INDEPENDENT OFFICE
OF APPEALS

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, DC 20224

July 27, 2026

Control No. AP-08-0726-0025
Expiration Date: 07/27/2028
Affected IRM: 8.1.7

MEMORANDUM FOR ALL IRS INDEPENDENT OFFICE OF APPEALS EMPLOYEES

FROM: Steven M. Martin /s/ *Steven M. Martin*
Director, Operations Support

SUBJECT: Appeals Case Management System (ACMS) procedure update for IRM 8.1.7, AQMS Purpose and Guidelines

This guidance provides general information for ACMS detailed in IRM 8.1.7, AQMS Purpose and Guidelines. Please distribute this information to all impacted employees within your organization.

Purpose: This guidance provides changes in terminology and new processing functionality for the IRS Independent Office of Appeals (Appeals) new case management system, ACMS.

Background/Source(s) of Authority: Appeals Centralized Database System (ACDS), Appeals' aging legacy system, is being replaced by ACMS, a more modernized system. Appeals contracted Salesforce to create ACMS, which will provide Appeals with a new level of automation and analytics. These updates will allow for more effective collaboration within Appeals and, in the future, with other IRS business units.
In addition, revisions were made to reviews of tax computations due to updated AQMS Standards.

Procedural Change: Release 1 of ACMS focused on Collection Appeals work. Release 2 of ACMS will focus on Examination Appeals and Specialized Examination Programs and Referrals (SEPR) work. Future releases will incorporate concepts introduced in this guidance and will be reinforced via training and applicable user guides. Procedural changes pertaining to this guidance are included in the attachment.

Additional Information: Additional information on ACMS can be found on the Appeals Exchange (ApEx) ACMS Home Page. This site contains links for helpful information with ACMS, training documents, etc.

Effect on Other Documents: Portions of this guidance may be extended, modified, or made permanent, and incorporated into the affected IRM section(s) within two years from the date of this memorandum.

Effective Date: This guidance is effective as of the date of this memorandum.

Contact: Appeals employees should follow existing procedures to elevate questions through their management chain and follow established procedures on How to Contact an Analyst.

Attachment

cc: FOIA library

www.irs.gov

Attachment AP-08-0726-0025, Appeals Case Management System (ACMS) procedure update for IRM 8.1.7, AQMS Purpose and Guidelines

8.1.7.2.2, Selecting Cases for AQMS
Obsolete (4) and revise (5) as follows:

(5) When Account and Processing Support (APS) closes a case selected for Appeals Quality Measurement System (AQMS) review, ACMS assigns the case to the AQMS queue. APS closing procedures for AQMS-designated cases can be found in IRM 8.20.7.3, Appeals Quality Measurement System (AQMS) Review, and its subsections and IRM 8.20.16.3, Appeals Quality Measurement System (AQMS) Review.

8.1.7.3, AQMS Scoring System
Revise (1) and (2) as follows:

(1) The scores for all applicable standards are totaled to determine the case score. The maximum case score is 100%.

(2) The scoring system provides equal ratings for each applicable standard. Each applicable standard earns a percentage (up to a maximum per standard) based on the number of attributes within the standard determined to be rated MET or NOT MET.

8.1.7.4.3, Computations Prepared by AOs and ATCLs (Standard 3) Non-Collection Cases
Revise (2) as follows:

(2) Standard 3 includes a review of the following:

- Tax computations (including all necessary supporting schedules and exhibits that are part of the tax computation), penalties, tax credits, carryovers, etc.;
- Form 3623, Statement of Account;
- Form 2210, Underpayment of Estimated Tax by Individuals, Estates and Trusts, and Form 2220, Underpayment of Estimated Tax by Corporations (Sequa Worksheets for computing dates when there has been a credit elect); and
- Form 5403, Appeals Closing Record (Instructions to APS).

8.1.7.4.4, Appeals Case Memorandum (ACM) (Standard 4) Non-Collection Cases
Revise (4) as follows:

(4) Standard 4 is rated at the maximum allowable score when the following occurs:

a. The E-5402, accessible using the ‘printable view’ feature in ACMS, is properly completed;
b. The schedule of adjustments is properly completed, when required, and the Appeals Case Memorandum (ACM) codes were used appropriately;
c. The ACM adequately discusses all relevant facts, legal arguments, and settlement positions on all issues, including an adequate discussion of any hazards; and
d. The ACM addresses all issues in a clear, concise, and professional manner with sufficient detail in plain English.

8.1.7.4.7, Computations Prepared by Tax Computation Specialists (TCS) (Standard 7) Non-Collection Cases
Revise (2) as follows:

(2) This standard includes consideration of the following:

- Tax computations (including all necessary supporting schedules and exhibits that are part of the tax computation), penalties, tax credits, carryovers, etc.;
- Form 3623;
- Form 2210 and Form 2220;
- Form 5403; and
- Time span and time applied by the TCS.

8.1.7.4.8, Case Processing (Standard 8) Non-Collection Cases
Revise (1) and (2) as follows:

(1) Standard 8 measures the following actions taken by Tax Examiners (TE).

- Accuracy of interest computations;
- Accuracy of ACDS/ACMS updates;
- All final closing documents and instructions present;
- Computational and assessment/abatement procedures followed;
- Accuracy and timeliness of assessments/abatements; and
- Appropriate time spans and time applied.

(2) Standard 8 is rated at the maximum allowable score when the following occurs:

a. The TE correctly computes interest;
b. ACDS/ACMS is updated with the revised statute date and tax/penalty/claim amount;
c. All final closing documents and instructions are in the administrative file;
d. Proper procedures for assessment/abatements are applied;
e. Assessments/abatements are completed timely and accurately; and
f. Time span and time applied are appropriate.

8.1.7.5.4, Appeals Case Memorandum (ACM) (Standard 4) Collection Cases
Revise (4) as follows:

(4) Standard 4 is rated at the maximum allowable score when the following occurs:

a. The E-5402, accessible using the ‘printable view’ feature in ACMS, is properly completed;
b. The ACM addresses all relevant issues for each work stream;
c. The ACM is written using the plain English writing style; and
d. The ACM is presented in a clear, concise, and professional manner.