



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

2.3.20

MARCH 6, 2023

## EFFECTIVE DATE

(03-06-2023)

## PURPOSE

- (1) This transmits revised IRM 2.3.20, IDRS Terminal Responses, Command Code URINQ (URF).

## MATERIAL CHANGES

- (1) 2.3.20.1 Updated the required Internal Controls Section.

## EFFECT ON OTHER DOCUMENTS

IRM 2.3.20, dated March 26, 2020, is superseded.

## AUDIENCE

LMSB, SB/SE, TE/GE, W&I.

Nancy Sieger  
Chief Information Officer



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2.3.20

Command Code URINQ (URF)

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2.3.20.1  
(03-06-2023)  
**Program Scope and Objectives**

- (1) This database contains all IMF, BMF, EPMF and NMF remittances which are received and cannot be positively identified. Each record within the database contains the UR Control Number, DLN, amount, type of payment, status code, 3731(C) notice indicator, name, address, SSN/EIN (if known) and all available payment and follow-up information.
- (2) **Audience** — LMSB, SB/SE, TE/GE, W
- (3) **Policy Owner** - Chief Information Officer
- (4) **Program Owner** — IDRS
- (5) **Primary Stakeholders** — Unidentified remittances function within Wage and Investment (W) Submission Processing (SP) Accounting units
- (6) **Program Goals** — The objective of this IRM is to provide system maintenance, capability, specifications and guidance for using the various unidentified remittance and excess collections command codes for adding, researching and applying payments to the IDRS Unidentified Remittance File (URF).

2.3.20.1.1  
(03-01-2023)  
**Background**

- (1) The Unidentified Remittance File (URF) contains remittances which are received and cannot be positively identified. Command Code **URINQ** is used to display an entire DC record from the Dishonored Check File.

2.3.20.1.2  
(03-01-2023)  
**Responsibilities**

- (1) The Director, Business Support, is the director responsible for the servicewide civil penalty program.
- (2) The Director, Internal Management, is the director responsible for the IDRS Command Code.
- (3) Overall responsibility for civil penalty programs is assigned to OSP. OSP is a matrix organization residing in the Business Support (Small Business/Self Employed) Function. OSP is charged with coordinating policy and procedures concerning the civil penalty program administration, ensuring consistency with the penalty policy statement, reviewing and analyzing penalty information, researching penalty effectiveness on compliance trends, and determining appropriate action necessary to promote voluntary compliance.
- (4) Each and every taxpayer has a set of fundamental rights when dealing with IRS as provided in the Taxpayer Bill of Rights (TBOR). All employees handling penalty cases must do so in accordance with the TBOR as listed in **IRC 7803(a)(3)**. The TBOR can also be found at Taxpayer Bill of Rights on [irs.gov](http://irs.gov)

2.3.20.1.3  
(03-01-2023)  
**Program Management and Review**

- (1) Every function in the IRS has a role in proper penalty administration. It is essential that each function conduct its operations with an emphasis on promoting voluntary compliance. Appropriate business reviews should be conducted to ensure consistency with the penalty policy statement (**Policy Statement 20-1**) and philosophy. Attention should be directed to penalty program coordination between offices and functions to make sure that approaches are consistent and penalty information is used for identifying and responding to compliance problems.

2.3.20.1.4  
(03-01-2023)

**Program Controls**

- (1) SACS controls all the IDRS user accesses and permissions.

2.3.20.2  
(07-01-2011)

**General Information for  
Command Code URINQ  
(URF)**

- (1) It also contains, for information purposes only, a record of all doubtfully applied ES credits (TC 660). Each ES record will contain the taxpayer's name, address, type of payment, SSN/EIN, tax period, received date, money amount, and the transaction DLN. The status code is ESAP.
- (2) The database URF is maintained in IDRS with the use of several command codes (CC). Adding to or applying from the file requires two command codes. CC FMADD/FMAPL generates a format to be used in making these changes. CC URADD adds a record and, if requested, generates a 3731(C) notice. CC URAPL/UROUT subtracts or changes a record. CC ESAPL — enters an information record only. History of the UR record and status changes are recorded with all command codes. CC URENT can do one or more of the following: change record status, add follow-up information to a record, correct erroneous names and addresses, and/or generate a 3731(C) notice. If a notice was previously generated (by CC URADD or URENT), an information message so indicating will be printed on line 13 of the screen. Erroneous records or amounts can be corrected or removed with CC UROUT. Refund applications are made with CC URREF. CC FMREF generates the format to be used in the URF Refund application command code.
- (3) Research of the URF is done with CC URINQ, and can be researched in three different ways: by amount of remittance, name control, or DLN. If the DLN is not known, adding the Area Office to one of the other data elements will narrow the search down from region wide to that area. There are 7 possible key combinations: (a) NAME-CTRL only, (b) ORIGINAL-AMT only, (c) NAME-CTRL and ORIGINAL-AMT, (d) NAME-CTRL and FILE-LOCATION-CD, (e) ORIGINAL-AMT and FILE-LOCATION-CD, (f) NAME-CTRL, ORIGINAL-AMT, and FILE-LOCATION-CD, and (g) UR-CTRL-NUM only.

2.3.20.3  
(01-01-2005)

**Command Code URINQ**

- (1) Use this CC to request for display one or more records in the URF, based on the data elements input. This request can be completed with one, or the combination of three data elements: Name Control, Amount, and the UR Control Number. If the UR Control Number is not known, adding the File Location or Campus Code to one of the other data elements will narrow the search down from region wide to that area. An inquiry addressed to the name file or control number file produces the complete UR record(s). An inquiry addressed to the amount file produces only the name control(s) and the UR Control Number(s); further inquiry is necessary to produce the complete record.

2.3.20.4  
(01-01-2003)

**Command Code  
URINQ—Valid Response**

- (1) Depends on what combination of money amount, name control, and Control number entered.
  - a. When money amount (with or without a FILE-LOCATION-CODE or CAMPUS-CODE) is the only information entered.
  - b. When the name control (with or without a FILE-LOCATION-CODE or CAMPUS-CODE or ORIGINAL-AMT-EDITED) is the only information entered, the display in Exhibit 2.3.20-1. Exhibit 2.3.20-2. will be shown. When another record is present for display, that record will begin on the next available print line following the preceding record.

2.3.20.5

(01-01-2005)

## Error Response

- (1) Error Message: "AMOUNT FIELD INVALID"
  - a. Error Condition: Not 3 to 14 positions including commas and decimal point, or not all numerics.
  - b. Solution: Correct and re-input
- (2) Error Message: "ASTERISK MISSING OR POSITIONED WRONG"
  - a. Error Condition: You tried to get display of the name file from an amount file display and the asterisk was missing or was not in the correct position.
  - b. Solution: Put asterisk in the first position (Beside name control you want displayed). Move cursor to 1st position of next line — then re-enter.
- (3) Error Message: "AODO/SC INVALID FOR THIS CENTER"
  - a. Error Condition: The Area Office is not within this Campus.
  - b. Solution: Correct and re-enter
- (4) Error Message: "N/C AMT OR CONTROL NUMBER REQUIRED"
  - a. Error Condition: The CC URINQ has been entered without any search data.
  - b. Solution: Re-enter CC along with any combination of N/C, amount or UR Control number.
- (5) Error Message: "NO U/R RECORD FOUND FOR GIVEN DATA"
  - a. Error Condition: Self explanatory
  - b. Solution: Change search info and re-enter.
- (6) Error Message: "UR CONTROL NUMBER/AMOUNT MISMATCH"
  - a. Error Condition: The data being displayed on the screen does not exactly match the data called for. The ORIGINAL-AMT-EDITED is different.
  - b. Solution: Be sure this is the record you want before taking any action.
- (7) Error Message: "UR CONTROL NUMBER INVALID"
  - a. Error Condition: The UR Control Number is not formatted correctly or is not all numeric.
  - b. Solution: Correct and re-enter.
- (8) Error Message: "UR CONTROL NUMBER/NAME CONTROL MISMATCH"
  - a. Error Condition: The data being displayed does not exactly match the data called for. The NAME-CTRL is different.
  - b. Solution: Be sure this is the record you want before taking any action.
- (9) Error Message: "UR CONTROL NUMBER/BOTH NC AMT MISMATCH"
  - a. Error Condition: The data requested does not exactly match the data called for. Both the NAME-CTRL and ORIGINAL-AMT-EDITED are different.
  - b. Solution: Be sure this is the record you want before taking action.
- (10) Error Message: "ACCT FOUND/JOURNAL STATUS MISMATCH"

- a. Error Condition: Journal Status Indicator on the base record does not match the type of data you are trying to display to the screen.
  - b. Solution: Use CC XSINQ to display the requested data to the screen.
- (11) Error Message: "DEADLOCK CONDITION PRESENT"
  - a. Error Condition: This account is currently being used by another run.
  - b. Solution: Try later.
- (12) Error Message: "RECOVERY IN PROGRESS"
  - a. Error Condition: A Recovery is being done to the Database and is unavailable.
  - b. Solution: Try later.
- (13) Error Message: area-name "IS DOWN"
  - a. Error Condition: An area of the Database is down or unavailable.
  - b. Solution: Try later.
- (14) Error Message: area-name "IS RESTRICTED"
  - a. Error Condition: An area of the Database is restricted or unavailable.
  - b. Solution: Try later.
- (15) Error-Message: tif-type "TIF" tif-num "-AREA IS UNAVAILABLE"
  - a. Error Condition: This particular TIF-AREA is unavailable for use.
  - b. Solution: Try later.
- (16) Error Message: area-name "REQUEST EXCEEDS CHARACTER LIMIT"
  - a. Error Condition: Request was more than 17 characters.
  - b. Solution: Enter the correct information.
- (17) Error Message: area-name "MORE THAN 999 PAGES-USE FLC/CAMPUS CODE TO NARROW DOWN SEARCH."
  - a. Error Condition: Request has rendered more than 999 pages.
  - b. Solution: Please use either an FLC or Campus Code to narrow down search.

**Note:** Error messages will be displayed on line 21. Correct the data fields per error message and re-enter



**Exhibit 2.3.20-1 (07-01-2011)**  
**Command Code URINQ**

Input Display:

Record Element Description:

Item	Line	Position	Description and Validity
1	1	1–5	COMMAND-CD—CC URINQ
2	2	1–4	NAME-CTRL—Valid name-ctrl, if known. UNKN—If added to UR file as unknown. Blanks— name-ctrl is not known. OR
	2	1–14	ORIGINAL-AMT-EDITED—Must include decimal and comma(s) when present. Blanks—if amount not known. OR
	2	1–17	UR-CTRL-NUM-EDITED NNNNN-NNN-NNNNN-N with the first two numerics a valid FILE-LOCATION-CODE or CAMPUS-CODE for this region. May or may not be present (blanks when not present).
3	3	1–14	ORIGINAL-AMT-EDITED—Must include decimal and comma(s) when present. Blanks—if amount not known. This can be used in combination with NAME-CTRL in Line 2 <b>OR</b> in combination with NAME-CTRL in Line 2 and valid FILE-LOCATION-CODE in Line 4.
4	4	1–2	FILE-LOCATION-CODE—Format NN (valid area) . May or may not be present (blanks when not present). See table below for valid Campus and File Location Codes. This can be used in combination with NAME-CTRL in Line 2 and a blank line in Line 3 <b>OR</b> in combination with ORIGINAL-AMT-EDITED in Line 2 and a blank line in Line 3 <b>OR</b> in combination with NAME-CTRL in Line 2 and ORIGINAL-AMT-EDITED in Line 3

**NOTE:** At least one of the elements (2 to 4) must be present.

Campus	Campus File-Location-Codes
Atlanta	07 58, 59, 65, 69, 67
Andover	08 01, 02, 03, 04, 05, 06, 10, 12, 14, 16
Kansas City	09 36, 37, 39, 40, 41, 42 43, 44, 45, 46, 47, 48
Cincinnati	17 26, 27, 31, 34, 35, 38
Austin	18 20, 21, 50, 53, 71, 73, 74, 75, 76

**Exhibit 2.3.20-1 (Cont. 1) (07-01-2011)****Command Code URINQ**

<b>Brookhaven</b>	<b>19</b> 11, 13, 22
<b>Philadelphia</b>	<b>28</b> 23, 25, 51, 52, 54, 55, 66, 98
<b>Ogden</b>	<b>29</b> 60, 78, 81, 82, 83, 84, 85, 86, 87, 88, 91, 92, 93
<b>Memphis</b>	<b>49</b> 56, 67, 61, 62, 63, 64, 72
<b>Fresno</b>	<b>89</b> 15, 24, 33, 68, 77, 94, 95

## Terminal Response:

- a. Error Response: Error messages will be displayed on line 21.
- b. Valid Response: See URAF-INQUIRY-SCREEN-RESPONSE AND URCF-INQUIRY-SCREEN-RESPONSE.

**Exhibit 2.3.20-2 (01-01-2015)**  
**URCF-Inquiry-Screen-Response**

BASE-REC:

a. Output Display

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1–35	NAME-LINE-1
2	2	1–35	NAME-LINE-2
3	3	1–35	STREET-ADDR
4	4	1–34	CITY-STATE-ZIP
5	5	3–19	UR-CTRL-NUM-EDITED
6	5	21–22	UR-CAMPUS-CD
7	5	24–38	ORIGINAL-DOLLAR-AMT-EDITED
8	6	3–26	TRACE-ID-EDITED
9	7	3–10	RECVD-DT
10	7	12–23	TIN-FILE-SOURCE-EDITED
11	7	25–32	ENTRY-DT
12	7	34–43	EMPLEE-NUM
13	8	3–17	UR-BALANCE-AMT-EDITED
14	8	19–68	PAYMENT-INFO
15	9	3	UR-NOTICE-IND
			N—No 3731(C) notice was generated.
			Y—A 3731(C) notice was generated.
16	9	5–6	SOURCE-CD
17	9	8–11	STATUS-CD
18	9	13–14	TYPE-OF-PAYMENT

**Note:** When no data is available for NAME-LINE-2, STREET-ADDR, or CITY-STATE-ZIP, the remaining lines of information will move up accordingly.

M-HISTORY:

a. Output Display:

**Exhibit 2.3.20-2 (Cont. 1) (01-01-2015)**  
**URCF-Inquiry-Screen-Response**

b: Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—M
2	1	3–10	APPLICATION-DT
3	1	12–15	APPLICATION-NAME-CTRL
4	1	17–28	TIN-FILE-SOURCE-EDITED
5	1	30–39	EMPLEE-NUM
6	2	3–4	MFT-CD
7	2	6–11	TAX-PRD
8	2	13-15	PLAN-NUM
9	2	17–33	DLN-EDITED
10	2	35-36	DESIGNATED-PAYMENT-CD
11	3	3–5	PRIMARY-TRANS-CD
12	3	7–21	PRIMARY-TRANS-AMT-EDITED
13	4	3–5	SECONDARY-TRANS-CD—when present.
14	4	7–21	SECONDARY-TRANS-AMT-EDITED—when present.
15	5	3–5	TERTIARY-TRANS-CD—when present.
16	5	7–21	TERTIARY-TRANS-AMT-EDITED—when present.
17	6	3–72	REMARKS

N-HISTORY:

a. Output Display:

b. Record Element Description:

**Exhibit 2.3.20-2 (Cont. 2) (01-01-2015)**  
**URCF-Inquiry-Screen-Response**

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—N
2	1	3–10	APPLICATION-DT
3	1	12–25	GENERAL-LEDGER-ACCT-NUM—when present.
4	1	27–34	LOCATION-CD-OR-23C-DT—when present.
5	1	36–45	EMPLEE-NUM
6	2	3–14	TIN-FILE-SOURCE-EDITED—when present.
7	2	16–21	TAX-PRD—when present.
8	2	23–28	TAX-FORM-NUM—when present.
9	3	3–17	APPLICATION-AMT-EDITED
10	4	3–72	RE-MARKS

**R-HISTORY:**

a. Output Display:

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—R
2	1	3–10	REFUND-DT
3	1	12–21	EMPLEE-NUM
4	1	28–42	REFUND-AMT-EDITED
5	2	3–14	TIN-FILE-SOURCE-EDITED—when present.
6	3	3–37	NAME-LINE-1
7	4	3–37	NAME-LINE-2—when present.
8	5	3–37	STREET-ADDR
9	6	3–36	CITY-STATE-ZIP

**F-HISTORY:**

a. Output Display:

b. Record Element Description:

**Exhibit 2.3.20-2 (Cont. 3) (01-01-2015)**  
**URCF-Inquiry-Screen-Response**

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—F
2	1	3–10	FOLLOW-UP-DT
3	1	12–21	EMPLEE-NUM
4	2	2–71	FOLLOW-UP-NARRATIVE

**X-HISTORY:**

a. Output Display:

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—X
2	1	3–10	CLSD-EXCESS-DT
3	1	12–25	EXCESS-COLL-LITERAL
4	1	28–42	CLSD-EXCESS-COLL-AMT-EDITED

**D-HISTORY:**

a. Output Display:

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—D
2	1	3–10	DC-APPLY-DT
3	1	12–17	BAD-CHECK-LITERAL
4	1	19–33	DC-AMT-EDITED
5	1	35–44	EMPLEE-NUM

**A, C, G, J, K, O, Q, S, U OR W—HISTORY**

a. Output Display

## Exhibit 2.3.20-2 (Cont. 4) (01-01-2015) URCF-Inquiry-Screen-Response

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—A, C, G, J, K, O, Q, S, U, OR W
2	1	3–10	CHG-DT
3	1	12–22	A-C-G-J-K-O-Q-S-U-W-CHG-LITERAL
4	1	24–33	EMPLEE-NUM
5	2	3–37	OLD-ENT-INFO

V-HISTORY:

a. Output Display:

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—V
2	1	3–10	VOID-DT
3	1	12–17	VOIDED-LITERAL
4	1	19–33	VOID-AMT-EDITED
5	1	35–44	EMPLEE-NUM
6	2	3–37	REMARKS

T-HISTORY:

a. Output Display:

b. Record Element Description:

**Exhibit 2.3.20-2 (Cont. 5) (01-01-2015)**  
**URCF-Inquiry-Screen-Response**

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—T
2	1	3–10	APPLICATION-DT
3	1	12–17	TRANSFER-LITERAL
4	1	19–33	TRANSFER-AMT-EDITED
5	1	35–44	EMPLEE-NUM
6	2	3–72	REMARKS

**Z-HISTORY:**

a. Output Display:

b. Record Element Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—Z
2	1	3–10	AMT-CHG-DT
3	1	12–21	AMT-CHG-LITERAL
4	1	23–37	AMT-CHG-EDITED
5	1	38	SIGN-CHAR — + or – sign indicating increase or decrease to the original-amt-edited.
6	2	3–10	ORIGINAL-AMT-LITERAL
7	2	12–26	ORIGINAL-DOLLAR-AMT-EDITED
8	2	28–37	EMPLEE-NUM
9	3	3–37	RE-MARKS

**L-HISTORY:**

a. Output Display:

b. Record Element Descriptions:



## Exhibit 2.3.20-2 (Cont. 6) (01-01-2015) URCF-Inquiry-Screen-Response

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—L
2	1	10	NOTICE-DT
3	1	12–21	EMPLEE-NUM

### Y-HISTORY:

a. Output Display:

b. Run Elements Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—Y
2	1	3–10	CLSD-DT
3	2	3–38	REMARKS

### P-HISTORY:

a. Output Display:

b. Run Elements Description:

Item	Line	Position	Description and Validity
1	1	1	REC-TYPE-CD—P
2	1	3–52	PAYMENT-INFO

Terminal Response: The following display is generated when an amount only is input to CC URINQ. To display a particular record, place an asterisk in column one next to the chosen record and re-input.

b. Record Element Description:

**Exhibit 2.3.20-2 (Cont. 7) (01-01-2015)**  
**URCF-Inquiry-Screen-Response**

Item	Line	Position	Description and Validity
1	1	1–5	COMMAND-CD—CC URINQ
2	1	10–15	AMT-LITERAL
3	1	26–39	ORIGINAL-DOLLAR-AMT-EDITED
4	2–20	2–5	NAME-CTRL
5	2–20	7–23	UR-CTRL-NUM-EDITED

This response is always displayed in a single line format even if only one record is available. The first line is always displayed with each page. Upon selection of the special item in the listing, the complete URCF-BASE-REC and URCF-HIST-REC will be displayed on the screen. To select a special record for display, follow the procedure outlined below:

To retrieve a specific Unidentified Remittance record from the URCF

Item	Line	Position	Description and Validity
1	1	1–5	COMMAND-CD
2	2–20	1	RETRIEVAL-IND— *(asterisk)