



INDEPENDENT OFFICE
OF APPEALS

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, DC 20224

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Affected IRM: Part 8

MEMORANDUM FOR IRS INDEPENDENT OFFICE OF APPEALS EMPLOYEES

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

SUBJECT: Temporary Case Actions by Case Support, Collection Appeals, Examination Appeals, and Specialized Examination Programs and Referrals (SEPR) relating to the ACMS Release 2 Launch and Data Migration

This guidance provides temporary procedures for employees within Collection Appeals, Examination Appeals, and SEPR as well as Case Support employees working cases in the Appeals Centralized Database System (ACDS). Please distribute this information to all impacted employees within your organization.

Purpose: Temporary procedures are needed for cases worked within ACDS to prepare for the migration of cases to the new Appeals Case Management System (ACMS). The cases covered under these temporary procedures include Collection Appeals, Examination Appeals, SEPR, innocent spouse, and referrals.

Background/Source(s) of Authority: 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 business units.

Appeals launched ACMS Release 2 on August 10, 2026, and is preparing for a major data migration from ACDS to ACMS in October 2026. Operational steps, cutover activities, and business expectations are required across Case Support, Collection Appeals, Examination Appeals, and SEPR to ensure a smooth transition.

Procedural Change: ACMS Release 1 focused on Collection Appeals work. ACMS Release 2 focused on Examination Appeals and SEPR work. 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: This guidance is temporary and will not be incorporated into affected IRMs 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-08-0826-0080, Temporary Case Actions by Case Support, Collection Appeals, Examination Appeals, and Specialized Examination Programs and Referrals (SEPR) Cases Relating to the ACMS Release 2 Launch and Data Migration

The guidance for the temporary procedures is broken down by dates and roles below.

Pre-August 10, 2026, Release 2 Launch Activities:

Account Processing and Support (APS) discontinued carding new receipts in Appeals Centralized Database System (ACDS) at the close of business on July 24, 2026.

APS continued processing closures, issuing Notices of Determination (NODs)/Statutory Notices of Deficiency (SNDs), supplemental Notices of Deficiency, and completing all other processes following normal procedures, with notification provided to the Office of Chief Counsel of the anticipated lag between July 25, 2026, and August 9, 2026, for docketed case carding.

Post-Release 2 Launch Activities:

APS

- On August 10, 2026, APS began carding in new cases in Appeals Case Management System (ACMS).
- APS is prioritizing new receipts in ACMS based on First-In-First-Out (FIFO).
- APS is including both the taxpayer request date and the date the case was received in Appeals.
- APS continues to work requests entered into SharePoint for cases in ACDS until are all completed.
- APS is working any support request received for cases created in ACMS.
- APS is prioritizing case closings in ACDS to prepare for migration.

Shared Team of Administrative and Redaction Support (STARS)

- STARS continues to work requests entered into SharePoint for cases in ACDS. For cases created in ACMS, STARS is working any support request received.

Collection Appeals (CA), Examination Appeals (EA), and Specialized Examination Programs and Referrals (SEPR):

- Appeals Team Managers (ATMs) began assigning cases created in ACMS after August 10, 2026.
- For cases in ACMS, EA and SEPR can start generating support requests.
- CA, EA, and SEPR ATMs should continue to assign all unassigned cases.

Document Generation:

- Documents may be generated in ACDS 2.0 Appeals Generator of Letters and Forms (APGolf) while employees are in “read-only” mode.
- If a document is generated in ACDS, it must be uploaded and saved to the applicable case in ACMS.
- Do not generate or utilize any Form 5402, Appeals Transmittal and Case Memo, from ACDS to close a case in ACMS. Training will cover the ACMS case closing

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process.

Time Charges:

- By September 30, 2026, all time charges **must** be fully entered and balanced in ACDS.
- Any direct time working on cases in ACDS should be captured in ACDS.
- Any direct time working on cases in ACMS should be captured in ACMS.
- Any itemized indirect time should be captured in both ACMS and ACDS until September 30, 2026, and in ACMS only after September 30, 2026.
- Time needs to be balanced daily in both ACDS and ACMS prior to 9/30/26.
 - To balance ACDS time, Appeals Technical Employees (ATEs) need to enter the total **direct** time ATEs recorded in ACMS on line 3, Time worked on ACMS.
 - To balance ACMS time, ATEs need to enter the total **direct** time recorded in ACDS using "Legacy System" as the time "Entry Reason."

Actions to be Taken by August 31, 2026:

EA/SEPR ATEs:

- Close as many Collection Due Process (CDP) liability or international referrals as possible in ACDS. Inform the CA ATE about the closure and share the results via email per AP-08-1025-0018, Temporary Closing Procedures for Collection Due Process (CDP) Cases with Liability Referrals.
 - For those not closed, inform the CA ATE they need to create a support request in ACMS. After the CA ATE acknowledges creation of the referral support request, then EA/SEPR will close the liability cases in ACDS with closing code 45.
Note: All CDP liability or international referral cases in ACDS must be closed prior to Data Migration
- Close as many non-docketed and docketed cases as possible in ACDS.

CA ATEs:

- Close as many Penalty Appeal (PENAP) cases and Innocent Spouse cases as possible in ACDS.
- Complete as many remanded cases as possible in ACDS, including Counsel review of the Letter 3978, Supplemental Notice of Determination, prior to issuing.

Actions Through September 30, 2026:

APS:

- Assign all Processing Employee Automated System (PEAS) Unassigned cases and docketed cases ready for final closure.
- Accept all cases from PEAS Inbox by September 30, 2026.

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- Docket Information Management System (DIMS) team to update the action code on all Area Office Code (AOC) 00 cases to DCJUR, if not updated already, or updated to DECENT or ORDENT.
- Run and work ACDS and PEAS statute reports prior to migration.
- Run ACDS and PEAS statute reports on September 30, 2026, and maintain copies.
- Run and work all ACDS follow-up reports by September 30, 2026.
- Work Status 81 and On AIMS not on ACDS reports by **September 20, 2026**, ensuring all cases are properly updated.
- Each APS Area should generate an open inventory list of all open PEAS cases on September 30, 2026. This can also be done by Technical Advisors (TAs) in the Business Objects Environment (BOE).
- Complete all ACDS update requests from SharePoint by September 30, 2026. ATEs will stop submitting requests through SharePoint by **September 15, 2026**.
- Stop issuing SND/NODs in ACDS on September 30, 2026.
- APS will continue to process PEAS cases, focusing on priority items, such as statutes.
- Prioritize closing the following through September 30, 2026:
 - Cases ACAP'd > 30 days.
 - Docketed closures received > 30 days.
 - Cases in ACDS.
 - Priority cases.

CA, EA, and SEPR:

- Continue monitoring unassigned cases until September 30, 2026. Focus on assigning as much of the backlog in ACDS as possible. Any cases not assigned on ACDS will be migrated to ACMS and placed in the appropriate area's "Awaiting Assignment Queue," to be assigned after the data migration.
- ATEs should input the case received/new receipt (CR/NR) dates on all assigned cases in ACDS by **September 25, 2026**.
 - The CR/NR case activity is important for the milestone data set on ACMS. Without the CR/NR, cases will not migrate properly.
- Issue initial contact letters (ICLs) on ACDS, if possible.
- Where possible, ATEs should complete their initial analysis and issue their ICLs while the case is still on ACDS, even if it means pushing the conference further out than normal.
 - Allow the CO-UAL action record to populate in the ACDS Case Activity Record (CAR).
- Case closings
 - ATEs continue to close cases on ACDS through August 31, 2026.
 - After September 1, 2026, hold **non-priority cases** to close on ACMS until after migration.
 - Enter the DM and/or CM on the case.
 - Do **NOT** enter the AC/FR or AC/OD.

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- After September 1, 2026, the only cases that can be closed in ACDS are:
 - Cases with imminent statutes
 - Freedom of Information Act (FOIA)
 - Alternative Dispute Resolution (ADR)
 - Remanded cases
 - Trust Fund Recovery Penalty (TFRP)
 - Approval of Case Closings
- Approval of case closings:
 - All non-priority cases with AC/FR or AC/OD need to be ACAP'd by September 4, 2026.
 - If the case is not ready for approval:
 - ATEs remove the AC/FR or AC/OD; or
 - ATM returns the case with an action code RR to remove the AC/FR or AC/OD.

Requests to APS

- Requests can be sent to APS for cases in ACDS using SharePoint through September 15, 2026.
- After August 10, 2026, for cases created in ACMS, requests to APS should be generated using support requests.

Requests to STARS

- Case transfers can be requested through September 15, 2026, for cases in ACDS. For cases created in ACMS, STARS will not do case transfers. STARS must accept all transfers from the ACDS Inbox by September 30, 2026.
- Other types of requests can be sent to STARS using SharePoint through September 15, 2026.

Form 13381, Appeals Technical Guidance Referral, and Form 3608, Request for TCS Services, Referrals

- If the case is on ACDS, continue generating Form 13381, Appeals Technical Guidance Referral. Discontinue Form 13381 referrals on August 31, 2026. No new referrals can be sent to EA/SEPR on ACDS after September 1, 2026. After September 1, 2026, hold creating any specialist referrals until data has migrated to ACMS. Once migration is complete, create a support request.
- For ACDS cases, use of Form 3608, Request for TCS Service, for tax computation referrals will discontinue on September 25, 2026. Form 3608 referrals should be held until migration is complete, after which ATEs will need to create a support request for the tax computation needed.
 - If a computation is needed between September 26, 2026, and October 12, 2026, ATEs should follow the instructions below:
 - Tax Computation Specialist (TCS) Assignment Grid for non-Appeals Team Case Lead (ATCL) Cases

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Preparation for Release 2 Data Migration (scheduled for October 2026)

By September 30, 2026, all ACDS users will complete final ACDS case work. Users are strongly encouraged to wrap up activities early that day and run ACDS inventory reports capturing active, suspense, ACAP'd, and E/T or E/TSN status cases.

In October 2026:

- From October 1, 2026, to October 12, 2026, ACDS will be in “read-only” mode. ACMS will be fully operational.
- On October 13, 2026, migration should be completed.
- All CA, EA, and SEPR ACDS users will have their ACDS IDs changed to “read-only” access. APS and SEPR Art Appraisal Services (AAS)/Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA)/TCS will retain full access.
- ATEs/ATMs/TAs should run an ACMS inventory report on October 13, 2026, to reconcile the ACDS reports. Review the following, and immediately report any discrepancies to management:
 - Active cases
 - Cases in suspense
 - Cases ACAP'd, but APS hasn't closed
 - Cases in E/TSN status
 - Cases in E/T status
 - Statute report