

## IRM PROCEDURAL UPDATE

**DATE: 02/12/2016**

**NUMBER: WI-21-0216-0326**

**SUBJECT: TDS Access for First-Time Users**

**AFFECTED IRM(s)/SUBSECTION(s): 21.2.3.1.2**

**CHANGE(s):**

**IRM 21.2.3.1.2 Added procedures for new TDS users.**

1. There are several systems IRS assistors must be familiar with in order to provide transcript information to taxpayers. These systems are:
  - **Employee User Portal (EUP)** An e-Services application that allows employees access to IRS data and systems. Multiple services are housed on the EUP platform, including the Transcript Delivery System. See IRM 21.2.1.55, *e-Services*, for additional information. Employees must register for EUP access at [https://eup.eps.irs.gov/eup\\_login](https://eup.eps.irs.gov/eup_login).
  - **Transcript Delivery System (TDS)** A system that is used to electronically request transcripts. TDS offers multiple transcripts with a variety of delivery options. To access TDS, employees must submit an Online 5081 request for **TDUS (ESRV-APPL-TDS)**. In addition, first-time TDS users must also submit an Online 5081 request for **AERA (ESRV-APPL-EFILE)**. This second request is a temporary fix to address TDS SEID authentication issues. Complete log in procedures are available on the TDS web page on Servicewide Electronic Research Program (SERP) under **Accessing TDS**, <http://serp.enterprise.irs.gov/databases/irm-sup.dr/tds/tds.htm>.
  - **Integrated Customer Communications Environment (ICCE)** A platform that contains a suite of telephone interactive applications allowing taxpayers to select an application to resolve tax account issues, obtain tax information, or direct themselves to the appropriate source for assistance. Interactive Voice Response (IVR) is one such telephone application which permits taxpayers to request a tax account transcript, a tax return transcript, or a Form 4506-T, *Request for Transcript of Tax Return*.
  - **Integrated Automation Technologies (IAT)** A system that features multiple tools which interact with Integrated Data Retrieval System (IDRS). One such tool, Quick Command Code (QCC), allows the user to quickly access, grab, sanitize, and print account data for external use. The IAT QCC Tool is recommended over other methods because of the efficiency to generate the print and appearance of the final product. The IAT website is located at <http://iat.web.irs.gov/>.