IRM PROCEDURAL UPDATE

DATE: 10/27/2026

NUMBER: ts-21-1026-0873

SUBJECT: Updates to Refund Trace and Limited Payability

AFFECTED IRM(s)/SUBSECTION(s): 21.4.2

CHANGE(s):

IRM 21.4.2.1.7 - Added Technical Communication Videos (TCV), and Taxpayer 360 to related resources.

(1) Refer to IRM 1.4.2.1.8, Related Resources, for information on related resources that impact internal controls.

(2) Below are additional websites, job aids, or electronic tools that are required to assist in completing work in Accounts Management (AM) (list is not all inclusive):

- Account Management Services (AMS) is a web-based system that emphasizes the sharing of key business data and provides a consolidated and synchronized view of taxpayer data and contact information from various IRS systems
- CCJA - IDRS Command Code Job Aid
- Correspondence Imaging Inventory (CII) may be used for scanning all AM adjustment receipts and correspondence into digital images for case work resolution
- Correspondex Letters
- Document 6209 (IRS Processing Codes and Information)
- Electronic Publishing website may be used to research forms, instructions, publications, and other Internal Revenue Manuals, revenue procedures and IRS announcements
- Employee User Portal (EUP) is used to view corporate and individual electronic tax returns filed via MeF
- Integrated Automation Technologies (IAT) Tool Instructions are tools used to simplify taxpayer account processing by assisting the user with IDRS research and input
- Servicewide Electronic Research Program (SERP) is utilized to find SERP Alerts, IPUs, Correspondex Letters, IRM Supplements and other information
- Technical Communication Documents (TCD)

- Technical Communication Videos (TCV)
- Taxpayer 360
- Bureau of the Fiscal Service - Treasury Check Information System

IRM 21.4.2.3.1(4) - Updated requirement for assistors working Spanish Correspondence to review account for Mail Filing Requirement and Limited English Proficient indicator before issuing IMF Correspondence.

(4) Refund Inquiry inventory is scanned into the Correspondence Imaging Inventory (CII). CII is an inventory system for scanning Accounts Management receipts into digital images and working the cases from those images. Additional information about CII can be found in IRM 21.5.1.5.2, Cases Currently Assigned in CII. If a case is scanned to the incorrect Doc Type or Program Code, review IRM 3.13.6-17, APPENDIX Q - DOCUMENT TYPES, CATEGORY CODES, PRIORITY CODES, REFUND INQUIRY - IMF/IMF INTERNATIONAL AND BMF/BMF INTERNATIONAL and reassign the case as needed to ensure inventory is worked efficiently.

Note: If Spanish language correspondence is received outside of the Spanish Correspondence queue, reassign the case to the Refund Inquiry Site Specialized number for Spanish Correspondence (see Refund Inquiry Site Specialized Holding Numbers, located on SERP under the Who/Where tab). If working cases in the Spanish Correspondence queue, review the account for a Mail Filing Requirement (MFR) code and Limited English Proficient (LEP) Indicator before issuing IMF Correspondence. See IRM 21.3.3.4.16.3.2, LEP Indicators on IMF Accounts, for more information.

IRM 21.4.2.4(3) - Added Note to advise additional taxpayer authentication is not required when CP53E has been issued.

(3) For IMF only taxpayers, you may accept oral statement if they meet **all** the following conditions:

Reminder: BMF refunds **do not meet oral statement criteria**. Follow the procedures in IRM 21.4.2.4.1 (1), Form 3911, Taxpayer Statement Regarding Refund.

- Tax return filed is an Individual tax return.
- Caller is the taxpayer or the taxpayer's authorized Power of Attorney (POA) on Form 2848.

  Reminder: A request made over the phone by a POA or TIA to change or update a taxpayer’s address does not fall under Revenue Procedure 2010-16 and will not

qualify for an address change update under Oral Statement Authority. See IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes.

- Taxpayers with valid TIN.
- All filing statuses including **Married Filing Joint** (MFJ). For MFJ taxpayers, the caller must verify that **neither** spouse cashed the refund check and document the verification in AMS history.
- Taxpayer resides at the address currently on record (CC ENMOD).
  If the taxpayer has moved from the address on record **DO NOT** change the address unless the taxpayer meets oral statement criteria for changing the address. See IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes, for guidance.

If	**Then**
You **can** update the address per oral statement	Use the new address when beginning the refund trace.
You **cannot** update the address per oral statement	1. **DO NOT** input CC CHKCL. 2. Advise the taxpayer a refund trace cannot be started over the phone and Form 3911 will need to be filed to start the trace. 3. Advise the taxpayer that Form 3911, Taxpayer Statement Regarding Refund, is available through the internet on IRS.gov. See IRM 21.3.6.4.2, Other Methods of Obtaining Forms and Publications. 4. Advise the taxpayer, they can either mail or fax their request. Provide the address and fax number of the IRS campus Refund Inquiry function associated to the taxpayer's state of residency. 5. Advise the taxpayer that the Refund Inquiry Unit will contact them within **six weeks for a paper refund check or 120 days for a direct deposit refund** after receiving Form 3911. For fax numbers and addresses, see Refund Inquiry Unit Addresses, located on SERP under the Who/Where tab. 6. If the taxpayer cannot obtain Form 3911 online, offer to mail or fax the form. Accounts Management employees must use the IAT Missing Refund (CHKCL)

	tool when sending Form 3911 to the taxpayer. Verify the taxpayer's mailing address. If the taxpayer has moved since filing the return and the current address is not shown on CC ENMOD, **DO NOT** update the address on CC ENMOD. 7. When speaking with the taxpayer or the taxpayer's authorized representative, advise the taxpayer that Form 3911 must be signed. For joint returns, both taxpayers must sign the form. Acceptable signatures include handwritten, electronic, and digital signatures. 8. If the taxpayer is the surviving spouse, instruct the taxpayer to write **"Surviving Spouse"** on the decedent's signature line. See IRM 21.6.6.2.21.2 (1), Processing Decedent Account Refunds, for Form 1310 requirements.

- Refund in question is not a manual refund (TC 840).
- Not a mixed entity account.
- Not a full TOP offset matching the TC 846 amount. If TC 898 matches the TC 846, this is a full TOP offset. See IRM 21.4.6.6.1, Taxpayer Inquiries on TOP Offset, procedures.
- No TC 740, TC 841 or TC 843 matching the TC 846 in question. If freeze codes are present, follow freeze release procedures.
- **The account does not have unresolved RIVO/IDT involvement, including, but not limited to, the bank leads program.** See IRM 25.25.8.7, Responding to Taxpayer Inquiries, or IRM 25.23.12, IMF Identity Theft Toll-Free Guidance, for additional information.

  Reminder: If required to input TC 971 AC 522, do not start a refund trace for the same tax account.

  Caution: Additional taxpayer authentication is required if the module contains RIVO or CI-SDC indicators and one of the following CP 53 series notices was issued for the tax period in question: CP 53, CP 53A, CP 53B, CP 53C, or CP 53D. Follow the procedures in IRM 21.1.3.2.4, Additional Taxpayer Authentication. Refer to IRM 25.25.12.9, Limited Direct Deposit Refund Procedures. See IRM 21.4.1.5.8.1, Direct Deposit Reject Reason Codes, for additional information about the CP 53 notice series. If the caller cannot authenticate, provide the toll-free appointment number, 844-545-5640, to schedule an appointment at a Taxpayer Assistance Center (TAC).

The appointment line is available from 7:00 a.m. to 7:00 p.m. local time. Hawaii and Alaska follow the Pacific Time Zone. For non-TPP calls, the taxpayer may check their records and call back.

Note: Additional taxpayer authentication is **not required** when a CP 53E, Attempted to Direct Deposit Your Refund - Update Your Bank Account Information, has been issued. See IRM 21.4.1.4(3), Refund Inquiry Response Procedures.

IRM 21.4.2.4.1(3) - Updated case closure to MISC.

(3) If there is an unresolved identity theft issue (i.e., open IDT control), when working Form 3911, Form 1310, or other refund correspondence, take the following actions:

- If no CII is present, use the Create Case option in CII to create a new case based on the Form 3911, Form 1310 or other refund correspondence received.
- Link the refund inquiry case to the open identity theft CII case.
- Follow procedures in IRM 21.3.3.4.2.1, Use of 86C Letter - Referring Taxpayer Inquiry/Forms to Another Office, and if required send an 86C letter to advise taxpayer their correspondence is being transferred to another office (outside your directorate) for resolution.
- When sending an 86C letter use the following information to complete the letter:
  Select paragraphs F, *, 3, c and the appropriate closing paragraph.
  Fill-in floating paragraph "*" with the following statement: "We're sending your claim, Form (fill in the blank with the appropriate form number), to the appropriate office for review."
  Fill-in 72 in paragraph c will be the average number of days it is taking us to resolve IDT cases as shown in paragraph 1 of IRM 25.23.2.2.3, IDT Case Processing Time Frames.
- Follow IRM 21.5.1.5.1(8), CII General Guidelines, and capture the "request completed" screen of the CC LETER request.
- Close the case using the "**Close as MISC**" button, see IRM 21.5.1.5.1 (18), CII General Guidelines.

IRM 21.4.2.4.1(6) - Added reminder to proceed with processing Form 3911 even when a dollar amount discrepancy is found. Added procedures for when the inquiry is over the allotted time for a trace.

(6) For IMF paper inquiries, accept a written statement for refund trace provided all criteria in IRM 21.4.2.4 are met and the correspondence is signed by the taxpayer or the taxpayer's

authorized Power of Attorney (POA) on Form 2848. For joint returns, both taxpayers must sign.
If criteria is not met, the correspondence is not signed, or refers to a BMF account, reply to the correspondence and advise the taxpayer to file Form 3911, Taxpayer Statement Regarding Refund, which is available on IRS.gov. Using Correspondence Imaging Inventory (CII) case note, input the following history item on the account - **" Form 3911 needed."** When responding to the taxpayer's correspondence, follow procedures in IRM 21.3.3.3.4, Quality and Timely Responses.

Exception: Refunds issued through a Refund Advance Product (RAL/RAC) have special procedures. For more information see IRM 21.4.1.5.7.2, Direct Deposit Refund Advance Product (RAL/RAC). If taxpayer has **not** contacted their preparer or the FI, send Letter 0129C, Refund Inquiry; Form 3911 Required, include paragraph J to advise the taxpayer of the necessary information about the RAL/RAC.

a. When Form 3911 is scanned into CII, review the form for completeness. To be complete, Form 3911 must include lines 1, 2, 3, and 7, as well as the required signatures. For joint IMF returns, both taxpayers must sign. For decedent accounts **Surviving Spouse** must be entered on the decedent's signature line.
   If Form 3911 is incomplete, correspond for the missing information following procedures in IRM 21.4.2.3.3, Form 8599, Request for Missing Information Regarding Refund.

   Reminder: The dollar amount of the refund which the taxpayer indicates on Form 3911 may differ from the TC 846 amount due to preparer or bank fees. If no other discrepancies exist, other than an address change, proceed with the refund trace as requested.

   Update CC ENMOD if an address change is required.

   Reminder: Form 3911 can be used as written documentation to change a taxpayer's address. Upon receipt of Form 3911, update the address and input CC CHKCL. However, if the refund check was returned undelivered by the Postal Service, do not input CC CHKCL. See IRM 21.4.3.5.3, Undeliverable Refund Checks.

b. If paper refund is **less than** one year old or refund was direct deposit, follow procedures in IRM 21.4.2.4.2, Input Command Code (CC) CHKCL, to begin the refund trace.

   Exception: For BMF paper assistors route all Form 3911 to the Refund Inquiry unit which services your site, do not input the refund trace.

   Note: The CII control base must remain **open** with Refund Inquiry during the trace process, which can take up to 120 days for direct deposits and 6 weeks for paper

checks.
If you are **not** a Refund Inquiry employee, after completing the CC CHKCL input take the following actions:
-IAT will control IDRS to the Refund Inquiry holding number automatically, before taking next actions, the CSR will re-control IDRS to match the CII “Assigned To” field currently shown in CII.
-Update the “Doc Type” to **Refund Inquiry Correspondence**
-Update the “Category” to **RCTF**
-Update the “Program” to **01040**
-Reassign the case to the Refund Inquiry Site Specialized number of your affiliated Refund Inquiry (RI) Unit. Puerto Rico cases should be reassigned to Brookhaven, and Jacksonville to Atlanta until further notice.
For holding numbers see Refund Inquiry Site Specialized Holding Numbers, located on SERP under the Who/Where tab.
Refund Inquiry will continue monitoring the account and take required next actions.

c. If paper refund is **more than** one year old, **or** the taxpayer is requesting a refund trace on a case with a previous trace (TC 971 AC 011 on account for the refund in question) or a combination of both, the Form 3911 or correspondence must be worked by Refund Inquiry Unit. If received in CII (outside Refund Inquiry), update document type to **Refund Inquiry Correspondence**, category 3911 (if Form 3911 is attached to CII) or RFIQ (if no Form 3911 is attached to CII), and program code 01040. Reassign the case to the Refund Inquiry Site Specialized number of your affiliated Refund Inquiry (RI) Unit. Puerto Rico cases should be reassigned to Brookhaven, and Jacksonville to Atlanta until further notice. For holding numbers see Refund Inquiry Site Specialized Holding Numbers, located on SERP under the Who/Where tab.

   Reminder: If previous claim can be found in CII, link new correspondence to original claim prior to reassignment.

d. If the inquiry is regarding a paper refund which is **more than** seven years old, or a direct deposit made **more than** six years ago, use Letter 2218C, Refund Inquiry; Check Claim Disallowed, Check Endorsed/Paid, include paragraph W, to advise the taxpayer of the inability to resolve their claim. For more information see IRM 21.4.2.1.2.1.1, Refund Issued by Check or IRM 21.4.2.1.2.1.2, Refund Issued by Direct Deposit.

e. If a refund trace is requested with a Form 3911, but no refund has been issued on the account (or the refund in question is not posted) further research is required. Determine if any account issues indicate why no refund is posted (include CII and IDRS in the search). Take the following actions:

Row	If	And	Then
1	An open CII case is found	no content	Link the case containing the Form 3911 to the open CII case. Follow procedures in IRM 21.3.3.4.2.1, Use of 86C Letter - Referring Taxpayer Inquiry/Forms to Another Office. If required, send an 86C letter to advise the taxpayer their correspondence is being transferred to another office (outside your directorate) for resolution. Close your CII case.
2	No open CII case is found	Additional documentation attached to the Form 3911 identifies this as an adjustment type case	Refund Inquiry assistors will send the case to the work leader for referral to the ICM (to have the case reassigned to a team that can work the specific inventory). Assistors outside Refund Inquiry will take action to resolve the case.
3	No open CII case is found	No additional documentation is attached to the Form 3911, and this is not identified as an adjustment type case	Follow procedures in IRM 21.3.3.3.4, Quality and Timely Responses, to advise the taxpayer of the status of their account (or that the refund was not issued on the account).

Note: If research shows the reason for no refund issued is due to RSED expiration, refer to IRM 25.6.1.5, Basic Guide for Processing Cases with Statute of Limitations Issues, for procedures to follow.

f. If a refund is identified and the time frame in IRM 21.4.2.4 has not been met and a trace cannot be started, follow procedures in IRM 21.3.3.3.4, Quality and Timely Responses, to advise the taxpayer of the status of their account.

g. For specific guidance for handling CII cases, see IRM 21.5.1.5, Correspondence Imaging Inventory (CII) Procedures.

IRM 21.4.2.4.4.1(5) - Added note to advise of change in CDN delivery beginning November 1. Added information for determining the start date when suspending a case after disposition status code 11 is received. Added information to send Form 1133 to an updated address for the taxpayer if file differs from the address on the form.

(5) For **Refund Inquiry Units Only**

Note: Beginning November 1, 2026, BFS will no longer fax CDNs to the sites. All CDN information will be incorporated into a link on the Claim Details tab in the Treasury Check Information System (TCIS) for download and attachment.

If	And	Then
Working the age listing for traces started as result of telephone contact	CC CHKCL was input for the refund in question; a TC 971 AC 011 is on the module and a Disposition Code **11** with category code PAID is on IDRS.	1. Access TCIS and print Form 1133 to PDF. 2. Create a CII case using document type **Refund Inquiry Correspondence**, category code PAID, and program code 01040. Indicate the reason for case creation as “telephone trace closing actions”. 3. Attach a copy of Form 1133 to the CII case. 4. Use CC ACTON to update the case activity on IDRS of the telephone trace control to “CLOSE2CII”, then close the IDRS control from the telephone trace as MISC, leaving the CII control on the account. 5. Suspend the case for 45 days, using the disposition date as your starting point, and wait for determination to be made by BFS. 6. Monitor TCIS Payment History tab for Claims Disposition Notice (CDN) information (see note below table) and leave CII case notes as updates are received. 7. If CDN information is present on the Payment History tab in TCIS, follow procedures in IRM 21.4.2.4.13, Bureau of the Fiscal Service (BFS) Claims Disposition Notice (CDN).

		8. After 45 days of suspense if no CDN has been generated indicating BFS is working the claim, or funds are being returned to the IRS, follow procedures in paragraph 6 below.
Working the claim through CII	CC CHKCL was input for the refund in question; a TC 971 AC 011 is on the module and a Disposition Code **11** with category code PAID is on IDRS.	1. Access TCIS and print Form 1133 to PDF. 2. Attach a copy of Form 1133 to the CII case. 3. Suspend the case for 45 days and wait for determination to be made by BFS. 4. Monitor TCIS Payment History tab for Claims Disposition Notice (CDN) information (see note below table) and leave CII case notes as updates are received. 5. If CDN information is present on the Payment History tab in TCIS, follow procedures in IRM 21.4.2.4.13, Bureau of the Fiscal Service (BFS) Claims Disposition Notice (CDN). 6. After 45 days of suspense if no CDN has been generated indicating BFS is working the claim, or funds are being returned to the IRS, follow procedures in paragraph 6 below.
A subsequent claim is received	CC CHKCL was input for the refund in question; a TC 971 AC 011 is on the module and a Disposition Code **11** with category code PAID is on IDRS.	1. Research the Payment Details Tab of TCIS, if a copy of the claim form is available, and no CDN (see note below table) has been generated indicating BFS is working the claim, or funds are being returned to the IRS, then provide a copy of the claim form to the taxpayer without referring them to the BFS. 2. Send FS Form 1133 to the taxpayer; **do not** include a return envelope.

		Note: If the address on file differs from the address shown on FS Form 1133, send the form to the taxpayer's current address of record. 3. Attach a copy of the FS Form 1133 to the case. 4. Suspend the case for 45 days and wait for determination to be made by BFS. 5. Monitor TCIS Payment History tab for CDN information and leave CII case notes as updates are received. 6. If CDN information is present on the Payment History tab in TCIS, follow procedures in IRM 21.4.2.4.13, Bureau of the Fiscal Service (BFS) Claims Disposition Notice (CDN). 7. After 45 days of suspense if no funds have been returned to IRS follow procedures in paragraph 6 below.

Note: CDN information is supplied under the Claims History on the Payment History tab of TCIS. Look for the literal "Claims Disposition Notice sent to Agency - Code ##", where ## is a two-digit numerical code. The CDN code verbiage can be found by searching for the "CDN Codes" in the help tab located on the left side of the TCIS window.

IRM 21.4.2.4.13(1) - Added note to advise of change in CDN delivery beginning November 1.

(1) Once it is determined that a refund check has been cashed, BFS will determine whether to honor the payee’s check claim. BFS updates the disposition information in the Claims History section of the TCIS Payment History tab and sends the information to the Refund Inquiry function through a BFS CDN. Effective September 1, 2025, BFS no longer issues replacement settlement checks directly to taxpayers for refunds determined to involve forgery. BFS issues a letter of explanation to the taxpayer instructing the taxpayer to contact the agency that authorized the payment or, when appropriate, a denial letter.

Note: Beginning November 1, 2026, BFS will no longer fax CDNs to the sites. All CDN information will be incorporated into a link on the Claim Details tab in the Treasury Check Information System (TCIS) for download and attachment.

IRM 21.4.2.4.13(4) - Row 3 removed instruction to send form back to the taxpayer, added instruction to advise the taxpayer of the claim status.

(4) If module is not up on IDRS, input CC MFREQ(C) then follow procedures in the chart below:

Row	If the CDN indicates	Then
1	"Forgery Established"	1. Use CC REQ77 to input TC 971 AC 078 on CC TXMOD. Input the date of the CDN as the transaction date. BFS may send more than one CDN on the same refund check as they process the claim. Update your case notes with information supplied. If there is a previous TC 971 AC 078 on the module, link the CDN with the previous one. Do not input more than one TC 971 AC 078 for the same refund. 2. Monitor the account for posting of the TC 841– Reclamation Credit — block and serial number **88000** or **88800**, and a **P-** Freeze. 3. Determine if the taxpayer is entitled to additional interest see IRM 20.2.4.8.5.3, Non-Receipt of Refund Check. 4. Take action to release the refund to the taxpayer. When inputting a TC 290 for .00, or issuing a manual refund on decedent accounts, include the appropriate TC 770 as follows: If limiting credit interest to what was paid on the original, input TC 770 for the same amount of the TC 770/776 from the original refund, likewise using the same credit interest to date (“CR-INT-TO-DT”) of the TC 770/776. When no interest was paid on the original refund, input TC 770 for .00. When allowing additional interest, input TC 770 for the calculated amount.

		Exception: If funds are returned from BFS as result of a refund trace and the module has RIVO involvement follow procedures for Refund Inquiry in IRM 25.23.4-4, Identity Theft (IDT) Functional Routing and Referral Chart. For cases worked by BFS prior to September 2025, if the CDN indicates BFS issued a replacement check to the taxpayer, notate your case with the replacement check number including the 4-digit check symbol number and the 8-digit check serial number, and close your case. **Note:** If the original was a manual refund, or when issuing a manual refund on decedent accounts, a manual refund may be required. See IRM 21.4.4, Manual Refunds.
2	**Agency will be credited** or similar wording	1. Monitor the account for posting of the credit and take appropriate action to release the funds to the taxpayer. 2. Determine if the taxpayer is entitled to additional interest see IRM 20.2.4.8.5.3, Non-Receipt of Refund Check. 3. Take action to release the refund to the taxpayer. When inputting a TC 290 for .00, or issuing a manual refund on decedent accounts, include the appropriate TC 770 as follows: If limiting credit interest to what was paid on the original, input TC 770 for the same amount of the TC 770/776 from the original refund, likewise using the same credit interest to date (“CR-INT-TO-DT”) of the TC 770/776. When no interest was paid on the original refund, input TC 770 for .00. When allowing additional interest, input TC 770 for the calculated amount. **Note:** "Claim Status: Resolved - Agency Transfer" on the Claims Details tab in TCIS followed by the IPAC information indicates funds are being returned to IRS, a TC 841 will post for the returned funds.

		Note: If the original was a manual refund, or when issuing a manual refund on decedent accounts, a manual refund may be required. See IRM 21.4.4, Manual Refunds. If forgery is determined, BFS will pay the taxpayer out of the Check Forgery Insurance Fund (CFIF) or return the funds to the IRS if it is after September 1, 2025. See IRM 21.4.2.4.15.3, Secret Service and Check Forgery Insurance Fund (CFIF). **Note:** The IRS cannot provide the taxpayer with any information about the status of the BFS settlement checks and cannot trace them.
3	"Settlement Denied", "Settlement Not Authorized", or "Settlement Not Recommended and Case is Closed"	BFS has disallowed the claim and advised the taxpayer. 1. Use CC REQ77 to input TC 971 AC 079 on CC TXMOD. Input the date of the CDN as the transaction date. Do not input more than one TC 971 AC 079 for the same refund. If there is a previous TC 971 AC 078 for the same refund, BFS has done further investigation and has disallowed the claim after previously allowing it. Input TC 971 AC 079 and associate with the previous CDN. 2. Research current and prior entity information for the taxpayer. o If claimant never lived at the check address (FS Form 1133 question 9 is **No**), research the return. o If the check address was incorrect due to an IRS error, research for another taxpayer with the same name at the address shown on the check. o If found, process as erroneous refund. o If not found, send the case back to BFS with a note: **Please Adjudicate IRS error.** The BFS adjudication (decision) process could extend the time frame for final resolution by 2 - 6 months. Advise the taxpayer they will

		be contacted by BFS if additional information is required. o If the address on the check is the same as that on the return, send Letter 0206C, Refund Inquiry; Copy of Check Requested or Provided/Check Being Traced Form 13818, using appropriate paragraphs to advise of the claim status. **Note:** If the case is a mixed entity, further research may be required to determine if the claimant is entitled to the check. Correct the account if necessary.
4	"Settlement not recommended pending refund from bank, incomplete FS Form 1133 Claim Form, or further investigation" or similar wording	Follow procedures in paragraph 2 above. **Caution:** If BFS advises the IRS a settlement check has been issued to the taxpayer, do not issue a manual refund. This action will cause an erroneous refund. Anyone causing an erroneous refund must document the action and the employee must refer to IRM 21.4.5, Erroneous Refunds, and follow applicable actions.
5	"The claims package has been returned as undeliverable by the U.S. Postal Service"	Follow procedures in IRM 21.4.2.4.12.1, Undeliverable Bureau of the Fiscal Service (BFS) FS Form 1133.
6	"The payee has released their claim"	Update the AMS narrative or CII case note with the exact wording from the CDN.

Reminder: Follow guidance in IRM 21.3.3.4.2.2(7), Interim Responses, if an interim letter has been issued previously and the action taken will not generate a final response (notice) to the taxpayer. When sending letters to the taxpayer follow IRM 21.5.1.5.1(8), CII General Guidelines, and capture the "request completed" screen of the CC LETER request.

Exhibit 21.4.2-2 - Disposition status code 09 - Added link to Exhibit 21.4.2-7 TCIS Claim Details Information; Added direction to advise the taxpayer of the RTN and account number to which the refund was deposited.

The disposition code is located in the Activity Field of the IDRS Control History. The disposition code is displayed as the first 2 digits of the Activity Code followed by the date the

Bureau of the Fiscal Service (BFS) provided the Disposition in YYYYMMDD format (i.e., 0120190325 = Disposition 01 provided by BFS on March 25, 2019.

Note: Additional category code information can be found in Exhibit 21.4.2-6, Category Codes.

Note: Additional Disposition Code 11 information can be found in IRM 21.4.2.4.4.1, Subsequent Inquiries, with Status Code 11, without Prior Forgery Determination (Customer Service Representatives (CSRs) and Refund Inquiry Unit), and Exhibit 21.4.2-5, Disposition and Status Codes - Additional Action Time Frames.

Reminder: In the follow up actions outlined below for IMF cases, except where noted, ensure source documents are attached to your CII case and follow procedures in IRM 21.5.1.5.1, CII General Guidelines, to close your CII case. A source document is defined as a Form 3911, Taxpayer Statement Regarding Refund, and/or taxpayer correspondence. A source document is not required for refund trace cases initiated via phone calls, or online through the Where's My Refund application.

Note: If External Lead indicators are present, see IRM 25.25.8-2, External Lead Involvement Indicators, then follow procedures found in IRM 21.4.1.4.6, External Leads Program or Other Questionable Refund Inquiries.

Note: If research in TCIS indicates funds have been returned to the IRS, and there is not a TC 841 matching the TC 840 or TC 846 date: elevate the case to your local Planning and Analysis liaison (through your work leader). Request the information be forwarded to BFS for case investigation.

Disposition Status Code ☆ (Asterisk equals blank)	**Category Code**	**Definition**	**Follow Up Action**
01	**ACKN**	Claim processed by RFC to Treasury Check Information System (TCIS).	1. **Wait 30 days** for second status. 2. No reply, resubmit CC CHKCL.
03	**OOPS**	Rejected (Failed preliminary validity checks.)	1. Review case. 2. Resubmit CC CHKCL.

04	**OOPS**	1. Previously processed as Available Check Cancellation (ACC), 2. Refund credit returned by RFC, through the Electronic Funds Transfer (EFT) from the bank, 3. Refund check intercepted, 4. Undeliverable TC 740. See IRM 21.4.3.5.3, Undeliverable Refund Checks. 5. If the refund credit has already generated a subsequent TC 846 in the same month don't input CC CHKCL as the refund trace will default to the first TC 846. See IRM 21.4.1.4.3, Multiple Refunds Issued From the Same Module in the Same Cycle.	(1 - 4) Take action to release credit, if necessary. Leave a case note with actions taken and close the CII case, if no other actions are needed. 5) Initiate the refund trace through the Treasury Check Information System (TCIS).
05	**OOPS**	Check previously mailed (within 5 days).	Leave a case note with actions taken and close the CII case.
06	**OOPS**	Previous CC CHKCL.	1. Check TCIS Payment History, UCC Detail and Claim Detail Screen for previous claim and ensure correct refund was traced. 2. If correct refund **was** traced, send Letter 129C, Refund Inquiry; Form 3911 Required, Letter 86C, Referring Taxpayer Inquiry/Forms to

			Another Office **or** Letter 0206C, Refund Inquiry; Copy of Check Requested or Provided/Check Being Traced Form 13818, as appropriate, to the taxpayer. For paper checks include the check number and date along with the toll-free telephone number for the Bureau of the Fiscal Service (BFS). Follow IRM 21.5.1.5.1(8), CII General Guidelines and capture the "request completed" screen of the CC LETER request. 3. Leave a case note with actions taken and close the CII case. 4. If correct refund **was not** traced, follow procedures in Exhibit 21.4.2-1, Command Code (CC) CHKCL, Input to trace correct refund. and follow established procedures to monitor the case.
07	**OOPS**	No payment issued or unprocessable claim.	1. Review case. 2. Conduct additional research (i.e., different TIN.) 3. Resubmit CC CHKCL. **Note:** If input of additional CC CHKCL does not yield results, initiate the refund trace through the Treasury Check Information System (TCIS). **Note:** Do not reinput trace for EIP pre-paid debit cards.
08	**OOPS**	Second trace input on DD.	Monitor case for 30 days. Research IDRS for returned credit. Take action

			to release credit, if necessary. Leave a case note with actions taken and close the CII case, if no other actions are needed. If no credit is found continue with next steps below. • BFS will automatically follow up with the financial institution until the issue is resolved. BFS will load an electronic copy of the FS Form 150.1 to TCIS when it is received from the financial institution. • If after 30 days, there is no FS Form 150.1 posted on TCIS, send the taxpayer a Letter 86C, Referring Taxpayer Inquiry/Forms to Another Office, to notify them you are transferring the case to BFS for resolution. • In your letter, advise the taxpayer: a. The BFS toll-free assistance center phone number is 855-868-0151. b. They should select option 1, then option 1. c. The call center can be reached between the hours of 8:00 a.m. and 4:30 p.m. ET Monday - Friday. d. English and Spanish speaking assistance is available.

			• Close case. See reminder above. • If the FS Form 150.1 is loaded to TCIS, update the case control to "DDPD" and follow status 09 instructions. • If a Form 4442/e-4442, Inquiry Referral, is received, research case and take appropriate action.
09	**DDPD**	1. RFC has contacted bank via FS Form 150.1 to trace refund. 2. Bank to send a copy to RFC. 3. RFC will load an electronic copy of the FS Form 150.1 to TCIS.	1. Research IDRS for returned credit. Take action to release credit, if necessary. Leave a case note with actions taken and close the CII case, if no other actions are needed. If no credit is found continue with next steps below. 2. Research TCIS Claim Detail Screen see Exhibit 21.4.2-7, TCIS Claim Details Information. 3. If FS Form 150.1 is located, use the print to PDF function to print the claims detail screen or FS Form 150.1 from TCIS, and attach to your CII case, use the Stamp or Text tool in the CII Document Viewer, or Adobe Acrobat Pro, to add "**PII do not send to TP**" to the upper left corner of the first page. Remember to click the save button. Verify routing transit number, account code (either C for checking or S for savings),

			bank account number on CC IMFOBT. 4. If the information doesn't match and was not a Refund Advance Product (RAL/RAC), follow IRM 21.4.1.5.7.6, Non-Receipt of Direct Deposited Refunds-"Refund Inquiry Employees". 5. If the information matches, or was an Advance Product (RAL/RAC), send appropriate letter to the taxpayer. Provide the taxpayer with the routing transit number (RTN), account type, and account number where the refund was deposited, and advise to follow up with their financial institution. If a RAL/RAC, refer taxpayer back to their Preparer. **Note:** The FS Form 150.1 contains possible Personally Identifiable Information (PII) and cannot be sent to the taxpayer. 6. Close case. See reminder above. 7. If it has been at least 90 days, and no FS Form 150.1 copy is available on TCIS, reinput CC CHKCL. Refer to Status 08 above. 8. If FS Form 150.1 does not resolve taxpayer's issue, continue processing, if necessary.

			Exception: If account contains history item of **DEPFOUND**, then case control may be closed without further action.
10	**OOPS**	Invalid Stop Reason Code	1. Research for refund disposition. 2. If refund is still outstanding or no claim package has been issued, resubmit CC CHKCL. If claim package has been issued or refund has been reconciled, leave case notes on AMS and/or CII and close your case.
2☆	**OOPS**	Amount difference	1. Review case. 2. Resubmit CC CHKCL.
3☆	**OOPS**	Claim submitted too early for RFC to process	1. Review case. 2. Resubmit CC CHKCL.
4☆	**OOPS**	Duplicate tape claims submitted.	1. Wait for update. 2. **No reply in 30 days**, resubmit CC CHKCL.
5☆	**OOPS**	Invalid Direct Deposit information submitted.	1. Review case. 2. Resubmit CC CHKCL.
7☆	**ACKN**	Photocopy request processed by RFC to TCIS.	1. Wait for 2nd status. 2. No reply in **30 days**, research TCIS for copy. If not on TCIS, resubmit CC CHKCL.
9☆	**PAID**	Direct Deposit trace input with non-receipt Code "P" no FS Form 150.1 will generate.	Reinput trace with non-receipt Code "N" no limited payability on Direct Deposit. (Electronic File Transfer processed).
11	**PAID or 3858**	Paid -Photocopy and claim mailed to taxpayer.	BFS has sent claim package (FS Form 1133) to the taxpayer. Follow procedures in IRM 21.4.2.4.4.1,

			Subsequent Inquiries, with Status Code 11, without Prior Forgery Determination (Customer Service Representatives (CSRs) and Refund Inquiry Unit).
14	**PAID**	1. Paid - Photocopy to follow, or 2. CC CHKCL input after an uncashed check has expired and the credit returned to the IRS.	1. Monitor for receipt. a. Upon receipt continue processing. See IRM 21.4.2.4, Refund Trace Actions. b. If copy is not received in 30 days, research TCIS for a copy or reinput CC CHKCL. 2. Research for TC 740 and release freeze if necessary. 3. Close case. See reminder above.
14	**PAID**	1. Paid - Photocopy to follow, or 2. CC CHKCL input after an uncashed check has expired and the credit returned to the IRS.	If there is no photocopy within **30 days:** a. IDRS shows certified photocopy previously received, update Activity Code to reflect proper status of case, or b. IDRS shows no indication that certified photocopy received, contact BFS.
15	**PAID**	Paid - Certified photocopy to follow.	Monitor for receipt of certified photocopy. a. Upon receipt continue processing. See IRM 21.4.2.4.15.2, Request for Administrative Photocopy. b. If there is no photocopy within **30 days** and IDRS shows

			photocopy previously received, update activity code to reflect proper status of case. c. If IDRS shows no indication that certified photocopy is received, contact BFS.
17	**PAID**	Paid - Endorsed, photo/claim to follow.	Monitor. If there is no photocopy in **30 days**, contact BFS.
18	**PAID**	Paid - Claim submitted after the Limited Payability cutoff date.	If Form 3911 is available, research TCIS for a check copy. • If check is available on the TCIS system, attach a copy to your CII case and provide the taxpayer with a copy. Close the case. See reminder above. • Input a TC 971 AC 011 on CC TXMOD using the date you secure the check. You must also include the money amount of the check in the FREEZE-RELEASE-AMT field. • If not found, process as a Limited Payability (LP) Trace, reinputting the CC CHKCL with non-receipt Code **P**. If no Form 3911 is present, correspond with the taxpayer.
20	**OOPS**	Payment declined due to alteration of check. Photocopy and claim to follow.	Monitor case, if there is no photocopy in **30 days**, follow up, contact BFS.
22	**OOPS**	Insufficient agency information.	1. Review case. 2. Resubmit CC CHKCL.

			3. Use appropriate Stop Reason Code.
27	**OOPS**	Previously processed as Limited Payability Check Cancellation and refund credit (TC 740) was returned by the RFC.	Take action to release credit, if necessary. Place case documents in classified waste when case is closed.
31		Check Outstanding. RFC will issue recertified check.	Monitor for TC 841.
32	**ST32**	Outstanding check cancelled credit will be returned to the IRS.	1. Monitor for TC 841. 2. If control base closes after posting of TC 841, create a new IDRS control and update CII case data to match. 3. Follow procedures in IRM 21.4.2.4.15.5, Listings for Monitoring Cases.
33	**OOPS**	Outstanding - No Photocopy.	Send Letter 1219C, Refund Inquiry; (Joint F3911) Requires Certification: Form 1040. If you are working a CII case, follow IRM 21.5.1.5.1(8), CII General Guidelines, and capture the "request completed" screen of the CC LETER request.
53	**OOPS**	Reject - Duplicate Stop	Contact BFS Check Information Section at 855-868-0151, Option 1.
65	**ACKN**	Refund associated with TOP Offset.	1. **Wait 30 days** for second status. 2. No reply, resubmit CC CHKCL.
71	**OOPS**	TOP Offset refund in full.	See IRM 21.4.6.6.1, Taxpayer Inquiries on TOP Offset
72	**OOPS**	TOP Offset partial refund.	See IRM 21.4.6.6.1, Taxpayer Inquiries on TOP Offset

90	**OOPS**	TCIS/PACER disconnect error.	Contact BFS to reset the interface indicator.

IRM 21.4.2 - Editorial changes were made throughout the IRM for clarity and adherence to IRM style and format. Changes included updates to plain language, grammar, web addresses, IRM references, and legal references. Super Intelligence (SI)-assisted editing was used to improve clarity and apply plain language principles, including active voice and present tense.