

IRM PROCEDURAL UPDATE

DATE: 05/07/2015

NUMBER: WI-21-0515-0825

SUBJECT: Informal Claims; E-filing Limitation; TAS; Time Frame

AFFECTED IRM(s)/SUBSECTION(s): 21.4.1

CHANGE(s):

IRM 21.4.1.3(10) - Added a note regarding informal claims.

10. When responding to a paper refund request, if there is no record of a return after researching, see IRM 21.4.1.3.1, *Locating the Taxpayer's Return*. Contact the taxpayer to request additional information.

NOTE: Consider the possibility that the taxpayer has made an informal request for a refund. See IRM 21.5.1, *General Claims Procedures*, for information and guidance.

IRM 21.4.1.3.1.1(1) Table - Current and prior year e-filed return limitation.

1. Review the following table to determine the required action. See IRM 21.4.1.3(2), *Refund Inquiry Response Procedur*, for normal processing time frames.

| If maximum normal processing time is: | Then |
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| Not met. | 1. Advise the taxpayer of the normal processing time, and to visit Where's My Refund at irs.gov, or from the IRS2Go (English and) phone application from a smart phone, for current refund information if the refund is not received within the time frame provided. Where's My Refund can inform the taxpayer if the IRS received the original return, and the projected date of the refund. DO NOT offer the toll free refund hot line, 1-800-829-1954, as an option unless the taxpayer states they do not have a |

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| | <p>computer, or do not have internet access. Remember, Where's My refund cannot provide any information on Form 1040X, <i>Amended U.S. Individual Income Tax Return</i>.</p> |
| <p>Met but no record of a paper return or a Form 1040X</p> | <ol style="list-style-type: none"> 1. Advise taxpayer to refile, attach all appropriate forms such as schedules, forms, and copies of Form W-2. 2. Advise taxpayer to sign the return (both taxpayers must sign if joint return). 3. Advise taxpayer to immediately file this new return. <p>NOTE: DO NOT advise taxpayer to write duplicate or copy on the top of the return.</p> |
| <p>Met but no record that the paper return or the Form 1040X was processed but the tax module indicates one was received. For example, TC 971 AC 010.</p> | <ol style="list-style-type: none"> 1. Advise taxpayer to refile, attach all appropriate forms such as schedules, forms, and copies of Form W-2. 2. Advise taxpayer to sign the return (both taxpayers must sign if joint return). 3. Advise taxpayer to immediately file this new return. <p>NOTE: DO NOT advise taxpayer to write duplicate or copy on the top of the return.</p> |
| <p>Met but no record of e-file return</p> | <p>See IRM 21.2.1.22, <i>Modernized e-File (MeF/TRDB)</i>, and IRM 3.42.5.16.6, <i>Forms for 1040 Modernized e-File (MeF)</i>, for limitations on e-filed current and prior year returns.</p> |

IRM 21.4.1.3.1.2(2) Table - Added TAS guidance.

2. If module shows the original return went unpostable during processing, determine:

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| Unpostable condition has been corrected | <ul style="list-style-type: none"> • Advise taxpayer to allow 9 weeks from the closing date for processing. • Advise the taxpayer not to call back before the 9 weeks have passed as no additional information will be available. |
| Unpostable condition has NOT been corrected | Use CC "UPCASZ" to notify the unpostable function of correction needed. See IRM 21.5.5.3.3, <i>Responding to Taxpayer Inquiries on an Open Unpostable</i> , for further guidance. |
| Unpostable condition is/was UPC 126 RC 0 (Unpostable is open or closed) | See IRM 25.25.6.6, <i>Non TPP Telephone Assistors Response to Taxpayers</i> . TAC assistors should see IRM 21.3.4.30.1(3), <i>Tax Return Related Identity Theft Issues</i> , for guidance. |
| The UPC 147 RC 0 or UPC 147 RC 1 is closed, the return has posted to MFT 32 (TC 971 AC 111 present on MFT 30), and TC 971 AC 506 with "WI SP UPC 147" is in the MISC field on CC ENMOD and CC IMFOLE. | <ul style="list-style-type: none"> • Non-TPP assistors should perform additional authentication per IRM 21.1.3.2.4, <i>Additional Taxpayer Authentication</i>. • If the caller passes additional authentication, send Form 4442 to the SPIDT team at the site of the closed unpostable. • See IRM 3.28.4.5.10(3), <i>Review of Deleted Returns</i>, for routing based on the DLN of the return. • Include authentication results in AMS. • Advise the taxpayer they should receive further information or their refund within 6 weeks from the initiation of the Form 4442. • Advise them not to call back before 6 weeks as no information will be available. • If the taxpayer contacts us after the 6 weeks, issue another Form 4442 as above and advise the taxpayer to wait an additional 6 weeks for further information or resolution. <p style="text-align: right;">NOTE: If you determine that</p> |

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| | <p>the processing delay is causing the taxpayer a financial hardship, follow the procedures in IRM 21.1.3.18, <i>Taxpayer Advocate Service (TAS) Guidelines</i>.</p> <ul style="list-style-type: none"> • If the caller cannot authenticate, direct them to a TAC for assistance. After authenticating, TAC assistors should then follow the guidance above. |
| <p>Unpostable condition is UPC 147 RC 0/1 and URC D (deleted) condition shows on CC TRDBV as "GUF VOIDED/DELETED"</p> | <p>Submission Processing Identity Theft (SPIDT) has deleted the return:</p> <ul style="list-style-type: none"> • Non-TPP assistors should perform additional authentication per IRM 21.1.3.2.4, <i>Additional Taxpayer Authentication</i>. If the caller passes, follow the guidance in IRM 3.28.4.5.10, <i>Review of Deleted Returns</i>. • Advise the taxpayer to allow the normal processing time frames shown in IRM 21.4.1.3, <i>Refund Inquiry Response Procedures</i>. <p>NOTE: Taxpayers inquiring about an account with an indication of "SPIDT STILL BAD" on CC TXMOD or AMS should be advised to submit their correct, signed paper return with all supporting documentation to the fax number/address shown in 3.28.4.5.10(3), <i>Review of Deleted Returns</i>. Normal processing time frames apply to the newly submitted return.</p> <ul style="list-style-type: none"> • If the caller cannot authenticate, direct them to a TAC for assistance. After authenticating, TAC assistors should then |

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| | follow the guidance above. |
| Unpostable condition is UPC 147 RC 4 with Special Processing Code (SPC) 9. SPC 9 is displayed on CC TRDBV. Select "GUF VOIDED-DELETED" and then "CODES." | This is an indication of a return attempting to post on a deceased taxpayer account. Cases should be worked the same as accounts with TC 971 AC 524. See IRM 21.6.6.3.21.3, <i>CP 01H Decedent Account Responses</i> , for guidance. |
| Unpostable condition is UPC 147 RC 6 or UPC 147 RC 7 and the unpostable is open. | <p>This is an indication of IVO involvement:</p> <ul style="list-style-type: none"> • Follow the time frames in IRM 21.5.5.3.3, <i>Responding to Taxpayer Inquiries on an Open Unpostable</i>. • If the time frames in IRM 21.5.5.3.3 have expired, perform additional authentication per IRM 21.1.3.2.4, <i>Additional Taxpayer Authentication</i>, and if the caller passes, prepare e-Form 4442 to IVO. • Select category "RICS IVO UP 147 RC 6/7". • Include authentication results in AMS. • Advise the taxpayer they should receive further information or their refund within 6 weeks from the initiation of the e-4442. • Advise them not to call back before 6 weeks as no information will be available. • If the taxpayer contacts us after the 6 weeks, issue another e-4442 as above and advise the taxpayer to wait an additional 6 weeks for further information or resolution. <p>NOTE: If you determine that the processing delay is causing the taxpayer a financial hardship, follow the procedures in IRM 21.1.3.18, <i>Taxpayer Advocate Service (TAS)</i></p> |

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| | <p style="text-align: center;"><i>Guidelines</i></p> <ul style="list-style-type: none"> • If the caller cannot authenticate, direct them to a TAC for assistance. After authenticating, TAC assistors should then follow the guidance above. |
| <p>The UPC 147 RC 6 or UPC 147 RC 7 is closed and the return was posted to MFT 32 (TC 971 AC 111 present on MFT 30) or was deleted (CC TRDBV shows "GUF VOIDED/DELETED")</p> | <ul style="list-style-type: none"> • Perform additional authentication per IRM 21.1.3.2.4, <i>Additional Taxpayer Authentication</i>. • If the caller passes, and it was an e-filed return, prepare e-Form 4442 to IVO using category "RICS IVO UP 147 RC 6/7." • If a paper return, see IRM 21.4.1.3.1.1, <i>Return Not Found</i>, for further guidance. Follow the instructions in the (2) Table for paper returns. • Include authentication results in AMS. • Advise the taxpayer they should receive further information or their refund within 6 weeks from the initiation of the e-4442. • Advise them not to call back before 6 weeks as no information will be available. • If the taxpayer contacts us after the 6 weeks, issue another e-4442 as above and advise the taxpayer to wait an additional 6 weeks for further information or resolution. <p style="text-align: center;">NOTE: If you determine that the processing delay is causing the taxpayer a financial hardship, follow the procedures in IRM 21.1.3.18, <i>Taxpayer Advocate Service (TAS) Guidelines</i></p> <ul style="list-style-type: none"> • If the caller cannot authenticate, direct them to a TAC for assistance. After authenticating, |

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| | TAC assistors should then follow the guidance above. |
| Unpostable condition is UPC 147 RC 8 and CC ENMOD shows an unreversed TC 971 AC 506 with a MISC field of CI OTHER, CI RC OMM or WI IVO (formerly AMTAP) OMM. | <ul style="list-style-type: none"> • If a paper return, see IRM 21.4.1.3.1.1, <i>Return Not Found</i>, for further guidance. • If an e-filed return, IVO will secure the return. Prepare e-4442 using category "RICS IVO UP 147 RC 8". • Advise the taxpayer they should receive the refund or correspondence in 8 weeks. • Inform the taxpayer not to call before the 8 weeks have passed as we will not have any information until then. • If the taxpayer contacts us after the 8 weeks issue another e-4442 as above and advise the taxpayer to wait an additional 8 weeks for further information or resolution. <p>NOTE: If you determine that the processing delay is causing the taxpayer a financial hardship, follow the procedures in IRM 21.1.3.18, <i>Taxpayer Advocate Service (TAS) Guidelines</i></p> |

NOTE: CC TRDBV will have the information for identifying which unpostable and reason code was used on the original return if the unpostable has fallen off of IDRS.

NOTE: See IRM 21.5.5, *Unpostables*, and IRM 3.12.179, *Individual Master File (IMF) Unpostable Resolution*, for complete instructions.

IRM 21.4.1.3.1.2.4(1) Table - Changed "normal processing" to 8 weeks from the RJ 150 cycle date, and changed 4 weeks to 6 weeks.

1. Review the CC ERINV screen for the status codes. The following provides some of the most common ERS status codes and their time frames. Advise the taxpayer of the correct time frames via telephone or "C" letter. For

additional codes and time frames, see Exhibit 21.4.1-1, *Error Resolution System (ERS) STATUS CODES*, or Exhibit 21.4.1-2, *Error Resolution System (ERS) Action Codes (For use by ERS/Reject Unit)*.

NOTE: For any ERS Status Code not specifically noted below, allow 8 weeks from the RJ 150 cycle date to pass before submitting a Form 4442, *Inquiry Referral*, to ERS. If the original return was processed in Andover, refer to Cincinnati; if the original return was processed in Philadelphia, refer to Ogden.

| If the Status Code is | And | Then |
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| 100 | It is an unworked error record that is usually a simple problem that is corrected in three to four days. | <ol style="list-style-type: none"> 1. Advise taxpayer to allow normal processing time and to visit Where's My Refund at irs.gov, or from the IRS2Go phone application from a smart phone, for current information. Where's My Refund can inform the taxpayer of the projected date of the refund. Also advise the taxpayer not to call before the normal processing time frames have passed as no additional information will be available. 2. If problem is not resolved, taxpayer will receive a letter during normal processing time explaining any additional requirements. |
| 221/224 | <p>The taxpayer received correspondence. The case is in unworkable suspense and waiting for the taxpayer's response. The case will remain in suspense for 40 workdays.</p> <p>NOTE: Taxpayers will be contacted via Letter 12C, <i>Individual Return</i></p> | <ol style="list-style-type: none"> 1. Advise taxpayer to provide requested information; AND 2. Advise them of the 6 week normal processing time frame. This time frame would begin from the time the taxpayer responded to the information request. |

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| | <p><i>Incomplete for Processing: Form 1040, Form 1040A and 1040EZ. CC ENMOD will display the selective paragraphs input on these letters except for selective paragraph "i" which is used for a narrative fill-in.</i></p> | |
| <p>221/224</p> | <p>The taxpayer did not receive correspondence.</p> | <ol style="list-style-type: none"> 1. Check CC ENMOD to determine if a letter was prepared. If a letter was prepared, and it has been 14 days or less from this date, inform the taxpayer he/she will receive a letter within the next 2 weeks. Do not prepare Form 4442, <i>Inquiry Referral</i>, until more than 14 days have passed from letter preparation. If the address has changed, see (5) below. 2. If a letter was prepared more than 14 days ago, prepare Form 4442, <i>Inquiry Referral</i>, and fax to ERS/Rejects. Advise taxpayer to expect a letter within three weeks. 3. If CC ENMOD indicates no letter was sent, and CC ERINV shows the remaining days in suspense is greater than 30 days, DO NOT prepare a Form 4442, <i>Inquiry Referral</i>. Inform the taxpayer they will receive a letter within the next 2 weeks. If the address has changed, see (5) below. 4. If CC ENMOD indicates no letter was sent, and CC ERINV shows the |

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| | | <p>remaining days in suspense to be 30 days or less, prepare Form 4442, <i>Inquiry Referral</i>, and fax to the appropriate ERS/Reject Unit. Advise taxpayer to expect a letter within three weeks.</p> <p>5. Verify taxpayer's address. If it is a different address than the one on the original tax return, indicate the new address on Form 4442, <i>Inquiry Referral</i>. In this instance, prepare and send the Form 4442 immediately. See IRM 3.13.5.28, <i>Address Changes from Oral Statements/Telephone Contact</i>, for oral statement authority information. If the taxpayer does not meet oral statement authority for the address change, advise the taxpayer to obtain Form 8822, <i>Change of Address</i>, per IRM 21.3.6.4.1, <i>Ordering Forms and Publications</i>, and mail the form to the center where they filed their return. If the taxpayer filed electronically, provide the IRS address based on which state they would have sent a paper return.</p> |
| <p>If the Status Code is:</p> | <p>And</p> | <p>Then</p> |
| <p>321/324</p> | <p>No reply has been received</p> | <p>1. Reject Unit will work the case without the requested information.</p> <p>2. It should be worked in 10 business days.</p> <p>3. Advise taxpayer if they do not</p> |

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| | | receive correspondence or the refund in four weeks to contact us again. |
| 421/424 | Correspondence has been received. | Cases should be worked in 10 business days. Advise the taxpayer they should receive a refund within four weeks. |

IRM 21.4.1.3.1.2.4(5) - Added a link to IRM 21.5.5.3.4 for guidance on closed ERS/Rejects cases.

5. If the case is closed in ERS, see IRM 21.5.5.3.4, Responding to Taxpayer Inquiries on a Closed Unpostable, for guidance.