# IRM PROCEDURAL UPDATE

**DATE: 10/19/2015**

**NUMBER: WI-03-1015-1544**

**SUBJECT: Returning ID on Cases TAS Designates as Hardship**

**AFFECTED IRM(s)/SUBSECTION(s): 3.21.263**

**CHANGE(s):**

**IRM 3.21.263.4.10(8) added an "Exception" for TAS requests designated "hardship" requesting the return of ID.**

8. The ITIN Functional Liaison should provide a relief/no relief decision on OARs that are properly completed and marked "Expedite Processing" within three workdays of acknowledgement or receipt in the ITIN Operation. The ITIN Functional Liaison should provide a response on all other OARs by the time-frame indicated. If for any reason you are unable to meet these time-frames, you must contact the TAS case advocate listed on the OAR directly to negotiate a completion date. If a mutual agreement is not made, elevate to your manager. See IRM 13.1.19 "TAS Operations Assistance Request (OAR) Process" for more information on TAS OARs.

   **EXCEPTION:   ONLY** for TAS requests identified as "hardship" asking for the return of identification documents (ID), take the following steps:
   - Research and identify the application.
   - Process the Form W-7 application (assign, suspend, or reject).
   - If found, mail the ID by overnight delivery to the applicant's address of record. If TAS provides a more current address, use the new address provided.
   - Write on the TAS referral (OAR if applicable) the date the ID was mailed by overnight delivery.
   - Update the RTS Remarks Screen with the date the ID was mailed by overnight delivery as a TAS hardship case. Record the address used if it is different than the Form W-7 address.
   - If the ID was previously mailed, indicate this in the response to TAS and in the RTS Remarks Screen.

**IRM 3.21.263.5.3.4.2.4(1) added an "Exception" with a hyper link for cases identified by TAS as "hardship" requesting the return of ID.**

1. If you have received original supporting identification documentation with the application, it is to support an entry on Form W-7. After you have completed entering all application information into RTS and the account is assigned, rejected, or suspended for other than questionable ID (S 02) or Form W-2 name mis-match (S 50), you must return all original supporting identification documentation and certified copies from the issuing agency to the applicant.

   **EXCEPTION:   ONLY** for cases identified by TAS as "hardship" requesting the return of ID, see IRM 3.21.263.4.10.

   **NOTE:**  When applicants suspended for S 02 status request (by Form 4442 or correspondence) the return of their supporting ID, review the ID for questionable traits (see IRM 3.21.263.5.3.4.4). Copy both sides of all ID showing information on both sides and return the ID to the applicant. Update the Remarks Screen to show:
   - Actions taken with entries such as *returned driver license and birth certificate per Form 4442*.
   - Whether ID is valid/invalid
   - Any questionable characteristics identified (make entries such as *MX VC has different fonts*, *or no hologram.*)