

IRM PROCEDURAL UPDATE

DATE: 02/01/2024

NUMBER: wi-21-0224-0182

SUBJECT: Updates to Refund Research

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

CHANGE(s):

IRM 21.4.1.4(3) -Updated to advise to refer to Where's My Amended Return? for current operational status of Form 1040-X and clarified when e-filed return research can begin.

(3) Use the following table to determine if the processing time frame has been met. If prior to February 15th, probe the taxpayer to determine if they meet the PATH Act Section 201 criteria and advise them of the refund time frames specified in IRM 21.4.1.3.1, PATH Act Refunds.

Note: DO NOT conduct any refund research prior to the end of these time frames, unless conditions in the table in (4) below exist.

Return Type	Processing Time Frame
Paper refund return	<ul style="list-style-type: none">• 6 weeks for normal processing• For Injured Spouse returns see IRM 21.4.6.5.2, Injured Spouse Inquiries, for additional information. <p>Note: If taxpayer filed a Form W-7, Application for IRS Individual Taxpayer Identification Number, with their return, see IRM 3.21.263.8.4, Refund Inquiries Involving ITIN Issues.</p>
e-File refund return	<ul style="list-style-type: none">• 3 weeks (see above for time frame calculation guidance)• Refund research may begin after the 21st day <p>Caution: Tax returns meeting the PATH Act Section 201 criteria may exceed the 21 day time frame between the return received date and refund sent status.</p>
1040-X return (see (8) below for amended return information through IRS automation)	<ul style="list-style-type: none">• up to 16 weeks

Note: Processing times for Form 1040, U.S. Individual Income Tax Return, and/or Form 1040-X, Amended U.S. Individual Income Tax Return, may be temporarily extended. For Form 1040, U.S. Individual Income Tax Return, refer to “www.irs.gov/newsroom/irs-operations-status-of-mission-critical-functions” to check the current operational status. For Form 1040-X, Amended U.S. Individual Income Tax Return, refer to Where's My Amended Return? to check current processing time frame.

Note: #



Caution: Additional taxpayer authentication is required on modules where RIVO or CI-SDC indicators are present **and** a CP 53 series notice was issued (e.g., CP 53, 53A, 53B, 53C, or 53D) for the tax period in question. Follow the procedures in IRM 21.1.3.2.4, Additional Taxpayer Authentication, and refer to IRM 25.25.12.8, Limited Direct Deposit Refund Procedures. See IRM 21.4.1.5.8.1, Direct Deposit Reject Reason Codes, for additional CP 53 notice series information. If the caller cannot authenticate, provide the caller the toll-free appointment number, 844-545-5640, to schedule an appointment at one of the Taxpayer Assistance Centers (TACs), (Hours of operation: 7:00 a.m. to 7:00 p.m. local time; Hawaii and Alaska follow Pacific Time Zone). For non TPP calls, taxpayers may check their records and call back.

IRM 21.4.1.4(10) -Updated to replace reference for IMF and BMF Oral Statement Address Changes.

(10) Address correction is acceptable over the telephone for release of an undeliverable refund freeze. See IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes, for guidance. Ensure you are talking to the taxpayer or their authorized representative and document the adjustment remark section following the procedures found in IRM 21.1.3.20.2, Oral Statement Documentation Requirements. If there is any reason to doubt the identity of the person calling, request the caller to submit the information in writing. See Section 5.04(3) of Rev. Proc. 2010-16, 2010-19 IRB 664 for information about how the IRS is orally informed of address changes.

IRM 21.4.1.4.1.2.6(8) -Updated to replace reference for IMF and BMF Oral Statement Address Changes.

(8) ERS Status Code **221/222/223/224**: correspondence has been sent to the taxpayer. The case is in unworkable suspense and waiting for the taxpayer's response. The case will remain in suspense, pending the taxpayer's response for up to 85 workdays.

Note: Status 222 is international correspondence and has a suspense period of 90 days. For inquiries regarding Letter 4087C streamline processing, see IRM 21.8.1.28, Streamlined Filing Compliance Procedures.

Row	If	Then
1	The taxpayer received the correspondence	<ol style="list-style-type: none"> 1. Ask if the taxpayer has responded to the correspondence, if not, advise the taxpayer to provide the requested information. 2. If they have, advise to allow up to 60 days from the date they sent their reply for it to be worked. Include a history item on AMS with this information. 3. If the taxpayer calls back after allowing 60 days from the date they sent their reply prepare Form 4442 and fax to ERS/Rejects. See fax/EEFax numbers in (14) below. 4. If the taxpayer calls back after the referral has been sent refer to (15) and (16) below as appropriate.
2	The taxpayer indicates that the response must be delayed because of illness, the preparer is out of town, or other valid reason.	<ol style="list-style-type: none"> 1. Advise the taxpayer to immediately fax a statement requesting an extension to the fax number on the letter, and include a copy of the letter. 2. If unable to fax, they should immediately write to the address on the letter requesting an extension, and include a copy of the letter. 3. Advise the taxpayer to fax or mail the delayed information within 30 days of the current date. 4. Include a history item on AMS with this information.
3	The taxpayer did not receive or misplaced the correspondence, and you can determine the cause for the condition	<ol style="list-style-type: none"> 1. Advise the taxpayer to provide the information using the ERS/Rejects address/fax number chart in (14) below. 2. If the taxpayer would prefer to receive the letter in order to submit a response, advise that we are not reissuing letters at this time and apologize for the inconvenience.
4	The taxpayer did not receive or misplaced the correspondence and you cannot determine the cause for the condition	<ol style="list-style-type: none"> 1. If CC ERINV shows the remaining days in suspense is greater than 30 days and no letter was sent, DO NOT prepare a Form 4442/e-4442. Inform the taxpayer

		<p>they will receive a letter within the next 6 weeks (from date of the call), if additional information is needed.</p> <ol style="list-style-type: none"> 2. If CC ERINV shows the remaining days in suspense is 30 days or less, or it has been more than 4 weeks since the letter preparation, prepare Form 4442 and fax to ERS/Rejects. See fax/EEFax numbers in (14) below. Advise taxpayer to expect a letter within 10 weeks. 3. If the taxpayer calls back after the referral has been sent refer to (15) and (16) below as appropriate.
5	If the taxpayer's address has changed and you can determine the cause for the condition	<ol style="list-style-type: none"> 1. Determine if the taxpayer meets oral statement authority for an address change. For complete guidelines regarding oral statement address changes, see IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes. 2. If the taxpayer meets oral statement, update the address. 3. If the taxpayer does not meet oral statement, advise the taxpayer to complete Form 8822, Change of Address. If they request that you send the form, offer the alternate methods for getting the form located in IRM 21.3.6.4.1, Ordering Forms and Publications 4. Advise the taxpayer to provide the information using the ERS/Rejects address/fax number chart in (14) below.
6	If the taxpayer's address has changed and you cannot determine the cause for the condition	<ol style="list-style-type: none"> 1. Determine if the taxpayer meets oral statement authority for an address change. For complete guidelines regarding oral statement address changes, see IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes. 2. If the taxpayer meets oral statement, update the address. 3. If the taxpayer does not meet oral statement, advise the taxpayer to complete Form 8822. If they request that you send the form, offer the alternate methods for getting the form

		<p>per IRM 21.3.6.4.1, Ordering Forms and Publications</p> <ol style="list-style-type: none"> 4. Prepare Form 4442/e-4442 with the new address notated and fax to ERS/Rejects. See fax/EEFax numbers in (14) below. Advise taxpayer to expect a letter within 10 weeks. 5. If the taxpayer calls back after the referral has been sent refer to (15) and (16) below as appropriate.
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IRM 21.4.1.4.2(6) -Updated to replace reference for IMF and BMF Oral Statement Address Changes.

(6) If research indicates the refund check was recently issued or scheduled to be issued, and the taxpayer indicates a change of address but does not meet oral statement criteria, advise the taxpayer to complete Form 8822, Change of Address. If the taxpayer requests that the telephone assistor send the form, offer the alternate methods for getting the form located in IRM 21.3.6.4.1, Ordering Forms and Publications. Inform the taxpayer they could save 7-15 days by downloading the form from irs.gov since they would not have to wait for it to be delivered by mail. Also advise the taxpayer the check may be delivered to the old address and will be re-issued to the current address if it is returned to the IRS. If the taxpayer submitted a change of address to the U. S. Postal Service, the check should be delivered to the new address. For complete guidelines regarding oral statement address change, see IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes. If the account has an S- freeze, follow procedures in IRM 21.4.3.5.3, Undeliverable Refund Checks.

IRM 21.4.1.5.10 -Updated link to BMF refund cutoff days and to include direction for assigning control category for CC NOREF when input with manual refund.

(1) As of 2012, with the implementation of CADE 2 processing for all IMF accounts, CC NOREF, definer "P" can be used to stop a refund under the limited circumstances outlined below. See the charts below for CC NOREFP input time frames. Refunds on original returns can also be stopped by using CC NOREFP prior to the posting of the return on IDRS. See IRM 21.2.2-2, Accounts Management Mandated IAT Tools.

Note: CC NOREFP can be used to stop direct deposit refunds as well as paper refund checks.

Caution: If a TC 846 is showing on CC TXMOD or CC IMFOLT, the refund record has already been sent to BFS, and the refund cannot be stopped.

(2) CC NOREFP will resequence for 14 days for daily IMF accounts and, depending on the day of input, up to 20 days for weekly IMF accounts. Each day, CC NOREFP will look for a matching refund and, when a match is found, will stop the refund. If no match is found within these time frames, the CC NOREFP will be dropped from IMF processing.

(3) While an IDRS control base needs to be established for CC NOREFP, no systemic updates are received to indicate whether or not the input was successful at stopping the refund. Since the TC 846 will post on the module up to 5 business days before the TC 841, the account must be monitored for the TC 841 posting to determine if CC NOREFP was successful. See (10), (11) and (12) below for subsequent actions.

(4) The following chart is provided to clarify when CC NOREFP can be used to intercept a refund that will result from an adjustment input before 5:00 PM CT on an IMF **WEEKLY** account:

Note: Most accounts worked in AM will be designated as **WEEKLY** accounts. See Exhibit 2.3.51-13, Command Code IMFOL Output Display - Entity, Line 1, for more information about the position of the *Daily Eligible Indicator*. The literals "00" indicate an account is not eligible for daily processing; "01-99" indicates an account is eligible for daily processing. Any TC 29X input with a money amount will cause the account to become weekly; whereas a TC 290 .00 will not change the existing status.

Transaction Input	TERUP	Review CCs Available From 5:00 AM CT on the following:	NOREFP (until 9:00 PM CT) on the following:	Adjustment Posts to MF on the following:
Friday (Day 1)	Friday (Day 1)	Monday and until 5:00 PM CT Tuesday	Thursday, week 1 (4 days after input of adjustment)	Friday, week 1 (5 days after input)
Monday (Day 2)	Monday (Day 2)	Tuesday and until 5:00 PM CT Wednesday	Thursday, week 1 (3 days after input of adjustment)	Friday, week 1 (4 days after input)
Tuesday (Day 3)	Tuesday (Day 3)	Wednesday and until 5:00 PM CT Thursday	Thursday, week 2 (7 days after input of adjustment)	Friday, week 2 (8 days after input of adjustment)
Wednesday (Day 4)	Wednesday (Day 4)	Thursday and until 5:00 PM CT Friday	Thursday, week 2 (6 days after input of adjustment)	Friday, week 2 (7 days after input of adjustment)
Thursday (Day 5)	Thursday (Day 5)	Friday and until 5:00 PM CT Monday	Thursday, week 2 (5 days after input of adjustment)	Friday, week 2 (6 days after input of adjustment)

Example: If an adjustment is input on Friday, the adjustment can be deleted by CC TERUP until 5:00 PM CT. After that, REVIEW command codes can be used to review/delete the adjustment starting at 5:00 AM CT on Monday and ending at 5:00 PM CT on Tuesday. After 5:00 PM CT on Tuesday and until 9:00 PM CT on Thursday, CC NOREFP can be used to stop a refund. After 9:00 PM CT on Thursday the refund can no longer be stopped.

(5) The following chart is provided to clarify when CC NOREFP can be used to stop a refund resulting from a transaction (e.g., TC 290 .00, TC 571, etc.) input before 5:00 PM CT on an IMF **DAILY** account:

Transaction Input	TERUP	Review CCs Available From 5:00 AM CT on the following:	NOREFP (until 8 PM CT) on the following:	Transaction posts to IMF on the following:
Friday	Friday	Monday and until 5:00 PM CT Tuesday	Wednesday	Thursday
Monday	Monday	Tuesday and until 5:00 PM CT Wednesday	Thursday Exception: available until 9:00 PM CT	Friday
Tuesday	Tuesday	Wednesday and until 5:00 PM CT Thursday	Friday	Monday
Wednesday	Wednesday	Thursday and until 5:00 PM CT Friday	Monday	Tuesday
Thursday	Thursday	Friday and until 5:00 PM CT Monday	Tuesday	Wednesday

(6) CC NOREF is still available for use in stopping BMF refunds. For the cutoff days and time frames for BMF CC NOREF, see IRM 3.14.2.7.1 (2) and (6), Refund Intercept using Command Code (CC) NOREF.

(7) With Taxpayer Information File (TIF) centralization, it is no longer necessary to contact the issuing center or your local Notice Review to stop the refund. Input of CC NOREFP will stop a refund regardless of the Campus and will be evident when viewing the account. Use the CC "NOREFP" to intercept erroneous refunds and update the Refund Information File (RFIF). Refer to IRM 2.4.37, Command Code NOREF Overview, for a complete description and input requirements.

(8) CC "NOREF":

- Cannot be used to stop a refund during an accelerated cycle. See Exhibit 21.4.2-1 (11), Command Code (CC) "CHKCL" Input, for the BMF accelerated cycles.

- Can be used if there is a possibility a taxpayer may receive a second refund erroneously.
- Automatically establishes a control base.
- Must be input by 3:00 PM Central Time on Friday, the week prior to the TC 846 for Business Master File (BMF).

Note: To stop a direct deposit refund, use CC "NOREF" with definer "E". If CC "NOREF" with definer "E" is input on an account with a split refund, all portions of the split refund will be cancelled. A direct deposit refund must be stopped **no later than the Friday, one week before the scheduled date of the direct deposit**. If the TC 846 is posted on CC TXMOD, the direct deposit cannot be stopped. This type of stop is limited to internally identified erroneous or potentially erroneous refunds. The actual scheduled date of the direct deposit is the date as shown 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**.

Example: The direct deposit is scheduled for Friday, August 16, 2019. The CC "NOREFE" must be input no later than Friday, August 9, 2019.

(9) Refunds can be issued to both spouses from the same module in the same cycle. TC 846 for primary and secondary SSN will carry the same DLN; therefore, both refunds will be stopped when intercepting.

(10) Complete all account actions, except credit transfers, when requesting to stop a refund. Transfer a credit after the TC 841 posts. If the account action you are taking will result in a balance due, input TC 470 to hold any balance-due notices that may generate. It takes 4-6 weeks for the TC 841 to post.

(11) Employees stopping the refund will maintain an open control on all cases where a CC "NOREF" is input. The employee places the open control in "B" or "M" status (monitoring) using category code RFDL. The case can be closed when confirmation is received that the refund has been stopped.

Exception: If a manual refund has been input using the IAT Manual Refund Suite tool, the CC NOREF should indicate category code MISC, and the control base may be closed immediately following CC NOREF input. Information for updating the control categories in the IAT Stop Refund (NOREF) tool can be found in section 4 of the IAT tool job aid, IAT W&I AM/CAS Tool Instructions

(12) The controlling employee must monitor for the TC 841 and take appropriate action. If there is an adjustment on the module and the control is in background, the CSR should make the adjustment based on the information provided by the taxpayer.

(13) If the module contains a background control without an adjustment to the account, the controlling employee may be waiting for information from the taxpayer. If the information can be used to close the account, contact the controlling employee.

Prepare a Form 4442/e-4442, Inquiry Referral, include all of the taxpayer information and forward the case to the controlling employee.

(14) When the TC 841 posts to the account, take the necessary action to release the "P" Freeze and close the control base.

(15) If the TC 841 does not post within 4-6 cycles:

- a. Research for other adjustments, or unpostable conditions,
- b. Refund Inquiry can research TCIS to determine if refund was cancelled,
- c. Review account to determine whether or not an erroneous refund occurred. If an erroneous refund occurred, refer to IRM 21.4.5, Erroneous Refunds, to start procedures for return of the funds.

IRM 21.4.1.6 -Updated to replace reference for IMF and BMF Oral Statement Address Changes.

(1) Part of the IRS modernization initiative is to provide taxpayers with an additional method of accessing account information. Internet refund fact of filing (IRFOF) is an Internet application that provides Form 1040 series taxpayer access to the status of their refunds via the Internet. Taxpayers who visit IRS.gov can click on "Get My Refund Status" on the home page to check their current tax year refund status. IRFOF will give taxpayers the option of selecting any of the last three tax years to check their refund status. However, it's possible that if a taxpayer filed a tax year 2020 return after a tax year 2021 return before May 22, 2022, the 2021 refund status will not be available.

(2) The user must provide their TIN, filing status and expected refund amount, in whole dollar amount. After correctly providing these shared secrets, the application will display their refund status information.

(3) In some instances, the refund callback number will be provided, along with a unique reference number, for further assistance. For example, IRFOF will provide the contact number 800-829-0582 if one or more math errors, or other conditions, are present on the account. IRFOF calls are handled like any other refund call. For reference number explanations, see Exhibit 21.4.1-3, Internet Refund Fact of Filing Reference Numbers.

(4) Taxpayers who access IRFOF for their refund status may receive the option of initiating a refund trace for checks that are lost, stolen, destroyed or not received 28 days from IRS mailing date.

(5) Taxpayers will follow online instructions and provide address information in order to initiate the trace process. A refund trace will be initiated with the account showing TC 971 AC 011. If the address provided online by the taxpayer does not match our records, they will be advised to contact a CSR for assistance. CSRs must follow normal refund trace procedures. See IRM 21.4.2, Refund Trace and Limited Payability.

(6) Taxpayers who filed married filing joint (MFJ) are not offered the option of initiating their own refund trace online, but must call the toll-free line and speak to an assistor or complete Form 3911, Taxpayer Statement Regarding Refund. MFJ taxpayers are offered a partially completed form, online. They can complete and mail or fax the form to the appropriate IRS office. IRS addresses and fax numbers are provided to the taxpayer when the form is offered.

Note: See IRM 21.4.2.4, Refund Trace Actions, for oral statement criteria requirements for married filing joint (MFJ) taxpayers.

(7) Taxpayers whose refund checks were returned undelivered by the U.S. Postal Service will be provided a contact number to provide a new address. CSRs will follow procedures in IRM 21.4.3.5.3, Undeliverable Refund Checks.

(8) Married filing joint taxpayers who are changing their secondary address are advised to call for assistance. CSRs must follow IRM instructions regarding address change, see IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes.

(9) Some taxpayers may want to report a problem with accessing IRFOF. The role of the CSR is to resolve the taxpayer's refund question. Assistors will acknowledge the taxpayer's technical problem, apologize for any inconvenience and then focus on answering the caller's tax-related question based on the applicable IRM procedure.