



INDEPENDENT OFFICE  
OF APPEALS

DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, DC 20224

November 25, 2025

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Affected IRMs: 8.27.2

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 updates  
for IRM 8.27.2, Redaction Support

This guidance provides general information about ACMS detailed in IRM 8.27.2, Redaction Support. 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](http://www.irs.gov)

## **Throughout 8.27.2**

- References to Appeals Centralized Database System (ACDS) will be changed to Appeals Case Management System (ACMS)
- References to Service Request to Support Request
- References to Case Activity Record to Case Action Record (CAR)
- References to Work Unit to Appeal Number

### **8.27.2.1.6 (MM-DD-YYYY)**

#### **Terms and Acronyms**

(1) Add Appeals Case Management System (ACMS)

ACMS	Appeals Case Management System
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### **8.27.2.3 (MM-DD-YYYY)**

#### **Scope of Work**

(1) STARS uses a shared support model to provide administrative support to all of Appeals. STARS personnel are a shared resource. Services offered by STARS are requested through the STARS SP request portal site for cases in ACDS. Support requests are made within ACMS for those cases that are assigned and worked in ACMS. Once submitted, the requests are routed throughout the country to facilitate timely processing of the requests. The scope of work covers both local and remote duties.

### **8.27.2.4.1 (MM-DD-YYYY)**

#### **Inventory Management Requirements for STARS Case Redaction**

##### **Specialists and Senior Case Redaction Specialists**

(1) Conduct timely, quality case documentation. Use the STARS SP site to record actions and decisions taken on cases. It is extremely important that casework documentation be clear, accurate, concise, complete, and timely. Record entries the day the action occurs or as soon as practical thereafter. For ACDS cases, upload TFA files to ACDS with the applicable WUNO. For ACMS cases, upload TFA files to the 'Document Tab' in ACMS with the applicable Appeal Number.

### **8.27.2.7.1 (MM-DD-YYYY)**

#### **TFA Request Initial Analysis**

(2) Updated 7. Work Unit Number for ACDS cases and added a new # 8 Appeal Number for ACMS cases and renumbered the remaining items.

(3) Access ACDS and search by WUNO and National Office, as well as open and closed requests. Access ACMS and search by 'Support Request' number.

(5) Save the files for redaction and Letter 6271, Administrative File Report –General/ Letter 6270,Administrative File Report – Password Notification, from ACDS/ACMS to the original folder on the shared drive and do NOT change the name. While saving, the case redaction specialist must verify the original files from ACDS/ACMS are complete and not corrupted.

**8.27.2.7.3 (MM-DD-YYYY)**

**Review and Redacting**

(8) Updated WUNO to Appeal Number for those cases worked in ACMS.

**8.27.2.9 (MM-DD-YYYY)**

**Case Approved for Issuance**

Under (5), (8), and (9), added ACMS (ACDS/ACMS)

Under (8) and (9), the delete document feature may be disabled for redactors. Reach out to your manager or lead for assistance.