



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

3.24.202

NOVEMBER 27, 2024

## EFFECTIVE DATE

(01-01-2025)

## PURPOSE

- (1) This transmits revised IRM 3.24.202, ISRP System Operator's Manual.

## MATERIAL CHANGES

- (1) IRM 3.24.202.1 Update to Program Owner name.
- (2) IRM 3.24.202.1.5 Changed the name of the management section group.
- (3) IRM 3.24.202.1.7 Removed EAMS group and added PAMS group.
- (4) IRM 3.24.202.1.10 Updated the Management Guidance instructions.
- (5) IRM 3.24.202.1.10.1 Removed the Note from 4(b).
- (6) IRM 3.24.202.5.1 (4) Added new line about User Short ID.
- (7) Exhibit 3.24.202-1 Added new question and answer on the User Short ID.
- (8) Exhibit 3.24.202-2 Added new procedure for assigning new User Short ID.
- (9) Several editorial changes were made throughout this IRM to correct spelling and grammatical errors and ensure Plain Writing standards are followed.

## EFFECT ON OTHER DOCUMENTS

IRM 3.24.202 dated November 09, 2023 (effective January 01, 2024) is superseded.

## AUDIENCE

Integrated Submission and Remittance Processing (ISRP) Clerk Supervisory Operators.

James L. Fish  
Director Submission Processing  
Customer Accounts Services  
Taxpayer Services



3.24.202

Supervisory Operator's Manual

## Table of Contents

### 3.24.202.1 Program Scope and Objectives

3.24.202.1.1 Background

3.24.202.1.2 Authority

3.24.202.1.3 Roles and Responsibilities

3.24.202.1.4 Program and Management Review

3.24.202.1.5 Program Controls

3.24.202.1.6 Internal Control

3.24.202.1.7 Acronyms / Terms / Definitions

3.24.202.1.8 Related Resources

3.24.202.1.9 Managerial Responsibilities (ISRP End of Day (EOD) Processing Guidelines When Working Outside the Scope of a Normal Workday)

3.24.202.1.10 ISRP User Account Management Guidance

3.24.202.1.10.1 BEARS Sub-Applications and Special Instructions Field

3.24.202.1.11 Supervisory Operator Instructions for Handling 100 Million Dollar Manual Refund

3.24.202.1.12 Supervisory Operator Instructions for Processing Manual Refunds Under 100 Million Dollars

### 3.24.202.2 Supervisory Operator Functions

3.24.202.2.1 Supervisory Functions Window

3.24.202.2.1.1 Menu Bar Options

3.24.202.2.1.2 Supervisor Log

3.24.202.2.1.3 Entry Operator (EOP) Applications

3.24.202.2.2 100% Key Verification Requirements

3.24.202.2.3 Setting and Clearing Key Verification Criteria

3.24.202.2.3.1 Levels of Key Verification

3.24.202.2.3.2 Setting the Criteria

3.24.202.2.3.3 Viewing and Selectively Clearing Key Verification (KV) Indicator

3.24.202.2.4 Purging and Releasing Blocks

3.24.202.2.4.1 Purge Block

3.24.202.2.4.2 Release Block

3.24.202.2.4.3 Removing a Ghostblock

3.24.202.2.4.4 Delete Local Production Data Usage

### 3.24.202.3 Print a Data Entry Display

### 3.24.202.4 Management Reports

3.24.202.4.1 Definitions

3.24.202.4.2 Automatic Reports

3.24.202.4.2.1 Consolidated Operator Statistics Report

- 
- 3.24.202.4.2.2 Site Operator Statistics Report by Supervisor
  - 3.24.202.4.2.3 End of Shift Age List
  - 3.24.202.4.2.4 Consolidated End of Shift Completed Block List
  - 3.24.202.4.2.5 ISRP End of Shift Edit Block Proof List
  - 3.24.202.4.2.6 Edit Block Proof List by Supervisor
  - 3.24.202.4.2.7 On-line Grader (OLG) Summary of Run for Grade Report
  - 3.24.202.4.3 On-Demand Reports
    - 3.24.202.4.3.1 Individual Operator Statistics Report - ISR95/40
    - 3.24.202.4.3.2 Operator Statistics Report by Supervisor - ISR96/40
    - 3.24.202.4.3.3 Age List by Supervisor - ISR96/41
    - 3.24.202.4.3.4 Batch Status by Supervisor - ISR96/42
    - 3.24.202.4.3.5 Program Status by Supervisor - ISR96/43
    - 3.24.202.4.3.6 Blocks in Process by Supervisor - ISR96/44
    - 3.24.202.4.3.7 Operator Status - ISR96/45
    - 3.24.202.4.3.8 Operator Status by Supervisor - ISR96/46
    - 3.24.202.4.3.9 Operator by Supervisor Listing - ISR96/47
    - 3.24.202.4.3.10 Header Validation listing - ISR97/40
    - 3.24.202.4.3.11 Downtime Report - ISR98/40
    - 3.24.202.4.3.12 On-Line Grader Summary Report - ISR70/40
  - 3.24.202.4.4 Viewing On-Demand Reports
  - 3.24.202.4.5 Printing On-Demand Reports
  - 3.24.202.4.6 Saving and Deleting On-Demand Report Data
  - 3.24.202.5 Management Utility
    - 3.24.202.5.1 SuperSOP Utility

Exhibits

- 3.24.202-1 Questions & Answers (Q&A) for Supervisors
- 3.24.202-2 ISRP Manager's Reference Guide
- 3.24.202-3 ISRP Manager's Report Guide

3.24.202.1  
(01-01-2025)  
**Program Scope and  
Objectives**

- (1) Purpose: This IRM Section supplies guidance to the Supervisory Operators (SOPs) using the Integrated Submission and Remittance Processing (ISRP) System in Submission Processing. Supervisory Operators are to watch and manage workflow processes using on-line and printed reports. The IRM also provides guidance to manage and monitor ISRP employee accounts. The instruction listed in this IRM is to provide guidance to the SOPs who are expected to understand the risks associated with their operations, and to ensure controls are in place to work effectively. The Supervisory Operator supplies reliable, and supportable annual reports on the status of those controls. This IRM provides policy and procedures for SOPs to follow when helping employees using the ISRP systems.
- (2) Audience: The primary users of the IRM are Submission Processing. Supervisory Operators (SOPs)
- (3) Policy Owner: The Field Director of Submission Processing
- (4) Program Owner: Return Processing Branch, Mail Management Data Conversion Section, (an Organization within Submission Processing)
- (5) Primary Stakeholder: Submission Processing (SP), Supervisory Operators (SOPs)
- (6) Program Goals: The program goal is to provide monitoring for ISRP workflow and processing and employee monitoring and tracking.

3.24.202.1.1  
(01-01-2021)  
**Background**

- (1) This IRM is the primary, official source of IRS instructions to ISRP Clerk Supervisory staff. The use of this IRM is for the administration, organization, and operation of the ISRP program. It details procedures, instructions and guidelines for the daily operations for ISRP divisions and functions.

3.24.202.1.2  
(01-01-2021)  
**Authority**

- (1) The Budget and Accounting Act of 1950 requires the heads of each department and agency to set up and support adequate systems of internal controls.
- (2) The amendment of the act in 1982 with the Federal Manager's Financial Integrity Act (FMFIA) Public Law 97-255 requires:
  - a. The Comptroller General to prescribe the internal accounting and administrative control standards.
  - b. Each executive agency to conduct annual evaluations of its systems of control, using guidelines set by the Office of Management and Budget (OMB) Director.
  - c. Each executive agency to send an annual statement to the President and Congress on the status of the IRS's system of internal controls.

3.24.202.1.3  
(01-01-2021)  
**Roles and  
Responsibilities**

- (1) Mail Management Data Conversion handles the information in this IRM.
- (2) The Director of Submission Processing handles policy related to this IRM.
- (3) The Field Director and Supervisor's Operation Manager has the primary responsibility for monitoring and tracking ISRP system workflow and processing and employee monitoring and tracking.

- 3.24.202.1.4  
(01-01-2021)  
**Program and Management Review**
- (1) **Program Reports:** This IRM instructs managerial staff (SOPs) in retrieving ISRP system data on the employees which report to them.
  - (2) **Program Effectiveness:** Supervisory Operators properly monitor reports to ensure accuracy of subsidiary or individual records maintained in the operating unit to determine effectiveness. Any data balancing issues encountered are successfully resolved.
- 3.24.202.1.5  
(01-01-2025)  
**Program Controls**
- (1) The Portal Accounts Management Section (PAMS) manages all ISRP user accounts to activate new accounts, reinstate disabled accounts, and deactivate accounts by using the Business Entitlement Access Request System (BEARS) process.
  - (2) This IRM supplies instructions to support internal controls for ISRP Supervisor Operator's Management Reports.
- 3.24.202.1.6  
(01-01-2022)  
**Internal Control**
- (1) Management has the primary responsibility for providing a system. All personnel have a responsibility for understanding and ensuring internal controls are functioning as intended.
  - (2) The goal is to maintain a reasonable balance in the IRS's systems of internal control. When properly applied, internal controls improve effectiveness and make work easier.
  - (3) Headquarters or another part of the IRS office area may request changes to work procedures due to error situations, imperfections in operating methods or modification to instructions. If this occurs, the supervisory personnel are responsible to follow up and see that changes are implemented.
  - (4) To aid you in carrying out your internal control responsibilities, below is a listing of a condensed version of the key standards of controls developed by the General Accounting Office (GAO).

Terms of Key Standards Internal Control	Definition of Key Standards Internal Control
Documentation	The operating function, system or project that is clearly described in writing. Document of what is transcribed into the system, how it is processed, and translated at output.
Records of Transactions	Important events or transactions are promptly recorded and classified in accordance with documented procedures.
Execution of Transaction	Events or transactions are authorized and executed only by persons with authority to do so.
Separation of Duties	Key duties and responsibilities in authorizing, processing, recording, and reviewing transactions are separated among individuals.
Supervision	Qualified supervision is provided.
Competent Personnel	Managers and employees are knowledgeable, have professional integrity, and receive adequate training to do the work assigned to them.

Terms of Key Standards Internal Control	Definition of Key Standards Internal Control
Accountability for Resources	Records are kept to show custody and use of resources. The records are periodically reviewed to determine reliability.
Audit Resolution	Action is taken for agreed to recommendation resulting from the Treasury Inspector General for Tax Administration (TIGTA) or GAO reviews.

3.24.202.1.7  
(01-01-2025)

**Acronyms / Terms /  
Definitions**

- (1) For a comprehensive listing of acronyms, terms and definitions found in this IRM section, please see the table below.

Acronyms	Term	Definitions
CCC	Computer Condition Code	Computer Condition Codes (CCC) are used to identify a special condition or computation for the computer which posts to the Master File.
DCO	Data Conversion Operation	Area in which ISRP Operators enter the data into a Data Entry Terminal which is then stored on a server until it is processed through the Generalized Mainframe Framework (GMF) runstreams of the mainframe computer.
DLN	Document Locator Number	The Document Locator Number (DLN) is the 14-digit number assigned to every return or document. Refer to DLN Composition Document 6209, <i>IRS Processing Codes and Information</i> , for detailed information.
EOD	End of Day	Processing period which occurs after the end of shift processing for the last shift of the day and prior to the start of the first shift of the next day.
EOP	Entry Operator	The workstation operators who manually enter information into the system.

Acronyms	Term	Definitions
ERS	Error Resolution System	A virtual environment error correction system where information is corrected and updated on the Service Center Control File (SCCF).
FMFIA	Federal Managers Financial Integrity Act	The office ensures compliance with the Federal Managers Financial Integrity Act.
GAO	General Accounting Office	The General Accounting Office is a legislative branch government agency that provides auditing, evaluative, and investigation services for the U.S. Congress.
HQ	Headquarters	Responsible for communicating changes or updates to the Territory and Area offices.
ISRP	Integrated Submission and Remittance Processing	The Integrated Submission and Remittance Processing (ISRP) System transcribes and formats data from paper returns/documents/vouchers for input into the Generalized Mainline Framework (GMF) and other systems by key entry operators. It also captures check images for archiving.
KV	Key Verification	A status for ISRP terminals to enable data records to be verified by KV operators.
OE	Original Entry	A status for ISRP terminals to enable transcription of data into ISRP.
OMB	Office of Management and Budget	OMB oversees the implementation of the Federal Budget and evaluates the effectiveness of agency programs, policies, and procedures, and works to make sure agency reports, rules, testimony, and proposed legislation are consistent with the President's budget and the Administration's policies.
PAMS	Portal Accounts Management Section	Manages all ISRP user accounts to activate new accounts, reinstate disabled accounts and deactivate accounts by using the BEARS process.



Acronyms	Term	Definitions
RTD	Return to Duty	Status of an employee back in work status. (A seasonal employee who was furloughed and now reporting back to work.)
SERP	Servicewide Electronic Research Program	The electronic research tool containing IRMs used by all Business Operating Divisions.
SOP	Supervisory Operator	Responsible for monitoring work in progress, managing workflow, and generating and processing reports in the program functions.

3.24.202.1.8  
(01-01-2025)  
**Related Resources**

- (1) IRM 1.4 ,Resource Guide for Managers
- (2) IRM 3.24.202.4, Management Reports
- (3) Exhibit 3.24.202-1, Questions & Answers (Q&A) for Supervisors
- (4) Exhibit 3.24.202-2, ISRP Manager's Reference Guide
- (5) Exhibit 3.24.202-3, ISRP Manager's Report Guide
- (6) IRM deviations must be sent in writing following instructions from IRM 1.11.2.2, Internal Management Document System - Internal Revenue Manual Process, IRM Standards, and elevated through appropriate channels for executive approval.
- (7) IRMs are located on the *Servicewide Electronic Research Program (SERP)* at the following site <https://serp.enterprise.irs.gov> . Specific instructional links are available on the IMF Data Conversion Research Portal found at <https://serp.enterprise.irs.gov/content/portals.html>.
- (8) The IRS adopted the Taxpayer Bill of Rights in June 2014. Employees are responsible for being familiar with and acting per taxpayer rights. See IRC 7803(a)(3) and the following site for additional information about the *Taxpayer Bill of Rights*, <https://www.irs.gov/taxpayer-bill-of-rights>.

3.24.202.1.9  
(01-01-2024)  
**Managerial Responsibilities (ISRP End of Day (EOD) Processing Guidelines When Working Outside the Scope of a Normal Workday)**

- (1) When working overtime during a weekend, holiday, or on a day that is typically outside the scope of a normal workday (e.g., working a Friday night for a Sunday - Thursday shift), the need for End Of Day (EOD) processing may exist. Successful posting is dependent on each Site's Data Conversion Operation (DCO) notifying Enterprise Operations (EOps) when EOD processing is necessary. EOD processing affects ISRP downstream processing and various other support functions.

**Note:** For ISRP Deposit EOD Processing Guidelines When Working Outside the Scope Of A Normal Workday refer to: IRM 3.8.44.2.3, Managerial Responsibilities (ISRP Deposit End of Day (EOD) Processing Guidelines When Working Outside the Scope of a Normal Workday).

- (2) Once DCO determines the need for ISRP EOD processing, the site must supply notification as outlined below.
  - a. Open an Incident ticket and assign to the group listed below. A separate ticket must be opened for each day requested.  
EOPs assignment group - Wintel Server Product and Application Support 4A
  - b. Issue an email to the following groups and individuals.  
EOPS-ECC-WSSB-TSS-SPSAD-SP-PPB-ISRP  
&IT ACIOEOPS-SOSD-AMB-ISRP

3.24.202.1.10  
(01-01-2025)  
**ISRP User Account  
Management Guidance**

- (1) The Portal Accounts Management Section (PAMS) manages all ISRP user accounts to activate new accounts, reinstate disabled accounts and deactivate accounts by using the BEARS process.
  - a. Complete a BEARS request for each user. A list of users **cannot** be submitted with one BEARS request.
  - b. Perform only one action at a time.

**Example:** One BEARS request to activate an account; one BEARS request to remove or deactivate an account; one BEARS request to reinstate an account due to failure to timely self-certify.

- c. Avoid using acronyms in BEARS.

**Example:** Use Supervisory Operator when requesting SOP actions.

**Note: For Transaction Management System (TMS) users only:** PAMS will first create the Active Directory object, then complete the BEARS processing.

- (2) When Supervisory Operator is requesting a SOP action, submit a modify request via BEARS.
- (3) The Incident process for ISRP issues is as follows:
  1. From IRS Service Central select Search Box→ type ISRP→ Select magnifying glass→ Select Catalog
  2. Select the applicable option: **ISRP/SCRIPS Software** or **ISRP/SCRIPS Hardware** Issue.
  3. Begin the description fields with the Site and Project Identifiers (e.g., "KCSC ISRP"). Clearly state what action is needed in the description and avoid acronyms.

3.24.202.1.10.1  
(01-01-2025)  
**BEARS Sub-  
Applications and Special  
Instructions Field**

- (1) This document supplies information necessary to request access to the DS Domain and TMS Track Users – ISRP Domain through BEARS.
 

**Note:** Before submitting an ISRP BEARS request for a new user, ensure all users have submitted and signed the BEARS application: **IRS EMPLOYEE PDS LAN EMAIL SKYPE LIMITED INTERNET (BASELINE STANDARD ACCESS)**. If the user does not have this application active, the ISRP BEARS request will be denied.
- (2) When requesting access to an application use the table listed at IRM 3.24.202.1.10.1 (6) to determine the right sub application you will be requesting to access. The table shows the Operation, types of users under each

operation, and the corresponding sub application for each site. Make sure you select the appropriate sub application for your site.

- (3) Site abbreviations are used throughout this Sub Applications table. Following are the abbreviations for each site:

- **Austin** - AUSC, AUIRSC
- **Kansas City** - KCSC, KCIRSC
- **Ogden** - OSC, OIRSC, OSCT

- (4) **BEARS Special Instructions Field:**

- a. **All users, except Track Users - ISRP Domain**, will include the following information in the BEARS Previous Special Instruction field:  
**User's ID:** (such as the User's SEID. Example: bxxxx)  
**The User's Short ID:** (This will be the user-id. Example: bxx)  
**SOP ID:** (This is the manager's ID (SOP##) that the user is assigned to. Example: s1m)  
**User Type:** (such as Entry Operator)

**Note:** To access a list of User's Short Ids that are already assigned, see instructions in IRM 3.24.202.5.1(4).

- b. **Track Users - ISRP Domain** will include the following information in the BEARS Previous Special Instruction field:  
**User's SEID:**  
**User Code:** (such as tm67 or tm-id assigned by Site manager)  
**User's Group:** Track User

- (5) **ISRP SOP Manager Assignment:**

- a. When requesting a user to be reassigned to a different manager through BEARS, ensure the following information is present:  
**The employee's Name**  
**The employee's SEID**  
**The employee's User ID**  
**The Supervisor's SOP ID number to whom the employee will report**

- (6) The following table shows a list of BEARS ISRP Sub Applications by Operation:

***BEARS ISRP Sub-Applications Table***  
***Data Conversion, Receipt and Control, and Course Development***

ROLE	BEARS SUB APPLICATION NAME	ACCESS LEVEL
<b>Data Conversion</b>		
SP Supervisor/Work Leader	PROD MGR OSC SUBM PROC ISRP PROD MGR AUSC SUBM PROC ISRP PROD MGR KCSC SUBM PROC ISRP	MANAGER

ROLE	BEARS SUB APPLICATION NAME	ACCESS LEVEL
SP Data Conversion Clerks DCO Operators RCO Payment Perfection Operators Inputting Remittances	PROD OPER OSC SUBM PROC ISRP PROD OPER AUSC SUBM PROC ISRP PROD OPER KCSC SUBM PROC ISRP	OPERATOR
SP Quality Reviewer	PROD RES OSC SUBM PROC REVIEWER ISRP PROD RES AUSC SUBM PROC REVIEWER ISRP PROD RES KCSC SUBM PROC REVIEWER ISRP	RESEARCHER
SP TRAINING USER (NEW HIRE TRAINEE)	PROD USER OSC SUBM PROC ISRP PROD USER AUSC SUBM PROC ISRP PROD USER KCSC SUBM PROC ISRP	USER
<b>Receipt &amp; Control</b>		
RP Supervisor/Work Leader (Deposit)	PROD MGR OSC REMIT PROC ISRP PROD MGR AUSC REMIT PROC ISRP PROD MGR KCSC REMIT PROC ISRP	MANAGER
RP Clerk RCO TMS Correction Operators (Deposit)	PROD OPER OSC REMIT PROC DATA ENTRY PROD OPER AUSC REMIT PROC DATA ENTRY PROD OPER KCSC REMIT PROC DATA ENTRY	OPERATOR
RP Batch Scheduler	PROD SCHED OSC REMIT PROC ISRP PROD SCHED AUSC REMIT PROC ISRP PROD SCHED KCSC REMIT PROC ISRP	SCHED
TMS Track Users - ISRP Domain	PROD COORD AUSC ISRP TMS Track User PROD COORD KCSC ISRP TMS Track User PROD COORD OSC ISRP TMS Track User	TRACK USER
<b>Course Development</b>		

ROLE	BEARS SUB APPLICATION NAME	ACCESS LEVEL
SP Supervisor Course Development	LAB MGR OSCT SUBM PROC ISRP	MANAGER
SP Data Conversion Clerk Course Development	LAB OPER OSCT SUBM PROC ISRP	OPERATOR
SP Quality Reviewer Course Development	LAB RES OSCT SUBM PROC ISRP	RESEARCHER
SP Training User Course Development	LAB USER OSCT SUBM PROC ISRP	USER

3.24.202.1.11  
(01-01-2022)

**Supervisory Operator  
Instructions for Handling  
100 Million Dollar  
Manual Refund**

- (1) To ensure refunds of one hundred million dollars or more are expedited and handled efficiently, follow these procedures:
1. Input the return as normal, making sure to enter any editing (pencil or otherwise) made by Code & Edit or Accounting.
  2. Verify Action Code (ACT C) 341 is input. If not present, input ACT C 341.

3.24.202.1.12  
(01-01-2021)

**Supervisory Operator  
Instructions for  
Processing Manual  
Refunds Under 100  
Million Dollars**

- (1) To help ensure manual refunds are handled efficiently and prompt, follow these procedures:
- a. Input the return as normal, making sure to enter any editing (pencil or otherwise) made by Code & Edit or Accounting.
  - b. Verify Computer Condition Code (CCC) "O". If not present, input CCC "O".

3.24.202.2  
(01-01-2015)

**Supervisory Operator  
Functions**

- (1) Supervisory operations allow you to control work and retrieve on-demand reports. The following instructions show you how to access these functions.

3.24.202.2.1  
(01-01-2021)

**Supervisory Functions  
Window**

- (1) Once profiled as a Supervisor, access the Supervisory Functions Window by selecting the Windows key → ISRP folder → Supervisory Functions. While it has the basic features of a Windows application, these features are customized in ISRP. The following paragraphs describe the functions on the Supervisory Functions window.

3.24.202.2.1.1  
(01-01-2022)

**Menu Bar Options**

- (1) The following tables show the basic features of each **Menu Options** and describes their functions:

File Menu Options	Functions
Delete	Deletes on-line display and report data.

<b>File Menu Options</b>	<b>Functions</b>
Save As	Save report data to your SOP home directory.
Print	Displays Print dialog box - print reports.
Print Setup	Displays Print Setup dialog box.

<b>View Menu Options</b>	<b>Functions</b>
Toolbar	When checked, displays Toolbar.
Status Bar	When checked, displays Status Bar.
On-line IRM (complete text)	Accesses On-line IRM (complete text).

<b>Reports Menu (Each Report Title)</b>	<b>Functions</b>
Report	Displays the specified report.

<b>Controls Menu</b>	<b>Functions</b>
Set KV Options	Allows SOP to set or clear specific criteria for KV.
Purge Block	Allows SOP to purge a block for ISRP.
Release Block	Allows SOP to release a "locked" block.
Remove Ghostblock	Allows SOP to remove a "locked" Ghostblock.
Delete Local Production Data	Allows SOP to delete block data from local workstation.

<b>Window Menu (Various Options)</b>	<b>Functions</b>
Window	Allows SOP to change the look of the SOP display.

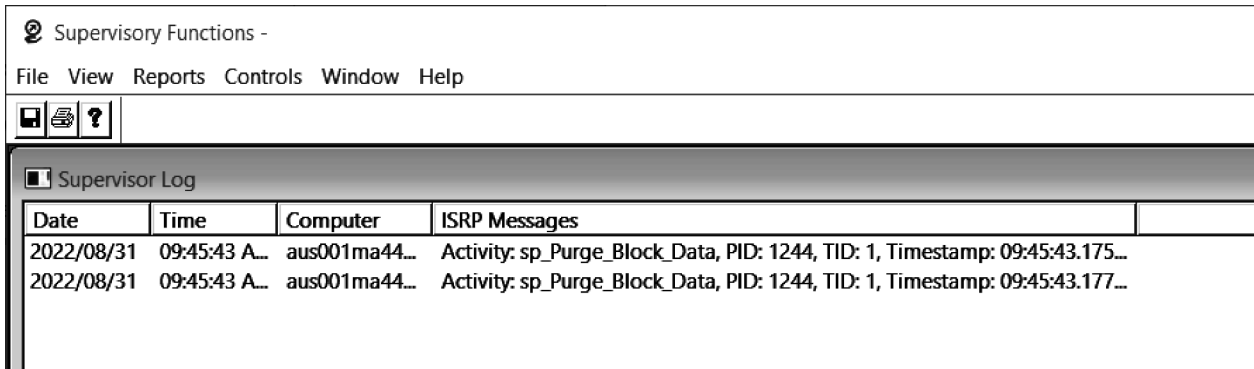
<b>Help</b>	<b>Functions</b>
About ISRP	Supplies the version information for ISRP.

3.24.202.2.1.2

(01-01-2023)

**Supervisor Log**

- (1) When you access the SOP application, the Supervisor Log window opens automatically. This window, illustrated below, tracks and displays all your actions as you work. This enables you to review your work for the current session. Use this window to verify that you have successfully set Key Verification (KV) indicators, released or purged blocks, etc.

**Figure 3.24.202-1 Supervisor Log**

3.24.202.2.1.3

(01-01-2021)

**Entry Operator (EOP) Applications**

- (1) You cannot access Entry Operator (EOP) applications from your Supervisory Functions window. To perform all EOP functions: Original Entry (OE), Key Verification (KV), and, Block Edit, etc., access the Data Entry Operations window by following these steps:

Tasks	Steps
Access EOP Applications	<ol style="list-style-type: none"> <li>1. Close the Supervisory Functions window (optional).</li> <li>2. Select <b>Windows key</b> → <b>ISRP folder</b> → <b>Data Entry Operations</b>. (Initialization successful dialog box appears).</li> <li>3. Select <b>OK</b>. (Data Entry Operations window appears).</li> </ol>
Return to Supervisory Functions	<ol style="list-style-type: none"> <li>1. Close the Data Entry Operations window (optional).</li> <li>2. If the Supervisory Functions window is open, select icon from task bar. Otherwise, Select <b>Windows key</b> → <b>ISRP folder</b> → <b>Supervisory Functions</b>. (The Supervisory Functions window appears).</li> </ol>
Log off ISRP	<ol style="list-style-type: none"> <li>1. Press &lt;Ctrl&gt;+&lt;Alt&gt;+&lt;Del&gt;. (The Windows 10 log off screen appears). <b>Caution: NEVER</b> log off while VBDEA.net window is open.</li> <li>2. Select <b>Logoff</b>.</li> </ol>

3.24.202.2.2  
(03-02-2020)  
**100% Key Verification  
Requirements**

- (1) For Programs 15501 and 45501, Form 3753 **Manual Refund Posting Voucher**, identified by a TC 840 in the Batch Header, Key Verification (KV) must be set at 100% prior to a Clerk entering the batch of work due to the high volume of errors and the fallout rate for the schedule number (SCH#).

3.24.202.2.3  
(01-01-2015)  
**Setting and Clearing Key  
Verification Criteria**

- (1) This section provides instructions for Key Verification.

3.24.202.2.3.1  
(01-01-2021)  
**Levels of Key  
Verification**

- (1) The ISRP system allows two levels of KV on a block of work. The system default is for key verification of the block header only. However, as a SOP, you can set additional criteria for KV (referred to as "Full KV"). This criteria includes such items as program number, operator id., ABC, batch number, etc. See the table below for allowable combinations. When additional criteria are set for KV by the SOP, the selection of fields for KV is determined by the program—specific Program Requirement Packages, (PRP 741). Allowable KV criteria options are as follows:

Field Name	Blocks Requiring Full KV
Program Number	Blocks with a specific program number.
Program Number and Operator ID	Blocks with a specific program number entered by a specific operator.
Program Number and Batch Number	Blocks in a batch for a specific program number. This can be used instead of entering all the ABCs present for that batch.
Operator ID	Blocks entered by a specific operator.
Alphanumeric Block Control (ABC)	Blocks with a specific ABC associated with the current SOP. <b>Note:</b> Do not combine the ABC option with any other option.

- (2) The system maintains a separate KV indicators file for each SOP so that the criteria you set impacts only those blocks for which you are responsible. You create the KV indicators for your file when you set the indicators. They remain as set until you update the file by adding additional KV indicators or by clearing the KV indicators and setting new indicators.
- (3) After KV is complete and the response "ALL SECTIONS VERIFIED" is on the screen, before you exit with <F9>, you can press <F2> to see document 00. Press <F5> to find and view the last document in the block.

3.24.202.2.3.2  
(01-01-2021)  
**Setting the Criteria**

- (1) You access the options to set KV criteria through **Controls→Set KV Options-→Set KV Indicators** on the Supervisory Functions window. The Set KV Indicators dialog box appears as shown below:



Figure 3.24.202-2 Set KV Indicators Dialog Box

(2) To set the KV criteria:

Task	Steps
Set KV Criteria	<ol style="list-style-type: none"> <li>1. Select <b>Controls</b>→<b>Set KV Options</b>→<b>Set KV Indicators</b> on the Supervisory Functions window. (The Set KV Indicators dialog box appears).</li> <li>2. Enter the desired set of criteria. For example, enter a program number, user ID., etc. The system will not allow you to enter combinations which are not specified.</li> <li>3. Select <b>Start</b>. Your KV indicators file is updated, and the status says "done".</li> <li>4. Select <b>OK</b>. The dialog box closes.</li> </ol>

(3) Altering KV criteria when EOPs are logged on to the system may cause blocks to go to invalid status. Therefore, set KV indicators before the shift begins when fewer EOPs are logged on to the system. Clear KV indicators at the end of the shift to minimize impact to the SOP's KV file.

3.24.202.2.3.3  
(01-01-2021)

#### Viewing and Selectively Clearing Key Verification (KV) Indicator

- (1) The clear KV indicators dialog box gives the SOP the choice of clearing all set indicators or clearing a selected indicator. The selected indicator must match **exactly** the previously set indicator.
- (2) To clear a selected indicator, take the following steps:

Task	Steps
Clear a selected KV Indicator	<ol style="list-style-type: none"> <li>1. Select <b>Controls</b>→<b>Set KV Options</b>→<b>Clear KV Indicators</b> on the Supervisory Functions window.</li> <li>2. The Clear KV Indicators dialog box appears.</li> <li>3. Enter data into one or more fields that exactly match the previously set indicator: <ol style="list-style-type: none"> <li>a. Program Number</li> <li>b. Program Number and Operator ID</li> <li>c. Program Number and Batch Number</li> <li>d. Operator ID</li> <li>e. Alpha Block Control</li> </ol> </li> <li>4. Select the <b>Clear Selected</b> button. Your KV indicators file is updated.</li> <li>5. Entering an invalid combination, causes an error message to appear.</li> </ol>
Viewing KV Criteria	<ol style="list-style-type: none"> <li>1. Select <b>Control</b> → <b>Set KV Options</b> → <b>Clear KV Indicators</b> → <b>View Indicators</b> button.</li> <li>2. The view KV Indicators report is displayed in a dialog box.</li> <li>3. Each row corresponds to a currently set indicator.</li> </ol>

## 3.24.202.2.4

(01-06-2017)

**Purging and Releasing Blocks**

- (1) Occasionally, blocks in ISRP will become “locked”. That is, the EOP cannot enter any data or RESUME original entry of the block. Two situations which will cause a locked block are:
  - The system experiences some type of failure while the EOP is working the block.
  - The EOP exits the data entry application “ungracefully” by not logging off appropriately using the <F9> key.
- (2) Releasing a block makes a block available for further processing. It does not delete any data or the Document Locator Number (DLN).
- (3) Purging a block removes all block data from ISRP. Only the OPSTATS data related to the EOP who entered the block will remain. This is the only way to purge a DLN for re-use within the system. When a block is rejected, the DLN is not immediately made available for re-use. It will be available for re-use after End of Shift is run. Only this Supervisory Function, “Purge Block” option,

makes the DLN available for re-use. Extreme care must be taken in purging and releasing blocks to ensure that the block is in the desired status after this process.

- (4) The following table will help you to determine the status of a block within the ISRP system. This table will also help in determining the status of blocks on the age list. The numbers refer to the related block status number. Numbers are provided so that the correct number/status can be reported to the Systems Administrator (SA) if you have trouble purging/releasing the block. "block\_status\_num" is the title of the column in the ISRP database.

**Block Status Definitions**

block_status_num	Status	Definition
0	IN_OE	Block is in <b>Original Entry</b> . A block header has been created, and an EOP is currently performing OE.
1	OE_PARTIAL	Block was in Original Entry, but the EOP exited the block before it was completed.
2	OE_COMPLETE	EOP has completed work in original entry. Block is awaiting Key Verification (KV).
3	IN_KV	Block is in Key Verification. EOP is currently performing KV.
4	KV_PARTIAL	Block was in KV, but the EOP exited the block before it was completed.
5	IN_BE	Block edit is currently being performed on the block.
6	FORMAT_PENDING	Block has completed KV and is ready for formatting.
7	IN_FORMAT	Continuous formatting is being performed on the block. Formatting prepares the block for acceptance by downstream IRS processes (such as General Mainline Framework (GMF)).
8	FORMAT_COMPLETE	Completed and formatted block is awaiting End of Shift processing.
9	IN_EXPORT	Block is being put on "good tape".
10	PROCESSING_COMPLETE	Block has been processed to "good tape".
11	BLOCK_DELETED	Block was removed from good tape.
12	INVALID	Block did not post to good tape due to system or other problem.
13	BLK_REJ_AT_TRANSPORT	RRPS block was rejected during transport processing.

- (5) Blocks which are in the following statuses cannot be purged or released:

- IN\_EXPORT
- PROCESSING\_COMPLETE
- BLOCK\_DELETED
- INVALID

- BLK\_REJ\_AT\_TRANSPORT

3.24.202.2.4.1  
(01-01-2021)  
**Purge Block**

- (1) Purging a block removes all information from ISRP, including the DLN. OPSTATS data will be retained. Two types of data can be purged: production and training.

**Note:** Never purge training (OEK) data.

- (2) Blocks in the following statuses cannot be purged:

- IN\_OE
- IN\_KV
- IN\_BE

If a block in any of these statuses becomes locked, use the Release Block option to release it.

- (3) The Purge Block option is accessed through the Supervisory Functions window under “CONTROLS”.

Purge Block Data

ENTER Block DLN/RPSID/GPPID:

Normal Purge Operations:

☒ Purge Production Data

☐ Purge OEK Data

Recovery from a failure that occurred during data entry for the specified EOP:

☐ Purge OET/KVT Data

☐ Purge OEK Data

EOP:

OK

Cancel

Figure 3.24.202-3 Purge Block Data Dialog Box

- (4) To purge a block, take the following actions:

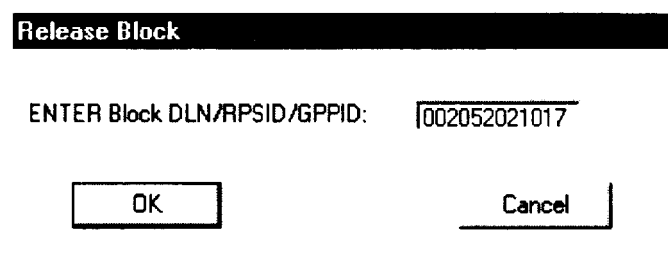
Task	Steps
Purge a Block	<div>1. Select <b>Controls</b>→<b>Purge Block</b> on the Supervisory Functions window.</div> <div>2. Enter the DLN, RPSID, or GPPID for the block to be purged.</div> <div>3. Verify that Purge Production Data is selected.</div> <div>4. Select OK.</div>

## 3.24.202.2.4.2

(01-01-2015)

**Release Block**

- (1) The Release Block function is used to make a locked block available for continued processing. A block can become locked due to system error, or from an EOP's failure to exit an application appropriately. Only blocks in the following statuses may be released:
  - IN\_OE
  - IN\_KV
  - IN\_BE
- (2) The Release Block option is accessed through the Supervisory Functions window. Releasing a block must be done on the specific workstation where the last work was done on the block, and requires two steps:
  1. Enter the desired DLN, Remittance Processing System Identification (RPSID), or General Purpose Program Identification (GPPID) through the Release Block dialog box, shown below.
  2. Enter the desired (target) status for the block through the Release Block Status dialog, shown below.

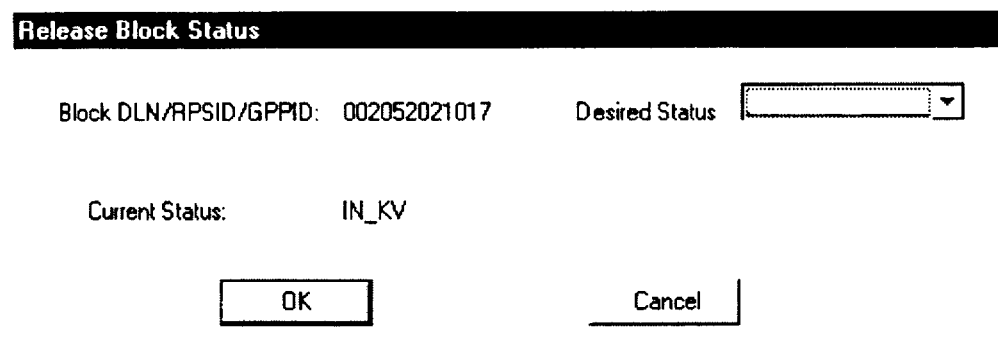
A screenshot of a software dialog box titled "Release Block". The dialog box has a black title bar. Below the title bar, the text "ENTER Block DLN/RPSID/GPPID:" is followed by a text input field containing the value "002052021017". At the bottom of the dialog box, there are two buttons: "OK" on the left and "Cancel" on the right.

**Release Block**

ENTER Block DLN/RPSID/GPPID: 002052021017

OK Cancel

**Figure 3.24.202-4 Release Block Dialog Box**



**Release Block Status**

Block DLN/RPSID/GPPID: 002052021017      Desired Status:

Current Status: IN\_KV

**Figure 3.24.202-5 Release Block Status Dialog Box**

- (3) To release a block:

Task	Steps
Releasing a Block	<ol style="list-style-type: none"> <li>1. Select <b>Controls</b>→<b>Release Block</b> on the Supervisory Functions window.</li> <li>2. Enter the DLN, RPSID, or GPPID for the locked block.</li> <li>3. Select OK.</li> <li>4. Select the desired status for the block.</li> <li>5. Select OK</li> </ol>

- (4) The table below shows the valid block states to which a block can be released, based on its current state:

Current State	New State
IN_OE	OE_Partial
IN_KV	KV_Partial
IN_BE	<ul style="list-style-type: none"> <li>• OE_Partial</li> <li>• OE_Complete</li> <li>• KV_Partial</li> <li>• Format_Pending</li> </ul>

- (5) If the current block status is IN\_BE, a “Release Block Status — IN\_BE” window will appear. This window provides additional information to assist you in determining the correct target status for the block. This window is shown below:

Release Block Status		
Block DLN/RPSID/GPPID:	003081215458	Desired Status: <div>▼ OE_PARTIAL OE_COMPLETE KV_PARTIAL ▼</div>
Current Status:	IN_BE	
Prior Block Status	OE_PARTIAL	
<div>OK</div>		<div>Cancel</div>

Figure 3.24.202-6 Release Block Status for IN\_BE Block

- (6) To release a block for which the current status is IN\_BE, take the following steps:

Task	Steps
Release block where current state is IN_BE	<ol style="list-style-type: none"> <li>1. Select <b>Controls</b>→<b>Release Block</b> from the Supervisory Functions window.</li> <li>2. Enter the DLN, RPSID, GPPID.</li> <li>3. Select OK. Release Block Status dialog box appears.</li> <li>4. Verify prior block status.</li> <li>5. Select the desired status.</li> <li>6. Select OK. A confirmation message appears.</li> <li>7. Select OK. The dialog box closes.</li> </ol>

3.24.202.2.4.3  
(01-01-2015)

#### Removing a Ghostblock

- (1) A ghostblock may be created when an EOP exits ISRP abnormally while entering the block header. This can be caused by a power failure or an “un-graceful exit”. This leaves empty blocks on the workstation and prevents users from accessing the ISRP applications. It also prevents the ABC/SOP combination from being re-used.
- (2) To remove a ghostblock, take the following steps:

Task	Steps
Remove a ghostblock	<ol style="list-style-type: none"> <li>1. Obtain ABC and SOP of the block.</li> <li>2. Select <b>Controls</b> → <b>Remove Ghostblock</b> from the Supervisory Function.</li> <li>3. Enter the ABC.</li> <li>4. Enter the SOP ID.</li> <li>5. Press OK. A Confirm Operation dialog box appears.</li> <li>6. Press OK.</li> </ol>

3.24.202.2.4.4  
(01-01-2021)

#### Delete Local Production Data Usage

- (1) The Delete Local Production Data option is used when **Release Block** (IRM 3.24.202.2.4.2) fails and the SOP wants to delete the block data from the local workstation. This option will delete the files in the Production folder under ISRP in the system's Program Data folder.

Task	Steps
Delete Local Production Data	<ol style="list-style-type: none"> <li>1. Select <b>Controls</b> → <b>Delete Local Production Data</b> from the Supervisory Function.</li> <li>2. If there are files found in the Production folder, a message will display indicating the files found.</li> <li>3. If there are no files in the Production folder, a message will display indicating "<i>No Local Production Data files were found for deletion.</i>"</li> <li>4. Press OK to proceed with deleting the files indicated in the display message or press CANCEL if the files should not be deleted.</li> <li>5. After deleting, a confirmation dialog box will display "<i>Local Production Data files have been deleted successfully.</i>"</li> </ol>

3.24.202.3  
(01-01-2021)

#### Print a Data Entry Display

- (1) While connected to a workstation, you can create a screen print using Snagit Editor.



Task	Steps
Open Snagit Editor. <b>Note:</b> This may be done by clicking on the Snagit icon located in your system tray or by pressing the Print Screen or <PrtScr> button on the keyboard.	<ol style="list-style-type: none"> <li>1. In Snagit, select <b>Capture</b> in the upper left-hand corner. A menu box appears, click the red <b>Capture</b> circle.</li> <li>2. Scroll over the desired selection to be printed or select "Full Screen" at the top to print the entire screen.</li> <li>3. Press the camera icon to capture the image.</li> <li>4. The image captured will now appear in Snagit. To print, select <b>File</b> → <b>Print</b>.</li> </ol>

3.24.202.4  
(11-14-2022)  
**Management Reports**

- (1) This section provides instructions for Management reports.

3.24.202.4.1  
(01-01-2021)  
**Definitions**

- (1) **Automatic Report** - Automatically generated and printed report in the computer room as part of the End of Shift/Day processing.
- (2) **Batch** - Cart batch number. Generated from Receipt and Control Operation. Contains blocks of documents.
- (3) **Block Document Locator Number** - Twelve-digit prefix to identify a block.
- (4) **Blocks Completed Production** - A listing of all blocks in the current inventory that have completed OE/KV, and Data Edit and Validation (DED01) formatting. Does "not" show that blocks were posted to good tape.
- (5) **Consolidated OPSTATS** - Report showing operator statistics for all programs and operators from a single shift.
- (6) **Document Count** - Number of documents in a block. For reporting purposes, and for document counts in OPSTATS, the block header will be counted in the block document total. The header will not be counted as a document for downstream (legacy) processing.
- (7) **Edit Block Proof List** - Blocks successfully processed by DED01, and sent on to good tape to GMF.
- (8) **End of Day** - Processing period which occurs after the end of shift processing for the last shift of the day and prior to the start of the first shift of the next day.
- (9) **End of Shift** - Processing period that occurs after all work for a single shift has been completed and prior to the start of the next shift for the day. The end of shift is the process to prepare data for input to downstream processing.
- (10) **Format Parameter Package Validation** - DED01 process in which blocks are formatted prior to being put on to good tape.

- (11) **Header** - For reports, standard header information consists of:
- Program/Run/File# — This information identifies the specific report.
  - Service Center Name
  - Page #
  - Date (in mmddccyy format)
- (12) **Invalid Blocks** - All blocks in the current inventory that have completed original entry and key verification, but failed the DED01 formatting process. These blocks will have a status of 12.
- (13) **On Demand Reports** - Reports that can be created by an operator, supervisor, or systems administrator on request. Report is displayed on a workstation with a print option. Printing is accomplished by a printer located on the floor. The entry operator can access only one on-demand report — OPSTATS. It is displayed within the application. Supervisors and Systems Administrators can access various reports, displayed in a Windows environment.
- (14) **Processing Complete** - Status of blocks which indicates that the blocks were formatted successfully and were put on good tape.
- (15) **Segmented Report** - Reports which contain more data than can fit on one page. Pages will be displayed in a repeating fashion, grouped by a unique characteristic.

3.24.202.4.2  
(01-06-2017)

#### Automatic Reports

- (1) Automatic reports are generated by the system. They are made available to the SOPs at the beginning of the following shift. (SAs must run end of shift for the reports to generate). Automatic reports and their related Program/Run/File numbers.

Report Title	Program/Run/File/ Number
Consolidated Operator Statistics Report	ISR07/40
Site Operator Statistics Report by Supervisor	ISR07/41
End of Shift Age List	ISR01/43
End of Shift Completed Block List	ISR01/44
DIS End of Shift Edit Block Proof List	ISR01/40
Edit Block Proof List by Supervisor	ISR01/45
Run Balance Report	ISR01/50
On-Line Grader Report	ISR70/40

3.24.202.4.2.1  
(01-06-2017)

#### Consolidated Operator Statistics Report

- (1) This listing shows ISRP and RPS (RPS Electronic Voucher OE/KV only) operator keystroke statistics for all programs from a single shift.

Fields on Report	Definition
DATE	Date report generated.

Fields on Report	Definition
EOP	Entry Operator user ID.
JOB	Program number.
SOP	Supervisor user ID that manages EOP.
KS	Keystrokes per hour for shift/program.
DOCS	Total documents for shift/program (includes block headers and documents).
D/HR	Documents per hour for shift/program (includes block headers and documents).
CHARS	Total characters entered.
CHAR/DOC	Average number of characters entered per document.
ERR1	Single field character error corrections for shift/program (count of number of times backspace key used).
ERR2	Full field character error corrections for shift/program (count of number of times "backup field" key used).
E-TIME	Elapsed time for shift/program (i.e., time in function).
IN	Total sections inserted for shift/program.
DEL	Total sections deleted for shift/program.

3.24.202.4.2.2  
(01-06-2017)

#### Site Operator Statistics Report by Supervisor

- (1) This listing shows ISRP and RPS (RPS Electronic Voucher OE/KV only) operator keystroke statistics for all programs from a single shift for all EOPs which report to the Supervisor.

Fields on Report	Definition
SUPERVISOR	Supervisor user ID that manages the EOPs.
DATE	Date report generated.
EOP	Operator user ID.
JOB	Program number.
SOP	Supervisor user ID that manages the EOPs.
KS	Keystrokes per hour for shift/program.
DOCS	Total documents for shift/program (includes block headers and documents).

Fields on Report	Definition
D/HR	Documents per hour for shift/program (includes block headers and documents).
CHARS	Total characters entered.
CHAR/DOC	Average number of characters entered per document.
ERR1	Single field character error corrections for shift/program (count of number of times backspace key used).
ERR2	Full field character error corrections for shift/program (count of number of times "backup field" key used).
E-TIME	Elapsed time for shift/program (i.e., time in function).
IN	Total sections inserted for shift/program.
DEL	Total sections deleted for shift/program.

3.24.202.4.2.3  
(01-01-2021)

#### End of Shift Age List

- (1) This listing shows ISRP and RPS (RPS Electronic Voucher OE/KV only) current block inventory by block status. The block statuses are:

1. Blocks Partially Entered - All blocks in the current inventory which have been partially entered (that is, OE initiated but not completed).
2. Blocks Awaiting Verification - All blocks in the current inventory which have completed OE, but have not yet begun KV.
3. Block Partially Verified - All blocks in the current inventory which have been partially verified (that is, KV initiated but not completed).
4. Block in Block Edit - All blocks in the current inventory which have been edited via the block edit function.

**Note:** This function may be run immediately following OE or immediately following KV.

5. DC Blocks Completed Production - All blocks in the current inventory that have completed OE and KV, and have passed Format Pending (FP) validation. This list includes all work that has been entered, and does **not** indicate that the block has been successfully placed on the GMF tape.
6. RPS Electronic Voucher Completed Production - All blocks in the current inventory that have completed OE and KV, and have passed FP validation. This list includes all work that has been entered, and does **not** indicate successful processing of the block by the transport.
7. Blocks Rejected - All blocks that were rejected from the system due to system disk read errors or were rejected by an operator with RB code (Reject Block). These blocks must be re-entered.
8. Blocks Rejected at Transport - All blocks that were rejected by the operator at transport. These blocks must be re-entered.

Fields on Report	Definition
DATE	Date report generated.
TIME	Time report generated.
SUPERVISOR	Supervisor user ID.
PROGRAM	Program number.
EOP	Operator user ID of operator that worked on document.
BLOCK DLN	12-digit Document Locator Number prefix for the block.
BATCH	Cart Batch Number.
ABC	Alphanumeric Block Control.

3.24.202.4.2.4  
(01-06-2017)

**Consolidated End of  
Shift Completed Block  
List**

- (1) This listing shows all blocks in the current ISRP and RPS (RPS Electronic Voucher OE/KV only) inventory that have completed OE and KV and have passed Format Pending (FP) validation. This list includes all work that has been entered, and does not indicate that the block has been formatted and successfully placed on the GMF tape. This listing is a Submission Processing Center roll up of the End of Shift Age List. The same data is presented in three sort sequences.

Fields on Report	Definition
DATE	Date report generated.
TIME	Time report generated.
SOP	User ID of supervisor that owns the block of work.
DOC COUNT	Document count (from block header).
BATCH	Cart Batch Number.
EOP	Operator user ID of operator that worked on document.
BLOCK DLN	12-digit Document Locator Number prefix for the block.
ABC	Alphanumeric Block Control.

3.24.202.4.2.5  
(01-06-2017)

**ISRP End of Shift Edit  
Block Proof List**

- (1) The report provides a list of all completed blocks successfully processed and placed on the GMF Pipeline Data (GMF01) and GPP Data (GMF02) tape.

**DIS Edit Block Proof List**

**Content:** The report provides a list of all completed blocks successfully processed and placed on the GMF Pipeline Data (GMF01) and GPP Data (GMF02) tape.

**When:** End of Shift

**Execution:** Initiated by End of Shift Processing

**Sample Format:**

DATE: mm/dd/yyyy		TIME: hh:mm:ss		DIS END OF SHIFT EDIT BLOCK PROOF LIST				
EDIT BLOCK PROOF LIST BY BLOCK DLN								
BATCH	ABC	BLOCK DLN	DOC-COUNT	BOB CODE	FORMAT	MFID	SOP	FTYPE
nnnn	ccc	nnnnnnnnnnnn	nnn	c	nnnn	n	ccc	cc
...								
BLOCKS TOTAL:		nnnnn						
<new page>								

**Report Segmentation:** None

**Figure 3.24.202-7 DIS Edit Block Proof List**

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
BATCH	Cart Batch Number
ABC	Alphanumeric Block Control
BLOCK DLN	12-digit Document Locator Number prefix for the block
DOC COUNT	Document count (from block header)
BOB CODE	Block Out of Balance Code, computed from raw data
FORMAT	4-digit format code from PRP used by the Parameter File during GMF tape processing
MFID	Master File System ID from Header Validation File
SOP	User ID of supervisor that owns the block of work

Fields on Report	Definition
FTYPE	File Type: IS for ISRP and IR for RPS

3.24.202.4.2.6  
(01-01-2021)

### Edit Block Proof List by Supervisor

- (1) This is the same report as the Edit Block Proof List, but grouped by the Supervisor responsible for the completed blocks. The report provides a list of all completed blocks successfully processed and placed on the GMF tape.

#### Edit Block Proof List by Supervisor

**Content:** This the same report as the Edit Block Proof List, but the completed blocks are grouped by the Supervisor responsible for the block.

**When:** End of Shift

**Execution:** Initiated by End of Shift Processing

**Sample Format:**

EDIT BLOCK PROOF LIST BY SOP, BATCH, BLOCK DLN ***** SUPERVISOR: ccc ***** DATE: mm/dd/yyyy TIME: hh:mm:ss							
BATCH	ABC	BLOCK DLN	DOC-COUNT	BOB CODE	FORMAT	MFID	FTYPE
nnnn	ccc	nnnnnnnnnnnn	nnn	c	nnnn	n	cc
...							
BLOCKS TOTAL:		nnnnn					

**Report Segmentation:**  
by Supervisor

**Sort Order:**  
Supervisor, Batch, Block DLN

**Totals/Subtotals:** Blocks

**Print Format:** 8.5x14 inch paper, landscape

**Notes/Issues/Questions:**  
None

**Figure 3.24.202-8 Edit Block Proof List by Supervisor**

Fields on Report	Definition
SUPERVISOR	User ID of supervisor that own the block of work
DATE	Date report generated
TIME	Time report generated
BATCH	Cart Batch Number
ABC	Alphanumeric Block Control
BLOCK DLN	12-digit Document Locator Number prefix for the block

Fields on Report	Definition
DOC COUNT	Document count (from block header)
BOB CODE	Block Out of Balance Code, computed from raw data
FORMAT	4-digit format code from PRP used by the Parameter File during GMF tape processing
MFID	Master File System ID from Header Validation File
FTYPE	File Type: IS for ISRP and IR for RPS

3.24.202.4.2.7  
(01-01-2022)

**On-line Grader (OLG)  
Summary of Run for  
Grade Report**

- (1) Report for each student showing their status after completion of each block.

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
EOP ID	Operator user ID
ABC	Alphanumeric Block Control
Batch	Batch number
Program	Program number
Total Number of Sections in Error	Number of incorrectly entered sections
Total Number of Accurate Sections	Number of correctly entered sections
Total % of Accurate Sections	Accuracy Rate
Total Time of Entry	Elapsed time for program
Total Keystrokes per Hour	Keystrokes per hour
Adjusted Keystrokes per Hour	Correct Keystrokes per hour (Keystrokes in error are removed from computation.)
Documents per Hour	Document per hour (includes block header and documents)
DOCUMENT	Document serial number
SECTION	Section Number
Field Prompt	Prompt displayed



Fields on Report	Definition
OE ENTERED	Entered value
Should be	Truth File value

3.24.202.4.3  
(01-06-2017)  
**On-Demand Reports**

- (1) On-Demand reports are created upon request and displayed at the workstation, with a print option. Following are the available On-Demand reports, and their related numbers and who may access report.

Report Title	Program Run / File Number	Access by
Individual Operator Statistics Report	ISR95/40	EOP
Operator Statistics Report by Supervisor	ISR96/40	SOP
Age List by Supervisor	ISR96/41	SOP
Current Status of Batches in System for Supervisor Sxx (Batch Status by Supervisor)	ISR96/42	SOP
Program Status by Supervisor	ISR96/43	SOP
Blocks in Process by Supervisor	ISR96/44	SOP
Operator Status	ISR96/45	SA
Operator Status by Supervisor Listing	ISR96/46	SOP
Operators by Supervisor Listing	ISR96/47	SOP
Security Report (SA event log)	ISR200040	SA
Header Validation Listing	ISR9740	SA
Downtime Report	ISR9840	SA
OLG Summary Report	ISR70/40	SOP

3.24.202.4.3.1  
(01-06-2017)  
**Individual Operator Statistics Report - ISR95/40**

- (1) The report shows an individual operator's keystroke statistics since the start of the current shift for all program numbers. DCO and RPS operators can generate this report, with only statistics for Electronic Voucher OE/KV appearing for RPS.

Fields on Report	Definition
OPERATOR	Operator user ID
DATE	Date report generated
TIME	Time report generated

Fields on Report	Definition
PROGRAM	Program number
KS	Total keystrokes for shift/program
KS/HR	Keystrokes per hour for shift/program
DOCS	Total documents for shift/program (includes block headers and documents)
D/HR	Documents per hour for shift/program (includes block headers and documents)
CHARS	Total characters entered
CHAR/DOC	Average number of characters entered per document
E-TIME	Elapsed time for shift/program (i.e., time in function)

## 3.24.202.4.3.2

(01-06-2017)

**Operator Statistics  
Report by Supervisor -  
ISR96/40**

- (1) The report shows an operator statistics since the start of the current shift for all program numbers. DCO and RPS operators can generate this report, with only statistics for Electronic Voucher OE/KV appearing for RPS.

Fields on Report	Definition
SUPERVISOR	Supervisor user ID
DATE	Date report generated
TIME	Time report generated
PROGRAM	Program number
EOP	Operator user ID of operator that works for the Supervisor
KS	Total keystrokes for shift/program
KS/HR	Keystrokes per hour for shift/program
DOCS	Total documents for shift/program (includes block headers and documents)
D/HR	Documents per hour for shift/program (includes block headers and documents)
CHARS	Total characters entered
CHAR/DOC	Average number of characters entered per document
E-TIME	Elapsed time for shift/program (i.e., time in function)

3.24.202.4.3.3  
(01-01-2021)

**Age List by Supervisor -  
ISR96/41**

- (1) This report shows ISRP and RPS (RPS Electronic Voucher OE/KV only) current block inventory by block status. The block statuses are:

1. Blocks Partially Entered - All blocks in the current inventory which have been partially entered (that is, OE initiated but not completed).
2. Blocks Awaiting Verification - All blocks in the current inventory which have completed OE, but have not yet begun KV.
3. Block Partially Verified - All blocks in the current inventory which have been partially verified (that is, KV initiated but not completed).
4. Block in Block Edit - All blocks in the current inventory which have been edited via the block edit function.

**Note:** This function may be run immediately following OE or immediately following KV.

5. ISRP Blocks Completed Production - All blocks in the current inventory that have completed OE and KV, and have passed FP validation. This list includes all work that has been entered, and does **not** indicate that the block has been successfully placed on the GMF tape.
6. RPS Electronic Voucher Completed Production - All blocks in the current inventory that have completed OE and KV, and have passed FP validation. This list includes all work that has been entered, and does **not** indicate successful processing of the block by the transport.
7. Blocks Rejected - All blocks that were rejected from the system due to system disk read errors or were rejected by an operator with RB code (Reject). These blocks must be re-entered.
8. Blocks Rejected at Transport - All blocks that were rejected by the operator at transport. These blocks must be re-entered.

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
SUPERVISOR	Supervisor user ID
PROGRAM	Program number
EOP	Operator user ID of operator that worked on document
BLOCK DLN	12-digit Document Locator Number prefix for the block
BATCH	Cart Batch Number
ABC	Alphanumeric Block Control
DOC-COUNT	Document Count (from block header)

3.24.202.4.3.4  
(01-06-2017)

**Batch Status by  
Supervisor - ISR96/42**

- (1) The report shows the current status of all batches in the system assigned to the requesting supervisor. The report allows the supervisor to specify additional information to filter the blocks shown in the report.

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
SUPERVISOR	Supervisor user ID
BATCH	Cart Batch Number
ABC	Alphanumeric Block Control
BLOCK DLN	12-digit Document Locator Number prefix for the block
PROGRAM	Program number
DAY	Days in Current Status
DOC-COUNT	Document Count (from block header)
OE EOP	Original Entry Operator user ID
KV EOP	Key Verification Operator user ID
W/S Name	Workstation name (identification)
STATUS	Current status of block; OE Complete, KV Complete, Invalid, Rejected, or Unidentified

3.24.202.4.3.5  
(01-06-2017)

**Program Status by  
Supervisor - ISR96/43**

- (1) The Report shows the current status of all batches in the system assigned to the requesting supervisor.

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
SUPERVISOR	Supervisor user ID
BATCH	Cart Batch Number
ABC	Alphanumeric Block Control
BLOCK DLN	12-digit Document Locator Number prefix for the block
PROGRAM	Program number
DAY	Days in Current Status
DOC-COUNT	Document Count (from block header)

Fields on Report	Definition
STATUS	Current status of block; OE Complete, KV Complete, Invalid, Rejected, or Unidentified

3.24.202.4.3.6  
(01-06-2017)

**Blocks in Process by  
Supervisor - ISR96/44**

- (1) The report shows all blocks owned by a supervisor currently being worked.

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
SUPERVISOR	Supervisor user ID
BATCH	Cart Batch Number
ABC	Alphanumeric Block Control
BLOCK DLN	12-digit Document Locator Number prefix for the block
PROGRAM	Program number
DOC-COUNT	Document Count (from block header)
FUNCT	OE, KV, or BE
EOP	Operator user ID currently working the block
SOP	Supervisor user ID of operator working the block

3.24.202.4.3.7  
(01-06-2017)

**Operator Status -  
ISR96/45**

- (1) The report is a listing of all operators and what task they are currently performing.

Fields on Report	Definition
SUPERVISOR	Supervisor user ID
DATE	Date report generated
TIME	Time report generated
EOP	Operator user ID
SOP OF EOP	Supervisor user ID of EOP
BLOCK DLN	12-digit Document Locator Number prefix for the block

Fields on Report	Definition
SOP OF BLOCK	User ID of supervisor responsible for the block
W/S Name	Workstation name (identification)

3.24.202.4.3.8  
(01-06-2017)

**Operator Status by  
Supervisor - ISR96/46**

- (1) The report list operators assigned to a Supervisor and information on work they are currently working.

Fields on Report	Definition
SUPERVISOR	Supervisor user ID
DATE	Date report generated
TIME	Time report generated
EOP	Operator user ID
W/S	Workstation name (identification)
CURRENT FUNCTION	OE, KV, QR, BE, and TRAIN (for Original Entry, Key Verification, Quality Review, Block Edit, and Training respectively)
BLOCK DLN	12-digit Document Locator Number prefix for the block
SOP	User ID of supervisor responsible for the block

3.24.202.4.3.9  
(01-01-2021)

**Operator by Supervisor  
Listing - ISR96/47**

- (1) Report lists all operators under a given supervisor.

Fields on Report	Definition
SUPERVISOR	Supervisor user ID
DATE	Date report generated
TIME	Time report generated
EOP	Operator user ID

3.24.202.4.3.10  
(01-06-2017)

**Header Validation listing  
- ISR97/40**

- (1) This report printout information used for validating block header.

Fields on Report	Definition
SUPERVISOR	Supervisor user ID
DATE	Date report generated
TIME	Time report generated
TC/DC	Tax Class and Document Code
MFT	MFT Code can be blank
TRANS-CODE	3-digit Code which identifies transaction to be processed and maintains history of actions posted to taxpayer Master File Account, can be blank
RPS-IND	RPS Indicator
PYEAR	Prior Year Code
JOB	Program Number
FORMAT	4-digit format code from PRP used by the Parameter File during GMF tape processing
MFID	Master File System ID from Header Validation File

3.24.202.4.3.11  
(01-01-2015)  
**Downtime Report -  
ISR98/40**

- (1) Report used to report downtime.

3.24.202.4.3.12  
(01-01-2022)  
**On-Line Grader  
Summary Report -  
ISR70/40**

- (1) The report shows the status of students participating in on-line training exercises and their respective status.

Fields on Report	Definition
DATE	Date report generated
TIME	Time report generated
ABC	Alphanumeric Block Control
PROGRAM #	Program number
SOP ID	Supervisor ID of EOP
EOP ID	Operator user ID
KPH	Keystrokes per hour
ACCURACY RATE	Accuracy rate
ADJUSTED KPH	Adjusted keystrokes per hour
DPH	Documents per hour

3.24.202.4.4  
(01-01-2015)  
**Viewing On-Demand Reports**

- (1) To view an on-demand report, select **Reports** from the SOP window. A drop-down menu will appear. You can then select the desired report from the menu. Select **OK** when the report dialog box indicates the report is ready.

3.24.202.4.5  
(01-06-2017)  
**Printing On-Demand Reports**

- (1) Once you have accessed the report, you may print it. To print the full report (not just what is shown on the window), take the following actions:

Actions	Results
Select <b>File</b> → <b>Print</b> from the SOP menu bar	Print Dialog box appears
Verify selected printer and Print Range	
Select Properties	You can change paper size, source, copy count, and orientation
Select Page Setup	Verify the properties selected
Select OK	Properties dialog closes
Select OK	Status dialog appears - Report prints out

3.24.202.4.6  
(01-01-2023)  
**Saving and Deleting On-Demand Report Data**

- (1) You can save an on-demand report you have created by selecting **File**→**Save As**. Enter a preferred name, and select Save or Enter. To access the file you saved, select **File**→**Save As**, and select the file. Select Open to view the file. To save space in your directory, delete the saved files that are no longer needed. To do this select the file, and select **Delete**.

3.24.202.5  
(01-01-2015)  
**Management Utility**

- (1) Utility currently available is SuperSOP.

3.24.202.5.1  
(01-01-2025)  
**SuperSOP Utility**

- (1) The SuperSOP utility provides ISRP supervisors with the ability to generate a batch status report in various formats. The report will query the inventory database for batches, status, and the EOP data. The report can be sorted in a variety of formats. This utility may be used as needed but should be checked to ensure blocks are in the anticipated status. This report opens in a browser window and is a “snapshot” of the data at the time the report was selected. To see updated information, you must refresh the report by clicking “View Report” again or pressing the “refresh” rounded arrow on the toolbar, or pressing <Ctrl> + <R>.



Description	Procedure
Start SuperSOP and generate the available reports.	Select <b>Windows key</b> → <b>ISRP folder</b> → <b>SuperSOP</b> .
Select the format of the report you would like to have data sorted.	Click "View Report".
Exit SuperSOP when done.	Close the tab or close the browser window to close all tabs.

- (2) Locked blocks will appear in the last status before they were locked.
- (3) A SOP purge removes a block immediately.
- (4) The SuperSop utility also has a menu option to list Operators by Short Id. This generates a report of the current Short IDs in use, the profile associated with the Short ID, as well as the SOP assigned and the login (SEID).

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**Exhibit 3.24.202-1 (01-01-2025)****Questions & Answers (Q&A) for Supervisors**

<b>Question</b>	<b>Answer</b>
1. What functions are performed by the Supervisor?	The ISRP system has supervisory functions that are performed by the supervisor. The duties include monitoring work in progress, managing workflow, and generating and processing reports.
2. Where are these functions?	From the Supervisory Functions window, the SOP performs all the functions by using the drop-down options.
3. What reports can a supervisor get?	A supervisor can retrieve eight different reports from the report menu. Reports dealing with operator statistics, training, batch status blocks under the control of the supervisor. See also IRM 3.24.202.4, Management Reports, for additional information.
4. What do I do with these reports?	Some of the reports deal with workflow. Supervisors can use these reports to make an assessment of the work in progress and how their unit/employees are processing the work.
5. What are controls?	The Control drop-down options are used to release a block stuck in an incorrect status, to purge a block from the ISRP system, to set the KV indicators that select which blocks require Key Verification, to remove a ghostblock, and to delete local production data when data needs to be deleted from a workstation when other methods have failed.
6. What User's Short IDs can be assigned?	When assigning a User's Short ID in BEARS, in SuperSop, select the <b>Operators by Short ID</b> option and click <b>View Report</b> . This will give a listing of all assigned Short IDs already in use. Each user must have a unique Short ID, do not request a Short ID already in use.

**Exhibit 3.24.202-2 (01-01-2025)****ISRP Manager's Reference Guide**

<b>Procedures</b>	<b>For Your Information</b>
Key Verification IRM 3.24.202.2.3, Setting and Clearing Key Verification Criteria	<ul style="list-style-type: none"> <li>• Default for block header only</li> <li>• Additional Criteria:               <ol style="list-style-type: none"> <li>1. Program Number.</li> <li>2. Program Number and Operator ID.</li> <li>3. Program Number and Batch Number.</li> <li>4. Operator ID.</li> <li>5. Alphanumeric Block Control (ABC).</li> </ol> </li> </ul>
Purge & Releasing Blocks IRM 3.24.202.2.4, Purging and Releasing Blocks	<ul style="list-style-type: none"> <li>• EOP cannot enter any data.</li> <li>• EOP cannot RESUME original entry of the block.</li> </ul>
Purge Blocks IRM 3.24.202.2.4.1, Purge Block	<ul style="list-style-type: none"> <li>• Removes all information from ISRP.</li> <li>• OPSTATS data will be retained.</li> </ul>
Releasing Blocks IRM 3.24.202.2.4.2, Release Block	<ul style="list-style-type: none"> <li>• Used to make a locked block available to continue processing.</li> <li>• Locked block due to system error.</li> <li>• EOPs failure to exit gracefully.</li> </ul>
Ghostblock IRM 3.24.202.2.4.3, Removing a Ghostblock	<ul style="list-style-type: none"> <li>• EOP exits ISRP abnormally.</li> <li>• Power failure.</li> <li>• "Ungraceful Exit."</li> <li>• Empty block on the workstation.</li> <li>• Prevents users from accessing the application.</li> <li>• Prevents the ABC/SOP combination from being re-used.</li> </ul>
Delete Local Production Data IRM 3.24.202.2.4.4 Delete Local Production Data Usage	<ul style="list-style-type: none"> <li>• Used when Release Block fails and SOP wants to delete the block data from the local workstation.</li> <li>• This option deletes the files in the Production folder.</li> </ul>
Automatic Reports IRM 3.24.202.4.2, Automatic Reports	<ul style="list-style-type: none"> <li>• SA must run end of shift for reports to generate.</li> </ul>
On-Demand Reports IRM 3.24.202.4.3, On-Demand Reports	<ul style="list-style-type: none"> <li>• Created upon request.</li> <li>• Displayed at the workstation with a print option.</li> </ul>

**Exhibit 3.24.202-2 (Cont. 1) (01-01-2025)**  
**ISRP Manager's Reference Guide**

Procedures	For Your Information
Assigning Short IDs.	<ul style="list-style-type: none"><li>• In accordance with the following naming conventions:</li><li>• First Character: Alpha (A thru K, but never I).</li><li>• Second Character: Numeric.</li><li>• Third Character: Numeric or alpha.</li></ul> <p><b>Note:</b> Supervisors, Work Leaders, Trainees, and Quality Reviewers should be assigned Short IDs with a unique first character to distinguish their roles.</p> <p>First Character:</p> <ul style="list-style-type: none"><li>• "S" Supervisory Operator.</li><li>• "W" Work Leader.</li><li>• "Q" Quality Reviewer.</li><li>• "T" Trainee.</li></ul>

**Exhibit 3.24.202-3 (01-01-2021)****ISRP Manager's Report Guide**

<b>Automatic = A On-Demand = O</b>	<b>Report Name</b>	<b>When to Use / How to Use</b>
A	Consolidated Operator Statistics Report	<ul style="list-style-type: none"> <li>• Provides OE, KV, and BE keystroke statistics created at the end of shift.</li> <li>• Use to monitor discrepancies in EOP Form 3081 and operator statistics.</li> </ul>
A	Site Operator Statistics Report by Supervisor	<ul style="list-style-type: none"> <li>• Provides the statistics for EOPs assigned to a particular Supervisory (SOP) ID.</li> <li>• Use to monitor discrepancies in EOP Form 3081 and operator statistics.</li> </ul>
A	End of Shift Age List	<ul style="list-style-type: none"> <li>• Provides the status of SP block inventory for OE, KV, and Format complete.</li> <li>• Use to verify that all work is released at the end of the shift.</li> </ul>
A	Consolidated End of Shift Completed Block List Report	<ul style="list-style-type: none"> <li>• Provides the status of SP block inventory for completed blocks.</li> </ul>
A	End of Shift Edit Block Proof List	<ul style="list-style-type: none"> <li>• Provides a list of all completed blocks that have successfully gone to tape and are usable by other IRS systems.</li> </ul>
A	Edit Block Proof List by Supervisor	<ul style="list-style-type: none"> <li>• Provides the same information as the previous report, except that the information is reported by SOP ID.</li> </ul>
A	Run Balance Report	N/A
A	On-Line Grader Report	<ul style="list-style-type: none"> <li>• Provides data for the On-Line Grader system, which includes a student's accuracy, keystrokes, documents per hour and any discrepancies.</li> <li>• Used during new hire training or update training.</li> </ul>
O	Individual Operator Statistics Report	<ul style="list-style-type: none"> <li>• Provides operator statistics from the beginning of the shift by program.</li> <li>• Used to monitor operator statistics.</li> </ul>
O	Operator Statistics Report by Supervisor	<ul style="list-style-type: none"> <li>• Provides similar information as the previous report, except that the information is organized by SOP ID.</li> </ul>

## Exhibit 3.24.202-3 (Cont. 1) (01-01-2021)

## ISRP Manager's Report Guide

Automatic = A On-Demand = O	Report Name	When to Use / How to Use
O	Age List by Supervisor	<ul style="list-style-type: none"> <li>Provides the current block inventory.</li> <li>Used to verify that all work is released at the end of shift.</li> </ul>
O	Batch Status by Supervisor	<ul style="list-style-type: none"> <li>Provides the current status of batches in the system that are assigned to the requesting SOP ID.</li> <li>Used to locate batches assigned to a SOP ID.</li> </ul>
O	Program Status by Supervisor	<ul style="list-style-type: none"> <li>Provides the current status of all batches in the system assigned to the requesting SOP ID.</li> <li>Used to verify batches by program number.</li> </ul>
O	Blocks in Process by Supervisor	<ul style="list-style-type: none"> <li>Provides a list of all the blocks assigned to the requesting SOP that are currently being worked and have a status of IN_OE, IN_KV, or IN_BE.</li> <li>Used to determine the status of a block.</li> </ul>
O	Operator Status	<ul style="list-style-type: none"> <li>Provides a list of all operators assigned to a particular SOP and the work they are currently processing.</li> <li>Used to verify that the employees are assigned to the correct SOP ID and that the EOP is using the correct program number.</li> </ul>
O	Operators Status by Supervisor Listing	<ul style="list-style-type: none"> <li>Provides operator statistics from the start of the current shift. It includes data for all programs.</li> <li>Used to monitor program numbers.</li> </ul>
O	Operators by Supervisor Listing	<ul style="list-style-type: none"> <li>Listing of all EOP.</li> </ul>
O	Header Validation Listing	<ul style="list-style-type: none"> <li>Provides a listing of blocks for which the block header has been key verified.</li> </ul>
O	Downtime Report	<ul style="list-style-type: none"> <li>To be completed to report Downtime.</li> </ul>

## Exhibit 3.24.202-3 (Cont. 2) (01-01-2021)

## ISRP Manager's Report Guide

Automatic = A On-Demand = O	Report Name	When to Use / How to Use
O	On-Line Grader Report	<ul style="list-style-type: none"><li>• Provides a report of an operator's accuracy and statistics for the following OLG options:<ol style="list-style-type: none"><li>1. Practice blocks.</li><li>2. Run for Grade.</li><li>3. Keyboard Drills.</li></ol></li></ul> <p><b>Note:</b> Used during new hire training and update training. May also be used to help EOPs who are not fully successful by allowing them to enter the training data.</p>



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**G****Ghostblock .....19**

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**M****Management Utility .....36****Manager's Reference Guide .....40**

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**P****Purge Block.....16****Purging and Releasing Blocks .....14**

---

**Q****Q&A for Supervisors .....39**

---

**R****Release Block .....17****Reports - Automatic .....22****Reports - On-Demand .....29****Reports .....21**

---

**S****Setting and Clearing Key Verification Criteria ....12****Setting the Criteria .....12**

---

**V****Viewing and Selectively Clearing KV Indicator...13**

