



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

2.4.48

NOVEMBER 14, 2023

EFFECTIVE DATE

(01-01-2024)

PURPOSE

- (1) This transmits revised IRM 2.4.48, IDRS Terminal Input, Command Code VPPIN.

MATERIAL CHANGES

- (1) IRM 2.4.48.1 has been revised to update management and internal controls.

EFFECT ON OTHER DOCUMENTS

IRM 2.4.48, dated November 22, 2022, is superseded.

AUDIENCE

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

Kaschit Pandya
Acting, Chief Information Officer

2.4.48

Command Code VPPIN

Table of Contents

2.4.48.1 Program Scope and Objectives

2.4.48.1.1 Background

2.4.48.1.2 Authority

2.4.48.1.3 Roles and Responsibilities

2.4.48.1.4 Program Management and Review

2.4.48.1.5 Program Controls

2.4.48.1.6 Terms and Acronyms

2.4.48.1.7 Related Resources

2.4.48.2 VPPIN Error Indicators

2.4.48.1
(11-14-2023)
Program Scope and Objectives

- (1) **Overview:** This IRM section provides an overview of the VPPIN Command Code.
- (2) **Purpose:** This IRM contains procedural steps for use of the VPPIN Command Code. Voice Processing Personal Identification Number (VPPIN) is a Telephone Routing Interactive System (TRIS) command code.
- (3) **Audience:** These procedures apply to IRS employees who are responsible for the processing of VPPIN records. These employees are located in the following areas: Large & Medium-Sized Business, Small Business/Self-Employed, Tax-Exempt & Government Entity's and Wage & Investment.
- (4) **Policy Owner:** The Chief Information Officer (CIO) is responsible for overseeing all aspects of our systems that operate the nation's tax infrastructure.
- (5) **Program Owner:** IT.
- (6) **Primary Stakeholders:** Large & Medium-Sized Business, Small Business/Self-Employed, Tax-Exempt & Government Entity's and Wage & Investment.
- (7) **Program Goals:** This IRM provides the fundamental knowledge and procedural guidance for employees who work with VPPIN cases. By following the processes and procedures provided by this IRM, employees will process VPPIN cases in a manner that follows IRS policy and procedures while promoting the best interests of the Government.

2.4.48.1.1
(07-01-2023)
Background

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

2.4.48.1.2
(07-01-2023)
Authority

- (1) VPPIN was developed to give users Voice Processing as part of the Telephone Routing Interactive System (TRIS).

2.4.48.1.3
(07-01-2023)
Roles and Responsibilities

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

2.4.48.1.4
(07-01-2023)
Program Management and Review

- (1) **Program Reports:** This process uses information received from the TMAC-MINI-COMPUTER to obtain the BASIC-ENT-REC (TIF00) from the TIF that matches the request from the TMAC-MINI-COMPUTER.
- (2) **Program Effectiveness:** Command Code VPPIN receives requests from the TMAC-MINI-COMPUTER to either scramble an incoming PIN (Personal Identification Number) and update the TIF (Taxpayer Information File) with that PIN or retrieve a PIN from the TIF and unscramble it in order to send the PIN back to the TMAC-MINI-COMPUTER. The process of VPPIN also writes a record to END-OF-DAY processing via the Gendata tape to be sent to Master File. The scrambled PIN is sent to the TIF on the TIF02 (ENT-IND-REC) and a TIF21 Format 11 record (ENT-PND-CHANGE-TRANS-REC) is written. When a request is received from the TMAC-MINI-COMPUTER to research a PIN of all zeroes, VPPIN will calculate a TAC (Taxpayer Access Code) using an algorithm.

2.4.48.1.5
(07-01-2023)

Program Controls

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

2.4.48.1.6
(07-01-2023)

Terms and Acronyms

- (1) Table of commonly used Terms and Acronyms is below:

TIF	Taxpayer Information File
TRIS	Telephone Routing Interactive System
IP	Interactive Application
CSR	Customer Service Representative
TIN	Taxpayer Identification Number

2.4.48.1.7
(07-01-2023)

Related Resources

- (1) No related resources available for Command Code VPPIN.

2.4.48.2
(01-01-2006)

VPPIN Error Indicators

- (1) Command Code VPPIN sends an Error Indicator back to the TRIS automated phone system. The values are as follows:

VALUE	MEANING:
0	Request Completed
1	Invalid TIN, FILE-SOURCE combination
2	TIF is not available
3	TIF AREA is not available
4	Account is not on TIF
5	Command Code definer is invalid
6	Incoming PIN is not numeric
7	Other

- (2) BASIC OPTIONS