

IRM PROCEDURAL UPDATE

DATE: 10/18/2016

NUMBER: wi-21-1016-1549

SUBJECT: Direct Deposit Refund Trace – New Category Code DDPD; Update to Disposition Instructions

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

CHANGE(s):

IRM 21.4.2.4(3) - Added electronic copy of the FMS Form 150.1 will be on TCIS.

3. All taxpayer inquiries concerning direct deposits should be treated as any other inquiry, **except refunds issued through a RAL or RAC. Refer the taxpayer to the financial institution that issued the RAL/RAC.** The input of the CC CHKCL will cause the generation of a FMS Form 150.1 to the financial institution. This serves as an official request to the bank to search for the electronic funds transfer. See IRM 21.4.1.4.7.1, *Direct Deposit of Refunds*, for more information on refunds.

NOTE: If the module already has a TC 971 AC 011 posted and no indication of the previous disposition, **do not** input CC CHKCL to initiate a second trace of the refund. Refer the case to your Refund Inquiry Unit for TCIS research to determine if the bank has provided a response to FMS Form 150.1. If no electronic copy of the FMS Form 150.1 is located on TCIS, Refund Inquiry will initiate another refund trace if **90** days have passed.

NOTE: Direct deposit refund trace requests, now have a **90**-day processing time frame. If your case requires expedite handling (i.e. TAS hardship case or Congressional E-trak case), elevate the trace request to the site's designated Refund Inquiry POC for BFS expedite referrals.

IRM 21.4.2.4.4.1 - Corrected BFS address.

1. If a subsequent claim has been initiated, AND CC CHKCL was input, THEN complete the following:
 - a. If the Disposition Code "11" is on IDRS, provide the check information (check and serial numbers) using CC IMFOL# and have the taxpayer contact the BFS (formerly FMS). They can be reached by phone at (800) 826-9434 between the hours of 6:00 AM and 6:00 PM ET and advise the taxpayer that they offer English and Spanish speaking

assistance. More information regarding Disposition Code 11 can be found in Exhibit 21.4.2-2, *Disposition Code Chart Non-Receipt Claims CHKCL Claims Only*, and Exhibit 21.4.2-5, *Disposition and Status Codes - Additional Action Time Frames*.

If the taxpayer prefers they can send a letter to BFS at:

Department of Treasury
Bureau of Fiscal Services
Check Resolution Division
P.O. Box 51318
Philadelphia, PA 19115-6318

NOTE: Do not provide the phone number and address of BFS's Check Claims Branch to taxpayers who received a direct deposit refund. The Check Claims Branch deals only with paper checks and cannot provide assistance with direct deposit refunds.

- b. If you cannot determine the Disposition Code (history has fallen off of IDRS), a TC 971 AC 011 is on the module and the refund does not meet Limited Payability criteria, provide the check information (check and serial numbers) using CC IMFOL# and refer the taxpayer to BFS per paragraph (1) (a) above.
 - c. Close the case.
2. This applies **only** to refunds checks issued within 14 months of the TC 971 AC 011 date and there is not a TC 841 or TC 740 matching the TC 846 or TC 840 date.
3. For more information on refund checks issued more than 12 months from the current date, see IRM 21.4.2.4.7, *Limited Payability (LP) Rules*.
4. If a refund was direct deposit, refer to IRM 21.4.1.4.7.1, *Direct Deposit of Refunds*.

IRM 21.4.2.4.5(2) (c) - Added interim instructions for 206C letter paragraph "L" and the updated BFS address.

2. The following actions occur once the refund trace reveals the check has been cashed:
 - a. BFS (formerly FMS) sends a copy of the check with a Form FMS 1133 Claim Form directly to the taxpayer.
 - b. The taxpayer returns the Form FMS 1133 directly to BFS, except in case of Limited Payability.
 - c. IRS will receive a Disposition Code "11" and Refund Inquiry will send Letter 206C, *Refund Inquiry; Copy of Check Requested/Check Being Traced (Form FMS 1133)*, with paragraph "L". Provide the check information and close case.

NOTE: The 206C letter currently reflects an old BFS address in paragraphs "L" and "V". To prevent delays, do not use paragraph "L". Copy the verbiage from paragraph "L" to a fill-in paragraph, pending the 11/2016 revision. Use the new BFS address listed below in the fill-in paragraph:

Department of Treasury
Bureau of Fiscal Services
Check Resolution Division
P.O. Box 51318
Philadelphia, PA 19115-6318

- d. Refund Inquiry will forward subsequent claims received to BFS and notify the taxpayer.
- e. Depending on BFS's response, the taxpayer may receive either a replacement refund, denial letter, or interim response.

IRM 21.4.2.4.15.1(5) - If/Then updated the BFS address.

5. A "Holder-in-Due-Course" claim must be submitted within one year of the issue date of the check.

If	Then
Claim is submitted after the one-year period expires.	Send a denial letter stating: "We are sorry, but we cannot honor your claim on (fill in check identifying information). Under the Competitive Equality Banking Act of 1987, any claim on account of a Treasury check is barred unless it is presented to the agency that authorized the issuance of the check within one year after the date of the issuance of the check. We cannot take any further action in this matter. "
Claim is submitted within one year	Inform the taxpayer to contact BFS by phone at 1-800-826-9434 or by sending a letter to: Department of Treasury Bureau of Fiscal Services Check Resolution Division P.O. Box 51318 Philadelphia, PA 19115-6318

IRM 21.4.2.4.15.5 - Updated Status Code 08 instructions, updated new category code from PAID to DDPD for Status code 09, and added interim instructions for 206C letter paragraph "L".

1. As cases progress to each stage of processing required for final resolution, the category code(s) will be changed to reflect the current state of processing.
 - a. In some cases, this is done automatically by the computer. In other cases, they are changed using CC ACTON.
 - b. Each category code has its own "aging" time that determines when an asterisk appears in the HMMM column on the listings.
 - c. The "aging" time is keyed to the minimum follow-up time for that step in the process. If an action is not taken on a case before the cutoff for the next aged case listings, the number "1" will appear in the HMMM column instead of an asterisk.
 - d. If anything appears in the "HMMM" column such as an "*", a number, or ">" symbol, the case is considered overaged.

2. Category codes that allow aging from the last action date do so only when the case is in "B" Status. For this reason, it is important to maintain the case in "B" Status, unless otherwise directed, to allow easy monitoring of cases.
3. See Exhibit 21.4.2-6, *Category Codes*, for "category codes" used in refund inquiry cases. Please note that any category code generated by the computer can also be input manually by using CC ACTON if it is needed to reflect the true Status of the case.
4. To prevent an excess of closed cases being left in the suspense file, a clerk or designated person must purge the file monthly. If the primary location code is not in the directorship you service, input TC 290 .00, blocking series "05", using case as your source document.
5. If a stop pay Disposition Code is not received within 14 days following CC CHKCL input, reinput request.
6. Monitor cases on a weekly basis using IDRS Category Code listing below:

Category Code	Activity Code	1st day overaged	Action to take if "HMMM "appears
RFIQ	Various	45 days from received date.	Usually a raw unworked case. Find case and take action. If no case, research IDRS for a previous action. May be an error control (i.e., wrong Social Security Number (SSN), tax period).
3911	Various	30 days from received date.	Look for a case. If no case, contact taxpayer by phone to determine if oral statement criteria is met. If unable to contact taxpayer or oral statement criteria is not met, send a Form 3911 to the taxpayer. Apologize that we are unable to locate prior inquiry. See IRM 21.4.2.4.1, <i>Form 3911, Taxpayer Statement Regarding Refund</i> .
OOPS	07yyyymmdd	14 days from action date.	Work immediately CC CHKCL input incorrectly. Research module to determine if request must be reinput.
OOPS	04yyyymmdd	14 days from action date.	Refund being traced is already cancelled. If the TC 841 or TC 740 has not posted to the account, check TCIS for a cancellation date.

			Research for an unpostable TC 841 or TC 740 under the old taxpayer identification number if the account has merged since the refund was issued.
OOPS	06yyyymmdd	14 days from action date	Duplicate CC CHKCL. A previous good CC CHKCL was input for the check and a Disposition 11 or 32 was received. NOTE: If you are tracing the 2nd refund issued in the same month, you must use TCIS to trace the refund. Remember to update IDRS when tracing through TCIS.
OOPS	08yyyymmdd	14 days from action date.	Second direct deposit trace. (Employees must allow 90 days from the initial trace prior to second trace input.) BFS will issue another FMS Form 150.1 to the bank. Notify the taxpayer you are transferring the case to BFS for resolution and place a monitor control on the case for 30 days. See IRM 21.4.2-1 (8), <i>Command Code (CC) CHKCL INPUT</i> , for time frames. If an FMS Form 150.1 is received, update the case control with Category Code "DDPD" and follow Disposition 09 instructions.
OOPS	27yyyymmdd	14 days from action date.	Refund being traced was already cancelled as limited payability. If the TC 740 has not posted to the account, check TCIS for a cancellation date. Research for an unpostable TC 740 under the old taxpayer identification number if the account has

			merged since the refund was issued.
RCTF	3911TORDCC	30 days from action date	CC CHKCL input. Research account for a TC 971 AC 011. If no TC 971 AC 011, the prior CC CHKCL request did not take. Determine if another CC CHKCL is required and take appropriate action. If CC CHKCL is reinput, advise the taxpayer of the delay, giving 45 days from the date of the letter for final resolution.
RFCK	PHOTOREQ	30 days from action date	Photocopy or Limited Payability trace CC CHKCL input. Look for a TC 971 AC 011. If not present, CC CHKCL did not take. Obtain a check copy from TCIS or reinput CC CHKCL.
ACKN	01yyyymmdd and 65 or 7_	30 days from action date	Acknowledgement of refund trace. Should have updated to a final disposition: 11, 32, or 06. If the control shows a final disposition (11 or 32) posted before the acknowledgement, proceed with the taxpayer's instructions. If not, check TCIS for status.
ST32	32yyyymmdd	45 days from action date	Refund cancelled. TC 841 should have posted. If refund was reissued, close control. If the TC 841 has not posted, check TCIS to determine if refund is cancelled or research account for an unpostable.
841P	32yyyymmdd	14 days from action date.	Case is workable when the TC 841 posted. This is present if CC CHKCL input with an "H" non-receipt code, returned check, or a refund delete. Take action to resolve freeze.

DDPD	09yyyymmdd	90 days from action date.	<p>Direct deposit. Check TCIS for the FMS Form 150.1. If no 150.1 is located on TCIS, see Exhibit 21.4.2-2, <i>Disposition Code Chart Non-Receipt Claims CHKCL CLAIMS ONLY</i>.</p> <p>REMINDER: An open control must be maintained on the case for the entire 90 days (Control "B" status).</p>
PAID	11yyyymmdd	30 days from action date.	<p>Cashed check. BFS (formerly FMS) to send claim form to taxpayer. Issue Letter 206C <i>Refund Inquiry; Copy of Check Requested/Check Being Traced (Form FMS 1133)</i>, and include the check information and Paragraph "L". Close case.</p> <p>NOTE: The 206C letter currently reflects an old BFS address in paragraphs "L" and "V". To prevent delays, do not use paragraph "L". Copy the verbiage from paragraph "L" to a fill-in paragraph, pending the 11/2016 revision. Include the new BFS address listed below, in the fill-in paragraph: Department of the Treasury Bureau of Fiscal Services Check Resolution Division P.O. Box 51318 Philadelphia, PA 19115-6318</p>
PAID	14yyyymmdd	30 days from action date.	<p>a. Cashed check, Limited Payability (LP) trace or photocopy requested. If no check copy received, print one from TCIS. If not available on TCIS,</p>

			<p>contact BFS.</p> <p>b. CC CHKCL input after the Limited Payability (LP) credit posted. Research for TC 740 and take necessary action.</p>
PAID	18yyyymmdd	30 days from action date.	Cashed check, regular CC CHKCL with stop code N, L, D, S, H, E, or X input on an LP check. Do not continue to work UNLESS you have a signed Form 3911, <i>Taxpayer Statement Regarding Refund</i> , or other written inquiry from the taxpayer.
NLUN	Unpostable code	45 days from action date.	Nullified Unpostable, reject. Work immediately and never allow to overage. Check the unpostable code and CC TXMOD and/or CC ENMOD to determine if the transaction requires reinput.
RFDL	RRyyyycyrc	45 days from action date.	Refund intercept date. If TC 841 has NOT posted, TCIS for the cancelled refund. The check may have been missed.
841P	RRyyyycyrc	14 days from action date.	Refund delete, TC 841 has posted. Take appropriate action on the case.
840-	Various	45 days from received date.	Check IDRS and close case if TC 840 posted. If no TC 840, further research is required.
TOAD	Various	90 days from action date.	If this category is for an LP claim form received from taxpayer, take immediate action. If the case was sent to the National Forensics Laboratory (NFL), a follow-up request is required.
3858	Various	45 days from action date.	If this category code is for an LP Claim Form received from the taxpayer, take immediate action. Perform necessary

			research (i.e., doc request, signature requests.) Analyze the Forgery Claim Form.
1664	Various	45 days from received date.	Find case and take action. If no case, research IDRS for a previous action.
3913	Various	45 days from received date.	Find case and take action. If no case, research IDRS for a previous action.
3859	Various	14 days from received date.	Find case and take action. If no case, research IDRS for a previous action.
UDRF	Various	45 days from received date.	Find case and take action. If no case, research IDRS for a previous action.

Exhibit 21.4.2-1(7) - Added instructions to maintain an open control after initial CHKCL trace input.

(7) After CC CHKCL is input, reassign the control base to the Refund Inquiry Unit located at the Accounts Management Center serving your site. An open control base must remain **open** pending the trace process, which can take up to 90 days. Use the control numbers listed below for processing the case:

NOTE: Using the Missing Refund (CHKCL) IAT tool will automatically reassign the control base to the Refund Inquiry (RI) Team. Paper refund trace inquiries (e.g., Form 3911, correspondence, etc.) should be worked where received unless the exception in IRM 21.4.2.4, *Refund Trace Actions* applies. Toll free refund cases generated by Denver and Oakland will be reassigned to Kansas City RI, and Cleveland and Indianapolis will be reassigned to Memphis RI.

Overlay CC TXMOD with:
 CC ACTON (new line)
 C01 (new line)
 Reassign Refund Inquiry Unit number
 Andover = 0836088888
 Atlanta = 0735300044
 Austin = 0636099058
 Brookhaven = 0136033333
 Cincinnati = 0235300000

Kansas City = 0935903000
 Fresno = 1036000005
 Memphis = 0336000000
 Ogden = 0436400005
 Philadelphia = 0536022222

REMINDER: If after inputting CC CHKCL you determine it was done in error, per IRM 2.4.23.1 (5), *General Overview for Command Code CHKCL/CHKCLR*, CC TERUPC can only be done on the same day of input.

Exhibit 21.4.2-2 - Updated Disposition Code Chart to include new category code "DDPD" for status 09 cases. Updated Status 08 instructions and added interim instructions for 206C letter paragraph "L" to include updated BFS address. Added Status code 90 instructions.

The Disposition Code can be 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 BFS (formerly FMS) provided the Disposition in YYYYMMDD format (i.e., 0120130324 = Disposition 01 provided by BFS on March 24, 2013).

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 Codes, Without Prior Forgery Determination (CSR's and Refund Inquiry Unit)*, and Exhibit 21.4.2-5, *Disposition and Status Codes - Additional Action Time Frames*.

DISPOSITION STATUS CODE	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. Pull case. 2. Resubmit CC CHKCL.
04	OOPS	1. Previously processed as Available Check Cancellation (ACC), 2. Refund credit returned by RFC, through the	1 - 4) Take action to release credit, if necessary. 5) Initiate the refund trace through the Treasury Check Information System (TCIS).

		<p>Electronic Funds Transfer (EFT) from the bank,</p> <ol style="list-style-type: none"> 3. Refund check intercepted, 4. Undeliverable TC 740. 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 21.4.1.3.3, <i>Multiple Refunds Issued From the Same Module in the Same Cycle.</i> 	
05	OOPS	Check previously mailed (within 5 days).	Close Case
06	OOPS	Previous CC CHKCL.	Check TCIS for previous claim. If present, send a Letter 129C, <i>Refund Inquiry; Form 3911 Required</i> , to taxpayer. Include check number and date along with the 800 telephone number for BFS.
07	OOPS	No payment issued or unprocessable claim.	<ol style="list-style-type: none"> 1. Pull Case. 2. Conduct additional research (i.e. different TIN.) 3. Resubmit CC CHKCL.
08	OOPS	Second trace input on DD.	<p>Monitor case.</p> <ul style="list-style-type: none"> • BFS will automatically follow up with the financial institution until the issue is resolved. BFS will load an electronic copy of the FMS Form 150.1 to TCIS when it is

			<p>received from the financial institution.</p> <ul style="list-style-type: none"> • Notify the taxpayer you are transferring the case to BFS for resolution. See IRM 21.4.2-1 (8), <i>Command Code (CC) CHKCL INPUT</i>, for time frames. • Monitor the case for 30 days. If the FMS Form 1501.1 is loaded to TCIS, update the case control to “DDPD” and follow status 09 instructions. • If a Form 4442, <i>Inquiry Referral</i> is received, research case and take appropriate action. . • If no information is found on TCIS and no inquiry is received, close the case control.
09	DDPD	<ol style="list-style-type: none"> 1. RFC has contacted bank via FMS Form 150.1 to trace refund. 2. Bank to send a copy to RFC. 3. RFC will load an electronic copy of the FMS Form 150.1 to TCIS. 	<ol style="list-style-type: none"> 1. Research TCIS. If FMS Form 150.1 is located, verify routing transit number, account code (either C for checking or S for savings), bank account number on CC IMFOB. 2. Send letter to the taxpayer. 3. Close case. 4. 5. If it has been at least 90 days, and no 150.1 copy is available on TCIS, reinput CC CHKCL and send taxpayer Letter 86C, <i>Referring Taxpayer Inquiry/Forms to Another Office</i>. Refer to Status 08 above. 6. If 150.1 does not

			resolve taxpayer's issue, continue processing, if necessary.
10	OOPS	Invalid Stop Reason Code	1. Pull Case. 2. Resubmit CC CHKCL.
2☆	OOPS	Amount difference	1. Pull Case. 2. Resubmit CC CHKCL.
3☆	OOPS	Claim submitted too early for RFC to process	1. Pull 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. Pull 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 FMS Form 150.1 will generate.	Reinput trace with Non-receipt Code "N" no limited payability on Direct Deposit. (Electronic File Transfer processed).
11	PAID 3858	Paid -Photocopy and claim mailed to taxpayer.	BFS has sent claim package (Form FMS 1133) to the taxpayer. Refund Inquiry Unit will send Letter 206C, <i>Refund Inquiry; Copy of Check Requested, Check Being Traced (Form FMS 1133)</i> , to taxpayer, including check information and paragraph "L", and close case. NOTE: The 206C letter currently reflects an old BFS address in paragraphs "L" and "V". To prevent delays, do not use paragraph "L". Copy the verbiage from paragraph "L" to

			<p>a fill-in paragraph, pending the 11/2016 revision. Include the new BFS address listed below, in the fill-in paragraph(s):</p> <p>Department of the Treasury Bureau of Fiscal Services Check Resolution Division P.O. Box 51318 Philadelphia, PA 19115-6318</p>
14	PAID	<ol style="list-style-type: none"> 1. Paid - Photocopy to follow, or 2. CC CHKCL input after an uncashed check has expired and the credit returned to IRS. 	<ol style="list-style-type: none"> 1. Monitor for receipt. <ol style="list-style-type: none"> a. Upon receipt continue processing. See IRM 21.4.2.4, <i>Refund Trace Actions</i>. b. If copy not received in 30 days, research TCIS for a copy or reinput CC CHKCL. 2. Research for TC 740 and release freeze if necessary.
14	PAID	<ol style="list-style-type: none"> 1. Paid - Photocopy to follow, or 2. CC CHKCL input after an uncashed check has expired and the credit returned to IRS. 	<p>If no photocopy within 30 days:</p> <ol style="list-style-type: none"> 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.	<p>Monitor for receipt for certified photocopy.</p> <ol style="list-style-type: none"> a. Upon receipt continue processing. See IRM

			<p>21.4.2.4, <i>Refund Trace Actions</i>.</p> <p>b. If no photocopy within 30 days and IDRS shows photocopy previously received, update activity code to reflect proper status of case.</p> <p>c. If IDRS shows no indication that certified photocopy received, contact BFS.</p>
17	PAID	Paid - Endorsed, photo/claim to follow.	Monitor. If no photocopy in 30 days , contact BFS.
18	PAID	Paid - Claim submitted after the Limited Payability cutoff date.	If Form 3911, <i>Taxpayer Statement Regarding Refund</i> , is available, research TCIS for a check copy. If not on TCIS, 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 if no photocopy in 30 days , follow up, contact BFS.
22	OOPS	Insufficient agency information.	<ol style="list-style-type: none"> 1. Pull 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.
31		Check Outstanding. RFC will issue recertified check.	Monitor for TC 841.
32	ST32	Outstanding check cancelled credit will be returned to IRS.	Monitor for TC 841.
33	OOPS	Outstanding - No Photocopy.	Send Letter 1219C, <i>Refund Inquiry; (Joint F3911) Requires</i>

			<i>Certification: Form 1040.</i>
53	OOPS	Reject - Duplicate Stop	Contact BFS Check Information Section at 855-868-0151 Option 1.
65	ACKN	Refund associated with TOP Offset.	<ol style="list-style-type: none"> 1. Wait for subsequent Disposition Code. 2. No reply within 30 days, contact BFS Birmingham.
71	OOPS	TOP Offset refund in full.	Advise taxpayer to contact BFS TOP Call Center. See IRM 21.4.6, <i>Refund Offset</i> for more information.
72	OOPS	TOP Offset partial refund.	Advise taxpayer to contact BFS TOP Call Center. See IRM 21.4.6, <i>Refund Offset</i> .
90	OOPS	TCIS/PACER disconnect error.	Contact BFS to reset the interface indicator.
☆ (Asterisk equals blank)			

Exhibit 21.4.2-5 - Included information regarding 90 day time frame and electronic copy of FMS Form 150.1 added to TCIS.

(1) The Disposition Code can be 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 BFS (formerly FMS) provided the Disposition in YYYYMMDD format (i.e., 0120130324 = Disposition 01 provided by BFS on March 24, 2013).

NOTE: Additional disposition code 11 information can be found in IRM 21.4.2.4.4.1, *Subsequent Inquiries, With Status Codes, Without Prior Forgery Determination (CSR's and Refund Inquiry Unit, and Exhibit 21.4.2-2, Disposition Code Chart Non-Receipt Claims CHKCL Claims Only.*

Code	Definition	Actions and Time Frames
01	RFC has requested the status of check from the Financial Processing Division.	If there is no indication the check was cashed and no action after 28 days from the status 01 date , send an e-4442, <i>Inquiry Referral</i> , to the Accounts Management Center Refund Inquiry function.
04	Claim was previously	Taxpayer should receive check

	processed as an available check cancellation. Check was sent, but returned as undeliverable or cancelled.	within six weeks.
07	Unprocessable claim.	If no other action indicated: <ul style="list-style-type: none"> a. Send an e-4442, <i>Inquiry Referral</i> to the campus. b. Advise taxpayer he/she will be contacted within 30 days.
08	For Direct Deposit Refunds - No response from the Direct Deposit designated financial institution. The subsequent CC CHKCL input generates an FMS Form 150.1 to the bank. Input when the taxpayer indicates that they have not received the requested information from the initial trace and it's been more than 90 days. Verify taxpayer has NOT received the FMS Form 150.1 copy.	<ol style="list-style-type: none"> 1. If the taxpayer has not received FMS Form 150.1 and TC 841 is not present send an e-4442, <i>Inquiry Referral</i>, to the Accounts Management Center Refund Inquiry function. 2. If the taxpayer has not received FMS Form 150.1 copy and a TC 841 is posted, advise taxpayer of refund reissue or other disposition of credit.
09	For Direct Deposit Refunds - The RFC contacts the financial institution via FMS Form 150.1 to trace the refund. Copies of the results are sent to RFC. RFC will load an electronic copy of the FMS Form 150.1 to TCIS .	<ol style="list-style-type: none"> 1. If no TC 841 is present, and it has been at least 90 days from the date the trace was initiated, send an e-4442, <i>Inquiry Referral</i>, to the Accounts Management Center Refund Inquiry function. 2. If it has not been at least 90 days, advise the taxpayer to call back after this time frame has elapsed. 3. If TC 841 is posted, advise taxpayer of refund reissue or other disposition of credit.
11	Check has been cashed. The taxpayer must contact the	Provide the taxpayer with check number, symbol and refund

	BFS Check Claims Branch at the toll-free number (800) 826-9434 (English and Spanish speaking assistance is available on the Check Claims toll free number). The TP needs to inquire about the status of the Form FMS 1133, after it has been returned to the Bureau of Check Claims.	<p>date, all are available on IMFOL#.</p> <ul style="list-style-type: none"> • Taxpayer will receive a copy of the cancelled check and Form FMS 1133 within 30 days of the Status "11" date. • If the taxpayer is in receipt of the Form FMS 1133, advise them to complete and return the form to BFS along with a copy of the cancelled check. Allow 90 days for processing.
27	Check was previously processed as Limited Payability Check Cancellation. Check was issued but was not cashed within one year from the date of issue. The refund credit (TC 740) was returned by the RFC.	Taxpayer should receive check within six weeks.
32	Check cancelled - new check to be issued.	Taxpayer should receive refund within 4 weeks.
65	TOP offset of refund. The initial disposition code indicates the refund was associated with a "TOP offset". Subsequent disposition codes will follow.	Review the taxpayer's account to determine if refund was offset in full. Explain the offset to the taxpayer and have them contact BFS TOP Call Center or the creditor agency per IRM 21.4.6, <i>Refund Offset</i> . For contact number and hours to call center, access link BFS .
71	Full TOP offset.	Advise the taxpayer to contact BFS TOP Call Center. See IRM 21.4.6, <i>Refund Offset</i> , for more information. For contact number and hours to call center, access link BFS .
72	TOP offset - Unavailable Check Cancellation (UCC). This code is passed for non-receipt claims when only the amount of the partial	The offset is not reversed. Generates a TC 841 and is the equivalent of a "Code 09" which generates a "DLN with Block 88888". Follow procedures

	payment issued as a result of an offset being returned.	under Code "09" Then section (3) above.
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Exhibit 21.4.2-6 - Added new category code "DDPD" and 90 day time frame

The following category codes are associated with the Refund Trace Program:

NOTE: Additional category code information can be found in Exhibit 21.4.2-2, *Disposition Code Chart Non-Receipt Claims CHKCL Claims Only.*

Category	Definition	How Updated	When Updated	Age Criteria
RFIQ	Correspondence received regarding a refund.	CC ACTON.	When controlled.	Asterisk appears 45 days from received date. <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.
3911	Form 3911, <i>Taxpayer</i>	CC ACTON	When case controlled.	Asterisk appears 30

	<p><i>Statement Regarding Refund</i>, or oral statement received regarding a refund.</p>			<p>days from received date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.
RCTF	<p>CC CHKCL input for check claim.</p>	<p>Computer generated.</p>	<p>CC CHKCL is input.</p>	<p>Asterisk appears 30 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When

				asterisk appears in "HMM M" column, case is overaged.
RFCK	CC CHKCL input for photocopy request (including LP trace).	Computer generated.	CC CHKCL is input.	<p>Asterisk appears 30 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.
OOPS	CC CHKCL claim or photocopy request rejected	Computer generated.	When reject received from RFC.	Asterisk appears 14 days from action date.

	by RFC, as indicated by "Reject Disposition Code", corrective action required.			<ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.
ACKN	Claim or photocopy request processed by RFC to TCIS by "Disposition Code 01 or 2".	Computer generated.	When "Disposition Code" is received from RFC.	<p>Asterisk appears 30 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears

				rs in "HMM M" column, case is overaged.
ST32	Check is outstanding.	Computer generated.	When Status Code "32" received from RFC.	<p>Asterisk appears 45 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.
841P	TC 841 posts and sets "P-" Freeze.	Computer generated.	When TC 841 posts.	<p>Asterisk appears 14 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9

				would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged (unless 45 days have not elapsed from the received date of the check).
PAID	1. Check cashed, claims package and/or photocopy to follow, as indicated	Computer generated.	When Disposition Notice received.	Asterisk appears 30 days from action date for checks and direct deposits. NOTE: If

	<p>by "Status 11, 14, 15, 16, 17, 18, or 20".</p> <p>2. Direct Deposit verified and FMS Form 150.1 to generate at RFC, as indicated by "Status 9."</p>			<p>case has already been updated to "Category Code 3858" because the claims package came before the "Status 11" etc. and has already been mailed to the taxpayer, the computer will not change the "Category Code PAID". The case will remain in "Category 3858" to reflect the true status of the case.</p>
DDPD	<p>Direct Deposit verified and FMS Form 150.1 to generate at RFC, as indicated by Status 09.</p>	Computer generated.	When Disposition Notice received.	Asterisk appears 90 days from action date.
3858	<p>1. Form FMS 1133 and check copy sent to taxpayer or</p> <p>2. There is no check copy and taxpayer</p>	CC ACTON	When items are mailed to the taxpayer.	<p>Asterisk appears 45 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would indicate how many weeks

	is denied.			it has aged. When asterisk appears in "HMM M" column, case is overaged.
TOAD	Completed Form FMS 1133 and check copy sent to BFS for adjudication.	CC ACTON	When items are mailed to BFS Philadelphia, PA.	<p>Asterisk appears 90 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.
3859	FMS 3859,	CC	When	Asterisk

	Claims Disposition Notice, (or computer generated version) received from BFS in Philadelphia, PA.	ACTON	Disposition Notice received.	<p>appears 14 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in HMM column, case is overaged.
RECL	TC 841 to post from "Account 6565".	CC ACTON	When case submitted to the Accounting function.	<p>Asterisk appears 180 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When

				asterisk appears in "HMM M" column, case is overaged.
1081	Reclamation Credit received from BFS.	CC ACTON	When 1081 "TRACS" listing received.	<p>Asterisk appears 30 days from action date.</p> <ul style="list-style-type: none"> • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMM M" column, case is overaged.