need Translation?</p> <p>IRM 3.21.263.5.3.4.2.1</p>	<p>Choose the appropriate radio button Yes or No.</p> <p>If the document is in Spanish, see Exhibit 3.21.263-44 to translate. If translation is secured, select "no."</p> <p>If unable to translate, then select "Yes" for the appropriate suspense (S 15) notice to generate.</p>
<p>Does the Document have a photograph?</p> <p>IRM 3.21.263.5.3.4.2</p>	<p>Choose the appropriate radio button Yes or No.</p>
<p>ID Number</p>	<p>Enter the ID number of the document if</p>

	<p>available. The passport number is titled "<i>passport no</i>" and appears in the upper right corner.</p> <p>For Mexican National Voter Registration Cards enter the Folio number in this field.</p> <p>For birth certificates, use the following priority order to determine what ID number to capture. If none of these are present, enter other available identifying number.</p> <ol style="list-style-type: none"> 1. Acta / Partida 2. Folio/Foja 3. Crip/Curp/Clave 4. Certificate Number
Submit ID Documentation	Click on the Submit ID Documentation button to view the W-7 Application Input Screen with the submitted information.
Cancel	<p>Click the Cancel button and the following warning message will appear: "You will lose data on the current Screen, Would you like to continue?"</p> <ul style="list-style-type: none"> ○ Click the Okay button and the system will direct you back to the ITIN Home Screen. ○ Click the Cancel button and the system will return back to the current Screen.