



INDEPENDENT OFFICE
OF APPEALS

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, DC 20224

November 24, 2025

Control No. AP-08-1125-0022
Expiration Date: 11/24/2027
Affected IRM: 8.23.4

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) – IRM 8.23.4,
Acceptance, Rejection, Withdrawal and Default Procedures for
Non-Collection Due Process (CDP) Offers

This guidance provides general information about ACMS. 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 will focus on Collection-sourced case work, while additional ACMS releases will incorporate the remaining workstreams. 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 Intranet page – Appeals Case Management System (ACMS). This site will contain links for helpful information with ACMS, training documents, etc.

Effect on Other Documents: This guidance may 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: www.irs.gov

Attachment AP-08-1125-0022 Appeals Case Management System (ACMS) – IRM 8.23.4, Acceptance, Rejection, Withdrawal and Default Procedures for Non-Collection Due Process (CDP) Offers

General changes to all of 8.23.4, including all Exhibits:

All references to ACDS will be replaced with ACMS.

All references to WUNO will be replaced with Appeals Number (APN).

All references to ACDS Update request and Appeals Shared Programs Hub – Home (sharepoint.com) will be replaced with Support Requests.

All references to the Case Activity Record (CAR) will be replaced with Case Action Record (CAR).

Form 5402 has been replaced with E-5402.

CARATS have been obsoleted.

Information formerly entered on Form 5402 is entered in ACMS during the 'submit for approval' process. **Note:** The 'printable view' captures the information formally found on F5402.

See APGolf 2.0 or Published Products Catalog for all applicable letters/forms.

All references to AC/FR will be replaced with 'Submit for Approval'.

All references to ACAP will refer to a case in ATMs queue for approval or a case that the ATM has approved.

8.23.4.2 (MM-DD-YYYY)

Procedures for Closing Non-Collection Due Process (CDP) Offers

Revised (3) and (4) as follows:

(3) The 'Printable View' in the ACMS record contains essential taxpayer identification information, resolution reason codes, case closing codes and case routing information.

Note: APS will generate the 'Printable View' during the closing process.

(4) Appropriate letters can be found in the Published Products Catalog or at Offers In Compromise.

8.23.4.3.3 (MM-DD-YYYY)

Counsel Review of Acceptance Recommendation

Revised subsections c and f of (8) and (9) as follows:

(8) c. The ATE will create an Action Record in ACMS. Select 'Action Type' Case Submitted to AC (AC). Select 'Action Subtype' Counsel Review (DC).

f. Upon receipt from Counsel, the ATM will send the signed and dated Form 7249 and the signed acceptance letter to the ATE, who will update ACMS by submitting the case for approval.

(9) If the ATM is not the approving official, the ATM will not sign the acceptance letter after receiving the case back from Counsel. In accordance with IRM 1.2.2.6.1, Delegation Order 5-1 (Rev. 5), To Accept, Reject, Return, Terminate or Acknowledge Withdrawals of Offers in Compromise, the ATM will forward the acceptance documents for review and approval to the appropriate delegated official based on local and Appeals Area Office procedures.

8.23.4.4.1 Closing Documents and Appeals Technical Employee Procedures for Sustaining Offer Rejection

Revised (1), (2), and (7)

(1) Third Note: Obsolete. ACM is required.

(2) The ATE is responsible for verifying the following information on the E-5402 is correct:

- Amount of the outstanding liability
- Amount of the taxpayer's original offer
- Amount of the RCP determined by Appeals

(7) Once all the above documents are complete and assembled, submit the case for approval on ACMS.

Exhibit 8.23.4-1 (MM-DD-YYYY)

Step Chart for Securing AOIC Generated Form 7249 for Collection-sourced OICs and all CDP-OICs

Revised all steps 1-8 as follows:

Step	Action
1.	Create a Support Request for APS to generate Form 7249.
2.	Under "Request Description" list the following: <ul style="list-style-type: none"> a. Offer Number b. Offer Amount c. Original offer or amended offer d. Offer Type (select one): DATC, DATL, DATC-SC, ETA, CDP-DATC, CDP-DATL, CDP-DATC-SC, CDP-ETA e. Offer Terms: <ul style="list-style-type: none"> 1. List Cash or Deferred 2. Attach terms page of Form 656 or Form 656-L f. Collateral Agreement form number and title, if applicable. g. Complete signature lines: <ul style="list-style-type: none"> i. ATE name ii. Approving Official name iii. 2nd level Approving Official name, if applicable h. Reason for acceptance (select one): Collectibility, Liability, Special Circumstances, ETA i. Submit Support Request for assignment
3.	To revise or update an AOIC Form 7249, the ATE will: <ul style="list-style-type: none"> a. Create a 'Support Request' for APS to generate Form 7249. b. Under "Request Description", note this request is to revise AOIC Form 7249 and list the necessary revisions or changes according to Step 2 above. c. Submit 'Support Request' for assignment.

Attachment AP-08-1125-0022 Appeals Case Management System (ACMS) – IRM 8.23.4, Acceptance, Rejection, Withdrawal and Default Procedures for Non-Collection Due Process (CDP) Offers

4.	Upon receipt of the AOIC generated Form 7249 from APS, the ATE will: a. Review the AOIC Form 7249 for completeness, accuracy, and redaction of "in care of" names, and other Personally Identifiable Information (PII), and b. Continue following closing procedures found in IRM 8.23.4.
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