



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

2.4.42

JANUARY 30, 2023

EFFECTIVE DATE

(01-30-2023)

PURPOSE

- (1) This transmits revised IRM 2.4.42, IDRS Terminal Input, Command Code CCASG for Case Control Activity System

MATERIAL CHANGES

- (1) IRM 2.4.42 has been revised to include Program, Scope and Objectives.

EFFECT ON OTHER DOCUMENTS

IRM 2.4.42, dated April 23, 2020, is superseded.

AUDIENCE

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

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Chief Information Officer

2.4.42

Command Code CCASG for Case Control Activity System

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2.4.42.1
(01-30-2023)
Program Scope and Objectives

- (1) This IRM section provides the instructions for the use of CCASG.
- (2) **Purpose** :This transmits revised IRM 2.4.42, IDRS Terminal Input, Command Code CCASG.
- (3) **Audience**: IRS Tax Technicians and Account Management employees.
- (4) **Policy Owner**: Chief Information Officer.
- (5) **Program Owner**: Customer Service.
- (6) **Primary Stakeholders**: Wage & Investment(W&I)
- (7) **Program Goals**: Command Code CCASG will be used to assign, close, update and research cases on the CCF. The Taxpayer Information File (TIF) will be updated to reflect the updates performed on the CCF.

2.4.42.2
(01-03-2023)
Background

- (1) This IRM and contained sections provide the user the necessary information on how to use the command code CCASG

2.4.42.3
(01-03-2023)
Roles and Responsibilities

- (1) Project Lead is responsible for
 - Review and implementation of WRs and Updating the contents of this IRM

2.4.42.4
(01-03-2023)
Program Management and Review

- (1) **Program Reports**:Control reports for DLY45(ITIF), DLY55(BTIF), and DLY65(ZTIF) for records processed can be found in EONS
- (2) **Program Effectiveness**:CCASG allows users to assign unassigned or reasigned control bases

2.4.42.5
(01-03-2023)
Program Controls

- (1) Access to this program is governed by SACS.

2.4.42.6
(01-27-2012)
General Information on Command Code CCASG, Case Control Activity

- (1) The Case Control Activity System (CCA) command code has been designed for the use of Service Center personnel to assign, close and update cases on IDRS. The manual processing of the Adjustment Control Cards has been replaced with an automated system. The Case Control File (CCF) will contain case control information from Master File. Command Code CCASG will be used to assign, close, update and research cases on the CCF. The Taxpayer Information File (TIF) will be updated to reflect the updates performed on the CCF.

2.4.42.7
(01-01-2006)
Abbreviations Unique to CCA

- (1) The following table lists the abbreviations unique to CCA:

CCA	Case Control Activity
CCASG	Case Control Assignment

CCE	Case Control File
-----	-------------------

2.4.42.8
(01-01-2007)
CCA Realtime

- (1) During Realtime, Command Code CCASG will perform the following functions:
 - a. Command Code CCASG with a definer 'F' is used when an update is made to the CCF. This request will return a formatted screen that will allow a terminal user to batch (?) assign or close a range of cases, The number of cases allowed in each range can be from one to one thousand.
 - b. Command Code CCASG with a definer 'R' is used when research is done on the CCF. This request will allow the terminal user to input a case number and the response will be the corresponding data on the CCF.
 - c. Validity checks will be performed to assure that the input data is accurate and consistent. If invalid conditions are present, the input data will be re-displayed and errors identified. When all fields are determined to be valid, the CCF will be updated accordingly.
 - d. Following the update of the CCF, a record will be generated for computer analysis during end of day processing.

2.4.42.9
(01-01-2000)
Daily Analysis

- (1) The Case Assignment Listing is generated. This listing will be used by Service Center personnel to identify what cases have been or will be assigned to the employee of the unit.
- (2) The Unassigned Case Listing is generated. This listing will show cases that could not be assigned to a Service Center unit or employee. This may be due to a lack of information needed to assign the cases to the unit or employee or the proper information was not provided.
- (3) After Realtime, the control base on the TIF is updated or added.
- (4) After Realtime, the CC CCASG UPDATE LISTING is generated. This listing will indicate all cases which were updated with Command Code CCASG during Realtime that day.

2.4.42.10
(01-01-2000)
Weekly Analysis and Update

- (1) Every week, the CCF is analyzed and updated. Cases are aged off the CCF once they have reached one of the following conditions:
 - a. All units except DATC:
 - 45 days unassigned
 - 90 days assigned
 - b. DATC units:
 - 180 days unassigned
 - 9 months assigned

2.4.42.11
(01-01-2000)
Command Code CCASGF

- (1) Use this command code to request the CCASG format for assigning or updating cases on the CCF.
- (2) Terminal Input Format See Exhibit 2.4.42-1.
- (3) Terminal Response:
 - a. Error Response—For an invalid request, the input screen will display an Error Message on the bottom of the screen.

Error No.	Description
1	COMMAND CODE DEFINER INVALID— Definer must be an "F"..

- b. Valid Response—The CCASG format for update is displayed on the screen. See Exhibit 2.4.42-2. for CCASGF Response Format.

2.4.42.12
(01-01-2006)
Command Code CCASG

- (1) This command code will be used to do either individual or batch assignments to the unit or to the employee, and to do updates or closures to cases on the CCF.

(2) Terminal Input:

- a. The following data items must be input at all times unless the default values are used:

Low Case Number

High Case Number

Employee Number

Action Code

Status Code

- b. If using the default field(s), then the contents of the default field does not have to be entered on each line. One, two, three or all four of the default values may be used. For example, the default case number and status code can be used without using the default action code. Default values along with full line information is allowed on the same request.
- c. Cases that have been placed in Closed status (Status Code C) are only subject to further updating during that same day. Once CCA04 has been run, these cases may no longer be accessed via CCA processing. See Exhibit 2.4.42-3. for CCASG Input Format.

(3) Terminal Response:

- a. Valid Response: If no validation errors of the input CCASG request are present, REQUEST COMPLETED will appear on the bottom of the screen. However, there are two situations, which are described below, where warnings can be generated.

- b. Warning messages: if any warnings were generated because of the CCASG request, one of the following warning numbers will appear in column 39. REQUEST COMPLETED will still appear on line 13. Listed below are the meanings of the warnings:

Warning No.	Description
1	At least one case in this range has been previously assigned to an employee. All cases in the range have been updated.
2	The Low Case Control Number or the High Case Control Number was not found on the CCF. No updates were made for this range of case numbers.

- c. Error Messages: If any errors are present in the CCASG request, one of the following messages will be displayed on the bottom of the screen in inverse video.

Error No.	Description
1	INITIALIZATION INVALID—Entry of CCASG was not preceded by CCASGF. Re-input CCASGF and try Again
2	COMMAND CODE DEFINER INVALID—Definer must be a 'F' for blank.
3	PLEASE CORRECT INVALID DATA—The field to the left of the asterisk is either invalid or inconsistent. Correct the data and re-input.
4	NO UPDATES PERFORMED—This message is returned when no updates are made to the CCF. An example would be where each case range was returned with a warning 2 (either the low or high case number was not on the CCF).

- d. See Exhibit 2.4.42-4. for CCASG Response format.

- (4) CCASG Examples — The following is a list of examples of various types of CCASG input and responses. See Exhibit 2.4.42-7. for CCASG examples. Examples will appear in the following order:
- CCASG with Default Values
 - CCASG with and without Default Values
 - CCASG without Warnings
 - CCASG with Warning

2.4.42.13
(01-01-2006)
**Command Code
CCASGR**

- (1) This command code will be used to research cases on the CCF. Only one case can be researched at a time.
- (2) Terminal Input:
 - The only required input is the Case Control Number to be researched.
 - See Exhibit 2.4.42-5. for CCASGR Input Format.

(3) Terminal Response :

- a. Valid Response: REQUEST COMPLETED —This message is returned on line 13 of the screen if no validation errors of the input CCASGR request are present and the case was found on the CCF.
- b. Valid Response CASE CONTROL RECORD NOT FOUND ON THE CCF
The case to be researched was not on the CCF.
- c. Error Messages: If any errors are present in the CCASGR request, one of the following error messages will be displayed on the bottom of the screen in inverse video.

Error No.	Description
1	COMMAND CODE DEFINER INVALID—Definer must be an 'R'.
2	PLEASE CORRECT INVALID DATA—The Cases Control Number should be all numerics except for position five which can be an 'A' or 'B'. Correct data and re-input.

- d. See Exhibit 2.4.42-6. for CCASGR Output Format.

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Command Code CCASG for Case Control Activity System 2.4.42

**Exhibit 2.4.42-1 (01-01-2006)
CCASGF Request**

Format

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	
1	CCASG								1
2									2
3									3
4									4
5									5
6									6
7									7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24
	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

Record Element Description:

LINE	ELEMENT	POSITION	DESCRIPTION
1	1	1-5	Command Code—CCASG
2	2	6	Command Code Definer —F

Exhibit 2.4.42-2 (01-01-2000)
 CCASGF Response

Format

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CNO #### EMPLNUMBER ##### ACTION-CD # STATUS-CD ?								1
2	LCASENUMBER HCASE EMPLNUMBER # ?								2
3	LCASENUMBER HCASE EMPLNUMBER # ?								3
4	LCASENUMBER HCASE EMPLNUMBER # ?								4
5	LCASENUMBER HCASE EMPLNUMBER # ?								5
6	LCASENUMBER HCASE EMPLNUMBER # ?								6
7	LCASENUMBER HCASE EMPLNUMBER # ?								7
8	LCASENUMBER HCASE EMPLNUMBER # ?								8
9	LCASENUMBER HCASE EMPLNUMBER # ?								9
10	LCASENUMBER HCASE EMPLNUMBER # ?								10
11	LCASENUMBER HCASE EMPLNUMBER # ?								11
12	LCASENUMBER HCASE EMPLNUMBER # ?								12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

Record Element Description:

1	1	1-5	Command Code—CCASG
1	2	6	Command Code Definer—Blank
1	3	11-15	Default Case Control Number
1	4	28-37	Default Assignee Employee Number
1	5	49	Default Action Code
1	6	61	Default Status Code
-12	7	1-10	Low Case Control Number
-12	8	12-16	High Case Control Number (Last five digits)
-12	9	18-27	Assignee Employee Number
-12	10	29	Action Code
-12	11	31	Status Code

Command Code CCASG for Case Control Activity System 2.4.42

Exhibit 2.4.42-3 (01-01-2000)
 CCASG Request

Format

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CND vvvvv EEMPLNUMBER vvvvvvvvvv ACTION-CD v STATUS-CD v								1
2	vvvvvvvvvv vvvvv vvvvvvvvvv v v								2
3	vvvvvvvvvv vvvvv vvvvvvvvvv v v								3
4	vvvvvvvvvv vvvvv vvvvvvvvvv v v								4
5	vvvvvvvvvv vvvvv vvvvvvvvvv v v								5
6	vvvvvvvvvv vvvvv vvvvvvvvvv v v								6
7	vvvvvvvvvv vvvvv vvvvvvvvvv v v								7
8	vvvvvvvvvv vvvvv vvvvvvvvvv v v								8
9	vvvvvvvvvv vvvvv vvvvvvvvvv v v								9
10	vvvvvvvvvv vvvvv vvvvvvvvvv v v								10
11	vvvvvvvvvv vvvvv vvvvvvvvvv v v								11
12	vvvvvvvvvv vvvvv vvvvvvvvvv v v								12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

Record Element Description:

LINE	ELEMENT	POSITION	DESCRIPTION & VALIDITY
1	1	1-5	Command Code — CCASG
1	2	6	Command Code Definer — Blank
1	3	11-15	Default Case Control Number — This is the first five digits of the cases to be assigned. If used, this value will be used for the entire screen unless it is overridden.

Exhibit 2.4.42-3 (Cont. 1) (01-01-2000)
CCASG Request

LINE	ELEMENT	POSITION	DESCRIPTION & VALIDITY
1	4	28-37	Default Assignee Employee Number—If used, this field must be one of the following: Numeric with a valid Service Center Code in the first two positions Blanks or #'s This value will be used for the entire screen unless it is overridden.
1	5	49	Default Action Code—If used, this field must be one of the following: 1—to establish a new control base 5—to update a existing control base blank or #. This value will be used for the entire screen unless it is overridden.
1	6	61	Default Status Code—If used, this field must be one of the following: A—Assigned, actively being worked B—Background, non-workable case being monitored C—Closed, self explanatory M—Other, long term delay S—Suspense, short term delay blank or ?. This value will be used for the entire screen unless it is overridden.
2-12	7	1-10	Low Case Control Number—This is the lowest case control number to be assigned. If the first five digits to be used are the same as element 3 on line 1, only overlay 'NUMBR' with the last five digits of the case control number. If the first five digits are different, overlay the entire field.
2-12	8	12-16	High Case Control Number—This is the last five digits of the highest case to be assigned. This field must be equal to or greater than the last five digits of the low case control number. Case numbers must be input in ascending order from input line 2 to input line 3 to input line 4 etc.
2-12	9	18-27	Assignee Employee Number—This is either the unit or the employee number to which the batch of cases are to be assigned. The first two positions must be a valid Service Center Code. If this field is blank or 'EMPLNUMBER', the value from the Default Assignee Employee Number field on line 1 will be used.
2-12	10	29	Action Code—If used, this field must be a 1 or 5. If this is blank or '#', the value from the default action code field on line 1 will be used. All follow-up cases should be input with an Action Code of 5.
2-12	11	31	Status Code—If used, this field must be a A, S, M, C or B. If this is blank or '?', the value from the default status code field on line 1 will be used.

Command Code CCASG for Case Control Activity System 2.4.42

Exhibit 2.4.42-4 (01-01-2000)
 CCASG Request

Format

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CNO vvvv EMPNUMBER vvvvvvvv ACTION-CD v STATUS-CD v								1
2	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								2
3	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								3
4	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								4
5	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								5
6	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								6
7	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								7
8	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								8
9	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								9
10	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								10
11	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								11
12	vvvvvvvv vvvv vvvvvvvv v v WARNINGV								12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24	REQUEST COMPLETED								24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

Record Element Description:

LINE	ELEMENT	POSITION	DESCRIPTION
1-12	1-10		See Exhibit 2.4.42-3
2-12	13	41	Warning Number.
24	14	1-17	Request Completed message. This message is returned after a successful CCASG.

Exhibit 2.4.42-6 (01-01-2000)
 CCASGR Response

Format

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	
1	CCASGR	vvvvvvvvvv	STATUS-CD	v					1
2	EMPNO	vvvvvvvvvv	CTRL-CAT	vvvv					2
3	TIN	vvvvvvvvvv	TT	V	FS	v	MFT	VV	3
4	TXPD	vvvv	NAME-CTRL	vvvv	ACTION-CD	v			4
5	IRS-RCVD-DT	vv/vv/vv	FOLLOW-UP-CD	v					5
6	ACTION-EMPNO	vvvvvvvvvv							6
7	REPORT-NUM	vvv							7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24

Record Element Description:

Exhibit 2.4.42-6 (Cont. 1) (01-01-2000)
CCASGR Response

LINE	ELEMENT	POSITION	DESCRIPTION
1	1	1–5	Command Code—CCASG
1	2	6	Command Code Definer—R
1	3	8–17	Case Control Number — This is the ten digit case control to be researched.
1	4	29	Status Code
2	5	7–16	Assignee Employee Number — This is either the unit number or the employee number to which the case is assigned.
2	6	27–39	Control Category
3	7	5–13	TIN
3	8	18	TIN Type
3	9	23	File Source Code
3	10	29–30	MFT Code
4	11	6–11	Tax Period
4	12	23–26	Name Control
4	19	38	Action Code
5	14	13–22	IRS Received Date
5	15	37	Follow-up-Code— 'F' indicated that this is a follow-up record; indicates that it is not a follow-up case record.
6	16	14–23	Action Employee Number — This is the employee who reassigned this case last.
7	17	12–14	Report number

Error Messages are returned on line 24 when an invalid request is made.

Command Code CCASG for Case Control Activity System 2.4.42

**Exhibit 2.4.42-7 (01-01-2000)
CCFASG Example**

CCASG request with default values used.

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CNO 82561 EMPNUMBER 2833000052 ACTION-CD 1 STATUS-CD A								1
2	LCASE10067 10077 EMPNUMBER # ?								2
3	LCASE10115 10155 EMPNUMBER # ?								3
4	LCASE10200 10299 EMPNUMBER # ?								4
5	LCASE10456 10456 EMPNUMBER # ?								5
6									6
7									7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

This example uses all four default fields. All the cases will be an 'establishment' to the TIF (default action code of 1) in 'assigned' status (default status code of A). All cases, 8256110067 through 8256110077, 8256110155, 8256110200 through 8256110299 and 8256110456 (default case number 82561) will be assigned to the same employee (default assignee employee number 2833000052).

CCASG request with and without default values.

Exhibit 2.4.42-7 (Cont. 1) (01-01-2000)
CCFASG Example

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CNO 82072 EMPNUMBER 2833000099 ACTION-CD # STATUS-CD A								1
2	8200210555 10570 EMPNUMBER 1 ?								2
3	LCASE10800 10899 EMPNUMBER 5 C								3
4	LCASE10968 10968 2834000004 1 ?								4
5									5
6									6
7									7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

This example uses three of the default fields, showing that the default values may be overridden. Cases 820021555 through 8200210570 (which override default case number 82072) will be 'establishments to the TIF (action code 1) in 'assigned' status (default status code A) assigned to employee 2833000099 (default assignee employee number). Cases 8207210800 through 8207210899 (default case number 82072) will be 'updates to the TIF (action code 5) in 'closed' status (status code C which override the default status code) assigned to employee 2833000099 (default assignee Employee number). Case 8207210968 will be an 'establishment' to the TIF in 'assigned' status and Assigned to employee 2834000004 (which overrides default assignee employee number 2833000099).

CCASG response without warning.

Exhibit 2.4.42-7 (Cont. 2) (01-01-2000)
CCFASG Example

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CNO #### EMPNUMBER ##### ACTION-CD # STATUS-CD ?								1
2	8200210555 10570 2833000052 5 A								2
3	8200212200 12220 2833000099 1 A								3
4									4
5									5
6									6
7									7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24	REQUEST COMPLETED								24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

In this example a request is made to assign cases 8200210555 through 820021570 to employee 2833000052 as an 'update' to the TIF and in 'assigned' status. Cases 8200212200 through 8200212220 are assigned to employee 2833000099 as 'establishments' the TIF and in 'assigned' status. The request is processed and a 'REQUEST COMPLETED' message is returned.

CCASG response with warnings.

Exhibit 2.4.42-7 (Cont. 3) (01-01-2000)
CCFASG Example

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	1234567890123456789012345678901234567890123456789012345678901234567890								
1	CCASG CNO #### EEMPLNUMBER ##### ACTION-CD # STATUS-CD ?								1
2	8200210555 10570 2833000052 5 A WARNING 1								2
3	8200212200 12220 2833000099 1 A WARNING 2								3
4									4
5									5
6									6
7									7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24	REQUEST COMPLETED								24
	1234567890123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

In this example a request is made to assign cases 8200210555 through 8200210570 to employee 2833000052 as an 'update' to the TIF and in 'assigned' status. Cases 8200212200 through 8200212220 are assigned to employee 2833000099 as 'establishments' to the TIF and in 'assigned status'. The request is processed and a 'REQUEST COMPLETED' message is returned. However, input line 2 received a WARNING 1. This indicates that at least one case in the range of 8200210555-8200210570 was previous assigned to another employee. This warning does not prevent the assignments from being made. Input line 3 also received a WARNING 2. This warning indicates that either the low case number (8200212200) or the high case number (8200212220) was not on the CCF. This warning does prevent any updates from occurring for input line 3.