

INTERIM IRM PROCEDURAL UPDATE

DATE: 11/21/2011

NUMBER: WI-5-1111-1832

SUBJECT: Balance Due Updates

AFFECTED IRM(s)/SUBSECTION(s): 5.19.1

CHANGE(s):

IRM 5.19.1.3.1 - Account Actions on Referrals and Redirects, added new 4 to provide employees referral guidance on Large Dollar cases. Renumbered remaining list accordingly.

4. Ensure FCC is completed per IRM 5.19.1.3.4.1, *Full Compliance Check*.

If ...	And ...	Then ...
AM	Status 22	Transfer call to the appropriate BOD: WI: #92069 SBSE: #92077
AM	Notice Status	Transfer call to the appropriate BOD: WI: #92080 SBSE: #92085
AM	Status 26	See IRM 21.3.12.5.2, <i>Status 26 Modules</i> .
ACS/ACSS/CSCO/TAC	Status 24 and /Notice Status and request for an Installment Agreement. This includes ST 64 accounts.	Input 971/043 if the request meets qualifications: IRM 5.19.1.5.5.6, <i>Pending Installment Agreement Criteria</i> . 1. Document AMS 2. Issue Letter 86C, <i>Referring Taxpayer Inquiry/Forms to</i>

		<p><i>Another Office</i></p> <ol style="list-style-type: none"> 3. Input CC STAUP 2200 4. CC ASGNI account on IDRS to 6541
ACS/ACSS/CSCO/TAC	<p><u>Request for a Release of Levy:</u></p> <p>Account is in Status 22 and an immediate hardship does exist (shut-off notice, eviction notice etc)</p>	<p>Transfer to the call to one of the former large dollar sites:</p> <p>Buffalo (WI) # 92069</p> <p>Brookhaven or International PSC # 92077</p> <p>or</p> <p>Fax Form 4442, <i>Inquiry Referral</i>, to the appropriate (former) Large Dollar Unit.</p> <p>Buffalo: 1-716-686-4930</p> <p>Brookhaven: 1-631-447-4185</p> <p>or</p> <p>Philadelphia: 1-267-941-18549.</p> <ol style="list-style-type: none"> 1. Release the levy upon receipt of verification. 2. Send Letter 86C, <i>Referring Taxpayer Inquiry/Forms to Another Office</i> 3. Document AMS 4. Input CC STAUP 2200 5. CC ASGNI account on IDRS to 6541
ACS/ACSS/CSCO/TAC	<p><u>Request for a Release of Levy:</u></p> <p>Account is in</p>	<ol style="list-style-type: none"> 1. Release the levy upon receipt of verification. 2. Send Letter 86C, <i>Referring Taxpayer</i>

	Status 24 and an immediate hardship does exist (shut-off notice, eviction notice etc)	<i>Inquiry/Forms to Another Office</i> 3. Document AMS 4. Input CC STAUP 2200 5. CC ASGNI account on IDRS to 6541
ACS/ACSS/CSCO/TAC	Account is in Status 24 and an immediate Hardship does not exist.	1. Send Letter 86C, <i>Referring Taxpayer Inquiry/Forms to Another Office</i> 2. Document AMS with actions taken on the account and with information on Levy Source (Name, address and telephone number, if available) 3. Input CC STAUP 2200 4. CC ASGNI account on IDRS to 6541
ACS/ACSS/CSCO/TAC	Status 60	1. Default Installment Agreement 2. CC STAUP 2200 3. CC ASGNI account on IDRS to 6541 4. Send Letter 86C, <i>Referring Taxpayer Inquiry/Forms to Another Office</i> 5. Document AMS

NOTE: If correspondence is received from the taxpayer **(Do not solicit)**:

- Document AMS with taxpayers request
- Document AMS with financial information (input FIN).
- Forward documents to RO Group Manager based on Revenue Officer by TSIGN/ZIP/State look-up located on SERP "Who/Where" tab, RO by ZIP Code. Use taxpayer's ZIP Code.

IRM 5.19.1.5.5.9 - Rejected Installment Agreement Independent Review, removed (5) (c) and renumbered remaining list accordingly.

5. The case is reviewed by the Independent Reviewer and returned to the originating employee within five days. The decision to uphold a rejection must be supported by one or more of the following factors:
 - a. The calculation using CC ICOMP, Decision IA, or the financial statement supports the proposed rejection.
 - b. The taxpayer does not meet streamlined authority and financial information is needed before the IA request can be considered; and, the financial information cannot be obtained from the taxpayer at this time.
 - c. The taxpayer is not current in the current quarter in making FTD deposits.
 - d. The taxpayer refuses to agree to make estimated tax payments during the Installment Agreement.
 - e. The taxpayer broke a promise to call back with financial information.
 - f. The taxpayer has not responded to ACS LT24, *We Received Your Payment Proposal*.

IRM 5.19.1.5.5.22 - Adding New Liability to an Existing Agreement, updated second note after (4) (b) to show that Letter 3676 may only be used by employees working FERDI accounts.

1. Add the new liability if the taxpayer still meets the IA criteria using CC IAGRE to generate CC IAREV:
 - a. For a Payroll Deduction Agreement, send Letter 2571C, *To Employer: Discontinue/Adjust Payroll Deduction*, to the taxpayer so they can notify their employer to include the new assessment in the agreement
 - b. If the payroll deduction agreement requires an increase in the payment amount, schedule the increased payment amount to start the third month from the current cycle

NOTE: The taxpayer is responsible for notifying their employer of the change. This allows time for the employer to schedule the increase in the payment amount and avoids having the Installment Agreement default for insufficient payment.

NOTE: Letter 3676C, *To Employer: Payroll Deduction Installment Agreement Letter*, may only be used by employees working FERDI accounts. See IRM 5.19.18, *Federal Employee/Retiree Delinquency Initiative (FERDI)*.

- c. Do not reset the skip indicator if already used

NOTE: If the taxpayer requests to add a new liability to an existing DDIA agreement, fax Form 4442, *Inquiry Referral*, to the CSCO liaison within 24 hours at the campus having jurisdiction of the taxpayer account.

REMINDER: Do NOT revise a DDIA using CC IAREV; only CSCO employees input revisions to DDIA agreements.

IRM 5.19.1.6 - Securing Financial Information, updated CSCO instructions in 18) and 21). Updated formatting throughout.

18. Most taxpayers should be able to provide income and expense information during the initial contact. Follow procedures below when they are unable to provide all required information for face to face and telephone contact:

If ...	Then ...
<p>ACS</p>	<p>If additional information/substantiation is needed, request faxes while on the phone to resolve the case.</p> <ul style="list-style-type: none"> a. Provide the taxpayer with an appropriate deadline to submit the information being requested. If the taxpayer states they will fax the information and is unable to do so while on the call – allow five days from date of telephone call. b. If the taxpayer cannot fax the information, advise the taxpayer to send ONLY the information that is missing or needed (i.e., substantiation) to resolve/complete the case to the appropriate ACSS site and include their name and TIN with the information. Add 15 calendar days to the due date given the taxpayer. c. If the taxpayer indicates they will call back allow 5 days. d. If the taxpayer indicates they will mail the required information - provide the appropriate ACSS address. Add 15 calendar days to the due date given the taxpayer. <p>NOTE: If the taxpayer does not respond, proceed with the next action, example: Levy, NFTL, Independent Review, LT11, etc.</p>
<p>CSCO NSIA (Andover)</p>	<p>When able, request the taxpayer fax any required information. Advise the taxpayer to either fax, call back, or mail the required information directly to you in order to resolve the case, and include their name and TIN with the information.</p>

	<ul style="list-style-type: none"> a. Provide the taxpayer with an appropriate deadline to submit the information being requested. If the taxpayer states they will fax the information and is unable to do so while on the call – 10 days from date of telephone call. b. If the taxpayer cannot fax the information, advise the taxpayer to send ONLY the information that is missing or needed (i.e., substantiation) to resolve/complete the case to the assistor with the appropriate CSCO Andover address, and include their name and TIN with the information. c. If the taxpayer indicates they will call back allow 5 days, provide your direct number.
Field Assistance	<p>Direct the taxpayer to bring documents back to the walk-in office. If they are unable to, advise them to call Toll Free (AM) or ACS depending on the case status, or to send ONLY the information that is missing or needed (i.e., substantiation) to resolve/complete the case to the CSCO or ACSS site and include their name and TIN with the information.</p> <ul style="list-style-type: none"> a. Provide the taxpayer with an appropriate deadline to submit the information being requested, 15 days for information being mailed.
AM NSIA	<p>If additional information/substantiation is needed, request faxes while on the phone to resolve the case.</p> <ul style="list-style-type: none"> a. If they are unable to fax, advise them to send ONLY the information that is missing or needed (i.e., substantiation) to resolve/complete the case to the appropriate CSCO site. They need to include their name and TIN with the information.

21. For paper case processing immediately associate taxpayer responses with the suspended case and resolve. If unable to resolve do the following:

If ...	Then ...
ACSS	<ul style="list-style-type: none"> a. Attempt two calls to the taxpayer in order to obtain missing or needed information (i.e., substantiation). If there is no response to call attempts, make the request in writing. Document AMS of both call results. b. If a letter is sent to the taxpayer requesting the

	<p>information – allow 30 days for the taxpayer to respond from the date the letter was input for issuance. Update current AMS control to "S" status with follow-up for 45 days then suspend case. Suspend the case on ACS for the appropriate number of cycles; "TOS5,XX,IAPND" on ACS, where XX = the number of days the case will be in suspense (45).</p> <p>c. If the taxpayer does not respond by the end of the suspense period of 45 days, establish the installment agreement per the financial. Leave a history of no taxpayer response.</p>
CSCO	<p>a. Attempt two calls to the taxpayer in order to obtain missing or needed information (i.e., substantiation). If there is no response to call attempts, make the request in writing. Document AMS of both call results.</p> <p>b. If a letter is sent to the taxpayer requesting the information – provide 30 days from the date the letter was input for issuance as a deadline for the taxpayer to respond.</p> <p>c. Update current AMS control to "S" status with follow-up for 45 days then suspend case.</p> <p>NOTE: Manual CC STAUP is not required; AMS is programmed to take the appropriate action(s)</p>
CSCO NSIA (Andover)	When information is sent to you by the taxpayer, control the case under 61191.

NOTE: When corresponding with the taxpayer, provide **your** name, **your** hours of operation, **your** return address and **your** telephone number for contact. Leave AMS history regarding the information/substantiation requested and why the information has been requested, IRM 5.19.1.5.5.6, *Pending Installment Agreement Criteria*.

NOTE: CSCO and ACSS employees receiving information requested during a toll-free contact should complete the financial. Do not forward the information to the toll-free employee in ACS or AM who worked with the taxpayer while on a call. Only CSCO, ACSS and CSCO NSIA employees control and work financial cases to resolution.

IRM 5.19.1.9.4 - Identity Theft Automated Underreporter (AUR), updated table under 3).

3. When the taxpayer disputes the AUR assessment on the basis of identity theft, use the following chart:

If ...	Then ...
<p>The taxpayer faxes ID theft documentation or documentation is received via mail and it is complete and legible</p>	<ul style="list-style-type: none"> ○ Input TC 971 AC 522 per IRM 5.19.1.9.2.1, <i>Identity Theft Documentation Processing</i>. ○ Fax the case to the ITAR Liaison for AUR via Form 4442, <i>Inquiry Referral</i>, and attach ID theft documentation. On Form 4442, <i>Inquiry Referral</i>, line 5 (Referring To) indicate ID Theft. <p style="text-align: center;">EXAMPLE: AUR-ID Theft</p> <ul style="list-style-type: none"> ○ See SERP, Who/Where, ITAR Liaisons to identify the correct liaison. Select the appropriate campus under: W&I – W&I AUR SB/SE – SBSE AUR ○ For ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken 2. W&I - Reassign "TOM5,60,IDTAUR" SB/SE – Reassign "TOK5,60,IDTAUR" ○ For Non-ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken 2. Input CC STAUP 2209
<p>TP wants to mail ID theft documentation</p>	<ul style="list-style-type: none"> ○ For ACS (including International) Cases: <ol style="list-style-type: none"> 1. Document AMS. 2. Provide ACS Support address to taxpayer per http://serp.enterprise.irs.gov/databases/who-where.dr/acsspt-lias.dr/acs-support.htm. 3. Warn of enforcement action. 4. Input history code with a parameter of 30 days past the deadline date. 60 days past the deadline date on international cases W&I - "TOM5,XX,IDTAUR" SB/SE – "TOK5,XX,IDTAUR" ○ For Non-ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Provide CSCO address to taxpayer per http://serp.enterprise.irs.gov/databases/who-where.dr/addresses.dr/collections.htm.

	<p>3. * International – Provide Philadelphia address on SERP.</p> <p>4. Warn of enforcement action.</p> <p>5. Input CC STAUP 2209.</p> <p>NOTE: International accounts are identified by File Location Codes (FLC) 20, 21, 60, 66, 78 and 98. FLC 21, 66, and 78 contain all returns with a U.S. possession or territory address with a 5-digit ZIP Code (Forms 1040-PR or 1040-SS) which include Puerto Rico, American Samoa, Guam, U.S. Virgin Islands and the Commonwealth of the Northern Marianna Islands.</p> <p>FLC 20, 60, and 98 are used for return with:</p> <ul style="list-style-type: none"> ○ A foreign address ○ Form 2555/2555-EZ ○ Form 1042-S, Form SSA 1042-S, Form 8805 or Form 8288-A ○ Dual Status Notification ○ Form 1040NR or 1040NR –EZ <p>CAUTION: Do not assume that an account is International just because you have received Spanish correspondence. Ensure that the above criteria is met.</p>
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IRM 5.19.1.9.5 - Identity Theft Automated Substitute for Return (ASFR) and Substitute for Return (SFR), updated table under 3).

3. When the taxpayer disputes the ASFR or SFR assessment on the basis of identity theft, use the following chart:

If ...	Then ...
The taxpayer faxes ID theft documentation or documentation is received via mail and it is complete and legible	<ul style="list-style-type: none"> ○ Input TC 971 AC 522 per IRM 5.19.1.9.2.1, <i>Identity Theft Documentation Processing</i> ○ Fax the case to the ITAR Liaison for ASFR or SFR via Form 4442, <i>Inquiry Referral</i>, and attach ID theft documentation. On line 5 of the Form 4442, <i>Inquiry Referral</i>, (Referring To) indicate ID Theft.

	<p>EXAMPLE: ASFR-ID Theft; SFR-ID Theft</p> <ul style="list-style-type: none"> ○ See SERP, Who/Where, ITAR Liaisons to identify the correct liaison. Select the appropriate campus under: W&I – W&I CSCO SB/SE – SBSE ASFR ○ For ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. W&I Reassign "TOM5,60,IDTASFR" or "IDTSFR" SB/SE Reassign "TOK5,60,IDTASFR" or "IDTSFR" ○ For Non-ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Input CC STAUP 2209.
<p>The taxpayer wants to mail ID theft documentation</p>	<ul style="list-style-type: none"> ○ For ACS (including International) Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Provide ACS Support address to taxpayer per http://serp.enterprise.irs.gov/databases/who-where.dr/acsspt-lias.dr/acs-support.htm. 3. Warn of enforcement action. 4. Input history code with a parameter of 30 days past the deadline date. 60 days past the deadline date on international cases W&I - "TOM5,XX,IDTASFR" or "IDTSFR" SB/SE - "TOK5,XX,IDTASFR" or "IDTSFR" ○ For Non-ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Provide CSCO address to taxpayer per http://serp.enterprise.irs.gov/databases/who-where.dr/addresses.dr/collections.htm. 3. * International – Provide Philadelphia address on SERP . 4. Warn of enforcement action. 5. Input CC STAUP 2209. <p>NOTE: International accounts are identified by File Location Codes (FLC) 20, 21, 60, 66, 78 and 98. FLC 21, 66, and 78 contain all returns with a U.S. possession or territory address with a 5-digit ZIP Code (Forms</p>

	<p>1040-PR or 1040-SS) which include Puerto Rico, American Samoa, Guam, U.S. Virgin Islands and the Commonwealth of the Northern Mariana Islands.</p> <p>FLC 20, 60, and 98 are used for return with:</p> <ul style="list-style-type: none"> ○ A foreign address ○ Form 2555/2555-EZ ○ Form 1042-S, Form SSA 1042-S, Form 8805 or Form 8288-A ○ Dual Status Notification ○ Form 1040NR or 1040NR –EZ <p>CAUTION: Do not assume that an account is International just because you have received Spanish correspondence. Ensure that the above criteria is met.</p>
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IRM 5.19.1.9.6 - Identity Theft Examination Assessments, updated table under 2).

1. Advise the taxpayer to mail or fax the ID theft documentation referenced in IRM 5.19.1.9.2.1, *Identity Theft Documentation Processing*, and follow the chart below:

If ...	Then ...
<p>The taxpayer faxes ID theft documentation or documentation is received via mail and it is complete and legible</p>	<ul style="list-style-type: none"> ○ Input TC 971 AC 522 per IRM 5.19.1.9.2.1, <i>Identity Theft Documentation Processing</i>. ○ Fax the case to the ITAR Liaison for Examination via Form 4442, <i>Inquiry Referral</i>, and attach ID theft documentation. On line 5 of the Form 4442, <i>Inquiry Referral</i>, (Referring To) indicate ID Theft. <p style="text-align: center;">EXAMPLE: Exam-ID Theft</p> <ul style="list-style-type: none"> ○ See SERP, Who/Where, ITAR Liaisons to identify the correct liaison. Select the appropriate campus under: W&I – W&I Examination SB/SE – SBSE Examination ○ For ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken.

	<ol style="list-style-type: none"> 2. W&I Reassign "TOM5,60,IDTEXAM" SB/SE Reassign "TOK5,60,IDTEXAM" <ul style="list-style-type: none"> ○ For Non-ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Input CC STAUP 2209
<p>The taxpayer wants to mail ID theft documentation</p>	<ul style="list-style-type: none"> ○ For ACS (including International) Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Provide ACS Support address to taxpayer per http://serp.enterprise.irs.gov/databases/who-where.dr/acsspt-lias.dr/acs-support.htm. 3. Warn of enforcement action. 4. Input history code with a parameter of 30 days past the deadline date. 60 days past the deadline date on international cases. W&I - "TOM5,XX,IDTEXAM" SB/SE - "TOK5,XX,IDTEXAM" ○ For Non-ACS Cases: <ol style="list-style-type: none"> 1. Document AMS with actions taken. 2. Provide CSCO address to taxpayer per http://serp.enterprise.irs.gov/databases/who-where.dr/addresses.dr/collections.htm. 3. * International – Provide Philadelphia address on SERP. 4. Warn of enforcement action. 5. Input CC STAUP 2209. <p>NOTE: International accounts are identified by File Location Codes (FLC) 20, 21, 60, 66, 78 and 98. FLC 21, 66, and 78 contain all returns with a U.S. possession or territory address with a 5-digit ZIP Code (Forms 1040-PR or 1040-SS) which include Puerto Rico, American Samoa, Guam, U.S. Virgin Islands and the Commonwealth of the Northern Marianna Islands.</p> <p>FLC 20, 60, and 98 are used for return with:</p> <ul style="list-style-type: none"> ○ A foreign address ○ Form 2555/2555-EZ ○ Form 1042-S, Form SSA 1042-S, Form 8805 or Form 8288-A ○ Dual Status Notification ○ Form 1040NR or 1040NR –EZ <p>CAUTION: Do not assume that an account is</p>

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