

IRM PROCEDURAL UPDATE

DATE: 11/21/2025

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SUBJECT: Editorial Updates; Form 709-NA Added for Estate and Gift Inquiries; IDRS Number for Routing to OAMC Large Corp Updated

AFFECTED IRM(s)/SUBSECTION(s): 21.7.1

CHANGE(s):

IRM 21.7.1.4(2) Updated the title of IRM 21.5.4.4 to "Math Error Procedures Processing", per SERP Feedback #34942.

(2) Take the following actions with oral statement on BMF accounts:

- a. Payment/credit transfers (see IRM 21.5.8.2, *Credit Transfers Overview*).
- b. Changes to item reference codes/numbers (not tax).
- c. Certain penalty abatement requests. See IRM 20.1.1.3.1, *Unsigned or Oral Requests for Penalty Relief*.

Exception: An exempt organization incomplete return penalty abatement request is worked at the Ogden Campus only. Ogden Submission Processing Center (OSPC) works failure by large partnerships to file Form 1065, Partnership Tax Return, electronically and penalty abatement requests.

- d. Entity corrections including the primary name line. Some examples of entity corrections include spelling errors, incomplete names, missing or incorrect suffixes.
- e. Address changes. See IRM 21.1.3.20, *Oral Statement Authority*, for more information.
- f. Decimal point errors (increase or decrease) for tax or credits to restore figures as shown on the return.
- g. Missing schedule (information shown on original or amended return but schedule is not attached). Taxpayer can fax copy.
- h. Verification that a return is a true duplicate return (except Form 1065).
- i. Math errors/IRS errors (IRM 21.5.4.4, *Math Error Procedures Processing*).
- j. Certain administrative errors, as noted throughout this chapter.

Note: For the definition of Administrative Errors, see IRM 21.7.2.4.4.3.1, *Administrative Errors*, and IRM 21.1.3.20, *Oral Statement Authority*, for complete information on oral authority.

IRM 21.7.1.4.3(1) Updated the title in reference to IRM 20.1.1-2 to "Penalty Reason Code Chart", per SERP Feedback #34944.

(1) References for other codes:

- Hold Codes - IRM 21.5.2.4.15, *Rules on Hold Codes (HC)*, and Document 6209, *IRS Processing Codes and Information*
- Penalty Reason Codes - IRM 20.1.1-2, *Penalty Reason Code Chart*, and Document 6209
- Posting Delay Codes - IRM 21.5.2.4.17, *Posting Delay Code (PDC)*
- Freeze Codes - IRM 21.5.6, *Freeze Codes*, and Document 6209
- Priority Codes - IRM 21.5.2.4.16, *Priority Codes (PC)*, and Document 6209

IRM 21.7.1.4.4.3(1) Updated paragraph to reference the Form 709 "series" and added the Form 709-NA to the list of forms specific to Estate and Gift Inquiries.

(1) This section contains information on the Form 706 series of Estate Tax returns and on Form 709 series, United States Gift (and Generation-Skipping Transfer) Tax Return. The specific forms covered in this section include:

- Form 706, *United States Estate (and Generation-Skipping Transfer) Tax Return*
- Form 706-NA, *U.S. Estate (and Generation-Skipping Transfer) Tax Return Estate of nonresident not a citizen of the United States*
- Form 706-A, *United States Additional Estate Tax Return (IRC Section 2032A)*
- Form 706-GS(D), *Generation-Skipping Transfer Tax Return For Distributions*
- Form 706-GS(T), *Generation-Skipping Transfer Tax Return For Terminations*
- Form 706-QDT, *U.S. Estate Tax Return for Qualified Domestic Trusts*
- Form 709, *United States Gift (and Generation-Skipping Transfer) Tax Return*
- Form 709-NA *United States Gift (and Generation-Skipping Transfer) Tax Return of Nonresident Not a Citizen of the United States*

IRM 21.7.1.4.4.3.1 Updated paragraph (5) to include language regarding the Form 709 "series". Updated verbiage in Paragraph (6) from Form 709 to new Form 709-NA.

(1) Taxpayers may call with Estate and Gift Tax questions about an account or concerning tax law.

Note: Estate and Gift Tax questions are considered out of scope (OOS) for Accounts Management employees.

(2) Account questions referring to an extension or to a return that is already filed. Examples of account issues include:

- CP Notice issues (math error, balance due, etc.)
- Extension of time to file return
- Extension to Pay, i.e., IRC 6161
- Payoff request
- Closing letters
- Penalty or interest issues
- Installment agreements, i.e., IRC 6161 and IRC 6166
- Receipt of payment

(3) Tax law issues are usually unrelated to a filed return. Examples of tax law issues/questions include:

- Executor's responsibilities
- Internal Revenue Code (IRC) sections
- Reported items or deductions allowed on an Estate Tax return

(4) **Do not confuse** calls about Form 706, **United States Estate (and Generation-Skipping Transfer) Tax Return** (MFT 52) with calls on Form 1041, *U.S. Income Tax Return for Estates and Trusts*, on MFT 05. Although both forms involve “Estates” they are distinctly different:

- When an individual dies, the property and debts that person accumulated up to the date of death are referred to as the individual’s “Estate”. The gross estate is reported on Form 706 if certain dollar criteria are met.
- The other common type of “Estate” is a decedent’s estate. It is created with the death of the taxpayer and remains open until the final distribution of the assets of the estate to the heirs and other beneficiaries.

Note: Income that is received after the date of death is reported on Form 1041, *U.S. Income Tax Return for Estates and Trusts*, if there is gross income of \$600 or more in the taxable year, or if any beneficiary is a non-resident alien. See IRM 21.7.4.4.1.1.1, *Domestic Decedent and Bankruptcy Estates*, for more information.

(5) The Estate and Gift Tax Program toll-free telephone service hours of operation for **account** calls (pertaining to Form 706 series returns and to Form 709 series only) from 10:00 a.m. until 2:00 p.m., Eastern Time, Monday through Friday. Route Estate and Gift **account calls** as follows:

- Provide the taxpayer with the Estate and Gift toll-free telephone number, 866-699-4083, and hours of operation then transfer the caller to 3020 (if the call is within the hours of operation) and the site is equipped with Infrastructure Upgrade Project (IUP), **or**
- Offer to prepare Form 4442, *Inquiry Referral*, or Form e-4442, *E-Inquiry Referral*, for routing to Estate and Gift at the Cincinnati campus via fax at 855-386-5128.

(6) Refer International Estate and Gift Tax **account** questions from callers located within the U.S. or within countries that can call toll-free numbers to 866-699-4083. International Estate and Gift taxpayers located outside the U.S. and without access to toll-free numbers may call 859-320-3456 (not a toll-free number) for **account** questions (pertaining to Form 706-NA and to Form 709-NA only). This telephone number goes to voice mail and clerks check the messages daily. The International email address is sbse.eg.intl@irs.gov, and is given to international callers located outside the U.S.

(7) Calls relating to Estate and Gift **tax law issues** (non-account related) cannot be transferred by all call sites. However, if your system allows you to transfer the call, transfer to 92194 (English) or to 92195 (Spanish), or, if your site is using the IUP numbers, transfer to 3013 (English) or to 3014 (Spanish). Otherwise, advise the taxpayer that you are unable to transfer the call and instruct the taxpayer to call back on 800-829-1040. Regular hours of operation for tax law type calls: weekdays 7:00 a.m. until 7:00 p.m., taxpayer's local time. Alaska and Hawaii follow Pacific Time.

Reminder: As of January 2, 2014, AM does **NOT** answer OOS tax law questions; see IRM 21.1.1.3.2, *Out of Scope and Limited Service*, for more information. Apologize for any inconvenience the taxpayer may have incurred.

IRM 21.7.1.4.4.4(6) Updated link in paragraph (6) referencing the Biofuel Producer Credit from IRM 21.6.3.4.1.11 to IRM 21.6.3.4.1.10, per SERP Feedback #34963.

(6) See IRM 21.6.3.4.1.10, *Form 6478, Biofuel Producer Credit*, or IRM 21.7.4.4.8.3.4, *Form 6478, Biofuel Producer Credit*, for Form 6478 procedures.

IRM 21.7.1.4.6(3) Updated IRM reference/link for IRM 20.2.4.7.1 Interest on Offsets from IRM 20.2.4.6.1, per SERP Feedback #34965.

(3) An overpayment may be applied to a liability that has not yet been assessed, but for which a determination of the liability is made and a notice of deficiency issued. See IRM 20.2.4.7.1, *Interest on Offsets*, for information on when interest is allowable to the taxpayer on credit offsets. See IRM 21.7.1.4.6.4, *BMF Refund Offsets*, for information on BMF TOP offsets.

IRM 21.7.1.4.6.4(1) Title of IRM 21.4.6 updated from "Refund Offset" to "Refund Offset Research, Reversals, and Injured Spouse Processing", per SERP Feedback #34967.

(1) See IRM 21.4.6, *Refund Offset Research, Reversals, and Injured Spouse Processing*, for information on TOP offsets.

IRM 21.7.1.4.8(1) Updated title to IRM 20.1.4.10.5 to "De Minimis Exception to Deposit Requirements Form 720", per SERP Feedback #34968.

(1) Taxpayers who file Form 940, *Employer's Annual Federal Unemployment (FUTA) Tax Return*, Form 941, *Employer's QUARTERLY Federal Tax Return*, Form 943, *Employer's Annual Federal Tax Return for Agricultural Employees*, Form 944, *Employer's ANNUAL Federal Tax Return*, Form 945, *Annual Return of Withheld Federal Income Tax*, Form 720, *Quarterly Federal Excise tax Return*, Form 1042, *Annual Withholding Tax Return for U.S. Source Income of Foreign Persons*, and Form CT-1, *Employer's Annual Railroad Retirement Tax Return*, must deposit taxes using an authorized deposit method when the tax liability reaches certain dollar amounts. See IRM 20.1.4.6, *De Minimis Exception to Deposit Requirements*, IRM 20.1.4.10.5, *De Minimis Exception to Deposit Requirements Form 720*, and IRM 20.1.4.11.1, *Deposit Requirements Form 1042*, for more information.

Reminder: Beginning January 1, 2011, Form 8109, *Federal Tax Deposit Coupon*, and Form 8109-B, *Federal Tax Deposit Coupon (Over the Counter Version)*, is no longer used as an authorized deposit method. See IRM 20.1.4.2.2, *Authorized Deposit Methods*, for more information.

IRM 21.7.1.4.8.2.1(2) Updated title of IRM 21.7.1.4.8.1.8 to "Federal Tax Application (FTA) - Same-day Wire - BMF Taxpayer", per SERP Feedback #34969.

(2) If a taxpayer needs to make a deposit today, explain to the taxpayer they can make a same-day deposit using a wire transfer from their financial institution. See IRM 21.7.1.4.8.1.8, *Federal Tax Application (FTA) - Same-day Wire - BMF Taxpayer*, for more information.

Reminder: A taxpayer is subject to an assessment of a 10 percent avoidance penalty if payments are sent directly to the IRS or paid with the tax return.

IRM 21.7.1.4.9(2) Updated title of IRM 3.13.5.32 to "Form 56, Notice Concerning Fiduciary Relationship", per SERP Feedback #34971.

(2) Attach court documentation, if required, to a Form 56 and send to Files for electronically filed returns, per IRM 3.5.61.22.1, *Forms List*. For guidance on evaluating the Form 56, refer to IRM 3.13.5.32, **Form 56, Notice Concerning Fiduciary Relationship**.

IRM 21.7.1.4.10.1(1) Updated the reference to Non Master-file Work to read "NMF Non-Master File", per SERP Feedback #34973.

(1) Categorize cases based more on complexity of action required than on tone of inquiry. The following cases **are** designated as "**Priority**" or "**Special Cases**":

- a. Cases specifically designated as "Special" by Headquarters, area/territory office, or Field Directors.
- b. NMF Non-Master File work.
- c. E-Trak Cases.
- d. Cases that you or your immediate manager believe you cannot resolve through normal channels.
- e. Department of Justice/Civil Cases.
- f. Cases previously handled by Technical Function, if it involves same tax type and same tax period.
- g. Cases involving large, complex corporate accounts.
- h. Form CT-1 (Cincinnati Campus only) including IMF Excess Tier II Credit Claims. See IRM 21.7.2.6, *CT-1, CT-2 Railroad Tax Returns*, for more information on Form CT-1 and how to transfer the forms to Cincinnati.
- i. Potential Combined Annual Wage Reporting (CAWR) tax/penalty assessments over \$1 million.
- j. Review of \$1 Million Refunds (Cincinnati Campus only).
- k. Penalty Prevention and Resolution Group work.

IRM 21.7.1.4.11.2(2) Updated title of reference to IRM 21.7.11.4.8 to "CP 234, Potential ES Penalty Transcript on Forms 1120, 1120F, 1120L, 1120M, 1041, 990C - Processing Potential Estimated Tax (ES) Penalty Notices", per SERP Feedback #34979.

(2) Large Corp technicians follow instructions in various IRM references to resolve accounts with an LCI. Some of the most common references include:

- IRM 5.19.1.5.2, *Insolvency Issues*
- IRM 20.1.4.21, *Taxpayer Responses*
- IRM 21.7.2.7.6.4, *Form 94XX - COBRA Premium Assistance Credit*
- IRM 21.7.4.4.4.4, *Consolidated Returns*

- IRM 21.7.11.4.8, *CP 234, Potential ES Penalty Transcript on Forms 1120, 1120F, 1120L, 1120M, 1041, 990C - Processing Potential Estimated Tax (ES) Penalty Notices*
- IRM 21.7.13.5.2.1, *Definition: Corporation*

IRM 21.7.1.4.11.3(1) Updated title of IRM 21.7.2.6.4.1 to "Required Routing for Form CT-1, Form CT-1X, and Form CT-2", per SERP Feedback #34978.

(1) Route or refer all cases with a Large Corp Indicator (LCI) to the correct Large Corp team. IRM 21.7.1.4.11.4, *Campus Contacts for Large Corp Cases*, provides team contact information. Referrals include Employer Identification Number (EIN) verifications and change of address requests (Form 8822, *Change of Address*, Form 8822-B, *Change of Address or Responsible Party - Business*, in person at a Taxpayer Assistance Center (TAC) office, via telephone call, or correspondence). If a request for address change is received during a telephone call or during a TAC visit, provide the taxpayer with the Large Corp campus contact.

Exception: Do not refer the following issues to Large Corp:

- Transcript Requests

Example: If a tax practitioner requests a client transcript **only** and the client's account has a LCI, provide the account transcript without a Large Corp referral.

- IRC 965 Transition Tax
- Exempt Organization (EO) and Employee Plan (EP)
- Combined Annual Wage Reporting (CAWR) assessments
- Federal Unemployment Tax Act (FUTA) assessments
- Centralized Excise Tax Program (IRM 4.24.22.2, *Excise Tax Forms and Publications*, provides a list of centralized forms.)
- Original Form CT-1 tax returns (processed at Kansas City Submission Processing Campus)

Note: Cincinnati LCTU works CT-1 claims and correspondence. See IRM 21.7.2.6.4.1, *Required Routing for Form CT-1, Form CT-1X, and Form CT-2*, for routing information.

- Net Rate Interest Netting Claims (IRM 21.5.3.4.15, *Net Rate Interest Netting Claims*, and IRM 20.2.14.6, *Net Rate Interest Netting*)
- Form 1042, *Annual Withholding Tax Return for U.S. Source Income of Foreign Persons*
- Form 1045, *Application for Tentative Refund*
- Carryback cases (If the claim for refund exceeds \$5,000, also call the proper Large Corp contact to ensure the 45-day processing is met. See IRM 21.7.1.4.11.4 (1), *Campus Contacts for Large Corp. Cases*).

- Form 6765, *Credit for Increasing Research Activities* claims. See IRM 21.7.4.4.8.3.5, Form 6765, *Credit for Increasing Research Activities*, for more information.

IRM 21.7.1.4.11.3(4) Updated routing number to 0435230118 for Large Corp Cases with LCI 29, per SERP Feedback #32299 and #35127.

(4) Reassign CII cases to the site-specific number listed in the table below, based on the LCI code rather than rerouting.

LCI Code	IDRS Number
LCI 17	0236207307
LCI 29	0435230118