

## **IRM PROCEDURAL UPDATE**

**DATE: 12/14/2020**

**NUMBER: wi-21-1220-1308**

**SUBJECT: Masking of TDS BMF Transcripts**

**AFFECTED IRM(s)/SUBSECTION(s): 21.2.3**

**CHANGE(s):**

**IRM 21.2.3.5.3.2.1 Revised, as this subsection now only addresses masked TDS transcripts.**

1. Authorized representatives can request BMF masked TDS transcripts be placed into their e-Services SOR mailbox.
2. The caller cannot request a transcript be deposited into another e-Services user's SOR mailbox. The transcript can only be deposited into the e-Services SOR mailbox established by the caller. The caller is only allowed to access the mailbox they established.
3. To place the transcript into the authorized representative's e-Services SOR mailbox, see IRM 21.2.3.5.3.2(6), TDS Transcripts for IMF and BMF Authorized Representatives.

**IRM 21.2.3.5.9.1 Added policy and procedure for the new, masked TDS transcript for BMF, including the customer file number and referral to HQ staff.**

1. When the taxpayer is calling for a transcript, encourage the taxpayer to submit Form 4506-T. The form can be obtained by downloading from IRS.gov, and the transcript is mailed to the taxpayer. Form 4506-T contains complete instructions. Most requests are processed within 10 business days.
2. If the taxpayer does not want to submit Form 4506-T, conduct full authentication as outlined in IRM 21.1.3.2.3, Required Taxpayer Authentication. If the taxpayer cannot pass authentication, instruct the taxpayer to obtain their tax documents and personal information, then call the IRS back. If the taxpayer still cannot authenticate, instruct the taxpayer to submit Form 4506-T, per IRM 21.1.3.2.3(8)(NOTE), Required Taxpayer Authentication. If the taxpayer requests expedited service, advise the taxpayer that an appointment is necessary for TAC assistance. Provide the taxpayer with the toll-free number to request an appointment, 844-545-5640. Inform the taxpayer the appointment date may not be immediate depending on office availability. Document the failed authentication attempt and TAC referral in AMS.

**REMINDER:** Only when expedited service is needed and telephone assistance has been exhausted can a taxpayer be directed to the TAC.

**CAUTION:** See IRM 21.1.3.9, Mailing and Faxing Tax Account Information, for transcript mailing restrictions.

3. Identify any account issues on IDRS or AMS that would prohibit the issuance of a transcript; refer to IRM 21.2.3.5.7, Transcript Restrictions and Special Handling, for examples.

**NOTE:** For Large Corp Program customers, see IRM 21.2.3.5.7(15), Transcript Restrictions and Special Handling.

4. Identify which type of transcript will meet the taxpayer's needs. Refer to IRM 21.2.3.5.2, Selecting the Type of Transcript.
5. The transcripts the IRS provides to BMF taxpayers are masked. The IRS policy is to provide only the masked transcript to the taxpayer. If the taxpayer insists on an unmasked transcript, see IRM 21.2.3.5.9.1.1, BMF Masked and Unmasked Transcripts. Use TDS to order tax account, tax return, and record of account transcripts. TDS does not currently support all forms. Refer to (7) below for transcripts not supported by TDS. While using TDS, refer to IRM 21.2.3.5.3, Selecting a Delivery Method.

**NOTE:** It is not necessary to input the taxpayer's name and address into TDS if the transcript is being mailed to the taxpayer's address of record. If the transcript is being mailed to a different address or the taxpayer's name has changed, select Postal Mail as the Delivery Method and complete the "Recipient's First Name, MI" and "Recipient's Last Name/Business Name" fields. Click Continue and complete the remaining required address fields.

**CAUTION:** When entering a mailing address into TDS, be very careful to complete address fields correctly and ensure the right country is selected for "Recipient's Country."

6. If the taxpayer requests an identifying number, or customer file number, appear on the transcript, enter this number into the Customer File Number field on the TDS Taxpayer Information screen. TINs cannot be accepted; DO NOT input a TIN in that field. The field accommodates up to 10 numeric digits.
7. If TDS is not available (entire application is down), advise the taxpayer that the system required for you to provide assistance is unavailable. Suggest the taxpayer contact the IRS later. If the taxpayer then indicates an immediate need # [REDACTED] #, follow the chart below.

**NOTE:** If a specific TDS feature needed to fulfill the transcript request is not operational, do not process the transcript request. Follow IRM 21.3.5.4.2.3, Required Systems Unavailable.

<b>Transcript Type</b>	<b>If TDS is Unavailable:</b>	<b>If IAT is Unavailable:</b>
Tax Account	Use IAT QCC Tool to access, grab, sanitize, and print CC BMFOLT documents.	Taxpayer must submit Form 4506-T.
Tax Return	<p>a. Use IAT Fill Forms to prepare a “Dummy Return” for employment tax returns,</p> <p style="text-align: center;"><b>OR</b></p> <p>b. Use IAT QCC Tool to access, grab, sanitize, and print CC TRDBV, CC TXMOD, or CC BRTVU for income tax returns.</p>	Taxpayer must submit Form 4506-T.
Record of Account	Use IAT to generate a tax account and tax return transcript as explained in the two rows above for tax account and tax return.	Taxpayer must submit Form 4506-T.

**CAUTION:** CC TRDBV may display tax return information that was rejected during processing. When CC TRDBV shows return information that is not posted to Master File, do not provide a CC TRDBV print as a substitute tax return transcript; provide CC TXMOD or CC BRTVU, as they accurately show that a return has not been processed to the system.

8. Not all BMF transcript types are available on TDS now; see IRM 21.2.3.3.1, Assistor Provided through Transcript Delivery System, for supported forms. For transcript types not available on TDS, follow directions in the chart below. Always advise the taxpayer of the processing timeframe for the request.

<b>Transcript Type</b>	<b>BMF assistors should:</b>	<b>If IDRS is Unavailable:</b>
<p>Wage and Income.</p> <p><b>NOTE:</b> For CAWR inquiries, refer to IRM 4.19.4, CAWR Reconciliation Balancing.</p>	<p>a. Use IAT QCC Tool to access, grab, sanitize, and print CC IRPTRW for payee requests,</p> <p style="text-align: center;"><b>OR</b></p> <p>b. For hard copy payer documents, if CC IRPTRI does not provide the requested information, then prepare a Form 4442, Inquiry Referral per</p>	Follow IRM 21.3.5.4.2.3, Required Systems Unavailable.

	<p>IRM 21.3.5.2(1), What is a Referral? Include in the referral to order CC IRPTRR and retrieve the documents from Control-D. Advise the caller it can take between 30 and 45 days for a response.</p>	
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**CAUTION:** The assistor is responsible for protecting the security of taxpayer information. Follow IRM 21.2.3.6, Sanitizing IDRS Transcripts, for rules regarding sanitizing IDRS information prior to delivery to the taxpayer.

**NOTE:** All internal IDRS transcripts must be masked to remove all PII. The Transcript Delivery System web page on SERP has an Internal IDRS Transcripts page containing reference documents on how to mask using an Adobe Acrobat tool, samples of IMF and BMF masked screens, what needs to be masked, and how those fields should display. # [REDACTED]

[REDACTED] #

9. Complete the contact by following IRM 21.2.3.7, Call Closure Requirements.

**IRM 21.2.3.5.9.1.1 Added a new subsection to house BMF procedures for referral to HQ staff.**

1. TDS has the ability to generate both masked and unmasked transcripts for BMF. The IRS policy is that the caller ONLY be provided with the new, masked transcript. If the caller requests an unmasked version, explain that it is the IRS's policy and responsibility to protect and secure the taxpayer's personal information. Also explain that the masked transcript contains full financial information and has sufficient identifying information to meet the needs of the party who is requesting the unmasked transcript.
2. If the caller states they tried to submit the masked transcript and it was not accepted, explain that the IRS can only provide the masked transcript. Inform the caller that a referral will be prepared and submitted to IRS headquarters staff who will reach out to the party to explain the new policy and why the IRS is only providing masked transcripts. Advise the caller that only masked transcripts will be provided even after contact is made with the party and the new policy explained. Provide the caller with the masked transcript and ask they submit the transcript again to the party. Inform the caller that the IRS may contact the caller by telephone if any additional information is needed.

**NOTE:** No timeframe should be provided, and the caller will not be receiving a resolution call-back as this is only an internal referral to elevate the problem the caller is encountering.

3. An electronic Form 4442 is used for the referral process to headquarters staff. Obtain the following caller information and information about the party requesting the unmasked transcript. If the caller does not have all the information, instruct the caller to call back with the information.
  - The specific reason why the caller is requiring an unmasked transcript.
  - A current telephone number where the caller can be reached if there are any questions.
  - The complete business, agency, etc. information with specific contact name and telephone number of the party requesting the unmasked transcript.
4. Complete Form 4442 by making the following selections and entries:
  1. Select "IRM" as the *Referral Type*.
  2. Select "Other (write-in)" as the *Select Category*.
  3. Enter "21.2.3 Unmasked BMF TDS Transcript Request" as the *Write In*.
  4. Select "Other" as the *Reason*.
  5. Input the information obtained from the caller in (3) into the *Taxpayer Inquiry/Proposed Resolution* field and include the specific transcript(s) requested.
5. Once the review process has been completed by the lead/manager, the lead/manager should submit Form 4442, in PDF format, via secure messaging to the group mailbox# [REDACTED] #
6. Document in AMS the caller's reason for requesting an unmasked transcript and include the complete business, agency, etc. contact information of the party requesting the unmasked transcript.

**IRM 21.2.3.5.9.2.1 Editorial changes and added that "IMF" needs to be input for the 4442 referral.**

1. TDS has the ability to generate both masked and unmasked transcripts for IMF. Get Transcript and the IVR only offer masked transcripts, not unmasked transcripts. The IRS policy is that the taxpayer ONLY be provided with the masked transcript. If the taxpayer requests an unmasked version, explain that it is the IRS's policy and responsibility to protect and secure the taxpayer's personal information. Also explain that the masked transcript contains full financial information and has sufficient identifying information to meet the needs of the business requesting the transcript.

**EXCEPTION:** There is an exception for the wage and income transcript; see (2).

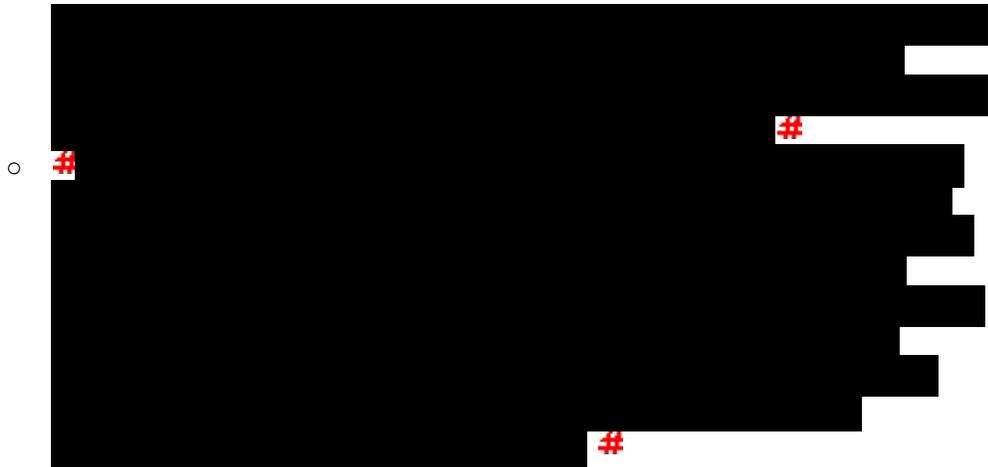
**REMINDER:** A taxpayer's death impacts authorizations; refer to IRM 21.1.3.3, Third Party (POA/TIA/F706) Authentication, paragraph 2 Caution.

**NOTE:** If the taxpayer states an unmasked transcript is needed for bankruptcy proceedings, explain that bankruptcy courts will accept the masked transcript.

2. EXCEPTION: An unmasked wage and income transcript can be provided to the taxpayer when needed for:
- **Preparing and Filing a Federal Tax Return.** Only the taxpayer, the authorized individual for the decedent (per the second name line of entity information), or the taxpayer's authorized representative can make the request. First verify that a tax return was not filed by the taxpayer for the year in question. The unmasked wage and income transcript can be mailed to the taxpayer's address of record, mailed to the authorized individual for the decedent, or placed into the authorized representative's e-Services SOR mailbox. Unmasked wage and income transcripts cannot be faxed. If the unmasked wage and income transcript is being provided to the authorized representative, the authorized representative must be in the Centralized Authorization File (CAF) database, and the **CAF Status** must indicate "good standing." #

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**NOTE:** As it relates to the entire paragraph 2, if the taxpayer states they are at a new address, follow guidance in IRM 21.1.3.20, Oral Statement Authority. If they pass oral statement authority, the address can be changed. Mail the unmasked wage and income transcript to the new address. Neither the taxpayer, nor the taxpayer's Power of Attorney (POA), or other authorized representative can request to change the taxpayer's address to that of the POA or to the authorized representative's address.

**REMINDER:** As it relates to the entire paragraph 2, only when expedited service is needed, and telephone assistance has been exhausted, can a taxpayer be directed to the TAC. If the taxpayer requests expedited service, provide the toll-free number, 844-545-5640, for the taxpayer to schedule a TAC appointment. Inform the taxpayer the appointment date may not be immediate depending on office availability.

3. Subject to the Exception in paragraph 2, if the taxpayer states they tried to submit the masked transcript and it was not accepted by the business, explain that the IRS can only provide the masked transcript. Inform the taxpayer that a referral will be prepared and submitted to IRS headquarters staff who will reach out to the business to explain the IRS policy and why the IRS is only providing masked transcripts. Advise the taxpayer that only masked transcripts will be provided even after contact is made with the business and the policy explained. Provide the taxpayer with the masked transcript and ask they submit the transcript again to the business. Inform the taxpayer that the IRS may contact the taxpayer by telephone if any additional information is needed.

**NOTE:** No timeframe should be provided to the taxpayer, and the taxpayer will not be receiving a resolution call-back as this is only an internal referral to elevate the problem the taxpayer is encountering.

4. An electronic Form 4442 is used for the referral process to headquarters staff. Obtain the following information from the taxpayer. If the taxpayer does not have all the information, instruct the taxpayer to call back with the information.
  - The specific reason why the taxpayer is requiring an unmasked transcript.
  - A current telephone number where the taxpayer can be reached if there are any questions.
  - The complete business, agency, school, etc. information with specific contact name and telephone number.
5. Complete Form 4442 by making the following selections and entries:
  1. Select "IRM" as the *Referral Type*.
  2. Select "Other (write-in)" as the *Select Category*.
  3. Enter "21.2.3 Unmasked IMF TDS Transcript Request" as the *Write In*.
  4. Select "Other" as the *Reason*.
  5. Input the information obtained from the taxpayer in (4) into the *Taxpayer Inquiry/Proposed Resolution* field and include the specific transcript(s) requested.
6. Once the review process has been completed by the lead/manager, the lead/manager should submit Form 4442, in PDF format, via secure messaging to the group mailbox: # [REDACTED] #
7. Document in AMS the taxpayer's reason for requesting an unmasked transcript and include the complete business, agency, school etc. contact information.