

## IRM PROCEDURAL UPDATE

**DATE: 05/07/2024**

**NUMBER: ts-21-0524-0616**

**SUBJECT: Updates to Refund Research**

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

**CHANGE(s):**

**IRM 21.4.1.4.1.2.6(14) -Updated to advise of MeF workflow being worked at any site depending on workflow.**

(14) Use the following chart when advising the taxpayer to send/re-send the requested information to ERS/Rejects. Use the numbers below for any ERS/Rejects status requiring a fax/EEFax. Use CC ERINV to determine the correct FLC to match up with the fax number. MeF returns may be worked at any site depending on workflow, generally the FLC is covered as stated in the chart. If the FLC is not listed below, refer to Document 6209, to determine the appropriate ERS/Reject Unit.

**Note:** Advise the taxpayer to include a copy of the letter. If the letter was not received or lost, advise the taxpayer to provide a letter of explanation and include their TIN.

### ERS/Rejects File Location Codes Addresses and Fax Numbers

Common FLC	Address	Fax Number
18, 20, 21, 53, 71 <b>Paper Returns</b>	Internal Revenue Service 3651 South Interregional Highway 35 Stop 6126 Austin, TX 78741 Attn: SP Rejects Team	855-204-5020
75, 76 <b>MeF Returns</b>	Internal Revenue Service 3651 South Interregional Highway 35 Stop 6126 Austin, TX 78741 Attn: SP Rejects Team	844-254-2836
07, 09, 10, 36, 43, 89, 99 <b>Paper Returns</b>	Internal Revenue Service 333 West Pershing Road Stop 6120 N-1 Kansas City, MO 64108-4302 Attn: SP Rejects Team	855-892-7588
14, 16, 70, 79 <b>MeF Returns</b>	Internal Revenue Service 333 West Pershing Road Stop 6120 N-1	844-254-2834

	Kansas City, MO 64108-4302 Attn: SP Rejects Team	
11, 17, 29, 49 <b>Paper Returns</b>	Internal Revenue Service 1973 N Rulon White Boulevard Stop 6121 Ogden, UT 84404 (For certified mail, use 84201) Attn: SP Rejects Team	855-309-9361
30, 32, 80, 90 <b>MeF Returns</b>	Internal Revenue Service 1973 N Rulon White Boulevard Stop 6121 Ogden, UT 84404 (For certified mail, use 84201) Attn: SP Rejects Team	844-254-2835

**IRM 21.4.1.4.4 -Updated to remove requirement for providing a pre-printed return envelope when sending Form 3911 to the taxpayer.**

(1) If the taxpayer states they received the check and the check was lost, stolen, or destroyed and a TC 840/846 is present on the module, refer to IRM 21.4.2, Refund Trace and Limited Payability.

(2) If research shows a refund has been generated and the taxpayer states they did not receive the check or direct deposit, use the following "If-And-Then" table to assist in resolving the issue:

**Caution: Do not** initiate a refund trace over the phone if there is IDT involvement on the account. See IRM 25.23.12.4.1, Telephone Inquiries Regarding Identity Theft Victim Assistance (IDTVA)Tax-Related Cases, for additional information.

**Caution: Do not** initiate a refund trace over the phone if there is RIVO involvement on the module. When providing a pre-populated Form 3911, verify all information is for the correct taxpayer. See IRM 21.5.6.4.35.3, -R freeze Overview For Accounts With Return Integrity Verification Operations (RIVO) Involvement, for additional information.

**Note:** Many U.S. Post Offices will forward the refund check if the taxpayer has a forwarding address on file with the local post office. If this is the case, advise the taxpayer to allow up to 6 weeks from the IDRS refund payment date for receipt of the check. If the check is not received by the end of those 6 weeks, follow normal refund trace procedures.

Row	If taxpayer states they did not receive a refund	And the date is	Then
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1	TC 846 is present on the module and a paper check was issued	Less than four weeks (or nine weeks if it's a foreign address) from the mailing date. For current and all prior year IMF returns, the issue/ mailing date is found on CC IMFOLT on the line below the TC 846 as "RFND-PAY-DATE", and on CC TXMOD on the line below the TC 846 as "RFND-PYMT-DT>". For Business Master File (BMF), the issue/ mailing date is one day after the TC 846 date.	Advise the taxpayer that the best way to get the most current information about their refund is through the automated systems, Where's My Refund (WMR) on IRS.gov; IRS2GO (English and Spanish) for smart phones; or the Refund Hotline. You may advise the taxpayer to call back when four weeks (nine weeks if it's a foreign address) from the issue/ mailing date have passed if a trace cannot be started on one of the self service platforms. For BMF accounts advise the taxpayer to call back if four weeks (nine weeks if it's a foreign address) from the issue/ mailing date have passed if check was not received.
2	TC 846 is present on an IMF module and a paper check was issued	Four or more weeks (or nine or more weeks if it's a foreign address) since the issue/ mailing date. For current and all prior year IMF returns, the issue/ mailing date is found on CC IMFOLT on the line below the TC 846 as "RFND-PAY-DATE", and on CC TXMOD on the line below the TC 846 as "RFND-PYMT-DT>".	See IRM 21.4.2, Refund Trace and Limited Payability.
3	TC 846 is present on a BMF module and a paper check was issued	Four or more weeks (or nine or more weeks if it's a foreign address) since the issue/ mailing date. For Business Master File (BMF), the issue/ mailing date is one day after the TC 846 date.	Advise the taxpayer to file Form 3911, Taxpayer Statement Regarding Refund. See IRM 21.4.2.4.1, Form 3911, Taxpayer Statement Regarding Refund.
4	TC 846 is present on the module and the	The caller states they have been told by their bank that	<ul style="list-style-type: none"> <li>Follow the IF and THEN chart in IRM</li> </ul>

	refund is a DD	<p>their refund was returned to the IRS. The caller may use terms such as, the bank returned the refund as a bank lead (External lead) <b>OR</b> I have a lead number (XXXXXX XX) <b>OR</b> the bank received an indemnification letter from IRS or the funds were requested/returned.</p> <p><b>Note:</b> Due to timing, the account may not reflect the external lead process is in progress. Do NOT refer the taxpayer back to the financial institution unless the External Lead IRM instructs you to do so.</p>	<p>25.25.8.7, Responding to Taxpayer Inquiries, or</p> <ul style="list-style-type: none"> <li>• If the conditions in IRM 25.25.8.7, do not exist, follow IRM 21.4.1.5.7.1, Direct Deposit of Refunds.</li> </ul>
5	TC 846 is present on the module and the refund is a direct deposit (DD), a split refund or a Refund Advance Product (RAL/RAC)	<p>Five or more calendar days since <b>scheduled</b> DD date</p> <p><b>Note:</b> The scheduled date of a DD is found on CC IMFOLT on the line below the TC 846 as <b>RFND-PAY-DATE</b>, and on CC TXMOD on the line below the TC 846 as <b>RFND-PYMT-DT&gt;</b></p>	<ul style="list-style-type: none"> <li>• Verify the direct deposit bank by providing the taxpayer with the routing transit number (RTN) from CC IMFOBT. If necessary, also provide the bank name using the link in the note below this chart.</li> <li>• Ask the taxpayer if they have contacted the financial institution. If the answer is <b>NO</b>, advise to do so and give the account number and type indicated on CC IMFOBT. If the answer is <b>YES</b>, initiate refund trace per IRM 21.4.2, Refund Trace and Limited Payability, if</li> </ul>

			<p>appropriate.</p> <p><b>Caution:</b> If the deposit is a split refund or if a Refund Advance Product (RAL/RAC), review IRM 21.4.1.5.7.1, Direct Deposit of Refunds, for additional information first.</p>
6	<p>TC 840 manual refund</p> <p><b>Note:</b> If TC 840 carries a blocking series and serial number 9XXXX series with a Julian date less than 400, it is a "Dummy TC 840" and no actual check has been issued. Research for the SSN where the refund was issued.</p>	<p>10 calendar days (30 calendar days if it's a foreign address) from the "RFND-PAY-DATE" on CC IMFOLT or the "RFND-PYMT-DT" on CC TXMOD, either of which is located below the TC 840</p>	<p>Advise the taxpayer to file Form 3911, Taxpayer Statement Regarding Refund. See IRM 21.4.2.4.1, Form 3911, Taxpayer Statement Regarding Refund, for additional guidance regarding Form 3911. See exception below for taxpayers located in a disaster area.</p>
7	<p>TC 740 Undelivered Refund</p>		<p>See IRM 21.4.3, Returned Refunds/Releases, for resolving undelivered refunds.</p>
8	<p>TC 841 Returned/Stopped Refund</p>		<ol style="list-style-type: none"> <li>1. Determine cause of the refund stop</li> <li>2. Attempt to resolve issue</li> <li>3. See IRM 21.5.6, Freeze Codes, for resolving freeze releases.</li> </ol> <p><b>Note:</b> Refer to Exhibit 21.4.2-3, Reason for Cancellation Codes and Generated Account Information, to determine the cause of refund cancellation.</p>
9	<p>TC 898/899 TOP</p>		<p>See IRM 21.4.6.5.1,</p>

	Offset		Taxpayer Inquiries on TOP Offset.
10	TC 960 is posted and a refund has been issued		<ul style="list-style-type: none"> <li>• Research CC CFINK for receipt code "R" and advise the taxpayer to check with the POA of record for receipt of the refund check.</li> <li>• If the taxpayer has already asked the POA, follow the appropriate guidance above.</li> </ul>

**Note:** If during the conversation it is determined the taxpayer did not request a direct deposit, refer to IRM 21.4.1.5.9.5, Taxpayer Expecting a Paper Check But Refund Issued as Direct Deposit.

**Note:** If the taxpayer alleges preparer misconduct as the reason for non-receipt of the refund, see IRM 25.24.1.3, Identifying Potential RPM Issues For Telephone Assistors/Taxpayer Assistance Center (TAC) Assistors. In some situations, you may need to advise the taxpayer that the restoration of the refund to the taxpayer may become a civil matter between the taxpayer and the preparer.

**Note:** When sending a Form 3911 to the taxpayer input the following history item on CC TXMODA:

**Example:** H,39112TP

**Exception:** If the taxpayer is located in a Presidentially-Declared Disaster area and the check is issued between 10 days before the disaster and 30 days after the disaster, a Form 3911 is not required. Oral authority should be taken from all taxpayers including those who filed a joint return.

**Note:** To find the financial institutions for specific routing numbers, use the link at Financial Institution Routing Numbers. If the number isn't found, advise the taxpayer to contact their return preparer.

(3) If refund trace action is required, follow procedures in IRM 21.4.2, Refund Trace and Limited Payability.

(4) If the issue involves a change of address, see IRM 21.4.1.4.2, Return/Refund Located, and IRM 21.4.3.5.3, Undeliverable Refund Checks, for additional information.

**IRM 21.4.1.5.7.2 -Updated to add direction when sending Form 4442/e-4442.**

(1) Whenever your research identifies the direct deposit as being an erroneous refund, refer all information and account information to the Refund Inquiry Unit via fax (RI Unit fax numbers), or on Form 4442/e-4442, Inquiry Referral. When sending Form 4442/e-4442, select Referral Type: "IRM", IRM Category: "Refund", Sub-category: "Direct Deposit Not Requested" and Reason: "Other or Complex Issue/Training Specialization". Notate on the referral, "Erroneous Refund" and forward to the Refund Inquiry Unit associated with your campus. If CC CHKCL has not been input and taxpayer meets oral statement criteria, you must input CC CHKCL before referring the case. See Exhibit 21.4.2-1, Command Code (CC) "CHKCL" Input, for oral statement authority.

(2) Advise the taxpayer their request has been forwarded to the Refund Inquiry Unit and they should hear from us in 15 days.

**Reminder:** Always refer to IRM 21.4.5, Erroneous Refunds, for complete procedures concerning the preparation of the erroneous refund package and to identify all items required to be included in the package.

(3) If during your conversation it is determined the taxpayer did not request direct deposit (except RAL/RAC), gather account information and forward to the Refund Inquiry Unit associated with your campus as indicated above.

**Updated organizational title Wage and Investment to Taxpayer Services. Reviewed and updated plain language, grammar, web addresses, IRM references, and legal references.**