



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

March 1, 2019

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Expiration Date: 03/01/2021
Affected IRM: IRM 8.20.7

MEMORANDUM FOR: Director, Account & Processing Support - East
Director, Account & Processing Support - West
Director, Collection Appeals

FROM: Anita M. Hill /s/ *Anita M. Hill*
Director, Case and Operations Support

SUBJECT: Input of Direct Debit Installment Agreements by Account and Processing Support (APS)

This memorandum serves as interim guidance for the input of Direct Debit Installment Agreements (DDIA) until IRM 8.20.7 is updated. Please ensure that this information is distributed to all affected employees within your organization.

Purpose: The purpose of this memorandum is to change the procedure for the input of DDIA's secured by Appeals during Collection Due Process (CDP) hearings.

Background: Current procedure requires APS to forward DDIA's to either ACS or Field Collection for input of the agreements.

Procedural Change: Direct Debit Installment Agreements that do not require mirroring or special processing, will be input by APS. This includes all cases sourced from Field Collection and the Automated Collection System (ACS). APS will still route closing documents, including Form 433D, to either ACS or Field Collection according to previously established procedures. A notation will be included that the DDIA was input and the date it was input. DDIA's requiring accounts to be mirrored or other special processing, will still be forwarded to either ACS or Field Collection for input via current procedures.

Effect on Other Documents: This guidance will be incorporated into the IRM section noted above within two years from the issuance date of this memorandum.

Effective Date: This guidance becomes effective on March 11, 2019.

Contact: Appeals employees should elevate questions through their management chain and follow established procedures on [How to Contact an Analyst](#).

Attachment(s): Affected Changes

cc: www.irs.gov

Changes:**Replaced Section**

The following sub-section replaces IRM 8.20.7.20.10.1(2)

8.20.7.20.10.1 (MM-DD-YYYY)**ACS Notification of CDP and EH Closures Via EEFax**

(2) APS will use EEFax to provide the ACSS (ACS Support) CDP Coordinator with a copy of Form 5402 and Form 3210/E3210.

Reminder: The EEFax transmission can be performed daily, but at a minimum, must be performed once a week. Send ALL Forms 5402 when you close ACDS, do not wait until the Default date – do not wait until PEAS is closed.

Installment Agreements (DDIA/MMIA) requiring special processing (including mirroring) and mirrored CNC requests secured by the ATE are not input by APS and must be included in the EEFax transmission and identified on the Form 3210/E3210.

- **Direct Debit Installment Agreements (DDIA)** requiring special processing or mirroring are transmitted to ACSS by APS via EEFax.
- These DDIAs must be identified on the Form 3210/E3210.
- These DDIAs are input by ACSS.
- **Manually Monitored Installment Agreements (MMIA)** and mirrored CNC requests are transmitted to ACSS by APS via EEFax.
- Form 433-D and mirrored CNC requests must be identified on the Form 3210/E3210
- ACSS submits these requests to Centralized Case Processing (CCP) for input on IDRS.

NOTE: APS will input all Direct Debit Installment Agreements not requiring special processing or mirroring.

Replaced Section

The following sub-section replaces IRM 8.20.7.20.16 (4), (5) & (6)

8.20.7.20.16 (MM-DD-YYYY)**CDP/EH with an Installment Agreement**

(4) Direct Debit Installment Agreements (DDIAs) allow the Service to debit a taxpayer's checking account for the agreed upon installment amount. **Both Field Collection sourced cases and ACS sourced DDIAs are input by APS.**

(5) DDIA's requiring special processing or mirroring for **Field Collection sourced cases** are processed in the CSCO sites. Fax the signed DDIA along with the routing and account number (usually provided via a voided check) to the DDIA Coordinator for input. See [DDIA Liaison website](#) and input the Business Operating Division (BOD) and the state where the taxpayer resides to identify the appropriate fax number.

(6) DDIA's requiring special processing or mirroring for **ACS sourced cases** are input by ACSS (ACS Support). Affix the original DDIA signed documents to a copy of the Form 5402 and forward to ACSS via EEFax. If these documents are not faxed individually, but instead are batched in high volume APS Offices, they must be submitted via EEFax within 5 business days using Form 3210/E3210. Identify on Form 3210/E3210 which Forms 5402 have DDIA's associated for input.

Replaced Section

The following sub-section replaces IRM 8.20.7.40.1 (4) & (5)

8.20.7.40.1 (MM-DD-YYYY) Installment Agreement (IA) APS General Information

(4) Direct Debit Installment Agreements (DDIA's) allow the Service to debit a taxpayer's checking account for the agreed upon installment amount and also require a taxpayer signature. DDIA's that are input using only IDRS will be processed by APS. See (5) below for exception.

(5) DDIA's requiring special processing or account mirroring for **Field Collection sourced cases** are processed in the CSCO sites. EEFax the installment agreement along with the routing and account number (usually a voided check) to a DDIA coordinator for input. The DDIA Coordinator information is located via, <http://serp.enterprise.irs.gov/databases/who-where.dr/ddia-liaisons.html>. For **ACS sourced cases** that require special processing or account mirroring, affix the original DDIA documents to a copy of the Form 5402, *Appeals Transmittal and Case Memo* and batch and mail once per week to the originating ACSS location. Identify the cases with a DDIA attached on the Form 3210/E3210.

NOTE: There is a legal requirement for any DDIA to have the taxpayer's signature. The IRS can accept an original signature, electronic signature or faxed signature.

REMINDER: Ensure that the taxpayer's account correctly reflects that an Installment Agreement is pending. Review each TXMOD to confirm that a TC 971 AC 043 is present. If no TC 971/043 is reflected on the account, contact the ATE for the appropriate date to use and input a TC 971/043 via REQ77 with that date. Monitor the account to verify posting of the TC then close PEAS.