

## IRM PROCEDURAL UPDATE

**DATE: 03/28/2014**

**NUMBER: WI-21-0314-0575**

**SUBJECT: Procedural Change for Verification of Non-Filing Letter with Get Transcript**

**AFFECTED IRM(s)/SUBSECTION(s): 21.2.3.5.9.2**

**CHANGE(s):**

**IRM 21.2.3.5.9.2 Added a Note to address a programming change for the verification of non-filing letter obtained through Get Transcript as it is no longer available for the current tax year until June 15**

1. Identify which type of transcript will meet the taxpayer's needs. Refer to IRM 21.2.3.5.2, *Selecting the Type of Transcript*.

**NOTE:** Follow IRM 21.2.3.5.8, *Transcripts and Identity Theft*, if the taxpayer self-identifies as a victim of identity theft.

2. If the taxpayer requests any of the five types of transcripts (tax account, tax return, record of account, income document, or verification of non-filing letter) at any point during the course of contact, and has an SSN, refer the taxpayer to Get Transcript ONLINE. Encourage the taxpayer to use Get Transcript ONLINE as it provides instant access to a viewable and printable transcript. It can be accessed various ways, such as through the web address [www.irs.gov/transcript](http://www.irs.gov/transcript) or by inputting "Get Transcript" in the Search box located on the upper right side of the [irs.gov](http://irs.gov) homepage

**NOTE:** If the taxpayer requests a verification of non-filing letter prior to June 15 for the current tax year, encourage the taxpayer to use Get Transcript ONLINE after June 15. If the taxpayer has an immediate need, proceed to (6).

**NOTE:** If the taxpayer has an ITIN, proceed to (3).

**NOTE:** Taxpayers may request that the assistor access Get Transcript to review the taxpayer's account. In such instances, do not access Get Transcript, but follow normal account research procedures.

3. If the taxpayer does not want to use Get Transcript ONLINE or has any difficulty with navigating and/or obtaining the transcript, and requests a tax account or tax

return transcript, determine if the taxpayer can use a self-service application (IVR or Get Transcript by MAIL via www.irs.gov ) by confirming the following:

- Taxpayer agrees to postal mail delivery (5-10 calendar days) to the address of record, **and**,
- Taxpayer has not attempted to utilize the Get Transcript by MAIL or IVR self-service applications

**NOTE:** If the taxpayer requests a record of account, income document, or verification of non-filing letter, proceed to (6).

**NOTE:** AM transcript procedures do not allow for taxpayer referral to a TAC.

4. If the criteria in (3) **are** met, then offer both self-service applications. Based on the taxpayer's response, transfer to IVR extension # 90276 (English) or # 90277 (Spanish) or direct to Get Transcript by MAIL via www.irs.gov.

**NOTE:** If the taxpayer tried using Get Transcript ONLINE and was unsuccessful, emphasize that Get Transcript by MAIL is a simpler process than the ONLINE version.

5. If the criteria in (3) **are not** met, then the taxpayer cannot use a self-service application. Proceed to (6).
6. Prior to fulfilling any transcript request, conduct full authentication as outlined in IRM 21.1.3.2.3, *Required Taxpayer Authentication*, and additional authentication as warranted in paragraph 8. If the taxpayer cannot authenticate, instruct the taxpayer to submit Form 4506-T, per IRM 21.1.3.2.3(8) (Note), *Required Taxpayer Authentication*.

**CAUTION:** See IRM 21.1.3.9, *Mailing and Faxing Tax Account Information*, for transcript mailing and faxing restrictions. If the taxpayer states that he/she is using a third party e-fax service provider as defined in (3) of IRM 21.2.3.5.5, *Using Electronic Fax Services*, then a valid, written consent from the taxpayer designating the e-fax service provider as a recipient of tax information is required.

7. Identify any account issues on IDRS or AMS that would prohibit the issuance of a transcript through TDS or that requires special handling. Follow IRM 21.2.3.5.7, *Transcript Restrictions and Special Handling*, for examples of these conditions.
8. After determining a transcript may be issued, choose the delivery method by referring to IRM 21.2.3.5.3, *Selecting a Delivery Method*.
9. Order the transcript using TDS and complete the contact by following IRM 21.2.3.7, *Call Closure Requirements*.
10. If TDS is not available, advise the taxpayer that the system required for you to provide assistance is unavailable. Suggest the taxpayer contact us again at a later time. If the taxpayer then indicates an immediate need, follow the chart below.

<b>Transcript Type</b>	<b>If TDS is Unavailable</b>	<b>If IDRS is Unavailable</b>
Tax Account	Provide CC MFTRAX  <b>NOTE:</b> If CC MFTRAX cannot be printed at the assistor's location, refer to IRM 21.3.5.4.2.3, <i>Required Systems Unavailable</i> .	Taxpayer must submit Form 4506-T
Tax Return	Use the IAT QCC Tool to access, grab, sanitize, and print CC RTFTP documents	Taxpayer must submit Form 4506-T
Wage and Income	Use IAT QCC Tool to access, grab, sanitize, and print CC IRPTRW documents	Taxpayer must submit Form 4506-T  <b>NOTE:</b> If the taxpayer is requesting information for the current year, it is generally not available until the year after it is filed. Encourage the taxpayer to call back when the assistor can determine if the product is available.
Record of Account	Provide CC MFTRAX and CC RTFTP  <b>NOTE:</b> If CC MFTRAX cannot be printed at the assistor's location, refer to IRM 21.3.5.4.2.3, <i>Required Systems Unavailable</i>	Taxpayer must submit Form 4506-T
Verification of Non-Filing	Taxpayer must submit Form 4506-T  <b>CAUTION:</b> Do not send TDS Letter 3538.	Taxpayer must submit Form 4506-T  <b>CAUTION:</b> Do not send TDS Letter 3538.

**CAUTION:** The assistor is ultimately responsible to protect the security of taxpayer information. Follow IRM 21.2.3.6, *Sanitizing IDRS Transcripts*, for rules regarding sanitizing IDRS information prior to delivery to the taxpayer.