

IRM PROCEDURAL UPDATE

DATE: 04/13/2016

NUMBER: WI-21-0416-0728

SUBJECT: Balance Due

AFFECTED IRM(s)/SUBSECTION(s): 21.2.3.5.7

CHANGE(s):

IRM 21.2.3.5.7 Removed the sentence about balance due accounts generally not posting to Master File before cycle 20.

1. Special circumstances may exist on IDRS that restrict the issuance of a transcript or require additional actions after requesting the transcript. For example:
 - Criminal Investigation. Refer to IRM 21.5.6.4.52, *-Z Freeze*, and IRM 21.5.6.4.51, *Z- Freeze*, for specific directions when -Z or Z- freeze codes are present on the account.
 - Taxpayer Protection Program (TPP). Refer to IRM 21.5.6.4.35.3, *-R Freeze Modules With Integrity & Verification Operation (IVO) or Taxpayer Protection Program (TPP) Involvement*, for accounts with a -R freeze code present.
 - Identity Theft. If the IAT Disclosure tool or the taxpayer indicates identity theft, follow the procedures in IRM 21.2.3.5.8, *Transcripts and Identity Theft*.
2. Requests for prints of IDRS data should not be honored if the information is available using TDS. Encourage the taxpayer to accept the TDS transcript instead. If the information is not available on TDS, or the taxpayer insists on an IDRS print, refer to IRM 21.2.3.5.9.5, *Internal IDRS Transcript Processing*.
3. Occasionally, factors on the account prevent certain transcript requests from fully processing and thus require that an alternate transcript to TDS be provided.

EXAMPLE: A taxpayer filed a return that does not match the entity filing requirement, e.g., taxpayer files Form 1120-S, *U.S. Income Tax Return for an S Corporation*, but the requirement is Form 1120, *U.S. Corporation Income Tax Return*. Research CFOL Express for a list of command codes used to generate an alternate transcript.

4. Return Request and Display (RRD) is a sub-system of Modernized e-File (MeF) which is an internal system that stores electronically filed return

information. Printout requests cannot be honored because they may not contain posted return information.

- Offer to provide copies of a return transcript if the return has posted.
 - If the return has not posted, advise the taxpayer to contact us after the processing timeframe has passed. Refer to the processing timeframe chart in IRM 21.4.1.3(2), *Refund Inquiry Response Procedures*.
 - If the taxpayer requests a photocopy of his/her return, advise to file a Form 4506, *Request for Copy of Tax Return*, and enclose the fee.
5. TDS cannot be used to provide a tax return transcript until the return is available on Master File.
- If the taxpayer requests a tax return transcript before the return has updated to Master File, provide the applicable timeframes and advise the taxpayer to contact IRS after this timeframe has elapsed, see IRM 21.4.1.3(2), *Refund Inquiry Response Procedures*.
 - If the taxpayer has an immediate need, research CC TRDBV to determine if the return has been transcribed. If available, provide a CC TRDBV printout using the IAT QCC Tool to access, grab, sanitize, and print. If information is not available on CC TRDBV, and appropriate processing timeframes have elapsed, follow IRM 21.4.1.3.1.1, *Return Not Found*.
6. If the taxpayer requests a verification of non-filing letter before June 15th, encourage the taxpayer to contact IRS after June 15. If the taxpayer has an immediate need, then issue the letter using TDS.

NOTE: June 15 is derived from the paper processing timeframe of 6-8 weeks based on the return being submitted April 15.

7. Wage and income information is not available in TDS until late March for the current processing year. A wage and income transcript requested prior to that time will display a message of “No record of return filed.” Encourage the taxpayer to contact IRS starting in April. If the taxpayer has an immediate need, then provide CC IRPTR.

REMINDER: Complete income information may not be available until all of the earnings are reported, usually by July of the following year.

8. When a student has filed an amended return and requests a transcript to complete an application for financial aid, see IRM 21.3.13.4, *Amended Returns*.
9. IRS follows laws which dictate the length of time records need to be retained. Taxpayers requesting transcripts for years which are no longer available can complete Form 4506, *Request for Copy of Tax Return*, if a copy of their tax return will meet their needs. IRS refunds the fee if unable to retrieve the tax return requested. IMF taxpayers can also contact the Social Security

Administration per IRM 3.5.20.3.7.1, *Procedures for Form W-2 Tax Information*.

10. If the taxpayer requests a date stamp on a transcript, explain that the IRS does not date stamp any transcript, including a TRDBV or a TDS Letter 3538. The presence of a date stamp does not change the validity of a transcript. Information for mortgage companies related to date stamping can be found in Issue Management Resolution System(IMRS) Issue 13-0001826 – Alternative Transcripts.