INDEPENDENT OFFICE OF APPEALS

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, DC 20224

July 31, 2026

Control No. AP-08-0726-0050
Expiration Date: 07/31/2028
Affected IRM: 8.7.19

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 8.7.19, Net Rate Netting Procedures for Appeals

This guidance provides general information for ACMS detailed in IRM 8.7.19, Net Rate Netting Procedures for Appeals. 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.

**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: www.irs.gov

Attachment AP-08-0726-0050, Appeals Case Management System (ACMS) procedure updates for IRM 8.7.19, Net Rate Netting Procedures for Appeals

**Throughout 8.7.19**

- References to Appeals Centralized Database System (ACDS) will be changed to Appeals Case Management System (ACMS).
- Form 5402, Appeals Transmittal and Case Memo, has been replaced. The 'Printable View' feature now captures the information found on Form 5402, and is referred to as the E-5402.
- Appeals Technical Employees (ATEs) can make edits to various fields in ACMS. If a field cannot be edited, submit an account processing support request to Account and Processing Support (APS).
- Processing Employee Automated System (PEAS) has been obsoleted for cases in ACMS. Any work previously completed in PEAS, is now completed in ACMS.

**8.7.19.2.1 (MM-DD-YYYY)**
**Accepting a Net Rate Netting Request from IRS Ogden Campus**

Revise paragraph (3)

(3) If there is an **"L" freeze**, and the Audit Information Management System (AIMS) status code is **80, 81, or 82** for any of the NRN request tax period(s), the AM CIT will take the following steps to determine if Appeals will accept the NRN request for the tax liability periods controlled by Appeals for the same taxpayer:

a. Submit a support request to CIT. Include **"Open AIMS Netting Case"** in the description box.

**8.7.19.2.2 (MM-DD-YYYY)**
**Actions Required by Appeals Technical Employees for Net Rate Netting Requests**

Revise paragraph (2)

(2) The ATE is responsible for submitting a referral to technical guidance by inputting a 'technical' support request in ACMS. In addition, the ACMS Feature Code "AI" (for **Appeals Coordinated Issue**) must be included in ACMS. See IRM 8.7.3, Domestic and International Operations Programs.