



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

1.15.31

SEPTEMBER 9, 2013

## EFFECTIVE DATE

(09-09-2013)

## PURPOSE

- (1) This transmits the obsolete IRM 1.15.31 *Records Control Schedule for Customer Service*.

## MATERIAL CHANGES

- (1) The IRM material has been moved to Document 12990, Records Control Schedules published June 2013. Document 12990 consolidates the material in IRM 1.15.8 through IRM 1.15.37.

## EFFECT ON OTHER DOCUMENTS

This IRM supersedes IRM 1.15.31, Records Control Schedule for Customer Service published August 2008.

## AUDIENCE

All divisions and functions.

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