

IRM PROCEDURAL UPDATE

DATE: 04/01/2026

NUMBER: ts-21-0426-0387

SUBJECT: Various Freeze Code Updates

AFFECTED IRM(s)/SUBSECTION(s): 21.5.6

CHANGE(s):

IRM 21.5.6.4.4(5) Updated verbiage concerning clerical controls. Change made for IRM clarification.

(5) If there are no other open controls, or if the only other open control is category STEX, **paper assistors** resolve the -B Freeze:

Row Number	IF	THEN
1	Return is received more than 3 years after the extended due date	Prepaid credits are not refundable. Transfer the non-refundable credit to Excess Collection File and send a Letter 105C (106C if there will be a partial refund) to the taxpayer. Refer to IRM 25.6.1.11.2.2.19(5), STEX Transcripts (-B), for more information. Note: Any non-prepaid credits received in the 3 years (plus applicable extensions) before the filing date of the claim may still be eligible for refund. Review IRM 25.6.1.10.3.3.2.1, Three-year Rule, and IRM 25.6.1.10.3.3.2.2, Two-year Rule, for more information. Follow procedures in IRM 25.6.1.11.2.2.19(7), STEX Transcripts (-B).
2	Return is timely filed	Input a TC 820 and TC 700 for zero with Command Code (CC) ADD24 to allow the overpayment to refund to the taxpayer. Refer to IRM 25.6.1.11.2.2.19 (6), STEX Transcripts (-B), for more information.
3	Return is not timely filed	<ul style="list-style-type: none">• For returns filed by paper: If the received date is after the RSED, but within 7 days of the RSED:<ol style="list-style-type: none">1. Search the document for a postmark date.2. If the postmark is timely, proceed with processing the claim.

		<p>3. If the postmark is not timely, prepaid credits are not refundable. Determine if any credits are refundable.</p> <p>4. If none of the credit on the module is refundable, transfer the non-refundable credits to the Excess Collection File (XSF) and send a Letter 105C to the taxpayer. Refer to IRM 25.6.1.11.2.2.19(5), STEX Transcripts (-B), for more information. If some of the credit is refundable and some is not refundable, follow procedures in IRM 25.6.1.11.2.2.19(7), STEX Transcripts (-B).</p> <ul style="list-style-type: none"> For electronic returns, or for paper returns received 8 days or later after either the RSED shown on IDRS or the RSED for non-prepaid credits (not displayed on IDRS): If none of the credit on the module is refundable, transfer the non-refundable credits to the Excess Collection File (XSF) and send a Letter 105C to the taxpayer. Refer to IRM 25.6.1.11.2.2.19(5), STEX Transcripts (-B), for more information. If some of the credit is refundable and some is not refundable, follow procedures in IRM 25.6.1.11.2.2.19(7),STEX Transcripts (-B) .
--	--	--

IRM 21.5.6.4.9.1(4) Updated paragraph selection for Letter 6167C. Change made due to content changes to Letter 6167C

(4) The taxpayer's identity **must** be authenticated before any action can be taken on the MFT 30 account. Take the following actions if a Form 1040 series return or Form 1040-X is received:

Exception:

ROW NUMBER	IF	AND	THEN
1	AMS notes indicate TP has already authenticated	No actions were taken to post the tax return, and there is an unresolved UP 126 RC 0.	1. Refer a Form 4442/e-4442, Inquiry Referral, to TPP using Category "RIVO TPP", to complete the necessary actions on the account.

		<p>Note: If the only issue present is an unreversed TPP marker, do not refer to RIVO. Process following normal procedures.</p>	<p>2. Suspend your case for 60 days.</p>
2	<p>CC ENMOD shows TC 971 AC 506 MISC>WI AM OTHER or WI PRP OTHER1.</p> <p>Note: If the taxpayer claimed ID theft through online ID Verify, there will not be AMS notes indicating they claimed identity theft online.</p>	<p>MFT 32 is present and the DLN of the 971 AC 111 does not contain 88888.</p>	<p>Process the Form 1040/1040-X as original.</p>
3	<p>AMS notes indicate the taxpayer was authenticated and did not claim ID theft</p>	<p>MFT 32 is present and the DLN of the TC 971 AC 111 does contain 88888, or TRDBV shows return voided/deleted.</p>	<ol style="list-style-type: none"> 1. Research to determine whether the TC 976 DLN on MFT 32 matches the DLN of the TC 971 AC 124 MISC field on MFT 30. 2. Match Column A of the amended return with the CC TRDBV return information. 3. If the return information matches, it is for the current or immediate prior year and it is before cycle 47 of the current processing year: <ul style="list-style-type: none"> ○ If trained on TPP, reverse MFT 32 following procedures in IRM 25.25.6.7.1,

			<p>Taxpayer Protection Program (TPP) Assistors, Taxpayer Assistance Center (TAC) Assistors, and Identity Theft Victims Assistance (IDTVA) Assistors MFT 32 Reversal Criteria & Procedures.</p> <ul style="list-style-type: none"> ○ If not trained in TPP, send a Form 4442/e4442, Inquiry Referral, to RIVO. Use the referral category "RIVO - TPP". Include an explanation in the remarks about the authentication of the taxpayer and specify the DLN of the taxpayer's return to be sent for processing. <p>4. If the return information matches, and it is for the current year or immediate prior year tax return, and on or after cycle 47 of the current processing year, or for any other prior year tax return, process the Form 1040/1040-X as original.</p> <p>5. If return information does not match, and you cannot decide, reissue TPP letter following guidance in paragraph 4a and 4b below.</p>
4	More than 60 days since referral	TPP issue not resolved (e.g., UP	Elevate the case to your P&A staff for coordination with RIVO.

		126 RC 0 remains unresolved)	
5	The CII case includes a response to one of the above authentication request letters as outlined in IRM 25.25.6.2.2.1, Documentation Received	N/A	Route the case to the Return Integrity Verification Operations (RIVO) at STOP 6579 AUSC.

Note: Before re-issuing letters, ensure appropriate time frames have been met. See IRM 25.25.6.6.2(3), Procedures for when the Caller Has Not Received or Lost the Taxpayer Protection Program (TPP) Letter, for appropriate time frames.

- a. Prepare Letter 288C, Interim Reply; Adjustment Request Considered, using an "*" to replace the taxpayer's TIN.

Use the following information in the open paragraph:

"We are unable to process your request because you did not respond to the authentication letter we previously sent. Once verified, your original return will be processed, and we can process your inquiry."

Note: Send the Letter 288C to the address on the information provided by the taxpayer.

- b. Re-issue the proper authentication letter to the taxpayer based on the TPP letter marker. If a TPP letter marker is not present, re-issue Letter 4883C. Letter 6330C and Letter 6331C cannot be reissued; issue Letter 4883C in place of Letter 6330C, and issue Letter 5071C in place of Letter 6331C.

Note: Send the TPP letter to the address on the information provided by the taxpayer. If no address, use the address on CC ENMOD.

Caution: The TPP letter may be reissued once to the name and address on the return in question. Do not reissue the TPP letter a second time. Look for a letter history or history item on CC ENMOD XXXXC Sent, or a CC TXMOD or IMFOLE marker TC 971 AC 123 MISC XXXXC Sent. If it has been issued twice on the same tax period, and if the taxpayer's authentication has still not been verified, issue a Letter 6167C, Identity Authentication Incomplete, and use paragraph "D," with a return address code of "TP." Use an asterisk * to replace the taxpayer's TIN. Also issue the Letter 288C, per (a) above.

- Letter 4883C, refer to Exhibit 25.25.6-2, Manually Issuing the Letter 4883C/SP, Potential Identity Theft during Original Processing.
- Letter 5071C, refer to Exhibit 25.25.6-5, Manually Issuing the Letter 5071C/SP, Potential Identity Theft during Original Processing with Online Option.
- Letter 5447C, refer to Exhibit 25.25.6-3, Manually Issuing the Letter 5447C/SP, Potential Identity Theft during Original Processing, Foreign Address.
- Letter 5747C, refer to Exhibit 25.25.6-4, Manually Issuing the Letter 5747C/SP, Potential Identity Theft during Original Processing - TAC AUTH ONLY.

IRM 21.5.6.4.10.2 Added paper procedures for accounts with a TC 810 RC 6. Change made for processing efficiency.

(1) Transaction Code (TC) 810 Responsibility Code (RC) 6 is a preventative freeze on IMF accounts with Entity Fabrication (EF)/Suspicious Identity and Records Protection (IRP) Review. -E freeze procedures take precedence over other Return Integrity Verification Operations (RIVO) freezes.

(2) Follow procedures below when answering phone calls:

ROW NUMBER	IF	AND	THEN
1	It has been 180 days or less since the date of the TC 810 RC 6	N/A	Advise the taxpayer the return is being reviewed. A notice may be sent to request additional information to support income/withholding. Encourage the taxpayer to review their return, and if a correction is needed, file an amended return. Advise the taxpayer to allow 180 days from the date of the TC 810 RC 6.
2	A notice/letter (CP05A, 105C, 3219C, 4464C, or 4800C) has been issued	Taxpayer has not responded to the notice/letter	Advise the taxpayer to respond to the notice/letter and provide any requested information. Advise the taxpayer to allow 60 days for a response.
3	A notice/letter (CP05A, 105C, 3219C,	Taxpayer has responded to the notice/letter	If 60 days has expired with no subsequent contact, prepare a Form 4442/e-4442 to RIVO using category

	4464C, or 4800C) has been issued		"RIVO - Complex Issue not ID Theft". Advise the taxpayer to allow 90 days for a response.
4	It has been more than 180 days since the date of the TC 810 RC 6	A notice/letter (CP05A, 105C, 3219C, 4464C, or 4800C) has not been issued	Prepare a Form 4442/e-4442 to RIVO using category "RIVO - Complex Issue not ID Theft". You must include "Refund Issue – 180 day expired – no letter" in the Remarks field of the referral. Advise the taxpayer to allow 90 days for a response.
5	Taxpayer calls about the status of their amended return	Adjustment has been input but TC 810 RC 6 has not been released AND there is an open control as outlined in paragraph (3) below	Advise the taxpayer to allow 45 days for their refund.
6	Taxpayer calls about the status of their amended return	Adjustment has been input but TC 810 RC 6 has not been released AND the control to RIVO was closed with Activity Code "MEETS_CRIT"	Open a control base based on presence of ID theft markers. See IRM 25.23.2.4.1, Tracking and Reporting Identity Theft Cases - IMF Identity Theft Indicators. If no ID theft markers present, open control base C#,NIDTRC62ND,A,MISC*,1483166666. If ID theft markers present, open control base C#,IDTRC62ND,A,MISC*,1483166666.

(3) Follow the procedures below when working paper cases:

Note: RIVO will release the -E freeze if the case meet release criteria.

#

	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		<ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED]	
		[REDACTED]	

Caution: If the case does not meet criteria above, RIVO will reject the case to the originator with an "ERRORBASE". Do not contact RIVO or reopen case controls.

IRM 21.5.6.4.10.3 Added paper procedures for accounts with a TC 810 RC 7. Change made for processing efficiency.

(1) Transaction Code (TC) 810 Responsibility Code (RC) 7 is a Return Integrity and Compliance Services (RICS) Preventative Refund Freeze on IMF accounts. -E freeze procedures take precedence over other Return Integrity Verification Operations (RIVO) freezes.

(2) Follow the procedures below when answering phone calls:

ROW NUMBER	IF	AND	THEN
1	It has been 180 days or less since the date of the TC 810 RC 7	N/A	Advise the taxpayer the return is being reviewed. A notice may be sent to request additional information to support income/withholding. Encourage the taxpayer to review their return, and if a correction is needed, file an amended return. Advise the taxpayer to allow 180 days from the date of the TC 810 RC 7.
2	A notice/letter (CP05A, 105C, 3219C, 4464C, or 4800C) has been issued	Taxpayer has not responded to the notice/letter	Advise the taxpayer to respond to the notice/letter and provide any requested information. Advise the taxpayer to allow 60 days for a response.
3	A notice/letter (CP05A, 105C, 3219C, 4464C, or 4800C) has been issued	Taxpayer has responded to the notice/letter	If 60 days has expired with no subsequent contact, prepare a Form 4442/e-4442 to RIVO using category "RIVO - Complex Issue not ID Theft". Advise the taxpayer to allow 90 days for a response.
4	It has been more than 180 days since the	A notice/letter (CP05A, 105C, 3219C, 4464C, or	Prepare a Form 4442/e-4442 to RIVO using category "RIVO - Complex Issue not ID Theft". You must include "Refund Issue – 180 day expired – no letter" in

			[REDACTED]
#	[REDACTED]	[REDACTED]	[REDACTED]
#	[REDACTED]	[REDACTED]	[REDACTED]

		<p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED] <p>[REDACTED]</p>	<p>[REDACTED]</p>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--	--	--	--

#

Caution: If the case does not meet criteria above, RIVO will reject the case to the originator with an "ERRORBASE". Do not contact RIVO or reopen case controls.

IRM 21.5.6.4.30 Added link to Disaster Office web page. Change made due to technology update.

(1) The -O (Disaster Indicator) freeze is input systemically by Information Technology Services (IT) at the request of the Disaster Program Office. IRS personnel can input a disaster freeze on a case by case basis for taxpayers who qualify for -O disaster tax relief but did not receive the freeze on their account. The -O freeze:

- Allows for special penalty and interest calculations;
- Suppresses some Master File and IDRS notices;
- Does not freeze the module from refunding;
- May be systemically set on identified taxpayer accounts in federally declared disaster areas; and,
- Is released when the current date is beyond the secondary date (disaster ending date) of the Transaction Code (TC) 971 Action Code (AC) 087.

Reminder: Taxpayers no longer self-identify for disaster relief by writing a disaster designation in red at the top of their tax return.

When performing account research, the -O freeze is seen on Command Code (CC) ENMOD, CC IMFOLE or CC BMFOLE.

(2) When the Internal Revenue Service decides to extend tax relief to taxpayers affected by a disaster, a notice is issued to the public outlining the relief that is being granted. The notice advises those taxpayers who reside outside the declared area but whose records, principal place of business, or accountant were inside the declared area to call the Disaster Hotline to self-identify. A chronological list, by FEMA number, of all the disaster declarations can be accessed to research the relief provided by the disaster office at Disaster Program Office. Employees should research the Declarations and Memos Library and/or the Archived Declarations and Memos Library to validate the covered FEMA disaster area.

(3) If you receive a call from a tax professional who is in a covered disaster area and maintains records for several taxpayers located outside the disaster area, inform the tax professional to:

- Call the Special Service line 866-562-5227 for up to 9 clients
- Prepare an excel spreadsheet for 10 or more taxpayers and mail it to:

Internal Revenue Service
 Planning & Analysis Staff
 4800 Buford Highway
 Stop 96C
 Chamblee, GA 30341

- Refer the tax professional to the IRS website Tax-Professionals/Bulk-Requests-from-Practitioners-for-Disaster-Relief, for more information on completing the spreadsheet.

(4) If a tax professional calls for a single taxpayer account, third-party telephone contact requires IRS assistors to authenticate a tax professional's authorized relationship to act on behalf of a taxpayer through Power of Attorney. The Centralized Authorization File (CAF) must have the POA before the relief is added to a taxpayer's account, or the tax professional may ask the assistor if a POA may be faxed for processing. Refer to IRM 21.3.10.3, Authentication and Disclosure Guidelines, for more information.

(5) If a taxpayer calls who resides inside the federally declared disaster area, without a ZIP Code found on ICCE, they can provide the name of their county, and self-identify if their county is found on the Disaster Declaration for their state. If a taxpayer calls who resides outside the federally declared disaster area but whose records, principal place of business, or accountant/preparer were inside the federally declared disaster area, take the following steps:

- Authenticate the taxpayer;
- Request the ZIP Code and the county of the area where they reside, or where their records, principal place of business, or accountant/preparer is located;
- Refer to the Disaster Program Office to validate the covered disaster area using the ZIP Code and/or county obtained from the caller;

Note: A list of the designated counties can be found on the Zip Code Listing link.

- Locate the state in which the disaster occurred. Using the ZIP Code and/or county the caller provided, research the S and O freeze columns to determine which freeze to input;
- If the ZIP Code and/or county is located under the -S freeze, refer to IRM 21.5.6.4.37, -S Freeze, to input, the TC 971 AC 688 and additional information; and,
- If the ZIP Code and/or county is located under the -O freeze, input the TC 971 AC 087.

(6) For input of the TC 971 AC 087:

- Use CC ENMOD of the affected taxpayers account;
- Input CC REQ77;
- Line 2, literal "TC" enter 971;
- Line 3, literal, "TRANS DATE" input the disaster relief period start date;
- Line 7, literal, "SECONDARY DT" input disaster relief period end date;
- Line 8, literal "TC971/151-CD" input 087; and,
- Line 8, "FEMA-NUM" input the proper declaration number (i.e., FEMA-4062)

(7) For more disaster related information refer to:

- IRM 25.16.1.2, Federal Disaster Declaration Process, for disaster and emergency relief information on administrative guidance and cross-functional operating procedures
- IRM 20.1.2.2.2.2, Federal Disaster Area - IRC 7508A, and IRM 20.2.7.13, IRC 7508A, Authority to postpone certain deadlines by reasons of Federally declared disaster, significant fire, or terroristic or military actions.
- IRM 25.16.1.7.2, -O Freeze
- IRM 21.5.3.4, General Claims Procedures, for expedited processing of disaster claims

IRM 21.5.6.4.31(1) Added DLN information for rejected direct deposits. Changes made due to programming updates.

(1) The P- Freeze (Refund Repayment, Cancellation, or Deletion) is set by the following:

- A Transaction Code (TC) 720 (a portion of a refund returned by a financial institution or an erroneous refund repayment);
- A TC 841 with a DLN containing 77716 indicating a rejected IMF direct deposit refund;
- A TC 841 with a DLN containing 77777 indicating a rejected BMF direct deposit refund;
- A TC 841 when a taxpayer returns a paper refund check, a bank returns a questionable direct deposit refund, or a refund is stopped prior to issuance. The transaction credits the tax module for the returned, canceled, or deleted refund. Refunds stopped by RIVO have a DLN containing 77711, 77712, 77713, 77714, or

77715 and/or an open IDRS control with category code "PFRZ" and an IDRS number 148XXXXXXX. Refer to IRM 21.5.6.4.31.2, P- Freezes with Return Integrity Verification Operations (RIVO) Involvement. Refer to IRM 21.4.1.5.10, Refund Intercept Command Code NOREF with Definer "P", for more information about intercepted refunds; or,

- A TC 842 (BMF only) refund deletion. For DLNs containing 77715, refer to IRM 21.5.6.4.31.1, P- Freeze with No Return Integrity Verification Operations (RIVO) Involvement.

Note: For a list of transactions and blocking series that create the P- freeze, refer to Exhibit 3.17.80-9, Reason for Cancellation Codes (SF 1098).

IRM 21.5.6.4.31.1(1) Added timeframe for receipt of refund after updating information in IOLA. Change made for missing information.

(1) To resolve P- freeze accounts with no RIVO involvement while staffing Accounts Management phones, see chart below:

Note: Refund inquiry units work the Form 3913, Acknowledgement of Returned Refund Check, responses on paper from the taxpayer. Refer to IRM 21.4.3.5, Acknowledgment of Returned Check, for more information.

ROW NUMBER	IF	AND	THEN	ADVISE THE TAXPAYER
1	Taxpayer returns a refund check	Refund was in error (taxpayer indicates the payment belongs on another module)	Transfer the payment to the correct module. Follow procedures in IRM 21.4.3.5.1, Checks Returned to Regional Financial Center (RFC) by the Taxpayer or U.S. Postal Service. Note: If there is an open Refund Inquiry control base on the module with a TC 841 and a P- freeze: If a CII control, leave a Case note on CII with the information	The payment has been transferred to the correct module. Note: If you must complete a Form 4442/e-4442, advise the taxpayer of the proper timeframe. Refer to IRM 21.3.5.4, Referral Procedures, for more information.

			<p>you obtain from the taxpayer.</p> <p>If not a CII control, or no access to CII, complete a Form 4442/e-4442, Inquiry Referral, with the information you obtain from the taxpayer. Select IRM referral type and category Open Control. Refer the case to the Refund Inquiry employee or unit with the open control.</p>	
2	Taxpayer returns a refund check with correspondence	Taxpayer states refund amount is incorrect	Refer to IRM 21.4.3.5.5, Resolving Returned Refunds (Unexpired Checks), for more information.	The actions taken on the account.
3	Taxpayer returns a refund check	<p>Refund was correct when issued,</p> <p>AND</p> <p>IRS did not misapply the payment,</p> <p>OR</p> <p>credit elect was not requested on the original return,</p> <p>AND</p> <p>the taxpayer indicates the payment belongs on another module</p>	<p>Transfer the payment to the correct module. Refer to IRM 21.4.3.5.5, Resolving Returned Refunds (Unexpired Checks), for more information.</p> <p>Note: If there is an open Refund Inquiry control base on the module with a TC 841 and a P- freeze:</p> <p>If a CII control, leave a Case note on CII with the information you obtain from the taxpayer.</p> <p>If not a CII control, or</p>	<p>The payment has been transferred to the correct module.</p> <p>Note: If you must complete a Form 4442/e-4442, advise the taxpayer of the proper timeframe. Refer to IRM 21.3.5.4, Referral Procedures, for more information.</p>

			no access to CII, complete a Form 4442/e-4442, Inquiry Referral, with the information you obtain from the taxpayer. Select IRM referral type and category Open Control . Refer the case to the Refund Inquiry employee or unit with the open control.	
4	Module has a P-freeze and the refund has been stopped	Taxpayer received a math error notice for a missing Social Security Number (SSN) or Individual Taxpayer Identification Number (TPNC 604) or invalid dependent TIN (TPNC 605), AND the taxpayer can supply a correct TIN	Correct the math error on the account. Refer to IRM 21.5.4.3.1, Math Error Procedures Research, for correcting the account.	The math error has been corrected and provide applicable timeframes. Refer to IRM 21.5.4.3.1, Math Error Procedures Research, for information on timeframes.
5	Module has a P-freeze AND Notice Review has canceled the refund	Review of control history and research of account indicates no pending action or unresolved TIN math errors on account	Release the refund as in row 15.	The refund has been released. Refer to IRM 21.4.1.4 (3), Refund Inquiry Response Procedures, for more information on timeframes.

6	P- freeze resulted from rejected IMF direct deposit refund (TC 841 with a DLN containing 77716)	N/A	A CP53E notice is issued to the taxpayer to request bank account information via Individual Online Account (IOLA). The taxpayer may also request a waiver. See IRM 21.5.6.4.53, 1- Freeze.	<ul style="list-style-type: none"> • Follow instructions provided in the CP53E notice to access IOLA and update bank account information or request a waiver. For more information about IOLA please see IRM 21.2.1.62, Individual Online Account (IOLA). • Advise the taxpayer to allow 4 weeks for their refund after submission of their information. • If the taxpayer is unable to access IOLA or meets waiver criteria, release the freeze as a paper check. See IRM 21.5.6.4.53 , 1- Freeze.
7	P- freeze resulted from rejected BMF direct deposit refund (TC 841	N/A	CP 153 will be sent to the taxpayer advising their direct deposit refund is rejected and	The refund will be released as a paper check. Allow 4 weeks for receipt.

	with a DLN containing 77777)		a paper check is being mailed.	
8	P- freeze resulted from non-receipt claim coded "H" or "X" (Block and Serial Number of TC 841 will be 88899)	N/A	<p>Release as instructed in row 15 (if appropriate).</p> <p>Exception: If there is an open Refund Inquiry control: If a CII control, leave a Case note on CII with the information you obtain from the taxpayer. If not a CII control, or no access to CII, complete a Form 4442/e-4442 with the information you obtain from the taxpayer. Select IRM referral type and category Open Control. Refer the case to the Refund Inquiry employee or unit with the open control.</p>	<p>If the refund has been released, provide the taxpayer with the appropriate timeframe. Refer to IRM 21.4.1.4(3), Refund Inquiry Response Procedures, for processing timeframes.</p> <p>Note: If you must complete a Form 4442/e-4442, advise the taxpayer of the proper timeframe. Refer to IRM 21.3.5.4, Referral Procedures, for more information.</p>
9	P- freeze is present	P- freeze resulted from Integrated Customer Communications Environment (ICCE) refund trace	Refer to IRM 21.4.2.4.16, Automated Refund Trace Applications Integrated Customer Communications Environment (ICCE) Refund Trace, Internet Refund Trace (IRTRC), and Where's My Refund (WMR).	N/A

10	Refund was canceled by a function other than RIVO or Criminal Investigation (CI)	N/A	Refer to IRM 21.5.10.3.1, Integrated Data Retrieval System (IDRS) Research Exam Issues, or Exhibit 21.5.10-1, Audit Information Management System (AIMS) Status Code Guide - Field Cases, and Exhibit 21.5.10-2, Audit Information Management System (AIMS) Status Code Guide - Campus Cases, for more information.	N/A
11	The module contains a background control without an adjustment to the account Note: The controlling employee may be waiting for information from the taxpayer.	The information can be used to resolve the account issue	Prepare a Form 4442/e-4442. Include all taxpayer information and refer the case to the controlling employee.	<ol style="list-style-type: none"> 1. You are sending a referral. 2. Provide the taxpayer with the proper timeframe. Refer to IRM 21.3.5.4, Referral Procedures.
12	The module contains a TC 841 with DLN containing 77715	N/A	Do not release the refund. Note: This P- freeze is temporary and will be systemically released two cycles after the TC 841 posts.	Advise the taxpayer the return is being reviewed, and to allow 2 weeks from the TC 841 DLN 77715 posting date to receive a notice or refund. See IRM 21.4.1.4.6.1, Altered Check Process/Cancellations,

				for more information on altered checks.
13	The module contains the altered check marker TC 971 AC 123 MISC>ALTERED CHECK	A TC 841 with DLN containing 88899 has posted	Do not release the refund	Advise the taxpayer the return is being reviewed, and to allow 8-10 weeks from the TC 971 AC 123 posting date to receive the refund or a notice. See IRM 21.4.1.4.6.1, Altered Check Process/Cancellations, for more information on altered checks.
14	Refund was returned by taxpayer	Taxpayer states they do not want the refund due to a conscience- or religious- based objection	<ul style="list-style-type: none"> Reverse the credits that created the refund (e.g, ACTC, EIC or other prepaid credits). See IRM 21.6.3.4.2, Refundable Credis, for applicable credit instructions. If a reversal of the credit is not possible due to an expired ASED, then move any Earned Income Credit (TC 764 or TC 768) or Generated Refundable Credit (TC 	The credits have been removed from the account. If the taxpayer later decides they wish to receive the credit, they can file an amended claim within the RSED time frame. Refer the taxpayer to irs.gov and search "About Form 1040-X, Amended U.S. Individual Income Tax Return."

			766) to Excess Collections. See IRM 21.4.3.5.5(11).	
15	A refund is returned and does not meet any of the criteria above	Tax and refund amount are verified correct using IDRS	<p>Take the following steps:</p> <ol style="list-style-type: none"> 1. Input Transaction Code (TC) 290 and TC 770 for .00 or the amount of the original interest along with the CR-INT-TO-DATE of the original TC 776/770 (whichever applies). Refer to IRM 20.2.4.8.1 , Systemic Refunds 2. Use the applicable source code (SC) 3. Use hold code (HC) 3 4. Use reason code (RC) 099, for IMF only <p>Caution: In cases where IRS caused an error on the issuance of the refund, the</p>	<ol style="list-style-type: none"> 1. The refund has been released. 2. The refund should be received within 4-6 weeks. Refer to IRM 21.4.1.4 (3), Refund Inquiry Response Procedures, for more information on processing timeframes.

			<p>taxpayer is entitled to more interest.</p> <p>Note: Refer to IRM 21.4.3.5.5, Resolving Returned Refunds (Unexpired Checks), for more information.</p>	
--	--	--	---	--

Note: When releasing refunds, more interest is allowed for a delay in the delivery of refunds due to IRS error. Refer to Rev. Rul. 76-74. The following are situations in which additional interest will be allowed beyond the date determined by the Secretary or their delegate preceding the date of the initial refund check by not more than 30 days:

- A refund check is made payable to a person other than the taxpayer, and therefore may not be negotiated by the taxpayer. In such cases, the check subsequently issued payable to the taxpayer fixes the period of interest under IRC 6611 (b)(2).

- A taxpayer's refund is deposited by check as an offset against an asserted claim of another agency, but the offset is invalid or the amount due to the taxpayer exceeds the claim of the other agency. In such cases, the check subsequently issued payable to the taxpayer fixes the period of interest under IRC 6611 (b)(2).

IRM 21.5.6.4.34(6) Changed timeframe. Change made due to processing updates.

(6) Take the following action when a phone call is received on a BMF account with a -Q freeze:

ROW NUMBER	IF TC 810	THEN
1	RC 4	Follow procedures in IRM 21.5.6.4.10, -E Freeze.
2	RC 5	<ul style="list-style-type: none"> • Advise the taxpayer the return is being reviewed. A notice may be sent to request additional information. Encourage the taxpayer to review their return, and if a correction is needed, file an amended return. Advise the taxpayer to allow 120 days from the TC 810 date for review to be completed.

		<ul style="list-style-type: none"> If 120 days have been allowed and the freeze has not been released, prepare a Form 4442/e-4442 to RIVO using category "RIVO - BMF IDT". If unable to send electronically, fax the Form 4442 to 844-201-5531. Advise the taxpayer to allow 60 days for a response.
3	RC 6	Follow procedures in IRM 25.25.8.7, Responding to Taxpayer Inquiries.
4	RC 8	<ul style="list-style-type: none"> Advise the taxpayer the return is being reviewed. A notice may be sent to request additional information. Encourage the taxpayer to review their return, and if a correction is needed, file an amended return. For any Employment Tax Series Returns (not all BMF), if the closed control base activity code or history item within the control base section contains "REF2SBSE", send Form 4442/e-4442, Inquiry Referral, via secure email, to *SBSE ET WSD Referrals. In the subject line, notate "Form 4442 – REF2SBSE"

IRM 21.5.6.4.35.3.2(3) Added AQC hours of operation. Change made for missing information.

(3) For cases where income and withholding cannot be verified with CC IRPTR within RIVO tolerances:

IF	THEN
RIVO case has no OAR/TAS involvement	<ol style="list-style-type: none"> Adjust the account to the Form 1040-X/ duplicate return figures and use HC 4 to set the -K freeze. Open an IDRS control to: C#,AQC6X,A,AQC2 1487877777,* Send Letter 86C to advise the taxpayer their Form 1040-X is being transferred to Integrity and Verification Operation for resolution. Use phone number "855-873-2100" in the letter and the hours of operation, Monday through Friday - 7:00 A.M. to 9:00 P.M. CT. Refer to IRM 21.3.3.4.2.1, Use of 86C Letter-Referring Taxpayer Inquiry/Forms to Another Office. Provide a 60 day timeframe. Close the CII case.

IF	THEN
RIVO case has OAR/TAS involvement	<ol style="list-style-type: none"> 1. Adjust the account to the Form 1040-X/duplicate return figures and use HC 4 to set the -K freeze. 2. Open an IDRS control to: C#,AQC6XATAO,A,AQC2 1487877777,* 3. Return the OAR to TAS with an explanation that due to the AQC indicators the case is being referred 4. Close the CII case.

IRM 21.5.6.4.37 Added link to Disaster Office web page. Change made due to technology update.

(1) The -S freeze has been added to IMF and BMF Master File processing for taxpayer accounts in Presidentially declared disaster areas. The -S freeze performs the same functions as the -O freeze for systemic penalty and interest relief. It does not, however, provide compliance relief. When performing account research, the -S freeze is seen on Command Code (CC) ENMOD, CC IMFOLE or CC BMFOLE.

(2) When the Internal Revenue Service decides to extend tax relief to taxpayers affected by a disaster, a notice is issued to the public outlining the relief that is being granted. The notice advises those taxpayers who reside outside the declared area but whose records, principal place of business, or accountant were inside the declared area to call the Disaster Hotline to self-identify. A chronological list, by FEMA number, of all the disaster declarations can be accessed to research the relief provided by the disaster office at IRS Disaster Assistance Program, Disaster Program Office. Employees should research the Declarations and Memos Library and/or the Archived Declarations and Memos Library to validate the covered FEMA disaster area.

(3) If a tax professional is located in a covered disaster area and maintains records for several taxpayers located outside the disaster area, inform the tax professional to:

- Call the Special Service line 866-562-5227 for up to 9 clients
- Prepare an excel spreadsheet for 10 or more taxpayers and mail it to:

Internal Revenue Service
 Planning & Analysis Staff
 4800 Buford Highway

Stop 96C
Chamblee, GA 30341

- Refer the tax professional to the IRS website [Tax-Professionals/Bulk-Requests-from-Practitioners-for-Disaster-Relief](#), for more information on completing the spreadsheet

(4) If a tax professional calls for a single taxpayer account, third-party telephone contact requires IRS assistors to authenticate a tax professional's authorized relationship to act on behalf of a taxpayer through Power of Attorney. The Centralized Authorization File (CAF) must have the POA before the relief is added to a taxpayer's account, or the tax professional may ask the assistor if a POA may be faxed for processing. Refer to IRM 21.3.10.3, Authentication and Disclosure Guidelines, for more information.

(5) If a taxpayer calls who resides inside the Presidentially declared disaster area, without a ZIP Code found on ICCE, they can provide the name of their county, and Self-Identify if their county is found on the Disaster Declaration for their state. If a taxpayer calls who resides outside the Presidentially declared disaster area but whose records, principal place of business, or accountant/preparer were inside the Presidentially declared disaster area, take the following steps:

- Authenticate the taxpayer
- Request the ZIP Code and the county of the area where they reside, or their records, principal place of business, or accountant/preparer is located.
- Refer to the Disaster Program Office, to validate the covered disaster area using the ZIP Code and/or county obtained from the caller.

Note: A list of the designated counties can be found on the [Zip Code Listing](#) link.

- Locate the state where the disaster occurred. Using the ZIP Code and/or the county the caller provided, research the S and O freeze columns to determine which freeze needs to be input.
- If the ZIP Code and/or county is located under the -O freeze the CSR refer to IRM 21.5.6.4.30, -O Freeze, for more information on inputting the Transaction Code (TC) 971 Action Code (AC) 087.
- If the ZIP Code and/or county is located under the -S freeze, input the TC 971 AC 688.

(6) For input of the TC 971 AC 688:

- Use Command Code (CC) ENMOD of the affected taxpayers account
- Input CC REQ77
- Line 2, literal "TC" enter 971

- Line 3, literal, "TRANS DATE" input the disaster relief period start date
- Line 7, literal, "SECONDARY DT" input disaster relief period end date
- Line 8, literal "TC971/151-CD" input 688
- Line 8, "FEMA-NUM" input the proper declaration number (i.e., FEMA-4062)

(7) If taxpayers were assessed any penalties during the relief period, the penalties systemically reverse upon the posting of the TC 971 AC 688 from the 1st day of the relief period start date until the 1st day after the relief period end date. Refer to IRM 20.1.2.2.2.2 (7), Federal Disaster Area - IRC 7508A, for more information.

(8) More disaster information can be found in:

- IRM 25.16.1.2, Federal Disaster Declaration Process, for disaster and emergency relief information on administrative guidance and cross-functional operating procedures
- IRM 25.16.1.7.1, -S Freeze
- IRM 20.1.2.2.2.2, Federal Disaster Area - IRC 7508A, and IRM 20.2.7.13, IRC 7508A, Presidentially Declared Disaster or Terroristic or Military Actions
- IRM 21.5.3.4, General Claims Procedures, for expedited processing of disaster claims

(9) The -S freeze is released when the current date is beyond the secondary date (disaster ending date) of the TC 971 AC 688.

IRM 21.5.6.4.41 Added paper procedures. Change made to increase program efficiency.

(1) The -U freeze (Erroneous Refund Freeze) is set when an erroneous refund is issued to the taxpayer. It is initiated by Transaction Code (TC) 844 and freezes the entire account from refunding or offsetting in or out.

(2) Research IDRS/CFOL to determine the necessary closing action. The TC 844 may be on a prior year. Only Accounting Erroneous Refund Units can release the freeze. The controlling campus can be identified by the IDRS control number (listed in the chart below), or the 8th and 9th position of the TC 846 or TC 840 refund schedule number (RSN).

Note: If the caller is requesting a balance due payoff amount and the -U freeze is present on the account, **DO NOT** provide the payoff amount.

ROW NUMBER	IF	THEN

1	Another employee has a control on the module	<ol style="list-style-type: none"> 1. Submit Form 4442/e-4442, Inquiry Referral, to the controlling employee. 2. Advise the taxpayer they will be contacted within 30 days.
2	An outstanding unpostable TC 845 is present, and Unpostables has begun to work the case	Submit Form 4442/e-4442 to the controlling employee. Refer to IRM 21.5.5.3.3, Responding to Taxpayer Inquiries, for timeframe to provide taxpayer.
3	An outstanding unpostable TC 845 is present, and Unpostables has not begun to work the case	Input the proper information on Command Code (CC) UPCASZ. Refer to IRM 21.5.5, Unpostables, for more instructions and IRM 21.5.5.3.3, Responding to Taxpayer Inquiries, for timeframe to provide taxpayer.
4	It has been at least 30 days since TC 844 was input	<ol style="list-style-type: none"> 1. Send a secure email to the Submission Processing Accounting Erroneous Refund function with the open IDRS control base or if no open control, to the controlling campus. 2. The secure email must include the taxpayer's TIN, the MFT and the tax year of the module with the TC 844. 3. See chart below for email addresses.
5	Taxpayer inquires about their account on a call OR you are working paper and you receive correspondence related to the erroneous refund, for example, a response to the Letter 510C	<ol style="list-style-type: none"> 1. Send a secure email to the Submission Processing Accounting Erroneous Refund function with the open IDRS control base or if no open control, to the controlling campus. 2. The secure email must include the taxpayer's TIN, the MFT and the tax year of the module with the TC 844. It must also include any information the taxpayer provided on the call concerning the erroneous refund or a copy of the correspondence submitted. 3. See chart below for email addresses.

(3) Use the following to determine the correct email contact.

IF THE 8TH AND 9TH DIGITS OF THE RSN ARE	THEN EMAIL REFERRAL TO
08 (Andover) 07 (Atlanta) 89 (Fresno) 09 (Kansas City)	Kansas City A/ER Team at tssp.erroneous.refund.kansas.city@irs.gov 09118xxxxx (KC IDRS Control Number)
18 (Austin)	Austin A/ER Team at TS.SP.Erroneous.Refund.Austin@irs.gov 06113xxxxx (Austin IDRS Control Number)
19 (Brookhaven) 17 (Cincinnati) 49 (Memphis) 28 (Philadelphia) 29 (Ogden)	Ogden A/ER Team at ts.sp.erroneous.refund.ogden@irs.gov 04117xxxxx (Ogden IDRS Control Number)

IRM 21.5.6.4.48(1)(c) Added timeframe for receipt of refund. Change made for missing information.

(1) The -X (Manual Refund) freeze is set when one of the following conditions is present:

- a. A manual refund is issued (usually for expedite and/or hardship reasons) with no Transaction Code (TC) 150 posted on the account. (Usually no action is required to release the -X freeze, because posting the return releases it.)

IF	AND	THEN
Research shows the TC 840 was input on an incorrect module or TIN	N/A	Move the TC 840 and applicable credits to the correct module and TIN. Refer to IRM 21.5.2.4.23.10, Moving Refunds.
It has been 26 cycles since the TC 840 posted and research shows the TC 840 was input on the correct module and TIN	The original return has not been processed	Advise taxpayer to resubmit return to the proper processing center.

- b. A return is coded Computer Condition Code (CCC)/Return Condition Code (RCC) "O" and the TC 150 posted without a TC 840

ROW NUMBER	IF	AND	THEN
1	Module has a TC 971 Action Code (AC) 664 (posted or pending)	No TC 840 has posted or is pending	Take no action to release the overpayment. Refer to IRM 21.4.4.6.1, Monitoring Manual Refunds, and IRM 21.4.4.5.2, Preparation of the Form 3753, Manual Refund Posting Voucher, for more information.
2	It has been less than 6 cycles since the TC 150 posted	The TC 840 is not yet showing on the module and there is no unpostable condition	Inform the taxpayer that the time for the information to post to the account has not passed and to call back in 6 weeks.
3	It has been at least 6 cycles since the TC 150 posted	The TC 840 is not showing on the module and there is an open IDRS control to an employee with no unpostable condition	<p>Prepare Form 4442/e-4442, Inquiry Referral. Select "IRM" referral type and category "Open Control". Print and fax IRM directed referrals to any area that does not have Account Management Services (AMS) access.</p> <p>Exception: Do not prepare and forward Form 4442/e-4442 to open controls in remote campuses. They do NOT issue manual refunds.</p> <p>Note: If the open control is for a Correspondence Imaging Inventory (CII) case and you have access to CII, do not initiate a referral. Add the information to the CII case as a Case Note (CN). If the open control is not for a CII case or you do not have access to CII, initiate a referral to the open control using "Open Control" as the referral type.</p>
4	It has been at least 6	The TC 840 is not showing on the module	Apologize for the delay in processing the information and advise the

Any line marked with a # is for Official Use Only

	cycles since the TC 150 posted	and there is an open IDRS control to a clerical function or a team number with no unpostable condition	taxpayer to allow an additional 30 days.
5	It has been at least 6 cycles since the TC 150 posted	The TC 840 is not showing on the module and the return was erroneously coded with CCC/RCC O . There is no open IDRS control present	Release the refund to the taxpayer by inputting a TC 290 for .00 with a Priority Code 8. Refer to IRM 21.4.4.3, Why Would A Manual Refund Be Needed?, for more information regarding when a manual refund is required.

c. Overpayment on a deceased taxpayer's account

Input of a TC 971 AC 807 on the module will initiate a systemic refund payable to the second name line. A posting delay is not required when also updating the entity. Any required documentation must be received before a refund can be issued on a decedent return. See IRM 21.5.2.4.5, Source Documents, and IRM 21.5.1.5.3, CII Source Documentation, for more information.

Note: All freeze codes must be addressed when considering if the systemic or manual refund process is appropriate.

Note: The most current entity first and second name lines must be the correct name line for a systemic refund (regardless of the year from which the refund is issued). Some scenarios will allow for updating the entity (see below examples). If not, a manual refund is required.

Example: A prior year joint return is filed with secondary taxpayer deceased and a credit is on the account. A subsequent year has been also filed, with the primary taxpayer only on the entity. The input of a TC 971 AC 807 will not release the -X freeze or initiate a refund. A manual refund is required.

Example: A prior year return filed with single taxpayer and a credit is on the account. There is no personal representative or other valid claimant on that tax year. Required claimant documentation has been received. A subsequent year return is filed with the same valid claimant on the second name line. The TC 971 AC 807 will release the -X and allow the refund.

ROW NUMBER	IF	AND	THEN
------------	----	-----	------

1	Command Code (CC) TXMOD shows a CCC/RCC L or W	There is no open IDRS control present	<ul style="list-style-type: none"> ○ If the current entity name line does not include correct 2nd name line for payee, and a subsequent tax year return has not been filed with a different name line: <ul style="list-style-type: none"> ▪ Update the entity with the correct name lines and address provided on the documentation. ▪ Input TC 971 AC 807. ▪ If phone call, advise taxpayer the refund has been released and to allow 4-6 weeks for refund. If paper case, make appropriate notes on case, send any required closing letters and close case. ○ If the current entity name line does not include correct 2nd name line for payee, and a subsequent tax year return has been filed with a different name line than the year of the refund, refer to IRM 21.6.6.2.21.2, Processing Decedent Account Refunds, for more information on issuing refunds. ○ If the current name line does include the correct 2nd name line for payee: <ul style="list-style-type: none"> ▪ Verify the entity for the refund tax year has the correct name line. If it does not, update the name line and address provided on the documentation.
---	--	---------------------------------------	---

			<ul style="list-style-type: none"> ▪ Input the TC 971 AC 807. ▪ If phone call, advise taxpayer the refund has been released and to allow 4-6 weeks for refund. If paper case, make appropriate notes on case, send any required closing letters and close case. <p>Note: If a manual refund is required, Accounts Management Toll-Free/Field Assistance Assistors send a Form 4442/e-4442 to the Campus AM paper function within their Directorate.</p>
2	CC TXMOD shows a CCC/RCC L or W	There is an open IDRS control to an employee	<p>Prepare Form 4442/e-4442. Select "IRM" referral type and category "Open Control". Print and fax IRM directed referrals to any area that does not have Account Management Services (AMS) access.</p> <p>Note: If the open control is for a Correspondence Imaging Inventory (CII) case and you have access to CII, do not initiate a referral. Add the information to the CII case as a Case Note (CN). Advise the taxpayer to allow 30 days for a response. If the open control is not for a CII case or you do not have access to CII, initiate a referral to the open control using "Open Control" as the referral type.</p> <p>Exception: Do not prepare and forward Form 4442/e-4442 to open controls in remote campuses. They do NOT issue manual refunds.</p>
3	CC TXMOD shows a CCC/RCC L or W	There is an open IDRS control to a clerical function or a team number	<p>Apologize for the delay in processing the information and advise the taxpayer to allow an additional 30 days.</p>

4	CC TXMOD does not show a CCC/RCC L or W	There is no open IDRS control present	<ul style="list-style-type: none"> ○ Ensure appropriate documentation for claimant is received. Refer to IRM 21.6.6.2.21.2, Processing Decedent Account Refunds, for more information on issuing refunds. Once required documentation has been received, continue to the next bullet. ○ If the current entity name line does not include correct 2nd name line for payee, and a subsequent tax year return has not been filed with a different name line: <ul style="list-style-type: none"> ▪ Update the entity with the correct name lines and address provided on the documentation. ▪ Input TC 971 AC 807. ▪ If phone call, advise taxpayer the refund has been released and to allow 4-6 weeks for refund. If paper case, make appropriate notes on case, send any closing letters if required, and close case. ○ If the current entity name line does not include correct 2nd name line for payee, and a subsequent tax year return has been filed with a different name line than the year of the refund, Refer to IRM 21.6.6.2.21.2, Processing Decedent Account Refunds, for more information on issuing refunds.
---	---	--	---

			<ul style="list-style-type: none"> ○ If the current entity name line does include the correct 2nd name line for payee: <ul style="list-style-type: none"> ▪ Verify the entity for the refund tax year has the correct name line. If it does not, update the name line and address provided on the documentation. ▪ Input the TC 971 AC 807. ▪ If phone call, advise taxpayer the refund has been released and to allow 4-6 weeks for refund. If paper case, make appropriate notes on case, send any required closing letters and close case. <p>Note: If a manual refund is required, Accounts Management Toll-Free/Field Assistance Assistors send a Form 4442/e-4442 to the Campus AM paper function within their Directorate.</p>
5	CC TXMOD does not show a CCC/RCC L or W	There is an open IDRS control to an employee	<p>Prepare Form 4442/e-4442. Select "IRM" referral type and category "Open Control". Print and fax IRM directed referrals to any area that does not have Account Management Services (AMS) access.</p> <p>Note: If the open control is for a Correspondence Imaging Inventory (CII) case and you have access to CII, do not initiate a referral. Add the information to the CII case as a Case Note (CN). Advise the taxpayer to allow 30 days for a response. If the open control is not for a CII case or you do not have access to CII, initiate a referral to the open control using "Open Control" as the referral type.</p>

6	CC TXMOD does not show a CCC/RCC L or W	There is an open IDRS control to a clerical function or a team number	Apologize for the delay in processing the information and advise the taxpayer to allow an additional 30 days.
7	There is a date of death on CC IMFOLE	No SSA date of death on CC INOLES	<p>1. Toll-free and Field Assistance assistors send a Form 4442/e-4442 to the Campus AM paper function within their Directorate, except Puerto Rico who will send the Form 4442 to the Brookhaven Campus paper function until further notice. Use "-X Freeze" as the referral type.</p> <p>Exception: Do not prepare and forward Form 4442/e-4442 to open controls in remote campuses. They do NOT issue manual refunds.</p> <p>2. All others take the following steps:</p> <ul style="list-style-type: none"> a. Research modules for 540 with transaction dates that match CC IMFOLE. This could involve numerous modules, including modules in retention. b. Reverse all TC 540s by inputting TC 542s using same date of death. <p>Caution: A TC 540 with DLN 28277-111-11111-Y cannot be reversed. If TC 540 is in error, issue a manual refund to release the refund. Forward the TIN to your P&A staff to contact HQ analyst to reverse the TC 540.</p> <ul style="list-style-type: none"> c. If CC IMFOLE has an unreversed TC 971 AC 524, reverse with a TC 972 AC 524. Refer to Exhibit 25.23.2-14, TC 972 AC 524 – Reversal of TC 971 AC 524, for more information. d. Follow the table above to determine if a manual or systemic refund should

			<p>be issued. If DLN 28277-111-1111-Y, and requirements are met in Row 1 for a systemic refund, update the 2nd name line to match the 1st name line and input a TC 971 AC 807 to systemically release the refund.</p> <p>e. Monitor the account to confirm the date of death is cleared from CC IMFOLE.</p>
--	--	--	---

d. A TC 840 posts to a module creating a debit balance

IF	THEN
There is an open IDRS control	<p>Prepare Form 4442/e-4442. Select "IRM" referral type and category "Open Control". Print and fax IRM directed referrals to any area that does not have Account Management Services (AMS) access.</p> <p>Note: If the open control is for a Correspondence Imaging Inventory (CII) case and you have access to CII, do not initiate a referral. Add the information to the CII case as a Case Note (CN). Advise the taxpayer to allow 30 days for a response. If the open control is not for a CII case or you do not have access to CII, initiate a referral to the open control using "Open Control" as the referral type.</p>
There is no open IDRS control present	<ol style="list-style-type: none"> 1. Research for any missing credits. 2. Transfer any misapplied credits. 3. Input adjustment action, if necessary, to release the freeze. 4. Take all necessary actions to resolve the debit balance before releasing the freeze and resuming notice issuance. 5. Notify the taxpayer if the debit condition is correct.

e. Taxpayer claims an overpayment of estimated tax credit of # [REDACTED] #

IF	THEN
You can verify the payment belongs to the taxpayer	Release the freeze with a TC 290 for .00 and PC 8. Refer to IRM 21.2.4.3.25, Processing EXES-TC 840 Transcripts (J/-X Freeze), for further instructions.

You cannot verify the payment belongs to the taxpayer	Take no action. An EXES-TC 840 transcript generates. Refer to IRM 21.2.4.3.25, Processing EXES-TC 840 Transcripts (J-/X Freeze).
---	--

Note: Refer to Document 6209, Section 8A.4, Master File Freeze Codes and IDRS Status 48 for conditions that set the -X freeze.

IRM 21.5.6.4.53 Added timeframe for receipt of refund after updating information in IOLA. Change made for missing information.

(1) The 1- Freeze is set when an MFT 30 return posts with either invalid or no bank account information, no unreversed Transaction Code (TC) 971 Action Code (AC) 850 is present, and the account contains a credit balance. It freezes refunds but not offsets from the account.

(2) A CP 53E notice is issued to the taxpayer to request bank account information via Individual Online Account (IOLA). The taxpayer may also request a waiver.

(3) The refund will be released in 6 weeks as a paper check if valid bank account information or a waiver request is not submitted.

(4) Advise the taxpayer to follow the instructions provided in the CP 53E notice to update bank account information or submit a waiver request via IOLA. Advise the taxpayer to allow 4 weeks for their refund after submission of their information. For more information about IOLA please see IRM 21.2.1.62 , Individual Online Account (IOLA).

Caution: If the taxpayer receives the CP 53E and updates their bank account info and that direct deposit refund is rejected, the subsequent refund will be issued as a paper check without an additional 6 week hold. The CP 53E is only issued one time.

(5) A taxpayer may qualify for a waiver under limited circumstances. To qualify for a waiver, a taxpayer must meet one of the following conditions:

- Taxpayer has a disability
- Taxpayer does not have a bank account due to the costs associated with an account
- Taxpayer does not have a bank account due to religious beliefs
- Taxpayer has limited or no access to a bank account
- Taxpayer does not have a bank account due to taxpayer's age
- Taxpayer's does not have a digital or mobile payments application
- Taxpayer has an ITIN

- Taxpayer has an international bank account
- Taxpayer is incarcerated

(6) If the taxpayer states they are unable to access IOLA or meets one of the waiver conditions above, input a TC 290 for .00 using Reason Code (RC) 235, to release the refund as a paper check. Update AMS history with the reason the taxpayer gave for requesting a paper check be issued. Advise the taxpayer to allow 4 weeks to receive their refund.

(7) When addressing an issue related to CP 53E or releasing a refund as a paper check, select the appropriate "Issue" on AMS.

- Refund (Direct Deposit) – when addressing general CP 53E inquiries
- Refund (Paper Check) – when releasing refund as a paper check

(8) When a taxpayer requests an Offset Bypass Refund (OBR), meets TAS criteria, see IRM 13.1.7.3 , TAS Case Criteria, but you are able to resolve the same day, release the freeze as above **but** input a hold code (HC) 4. Then follow procedures in IRM 21.4.6.5.7.1, Offset Bypass Refund (OBR).

(9) For more information about direct deposits, refer to IRM 21.4.1.5.7, Direct Deposit - General Information.