



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

3.28.4

DECEMBER 3, 2024

EFFECTIVE DATE

(01-01-2025)

PURPOSE

- (1) This transmits revised IRM 3.28.4, Special Processing Procedures - Identity Theft Returns for Submission Processing.

MATERIAL CHANGES

- (1) IRM 3.28.4.1 - Program Scope and Objectives - (1) Removed sentence that the Unpostables function refers these cases to SPIDT.
- (2) IRM 3.28.4.1.1 - Background - Added returns also unpost UPC 147 RC 0 if required IP PIN does not match the posted IP PIN present in IDRS Entity.
- (3) IRM 3.28.4.1.5 - Terms/Definitions/Acronyms - Added relevant acronyms to the Acronyms table.
- (4) IRM 3.28.4.1.6 - Related Resources - Added Employee User Portal (EUP), Servicewide Electronic Research Program (SERP), Remittance Transaction Research (RTR) System and IDRS Command Code Job Aid.
- (5) IRM 3.28.4.1.7 - Internal Revenue Manual (IRM) Deviations - Updated with new language.
- (6) IRM 3.28.4.1.8 - IDRS Access - Corrected mailbox name P&A uses for encrypted case access request.
- (7) IRM 3.28.4.2 - Taxpayer Advocate Service (TAS) - Updated TAS information.
- (8) IRM 3.28.4.2.1 - TAS Background Information - Updated TAS Standard Language for IRS IRMs and changed title of subsection to TAS Background / Referring Cases to TAS.
- (9) IRM 3.28.4.2.2 - Referring Cases to TAS - Moved subsection information up to IRM 3.28.4.2.1(2), changed title to TAS OAR Processing Guidelines and provided more detailed instruction to the processing guidelines.
- (10) IRM 3.28.4.3 - Taxpayer Advocate Service (TAS) Operations Assistance Request (OAR) - Moved subsection information to IRM 3.28.4.2.2, changed title of subsection to Form 4442, Inquiry Referral and provided information and guidelines for working Form 4442 Inquiry Referrals.
- (11) IRM 3.28.4.4 - UPC 147 RC 0 - (1) Corrected the conditions that cause UPC 147 RC 0 and the conditions that are bypassed by MF.
- (12) IRM 3.28.4.4.1 - Referral Process - Removed outdated referral process information, changed subsection title to IAT UNP147IDTheft Tool and provided information about how the tool works.
- (13) IRM 3.28.4.4.5 - Determination and Closure Instructions - Changed title to Determination and Closure Instructions for UPC 147 RC 0.
- (14) IRM 3.28.4.4.5 - Determination and Closure Instructions for UPC 147 RC 0 - (1) Updated RIVO information.
- (15) IRM 3.28.4.4.5 - Determination and Closure Instructions for UPC 147 RC 0 - (2)B. Moved note about contacting the Entity Unit for merging modules to after table.

- (16) IRM 3.28.4.4.5 - Determination and Closure Instructions for UPC 147 RC 0 - (3) Divided If/And/Then table into two separate tables for the different scenarios.
- (17) IRM 3.28.4.4.5.1 - Resolution for MFT 29 Form 5329 - Removed this subsection that is no longer valid. Replaced with new subsection titled Internal Revenue Service Numbers (IRSNs) and provided information about IRSNs and requesting IRSNs.
- (18) IRM 3.28.4.4.5.2 - Non-Identity Theft Related Issues on UPC 147 Returns - Rearranged and removed incorrect closing code information.
- (19) IRM 3.28.4.4.5.3 - Duplicate Returns - (3)B Added instructions to reassign the unposted Duplicate return to TE's IDRS number.
- (20) IRM 3.28.4.4.6 - Sending a Closing Letter - Removed the Caution and table about 4674C letter and Get Transcript breach because the Get Transcript Online (GTO) application was decommissioned in December 2024. Moved information from subsection IRM 3.28.4.6.4 to this subsection, all remaining subsections were renumbered.
- (21) IRM 3.28.4.5 - Returns on MFT 32 - (1) Added that SPC T displays on the CC TRDBV "CODES" screen as ID-THEFT Code T, that the original unpostable code also displays on the CC TRDBV "CODES" screen and clarified that SPIDT is able to do systemic MFT 32 reversals for the current or previous tax year only. Previously numbered as IRM 3.28.4.6.
- (22) IRM 3.28.4.5.1 - MFT 32 Reversals - UPC 147 RC 0 - (1) Added that the original unpostable code displays on the CC TRDBV "CODES" screen and clarified that SPIDT is able to do systemic MFT 32 reversals for the current or previous tax year only. Previously numbered IRM 3.28.4.6.1.
- (23) IRM 3.28.4.5.1 - MFT 32 Reversals - UPC 147 RC 0 - (3) Removed If/Then table because the returns no longer unpost as UPC 147 RC 0 or UPC 126 RC 0 - MF bypasses for this condition. Previously numbered IRM 3.28.4.6.1.
- (24) IRM 3.28.4.5.2 - MFT 32 Reversals - Special Processing Code (SPC) "T" - (1) Added information about Late Replies received from Rejects, added SPC T displays on the CC TRDBV "CODES" screen as ID-THEFT Code T and clarified that SPIDT is able to do systemic MFT 32 reversals for the current or previous tax year only. Previously numbered IRM 3.28.4.6.2.
- (25) IRM 3.28.4.5.2.1 - Steps to Move a Special Processing Code "T" Return from MFT 32 to MFT 30 – Added information about processing returns beginning cycle 47. Previously numbered as IRM 3.28.4.6.2.1 when published in IPU 24U0778 issued 06-18-2024.
- (26) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (1) Specified the conditions that SPIDT will manually process MFT 32 returns, added SPC T displays on the CC TRDBV "CODES" screen as ID-THEFT Code T and the original unpostable code also displays on the CC TRDBV "CODES" screen. Previously numbered IRM 3.28.4.6.3.
- (27) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (2) Added a Note with guidance about digitally scanned returns. Previously numbered as IRM 3.28.4.6.3 when published in IPU 24U0778 issued 06-18-2024.
- (28) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (2)A. Updated information if TP replies to correspondence for a MeF return. Previously numbered IRM 3.28.4.6.3.
- (29) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (2)B. Added guidance for using the IAT eClerical Tool and CC ESTAB to request returns from Files and advised if case is a TAS OAR, can ask TAS if they have a copy of the tax return. Previously numbered IRM 3.28.4.6.3.

- (30) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (2) Added a note under the table with additional guidance for submitting additional Files requests and added a link to SERP - Requesting Cases From Files Job Aid. Previously numbered IRM 3.28.4.6.3.
- (31) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (3) Added a Note about returns with Statute issues. Previously numbered as IRM 3.28.4.6.3 when published in IPU 24U0778 issued 06-18-2024.
- (32) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns – (3) Added instructions to open a control base to RIVO. Previously numbered as IRM 3.28.4.6.3 when published in IPU 24U0778 issued 06-18-2024.
- (33) IRM 3.28.4.5.3 - Procedures for Manually Reprocessing MFT 32 Returns - (3) Corrected the steps for manual reprocessing a tax return and added a table for editing estimated tax payments on the tax return. Previously numbered as IRM 3.28.4.6.3 when published in IPU 24U0778 issued 06-18-2024.
- (34) IRM 3.28.4.5.4 - TAS Request for Manual Refund - Moved subsection, Sending a Closing Letter, up to subsection IRM 3.28.4.4.6, which caused IRM 3.28.4.5.5 to renumber.
- (35) IRM 3.28.4.6 - Return Received Date (RRD) and Return Processable Date (RPD) - This subsection was moved from IRM 3.28.4.5 and the title changed to Return Received Date (RRD) and Return Processable Date (RPD).
- (36) IRM 3.28.4.7 - Procedures for Reprocessing Deleted Returns - UPC 147 RC 0 Only - (1) Added that the original unpostable code displays on the CC TRDBV “CODES” screen.
- (37) IRM 3.28.4.7 - Procedures for Reprocessing Deleted Returns - UPC 147 RC 0 Only - (2) Updated table with additional File Location Codes and added a Note to see Document 6209 for a complete list.
- (38) IRM 3.28.4.7 - Review of Deleted Returns – UPC 147 RC 0 Only - (3) Added a Note with guidance about digitally scanned returns with IPU 24U0778 issued 06-18-2024.
- (39) IRM 3.28.4.7 - Procedures for Reprocessing Deleted Returns - UPC 147 RC 0 Only - (3)A. Updated information if TP replies to correspondence for a MeF return.
- (40) IRM 3.28.4.7 - Procedures for Reprocessing Deleted Returns - UPC 147 RC 0 Only - (3)B. Added guidance for using the IAT eClerical Tool and CC ESTAB to request returns from Files, made reference to the note at 3.28.4.5.3 for additional guidance for submitting additional Files requests and advised if case is a TAS OAR, can ask TAS if they have a copy of the tax return.
- (41) IRM 3.28.4.7 - Review of Deleted Returns – UPC 147 RC 0 Only – (4) Added a Note about returns with Statute issues with IPU 24U0778 issued 06-18-2024.
- (42) IRM 3.28.4.7 - Review of Deleted Returns – UPC 147 RC 0 Only – (5) Corrected steps for manual reprocessing the tax return with IPU 24U0778 issued 06-18-2024.
- (43) IRM 3.28.4 - Editorial changes have been made throughout the IRM and include:
- Correcting spelling and grammatical errors
 - Correcting references, citations and links
 - Removing outdated and duplicated content
 - Reorganizing the IRM without changing any substantive content or meaning so that tax examiners (TEs) can easily find needed information
 - Updating information subject to frequent changes such as: tax years and line numbers on forms
 - Formatting and restructuring subsections to be consistent with Plain Language

EFFECT ON OTHER DOCUMENTS

IRM 3.28.4 dated November 14, 2023 (effective January 1, 2024), is superseded. This IRM incorporates IRM Procedural Update (IPU) 24U0778 issued 06-18-2024.

AUDIENCE

Individual Master File (IMF) Notice Review Units, Taxpayer Services, Submission Processing Centers.

James L. Fish
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3.28.4
Identity Theft Returns for Submission Processing

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3.28.4.1
(01-01-2025)
Program Scope and Objectives

- (1) **Purpose:** This IRM contains procedures for working the following types of identity theft (IDT) related cases:
 - Potential IDT returns that unpost as Unpostable Code (UPC) 147 Reason Code (RC) 0. The procedures include research to determine whether the return was filed by the owner of the taxpayer identification number (TIN), or someone else.
 - Requests for returns to be moved from Master File Tax (MFT) 32 to MFT 30 when research determines that the return was filed by an authorized filer. Submission Processing Specialized Identity Theft (SPIDT) tax examiners only work cases where the return was originally moved to MFT 32 by SPIDT or the ERS/Rejects function input special processing code (SPC) "T".
- (2) **Audience:** The primary users of this IRM are Submission Processing employees in the Notice Review function, who work Identity Theft related returns.
- (3) **Policy Owner:** Director, Submission Processing.
- (4) **Program Owner:** Post Processing Section (An organization within Submission Processing, Specialty Branch).
- (5) **Primary Stakeholders:** Other areas that are affected by these procedures include:
 - Accounts Management
 - Taxpayer Advocate Service
 - Return Integrity and Compliance Services

3.28.4.1.1
(01-01-2025)
Background

- (1) Confirmed Identity Theft victims are provided an Identity Protection PIN (IP PIN) to use when filing their future returns. If the return does not contain the required IP PIN or contains an IP PIN that does not match the IP PIN present in the IDRS entity, the return unposts UPC 147 RC 0. The unpostable returns are routed and maintained in the Generalized Unpostable Framework (GUF) system. After research, unpostable resolution codes (URC) are input to resolve the unpostable condition.
- (2) Situations occur where a return needs to be moved (reversed) from MFT 32 to MFT 30 in order for a refund to be processed. The SPIDT function processes requests for reversal only when the return was originally moved by SPIDT or the ERS/Rejects function input special processing code (SPC) "T".

3.28.4.1.2
(01-01-2021)
Authority

- (1) Authority for these procedures is found in the following sections of the Internal Revenue Code (IRC) and their corresponding Treasury regulations:
 - IRC 6201(a)
 - IRC 6402(a)
- (2) All Policy Statements for Submission Processing are contained in IRM 1.2.1, Servicewide Policies and Authorities, Servicewide Policy Statements.

3.28.4.1.3
(01-01-2018)
Responsibilities

- (1) The Director of Submission Processing is responsible for policy related to this IRM.

- (2) The Submission Processing Input Corrections Operations Manager is responsible for monitoring operational performance for their operation.
- (3) The Manager/Team Lead is responsible for performance monitoring and ensuring employees have the tools to perform their duties.
- (4) The tax examiners are responsible for following the instructions contained in this IRM and maintain updated IRM procedures.

3.28.4.1.4
(01-01-2021)
**Program Management
and Review**

- (1) **Program Goals:** Review unpostable returns and ensure that the valid returns are posted to the taxpayer's account and the fraudulent returns are posted to MFT 32.
- (2) **Program Reports:** Generalized Unpostable Framework (GUF) reports are used for inventory management, work assignment and follow-up. These reports are stored on the Control-D system. Information about specific reports is found in IRM 3.12.32.20, GUF Listings and Reports - General Information and Distribution.
- (3) **Program Effectiveness:** The tax examiner's (TE's) case work is subject to Quality Review conducted using the Embedded Quality for Submission Processing (EQSP) System and Measured Employee Performance System (MEPS).
- (4) **Annual Review:** Annually review the processes outlined in this IRM to ensure accuracy and promote consistent tax administration.

3.28.4.1.5
(01-01-2025)
**Terms/Definitions/
Acronyms**

- (1) The table lists commonly used acronyms.

Acronyms

| Acronym | Definition |
|----------------|---------------------------------------|
| AMS | Accounts Management Services |
| CC | Command Code |
| CCC | Computer Condition Code |
| CII | Correspondence Imaging Inventory |
| CSR | Customer Service Representative |
| DLN | Document Locator Number |
| EITC | Earned Income Tax Credit |
| EFTPS | Electronic Federal Tax Payment System |
| EUP | Employee User Portal |
| GUF | Generalized Unpostable Framework |
| HSH | Household Help |
| IAT | Integrated Automation Technologies |

| Acronym | Definition |
|----------------|--|
| IDRS | Integrated Data Retrieval System |
| IDT | Identity Theft |
| IDTVA | Identity Theft Victim Assistance |
| IP PIN | Identity Protection Personal Identification Number |
| IPSU | Identity Protection Specialized Unit (inventory process reference only, does not define teams/units) |
| IRC | Internal Revenue Code |
| IRM | Internal Revenue Manual |
| IRPTR | Information Returns Transcript File on Line |
| IRS | Internal Revenue Service |
| IRSN | Internal Revenue Service Number |
| ITAR | Identity Theft Assistance Request |
| ITIN | Individual Taxpayer Identification Number |
| LKA | Last Known Address |
| MFT | Master File Tax (Code) |
| NTA | National Taxpayer Advocate |
| OAR | Operations Assistance Request |
| OFF | Organization, Function and Program |
| P&A | Planning and Analysis |
| RC | Reason Code |
| RIVO | Return Integrity and Verification Operations |
| RPD | Return Processable Date |
| RRD | Return Received Date |
| RTR | Remittance Transaction Research System |
| SPC | Special Processing Code |
| SPIDT | Submission Processing Identity Theft |
| SSA | Social Security Administration |
| SSN | Social Security Number |

| Acronym | Definition |
|---------|--------------------------------|
| SSSN | Spouse Social Security Number |
| TAC | Taxpayer Assistance Center |
| TAS | Taxpayer Advocate Service |
| TBOR | Taxpayer Bill of Rights |
| TC | Transaction Code |
| TE | Tax Examiner |
| TIN | Taxpayer Identification Number |
| TPP | Taxpayer Protection Program |
| UPC | Unpostable Code |
| URC | Unpostable Resolution Code |
| URF | Unidentified Remittance File |
| XSF | Excess Collection File |

3.28.4.1.6
(01-01-2025)

Related Resources

- (1) The following websites and electronic tools are used to resolve the UPC 147 cases:

- Integrated Automation Technologies (IAT)
- Integrated Data Retrieval System (IDRS)
- Employee User Portal (EUP)
- *Servicewide Electronic Research Program (SERP)*
- Accounts Management Services (AMS)
- Remittance Transaction Research (RTR) System
- *IDRS Command Code Job Aid*

- (2) The IRS adopted the Taxpayer Bill of Rights (TBOR) in June 2014. Employees are responsible for being familiar with and acting in accordance with taxpayer rights. See IRC 7803(a)(3), Execution of Duties in Accord with Taxpayer Rights. For additional information about the TBOR, see Pub 5170, Taxpayer Bill of Rights and TBOR link *Taxpayer Bill of Rights FAQs*.

3.28.4.1.7
(01-01-2025)

**Internal Revenue Manual
(IRM) Deviations**

- (1) Submit IRM deviations in writing following instructions from IRM 1.11.2.2.3, When Procedures Deviate from the IRM, and elevate through proper channels for executive approval.
- (2) Local procedures or instructions are formally issued and communicated through memorandum to employees in a specific office or campus. See IRM 1.11.2.2.1.1, Local Procedures, for guidance.

3.28.4.1.8
(01-01-2025)

IDRS Access

- (1) While working assigned cases, SP employees may come across some accounts that are blocked on IDRS. These accounts can be identified by an IDRS security violation message: "Unauthorized Access to This Account". When employees attempt to access a blocked case using the Corresponding Imaging Inventory (CII) the error message , "You are not authorized to access

this case” will display. Forward the case (e.g., UPTIN screens, correspondence, etc.) to your manager to elevate to Planning & Analysis (P&A) staff.

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access to the account. Managers retain the original case in a file awaiting access (can take up to five business days). Once notified access has been granted, the case can be processed following applicable procedures.

3.28.4.2
(01-01-2025)
Taxpayer Advocate Service (TAS)

- (1) This subsection contains information on TAS background, referring cases to TAS and processing TAS OARs received by SPIDT.

3.28.4.2.1
(01-01-2025)
TAS Background / Referring Cases to TAS

- (1) **TAS Background**
 - The Taxpayer Advocate Service is an independent organization within the Internal Revenue Service (IRS), led by the National Taxpayer Advocate, that helps taxpayers and protects taxpayer rights. TAS offers free help to taxpayers when a tax problem is causing a financial difficulty, when they’ve tried and been unable to resolve their issue with the IRS, or when they believe an IRS system, process, or procedure just isn’t working as it should. TAS strives to ensure that every taxpayer is treated fairly and knows and understands their rights under the Taxpayer Bill of Rights. TAS has at least one taxpayer advocate office located in every state, the District of Columbia, and Puerto Rico.
 - TAS criteria includes economic burden, systemic burden, best interest of the taxpayer, and public policy. See IRM 13.1.7, Taxpayer Advocate Service (TAS) Case Criteria, if additional information is required.
 - Employees should not view TAS case criteria as a means of excluding taxpayers from TAS, but rather, as a guide to TAS case acceptance. The criteria under which TAS accepts a case should not govern whether a taxpayer is entitled to relief.
- (2) **Referring Cases to TAS**
 - Refer taxpayers to TAS when the contact meets TAS criteria and you can’t resolve the taxpayer’s issue the same day. The definition of **same day** is within 24 hours. **Same day** cases include cases you can completely resolve in 24 hours, as well as cases in which you have taken steps within 24 hours to begin resolving the taxpayer’s issue. The taxpayer should be advised that TAS is available if the taxpayer is not satisfied with the service received. Provide the taxpayer with the number for the NTA toll-free case intake line, 1-877-777-4778 or TTY/TDD 1-800-829-4059. **Do not refer these cases to TAS unless they meet TAS criteria and the taxpayer asks to be transferred to TAS.** Refer to IRM 13.1.7.5, Same-Day Resolution by Operations.
 - An IRS employee should make a referral to a TAS office if the employee receives a taxpayer contact and cannot initiate action to resolve the inquiry or provide the relief requested. A taxpayer does not have to specifically request TAS assistance to be referred to TAS. When appropriate, IRS employees advise taxpayers of the option to seek TAS assistance. It is important that all IRS employees handle potential TAS cases with the taxpayer’s best interest in mind. Refer also to IRM 21.1.3.18, Taxpayer Advocate Service (TAS) Guidelines, for more information.

- When referring cases to TAS, use Form 911, Request for Taxpayer Advocate Service Assistance (and Application for Taxpayer Assistance Order), and forward it to TAS in accordance with your local procedures. Check the TAS box on AMS, if applicable.
- Do not refer the following types of cases to TAS: Cases where the taxpayer's complaint or inquiry only questions the constitutionality of the tax system; or Cases where the focus of the taxpayer's inquiry is solely to employ frivolous tax strategies to avoid or delay filing or paying federal taxes

Note: TAS Case criteria is defined in IRM 13.1.7.2, Introduction to TAS Case Criteria.

3.28.4.2.2
(01-01-2025)
**TAS OAR Processing
Guidelines**

- (1) A Form 12412, Operations Assistance Request (OAR), is used by TAS to request assistance on a TAS case when TAS does not have the authority to take the required action. Unless otherwise noted by manager, OAR cases take precedence over other SPIDT cases.
- (2) Route SPIDT OAR referrals to SP Input Correction Notice Review (ICN) E-OAR Mailbox at each site. **147** case will be documented in the subject line of the E-mail by TAS. OARs received through the ICN E-OAR Mailbox are distributed to the TAS Liaison or appropriate employee and worked as a priority.
- (3) SPIDT should review the OAR to confirm it has been routed correctly. If the OAR has been routed to SPIDT in error, advise TAS that SPIDT works UPC 147 RC 0 and does MFT 32 reversals if the return was originally moved to MFT 32 by SPIDT or the ERS/Rejects function input special processing code (SPC) "T".
- (4) Make every effort to expedite completion of OAR cases. The Requested Completion Date is entered by TAS on Form 12412 in box 3 of Section IV. Send any issued taxpayer correspondence to the case assigned TAS employee while TAS has an open control.

Note: The OAR may request delegated authority for TAS to issue a manual refund; see IRM 3.28.4.5.4 , TAS Request for Manual Refund.

- (5) When TAS has requested expedited processing, the Operating Division or Functional Liaison acknowledges receipt via Form 3210, Document Transmittal, secure messaging E-mail, facsimile, or by telephone within one (1) workday of receipt of the OAR. When TAS does not require expedited processing, the Operating Division or Functional Liaison acknowledges receipt via Form 3210, secure messaging E-mail, facsimile, or by Telephone within three (3) workdays of receipt of the OAR.
- (6) Contact the TAS employee assigned within one (1) workday when:
 - a. Determining additional research or documentation is required on OAR
 - b. To obtain and re-negotiate the requested completion date on expedited processing of an OAR

Note: Follow procedures outlined in the Service Level Agreement when the TAS employee does not provide the information within the time frame provided.

- (7) Immediately notify management when resolution of a taxpayer’s case cannot be completed by the requested completion date or by a negotiated extension date. Work with the Taxpayer Advocate contact listed on Form 12412 to arrive at agreed upon time frames for follow-up based on the facts and circumstances of the case.
- (8) Discuss the findings and recommendations on the final disposition of the case with the appropriate TAS contact. The TAS contact is responsible for communicating the final decision on the case to the taxpayer however this does not prohibit the manager/employee from also communicating that decision to the taxpayer.
- (9) Elevate cases to Management when staff cannot agree upon the resolution to the account.
- (10) Resolve the case, and complete the following information on Form 12412:
 - Section V - OD/Func Acknowledgement and Assignment - This section should be completed when the OAR is received in SPIDT.
Note: Box 4 is required if the case meets TAS criteria 1-4. Enter the date Operating Division/Functional Unit decided whether to comply or not with TAS relief/assistance request.
 - Section VI - OD/Func Action Taken - When requested actions have been completed, complete box 1a and 1b.
Note: Boxes 2a, 2b, and 2c are completed only if rejecting the OAR.

The Form 12412 must be returned to the TAS Case Advocate within three (3) workdays from the date that all actions have been completed. For more information on TAS case procedures, refer to IRM 13.1.7, Taxpayer Advocate Service (TAS) Case Criteria.

- (11) Monitor the account for the return to post.
 - (1) SPIDT may receive *Form 4442*, Inquiry Referral, requests to process the following:

3.28.4.3
(01-01-2025)
Form 4442, Inquiry Referral

| Requests for | See the following for more information |
|-------------------------------------|---|
| MFT 32 reversals | IRM 3.28.4.5, Returns on MFT 32. |
| Deleted returns - UPC 147 RC 0 Only | IRM 3.28.4.7, Procedures for Re-processing Deleted Returns - UPC 147 RC 0 Only. |
| Open Unpostable 147 RC 0 | See numbers 2-4 below. |

- (2) All Business Operating Divisions (BODs) requesting closure of an unpostable case must follow the instructions on the Form 4442 Submission Processing Unpostable Referral Listing found on the *SERP - Form 4442 Submission Processing Unpostable Referral Listing*.

- (3) A Form 4442 should only be submitted if the unpostable case has not been resolved within 8 weeks of unposting. If the Form 4442 is received before the 8 weeks has lapsed, the referral may be returned to the originator to be re-submitted once the timeframe is met.

Caution: Before rejecting a referral back to a BOD, verify the unpostable transaction is not a repeat unpostable. Some transactions will unpost under different UPCs. The literal "CYC" on Line 1 of CC UPTIN and on line 2 of CC UPRES identifies the original cycle the transaction record went unpostable. If 8 cycles have lapsed since the transaction originally unposted, continue processing the referral as requested.

- (4) If the Form 4442 , is received and there is not an open unpostable, return the referral to the originator.
- (5) If a valid Form 4442, Inquiry Referral, is received by SPIDT, **work it within 20 days of the received date.**
- (6) The campuses must verify the Referral Listing contains accurate information and submit updates as necessary.
- (7) For more information on Form 4442, see IRM 21.3.5, Taxpayer Inquiry Referrals Form 4442.

3.28.4.4
(01-01-2025)
UPC 147 RC 0

- (1) This condition occurs when:
- the input of an Identity Protection Personal Identification Number (IP PIN) and posted IP PINs mismatch.
Note: MF will bypass this check / condition for MFT 29 TC 150, MFT 32 containing SPC T, UPC 126 RC 1 and prior year returns.
 - the return does not contain an IP PIN when an IP PIN is present in the entity.
Note: MF will bypass this check / condition for MFT 29 TC 150, MFT 32 containing SPC T, UPC 126 RC 1, prior year returns, returns with SPC B, and corrected UPC 147, UPC 183, or UPC 126.
 - Effective January 2020, when Filing Status of 2 or 6, MF will check if the IP PIN in the entity is significant for both the primary and secondary taxpayer.

3.28.4.4.1
(01-01-2025)
**Integrated Automation
Technology (IAT) UNP
147 IDTheft Tool**

- (1) IAT UNP147 ID theft tool will be used by running the GUF 11-40 or GUF 55-40 weekly when the new receipts generate to assist in determining what actions to take and how to resolve UPC 147 RC 0 cases.
- The IAT UNP147 ID theft tool is mandated to resolve unpostable condition to ensure timeliness of processing tax returns, when available.
 - You must be signed onto Integrated Data Retrieval System (IDRS) prior to using any IAT tool. The tool will display an error message if the tool is loaded and it detects you are not signed onto IDRS.
 - The tool is only able to extract data from current year cycles.
 - The tool will research various command codes and compare the information. The completed report will be saved after the tool has been ran.

- e. When the tool errors or is not working properly then resolve the UPC 147 RC 0 manually by using the procedures beginning at IRM 3.28.4.4.4, Research Steps.
- f. Check the tool monthly for accuracy. If the tool is not working properly, elevate to Campus P&A Analyst to open a ticket to IAT and notify HQ Analyst.

Note: Occasionally RICS/RIVO will run their GII tool to assist with SPIDT inventory. This is a HQ Analyst request through RIVO P&A to get approval for assistance. If the UPC is closed by IDRS number 14838, (RICS TE) DO NOT contact them.

3.28.4.4.2
(01-01-2024)
**Organization, Function,
and Program (OFP)
Codes for UPC 147 RC 0
Work**

- (1) Use the following OFP when working UPC 147 RC 0 cases:
 - 290-40012 for research, review and resolution of open UPC 147 RC 0 cases
 - 550-40012 for clerical activities related to open 147 RC 0 cases
 - 710-40000 for Form 4442 Inquiry Referrals
 - 290-36720 for working TAS OARS.

3.28.4.4.3
(01-01-2024)
**Generalized Unpostable
Framework (GUF)
Command Codes**

- (1) The following command codes (CCs) are used for closing unpostable cases.
 - a. Use **CC UPTIN** to display all open unpostable cases for a specific TIN. CC UPTIN is used to get the cycle sequence number for a case.
 - b. Use **CC UPDIS** to display unpostable records. When CC UPDIS is input with cycle sequence number, the response screen display shown will be CC UPRES.
 - c. Use **CC UPRES** to close the unpostable case. CC UPRES is displayed when CC UPDIS is input.
 - d. Use **CC UPCASZ** to enter remarks. Overlay CC UPRES with CC UPCAS using Definer "Z".
- (2) For more information on the General Unpostables refer to IRM 3.12.32.

3.28.4.4.4
(01-01-2024)
Research Steps

- (1) Make the determination of whether the unpostable return was filed by the #
- #
- #
- #
- #
- #
- (2) Research using CC ENMOD, CC IMFOL, CC TRDBV, CC DDBKD, CC RTVUE, CC NAMES, CC INOLE, CC DUPOL, CC FFINQ, CC REINF, CC IRPTR, etc., as applicable. See the *IDRS Command Code Job Aid* for more information on each Command Code.
- (3) Research for Statute Criteria. IRM 25.6.1, Statute of Limitations Processes and Procedures, provides guidelines for the clearing and processing of Statute-imminent cases. Different methods are used to determine the Assessment (ASED), Refund (RSED), or Collection (CSED) Statute expiration dates. SPIDT TEs should familiarize themselves with this information. However, the SPIDT must **clear** all statute-imminent cases other than Transaction Code (TC) 291

| If... | And... | Then... |
|--|---|---|
| A. Research per IRM 3.28.4.4.4, Research Steps, supports the return was filed by the SSN owner | The return contains one of the following issues: <ul style="list-style-type: none"> • Incorrect tax period • Excessive withholding • Income combined for multiple tax periods on the same return • IRSN processed to a SSN number | Follow resolution procedures in IRM 3.28.4.4.5.2, Non-Identity Theft Related Issues on UPC 147 Returns. |
| B. Research per IRM 3.28.4.4.4, Research Steps, supports the return was filed by the SSN owner | The return is a duplicate of a posted return on the valid or invalid side of MFT 30 or posted to MFT 32. See note below if an account merge is required per IRM 3.13.5.12, Valid and Invalid Segment of the Individual Master File (IMF). | Follow resolution procedures in IRM 3.28.4.4.5.3, Duplicate Returns. |
| C. Research per IRM 3.28.4.4.4, Research Steps, supports the return was filed by the SSN owner | No other issues were identified | Close with URC 0 Input remarks "SPIDT-Good." |

Note: Contact the Entity Unit to merge a module when the valid taxpayer has a posted return on the invalid side for the same tax period as the unpostable tax period. Once the merge to the valid side is complete, continue to follow the procedures in the If And Then table above. For more information, see IRM 3.13.5.12, Valid and Invalid Segment of the Individual Master File (IMF).

(3) Follow the steps in the table below to close the unpostable when it is determined the return was not filed by the actual SSN owner.

Note: If a mixed entity condition is identified, input a note in AMS.

| If ... | And ... | Then ... |
|---|--|---|
| <p>A. Research per IRM 3.28.4.4.4, Research Steps, supports the return was not filed by the SSN owner because research doesn't support income claimed.</p> <p>Example: Information on CC IRPTR doesn't match or there isn't any information on CC IRPTR.</p> | <p>The tax return is for the current or previous tax year,</p> | <p>Move the return to MFT 32.</p> <ol style="list-style-type: none"> 1. Input TC 971 AC 111 on MFT 30 and include the DLN of the IDT return in the MISC field with "00" to suppress any notices. See IRM 25.25.6-8, Command Code CC FRM77 Transaction Code TC 971 Action Code AC 111 Input Screen. <p>Note: Only TC 976 will post to MFT 32. A return moved to MFT 32 can be viewed using CC TRDBV.</p> 2. Research for an existing Computer Condition Code "3" present on the unpostable transaction. Use the appropriate resolution to close the unpostable. <ol style="list-style-type: none"> a. If CCC "3" is present, use URC 0. b. If CCC "3" is not present, use URC 6, add CCC "3" and cycle delay 1 cycle. <p>Note: Always Input remarks "SPIDT- BAD" on CC UPRES.</p> 3. If a confirmed good address can be found, send closing <i>4310C Letter</i>, ID Theft Refund Crimes Post-Adjustment Letter, to the address of the SSN owner. See IRM 3.28.4.4.6, Sending a Closing Letter, for instructions. 4. Input the Identity Theft indicator, see IRM 3.28.4.4.7, Inputting Identity Theft Indicators. |

| If ... | And ... | Then ... |
|---|---|--|
| <p>B. Research per IRM 3.28.4.4.4, Research Steps, supports the return was not filed by the SSN owner because research doesn't support income claimed.</p> <p>Example: Information on CC IRPTR doesn't match or there isn't any information on CC IRPTR.</p> | <p>The tax return is not for the current or previous tax year,</p> | <p>2. Input comments "SPIDT-BAD." 3. If a confirmed good address can be found, send a closing letter to the address of the SSN owner. See IRM 3.28.4.4.6, Sending a Closing Letter for instructions. 4. Input the identity theft indicator, see IRM 3.28.4.4.7, Inputting Identity Theft Indicators.</p> |
| | | : |
| | | |

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- (4) Follow the steps in the table below to close the unpostable when it is determined the return was not filed by the actual SSN owner and an IRSN is located or an IRSN assignment is needed.

Note: You will need to request the tax return from Files if this scenario applies.

| If ... | And ... | Then ... |
|---|---|--|
| <p>A. Research per IRM 3.28.4.4.4, Research Steps, doesn't support the return was filed by the SSN owner because research doesn't support the income claimed by the TP.</p> <p>Example: Information on IRPTR does match with possible employment related identity theft fraud or additional income generated by a person other than the valid SSN owner.</p> | <p>An existing IRSN is located through research,</p> | <ol style="list-style-type: none"> 1. Complete Form 8749, Unpostable Action and Routing Slip, to request Rejects to deny any tax credits and refundable credits. For 2017 and earlier returns, personal exemption(s) must also be denied. Input CCC "3", if not already present, to freeze any possible refund. Follow the procedures in <i>IMF Unpostables Job Aid 2526-701</i>, to complete Form 8749. 2. Input identity theft indicators, see IRM 3.28.4.4.7, Inputting Identity Theft Indicators. 3. Close the unpostable with URC 8 and Null Code 01. Add remarks: "IRSN 9XX-XX-XXXX*". The history remarks field should have the same comments as on Form 8749. 4. Attach Form 8749 to case along with edited paper return or MeF print and send to Rejects. |

| If ... | And ... | Then ... |
|---|---|--|
| <p>B. Research per IRM 3.28.4.4.4, Research Steps, doesn't support the return was filed by the SSN owner because research doesn't support the income claimed by the TP.</p> <p>Example: Information on IRPTR does match with possible employment related identity theft fraud or additional income generated by a person other than the valid SSN owner.</p> | <p>An existing IRSN can't be located through research,</p> | <ol style="list-style-type: none"> 1. Complete Form 9956, Request for Temporary IRSN, and forward to the Entity Unit using local procedures. See IRM 2.4.59, Command Code TMSSN, for more information. 2. Once the IRSN is assigned, complete Form 8749, Unpostable Action and Routing Slip, to request Rejects to deny any tax credits and refundable credits. For 2017 and earlier returns, personal exemption(s) must also be denied. Input CCC "3", if not already present, to freeze any possible refund. Follow the procedures in <i>IMF Unpostables Job Aid 2526-701</i>, to complete Form 8749. 3. Input identity theft indicators, see IRM 3.28.4.4.7, Inputting Identity Theft Indicators. 4. Close the unpostable with URC 8 and Null Code 01. Add remarks: "IRSN 9XX-XX-XXXX*". The history remarks field should have the same comments as on Form 8749. 5. Attach Form 8749 to case along with edited paper return or MeF print and send to Rejects. |

Note: For more information about IRSNs, see IRM 3.28.4.4.5.1, Internal Revenue Service Numbers (IRSNs).

3.28.4.4.5.1
(01-01-2025)

Internal Revenue Service Numbers (IRSNs)

- (1) An IRSN is temporary and used only as an internal identifying number if the taxpayer has not been assigned an SSN or ITIN or their SSN/ITIN was not located through research.
- (2) IRSNs display in the same format as a regular SSN with a few exceptions.
 - IRSNs begin with 9XX-XX-XXXX*
 - There is an asterisk "*" at the end since the IRSN is invalid
 - The fourth and fifth digits indicate the campus that assigned the IRSN
- (3) Form 9956, Request for Temporary SSN, is used to request an IRSN and is available on the Publishing Service Web page as a "fillable" form.

Note: When completing Form 9956, be sure to check the "YES" box next to the question: "Would you like the account established on Master File?"

- (4) Form 9956, Request for Temporary SSN, is faxed or routed to the Entity Control Unit (ECU).
- (5) The taxpayer or the fiduciary must be notified when the IRSN is established by sending a Correspondex *685C Letter*, Social Security Number (SSN) Invalid, or the Spanish version *685SP Letter*, Social Security Number (SSN) Invalid - Spanish Version, to inform the taxpayer of the IRSN issued during the processing of their tax return. It also instructs the taxpayer to use the number ONLY on IRS tax-related correspondence or during IRS phone contact and to not use this number for any other purposes (e.g., driver's licenses, banking identification, etc.).
- (6) Under no circumstances will a taxpayer assigned an IRSN receive a personal exemption, tax credits or refundable credits; for example child tax credit, EIC, etc.

3.28.4.4.5.2
(01-01-2025)
**Non-Identity Theft
Related Issues on UPC
147 Returns**

- (1) The determination may be that the return was filed by the SSN owner, but one of the following issues is present:
 - Return was processed for the wrong tax period
 - Multiple years of income on one tax year
 - An IRSN was processed to a SSN
 - Excessive withholding that is not supported by Forms W-2, 1099, 1042-S or other valid supporting documents per CC IRPTR research.

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- (2) Closure steps:
 - The unpostable return should be secured or verified
 - Close the unpostable to Rejects with URC 8 with Null 01
 - Follow procedures in *IMF Unpostables Job Aid 2526-701*, to complete *Form 8749*, Unpostable Action and Routing Slip. Notate in box 15 the reason, as defined in paragraph (1) above, and also notate "Input SPC "B" to prevent action from unposting UPC 147 RC 0 again
 - Send the return to Rejects with *Form 8749*, Unpostable Action and Routing Slip
- (3) Determine if TDI or notice delay is needed. Input notice delay, if needed.

| If... | Then... |
|------------------------------------|--|
| MF or SC Status 02,03 | Input TC 599 with closing code 017 or 018. |
| MF or SC Status 20, 21, 56 or 58 | Input CC STAUP with definer S. |
| MF or SC Status 22 | Input TC 470. |
| Any other MF or SC Status or Blank | No need for TDI or Notice delay. |

Note: See IRM 3.12.179.14.2.2, Inputting Command Code STAUP or TC 470.

3.28.4.4.5.3
(01-01-2025)
Duplicate Returns

- (1) When researching a UPC 147 RC 0 unpostable, you may identify a return that appears to be a duplicate of a return posted to MFT 30. If the unpostable return is determined to have been filed by the SSN owner, then check whether the return matches **all** of the following items on the posted return and can be considered to be a “true” duplicate.

Note: These procedures do not apply if the original, duplicate or both returns contain a math error.

- Name Control
- Spousal Social Security Number (SSSN)
- Address
- Filing Status Code (FSC) Compare the input with the controlling name line
- Number of exemptions
- Adjusted Gross Income (AGI)
- Taxable Income
- Tax
- Balance Due/Refund
- Credit Elect, if present. Compare input with the sum of the unapplied credit elect amount PLUS the TC 83X amount
- Direct Deposit Information
- Transcribed Forms and Schedules

This list is not all inclusive.

- (2) Use the table to process the duplicate return when a return is posted to MFT 30.

| If... | And... | Then... |
|--|--|--|
| A. Unpostable return is a “true” duplicate | the Julian date and last digit (processing year) of the DLN is earlier than the posted return’s Julian date | Treat as an original and continue to follow instructions in IRM 3.28.4.4.5, Determination and Closure Instructions for UPC 147 RC 0, for posting the return. |

| If... | And... | Then... |
|--|--|--|
| B. Unpostable return is a "true" duplicate | the Julian date and last digit (processing year) of the DLN is later than the posted return's Julian date | <ol style="list-style-type: none"> 1. Close with URC D and input remarks, "SPIDT-TRUE DUP". Note: Only delete the return after supervisory approval. 2. Cross through the DLN 3. Fill out <i>Form 9856</i>, Attachment Alert, attach to return and forward to files to be associated with the posted return. Refer to IRM 3.28.4.4.8 , Sending Documents to Files, for procedures. |
| C. Unpostable return is not a "true" duplicate | | Continue to follow instructions in IRM 3.28.4.4.5, Determination and Closure Instructions for UPC 147 RC 0, for posting the return. |

- (3) Use the table below to process the duplicate return when a return is already posted to MFT 32.

| If... | And... | Then... |
|--|---|--|
| A. Unpostable return is a "true" duplicate | the Julian date and last digit (processing year) of the DLN is earlier than the MFT 32 posted return's Julian date | Treat as an original and continue to follow instructions in IRM 3.28.4.4.5, Determination and Closure Instructions for UPC 147 RC 0, for posting the return. |

| If... | And... | Then... |
|---|--|---|
| <p>B. Unpostable return is a "true "duplicate</p> | <p>the Julian date and last digit (processing year) of the DLN is later than the MFT 32 posted return's Julian date</p> | <ol style="list-style-type: none"> 1. Reassign the unpostable to your IDRS number then follow the procedures at IRM 3.28.4.5.1, MFT 32 Reversals - UPC 147 RC 0, to move the return on MFT 32 back to MFT 30. 2. Once the MFT 32 return has posted to MFT 30, close the unpostable return with URC "D" and input remarks, "SPIDT-TRUE DUP". Note: Only delete the return after supervisory approval. 3. Cross through the DLN. 4. Fill out Form 9856. Attach to return and forward to Files to be associated with the posted return. See IRM 3.28.4.4.8, Sending Documents to Files, for procedures to associate a duplicate return to an original MeF return. |

| If... | And... | Then... |
|--|--|--|
| C. Unpostable return is not a “true” duplicate | Return posted to MFT 32 is determined to have been filed by the SSN owner. | <ol style="list-style-type: none"> 1. Follow the procedures in IRM 3.28.4.5.1, MFT 32 Reversals - UPC 147 RC 0, to move the return on MFT 32 back to MFT 30. 2. Continue to follow the instructions in IRM 3.28.4.4.5, Determination and Closure Instructions for UPC 147 RC 0, for resolving the unpostable return. |

3.28.4.4.6
(01-01-2025)
Sending a Closing Letter

- (1) If determined that the return was not filed by the SSN owner a closing letter must be sent to inform the taxpayer of the actions taken on the account. Update CC ENMOD as needed, to the confirmed good address and send *4310C Letter*, ID Theft Refund Crimes Post-Adjustment Letter. See IRM 25.23.2.3.7, When to Update the Victim’s Address, for more information. If a confirmed good address cannot be located, update the address to the Service Center address and do not send *4310C Letter*. See IRM 3.13.5.66, Campus Address Used Only When Taxpayer Address is Unavailable, for the appropriate campus address format.

Note: Do not send *4310C Letter* to a deceased taxpayer. Send the letter to the deceased taxpayer’s personal representative on the account or a surviving spouse.

- (2) If the letter is returned as undeliverable, research to see if there was a typographical error or omission in the address or whether the letter was sent to appropriate address. If the address can be corrected, resend the letter, otherwise destroy as classified waste.

3.28.4.4.7
(01-01-2022)
Inputting Identity Theft Indicators

- (1) Input TC 971 AC 506 when the UPC 147 resolution resulted in determination of identity theft. For more information, see IRM 25.23.2-8, IMF Only TC 971 AC 506 – IRS Determined Tax-Related Identity Theft Case Closure.
- (2) Prior to marking the taxpayer’s account with a TC 971 AC 506 the function **MUST** ensure all corrective actions have been taken. Use the following If and Then chart to take the appropriate corrective action.

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3.28.4.4.8
(01-01-2024)
Sending Documents to Files

- (1) Send various documents received to Files, including responses to correspondence and duplicate returns.
- (2) Use the documents to determine the identity of the return filer. Once the case is resolved, attach the documents to the return and send to Files.
- (3) If the return was e-filed, follow the instructions in paragraph four below for sending the documents to Files.

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290 to generate a non-file DLN. Send the correspondence to the Alpha Files using Form 3210, Document Transmittal. In the 'Remarks' section, notate: "Identity Theft returns(s)/forms or correspondence, store in the Alpha Files". See IRM 3.5.61.21.10, Identity Theft Returns - Alpha Files.

- (4) Use the IAT tool, REQ54 Tool-Adjustment Calculator to input the TC 290 on IDRS. This generates a non-refile DLN and creates Form 12249, Adjustment Document, to print and attach to the documents. Use the following information to complete fields on the tool.
 - a. Blocking Series (BLK) as "05"
 - b. Category Code ""**MISC**"".
 - c. IRS Received Date (IRS-RCVD-DT) as stamped on the document. Use due date of return if no date stamp.
 - d. Transaction Code (TC) as "290"
 - e. Transaction amount (AMT) as "00"
 - f. Hold-CD as "3"
 - g. SOURCE-DOCUMENT-ATTACHED as "Y"
 - h. REMARKS as "Attachment only"
- (5) Prepare a routing form and send the documents with the Form 12249 to Files within 5 days of input. Monitor the TC 290 until posted.

3.28.4.4.9
(01-01-2022)
Review of Closed UPC 147 RC 0 cases with -R Freezes

- (1) TAS OARs may be received on closed UPC 147 RC 0 cases that have a -R freeze input by the SPIDT function (return was not moved to MFT 32).
- (2) Review the return and account information again. Re-check CC IRPTR to see if any wages, withholding(s), Form 1099s, Form 1042-S, etc., has been added since the case was closed. Use the new information in making a determination.

(3)

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3.28.4.5
(01-01-2025)
Returns on MFT 32

- (1) SPIDT will process MFT 32 reversals only if the return was originally moved to MFT 32 by SPIDT resolving UPC 147 RC 0 or the ERS/Rejects function input special processing code (SPC) "T". SPC T displays on the CC TRDBV "CODES" screen as ID-THEFT Code T and the original unpostable code also displays on the CC TRDBV "CODES" screen.

Note: SPIDT is able to do systemic MFT 32 reversals for the current and previous tax year only. If the return is not for the current or previous tax year, follow the procedures in IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns.

3.28.4.5.1
(01-01-2025)
MFT 32 Reversals - UPC 147 RC 0

- (1) SPIDT does MFT 32 reversals when the return originally unposted as UPC 147 RC 0 on MFT 30 then was moved to MFT 32 by SPIDT. The original unpostable code displays on the CC TRDBV "CODES" screen. Research to verify whether the return was filed by the SSN owner or not. SPIDT is able to do systemic MFT 32 reversals for the current and previous tax year only. If the return is not for the current or previous tax year, follow the procedures in IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns.

Note: If doing a reversal as requested by a referral or OAR, review any information included with the referral or OAR and check AMS or CII for relevant notes and documents.

- (2) Take the following actions to move the return to MFT 30:

| Steps for Inputting TC 971 AC 111 |
|--|
| <p>A. If the tax return is for the current or previous tax year, input TC 971 AC 111 on MFT 32, including the DLN of the return to be moved to MFT 30 and the notice suppression. See IRM 25.25.6-8, Command Code CC FRM77 Transaction Code TC 971 Action Code AC 111 Input Screen.</p> <p>Note: Do not input TC 971 AC 111 to move a tax return that is prior to the current and previous tax year. Manually reprocess the return to MFT 30 following the procedures at IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns. As of cycle 47 of the processing year, all tax returns must be manually reprocessed to MFT 30.</p> <p>Note: If the TC 971 AC 111 input on MFT 32 unposts and cannot be corrected, then reprocess the return manually. See procedures at IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns.</p> |
| <p>B. Monitor the account for the return to post. Open an SPIDT control base using activity MFT32REV, status M, and category code MISC..</p> |
| <p>C. Reverse any TC 971 AC 506 that was input when the return was moved to MFT 32.</p> <p>Note: The date of the TC 972 AC 506 must match the original transaction date. See IRM 25.23.2-9, IMF Only TC 972 AC 506 Tax-Related, Reversal of Identity Theft Case Closure, IRS Identified.</p> |
| <p>D. Update AMS notes with actions taken.</p> |

Note: If the cases is Statute Imminent (ASED is within 180 days of expiration) follow walk through process per local procedures.

Note: MF bypasses UPC 147 RC 0 and UPC 126 RC 0 on already corrected UPC 147 RC 0.

Note: If more than 12 weeks have passed and the TC 150 has not posted to MFT 30 elevate to P&A to elevate to HQ.

(3) Take the following action once the return has posted to MFT 30.

Note: UPC 126 RC 1 generates for returns moved from MFT 32 to MFT 30. GUF systemically closes UPC 126 RC 1 with URC 0 to post on MFT 30.

| If... | Then... |
|---|--|
| <p>A.</p> <ul style="list-style-type: none"> TC 971 AC 052 is present on TXMOD with a “blank” MISC field or TC 971 AC 052 contains a MISC field of “RRPNONIDT” the DLN of the TC 971 AC 052 must match the DLN of the return in question unless the account also contains a TC 971 AC 052 with a MISC field of “RRPIDT”) <p>EXCEPTION: When the account contains both a TC 971 AC 052 “RRPIDT” marker and a TC 971 AC 052 “RRPNONIDT” marker, utilize the DLN of the TC 971 AC 052 “RRPIDT” to determine which return is being reviewed by RIVO for income verification.</p> | <ul style="list-style-type: none"> The RIVO function will review the case and makes the determination to release the refund. <p>Note: Close any OAR with the response that the case should be referred to RIVO for further action.</p> <ul style="list-style-type: none"> Close the SPIDT control base. |
| <p>B. TXMOD does not contain a TC 971 AC 052 or contains a TC 971 AC 052 with an entry in the MISC field other than “RRPNONIDT”.</p> | <ul style="list-style-type: none"> Input TC 290 for \$.00 to release the refund. <p>Note: If the taxpayer has requested credit elect, manually transfer the credit to the next tax year.</p> <ul style="list-style-type: none"> Close the SPIDT control base. |

3.28.4.5.2
(01-01-2025)
**MFT 32 Reversals -
Special Processing
Code (SPC)“T”**

- (1) ERS/Rejects moves returns to MFT 32 with SPC “T” when a filer does not reply timely to correspondence or the taxpayer responds that the return does not belong to them when corresponded for Error Code (EC) 029. Rejects will forward late replies to 12C letters if the taxpayer responds that they did file the return. SPIDT may also receive OARs or Form 4442s requesting reversal of a return moved to MFT 32 with SPC “T”. SPC T displays on the CC TRDBV “CODES” screen as ID-THEFT Code T. SPIDT is able to do systemic MFT 32 reversals for the current and previous tax year only. If the return is not for the current or previous tax year, follow the procedures in IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns.

Note: Ensure the unclaimed credits are addressed properly. For more information on unclaimed credit see IRM 3.12.3.5.9, Error Code 029 (CE) Unclaimed Credits.

- (2) Review the documentation provided for information that verifies that the return was filed by the taxpayer. If estimated payments were not reported, verify whether the taxpayer made the payments or whether the payments were

applied to the correct tax period or account. Research using RTR, CC IMFOL, CC IRPTR, etc. See IRM 3.12.3.5.9.4, Reply to Correspondence (EC 029), for more information on reviewing the reply to correspondence. If you determine that the payment does not belong to the taxpayer, but you can determine where the payment should be posted, transfer the misapplied credit to the correct account.

- (3) If you cannot determine the correct payer, transfer the payment to the Unidentified Remittance File (URF) or the Excess Collection File (XSF). Use Form 2424, Account Adjustment Voucher to send a payment less than twelve months old to URF. See IRM 3.17.10.3.2, Receiving Unidentified Remittance Cases, for instructions on filing out Form 2424, Account Adjustment Voucher. Use Form 8758, Excess Collections File Addition to send a payment older than twelve months to XSF. See IRM 3.17.220.2.2.1, Preparation of Form 8758, for instructions on preparing Form 8758.

Note: If the payment was made through the Electronic Federal Tax Payment System (EFTPS), fax a request to the EFTPS unit in Ogden Accounting for information that would identify who made the payment. Send email to **&Ogden EFTPS Clerical** and attach a CC TXMODA screen showing the EFTPS payment. If the EFTPS payer name matches the taxpayer name, allow the payment to remain on the module. If the payment contact information does not match, send the payment to URF or XSF as applicable.

3.28.4.5.2.1
(06-18-2024)

Steps to Move a Special Processing Code "T" Return from MFT 32 to MFT 30

- (1) Take the following actions to move the return back to MFT 30:

| Steps to move a SPC T return from MFT 32 to MFT 30 |
|--|
| <p>A. If the tax return is for the current or previous tax year, input TC 971 AC 111 on MFT 32, including the DLN of the return to be moved to MFT 30 and the notice suppression. See IRM 25.25.6-8, Command Code CC FRM77 Transaction Code TC 971 Action Code AC 111 Input Screen.</p> <p>Note: Do not input TC 971 AC 111 to move a tax return that is prior to the current and previous tax year. Manually reprocess the return to MFT 30 following the procedures at IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns. As of cycle 47 of the processing year, all tax returns must be manually processed to MFT 30.</p> <p>Note: If the TC 971 AC 111 input on MFT 32 unposts and cannot be corrected, then reprocess the return manually. See procedures at IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns.</p> |
| <p>B. Monitor the account for the return to post. Open an SPIDT control base using activity "MFT32REV", status "M", and category code "MISC".</p> |

| Steps to move a SPC T return from MFT 32 to MFT 30 |
|---|
| <p>C. Reverse any TC 971 AC 506 that was input when the return was moved to MFT 32.</p> <p>Note: The date of the TC 972 AC 506 must match the original transaction date. See IRM 25.23.2-9, IMF Only TC 972 AC 506 Tax-Related, Reversal of Identity Theft Case Closure, IRS Identified.</p> |
| <p>D. Update AMS History notes with action taken.</p> |

- (2) Take the following steps once the return has posted on MFT 30. The return may directly post to MFT 30 or unpost UPC 126 RC 1 and automatically close with URC 0.

| If... | And... | Then... |
|--|--|--|
| <p>A.</p> <ul style="list-style-type: none"> • TC 971 AC 052 is present on TXMOD with a “blank” MISC field or • TC 971 AC 052 contains a MISC field of “RRPNONIDT” (the DLN of the TC 971 AC 052 must match the DLN of the return in question.) <p>Exception: When the account contains both a TC 971 AC 052 “RRPIDT” marker and a TC 971 AC 052 “RRPNONIDT” marker, utilize the DLN of the TC 971 AC 052 “RRPNONIDT” “RRPIDT” to determine which return is being reviewed by RIVO for income verification.</p> | | <ul style="list-style-type: none"> • Close your IDRS control base. Close any OAR with the response that the case should be referred to RIVO for further action. The RIVO function will review the case and makes the determination to release the refund. |
| <p>B. TXMOD does not contain a TC 971 AC 052 or contains a TC 971 AC 052 with an entry in the MISC field other than RRPNONIDT.</p> | <p>taxpayer attaches a 1040X, Amended U.S. Individual Income Tax Return, to the reply,</p> | # # # |
| <p>C. TXMOD does not contain a TC 971 AC 052 or contains a TC 971 AC 052 with an entry in the MISC field other than RRPNONIDT.</p> | <p>taxpayer attaches documentation for additional credits, deductions, or other changes to total tax, balance due, or refund with the reply,</p> | # # # |

| If... | Then... |
|-----------------|---|
| A. MeF return | Request print using EUP if available. Note: If return has a "Reply" to taxpayer correspondence, request the paper document from Files. If there is a reply from the taxpayer, please make sure a TC 290 for .00 with a Correspondence Received Date (CRD) has been input on the account. |
| B. Paper return | If a copy of the return was not provided with the referral, request the return from Files using the eClerical IAT Tool / CC ESTAB. For more information on CC ESTAB, see IRM 2.3.62, Command Code ESTAB. If return is not available on first request, see note below before calling the taxpayer or sending <i>418C Letter, Amended/Original Return Unavailable; Copy Requested</i> , to request a copy of the return and attachments. Note: Check whether return is available on Correspondence Imaging Inventory. If case is from TAS OAR, ask TAS if they have a copy of the tax return. |

Note: Submit a second request using the eClerical IAT Tool after fourteen (14) work days (about 3 weeks) when a return cannot be located in files after the first request. Initiate a third request after fourteen (14) work days (about 3 weeks) when a return cannot be located in files after the second request. After a document has been requested 2-3 times and has still not been located, a Special Search can be requested via *Form 2275, Records Request, Charge and Recharge*. Forms 2275 can be faxed to the Special Search Liaison at the appropriate campus. Fax Numbers available on *SERP - Who/Where Files Contact Listing*. When submitting a Special Search request follow the same rules as CC ESTAB. For more information, see *Requesting Cases From Files Job Aid*.

- (3) Follow these steps to have the return processed as a new return to allow assignment of a new DLN:

Note: If the received date of the return is more than three (3) years before the current date, the return has a tax amount **greater than zero** and there is not a previously posted TC 150, elevate the case to Headquarters via your local P&A Analyst for guidance.

1. Open a control base to RIVO on MFT 30 so RIVO can resolve any “fraud markers” to prevent return from unposting UPC 126 RC 0. Use the following control base information: activity ”**RTP-MMDD**” (where MMDD is the month and day of your reversal), status “**M**”, category code “**32RV**” to IDRS number 148735555,*.
2. Do not send *Form 1040A*, U.S. Individual Income Tax Return or Form 1040-EZ, Income Tax Return for Single and Joint Filers With No Dependents through processing. Convert forms using Form 6114, Prior Year and Conversion Form 1040 Edit Sheet. Staple Form 6114 beneath the PECF areas of the Form 1040A or Form 1040EZ. For more information on conversions, refer to IRM 3.11.3-19, Conversion of TY17-TY14 Forms 1040, 1040A, and 1040EZ, Using 2023 Form 6114, 6114-A and Schedules.
3. Use red ink to edit the return.
4. Edit “**PROCESS AS ORIGINAL**” at the top of the return.
5. Line through the DLN if present.
6. Edit special processing code (SPC) “**B**” on the return and edit out SPC “**T**”, if present.
7. Edit “**SPIDT**” in the upper left-hand corner of the return. Do not write “copy” on the return and circle out “copy” or “duplicate” if present.
8. Edit the received date on the return. Determine the received date using IRM 3.28.4.6 , Return Received Date (RRD) and Return Processable Date (RPD).
9. Identify any posted ES payments not claimed on the return. Determine if the ES payments belong to the return filer.
10. If it is determined the ES payments are misapplied, initiate a credit transfer to post to the correct account/module.
11. If it is determined the ES payments belong to the return filer, edit missing estimated payments on the appropriate line(s) of the return.

| For tax year | Edit missing Estimated payments on |
|------------------------|---|
| 2021 and later returns | Form 1040, Line 26 |
| 2020 returns | Form 1040, Line 26 |
| 2019 returns | Schedule 3, Line 8 |
| 2018 returns | Schedule 5, Line 66 |

12. Write “Do Not Correspond For Signature” at the bottom of the return.
13. When the RPD is required, edit the RPD using Form 3471 , Edit Sheet, in MMDDYY format. Staple Form 3471 to the left side margin of page 1.

Note: If original return was unprocessable because of missing information, use the reply date from letter 12C, 4087C, 2894C/SP or OAR/referral date for the RPD.

- 14. Include with the return, all documentation and correspondence replies used to verify the missing information and determine the return processable date
- 15. Reverse any TC 971 AC 506 that was input when the return was moved to MFT 32. Input a TC 972 AC 506 with a MISC field of "WI SP IRSERR" per IRM 25.23.2-9 , IMF Only TC 972 AC 506 Tax-Related, Reversal of Identity Theft Case Closure, IRS Identified.

Note: The date of the TC 972 AC 506 must match the original transaction date.

- 16. Monitor for the return to post by opening an SPIDT control base using activity "MFT32REV", status "M", and category code "MISC".
- 17. Update AMS history of action taken.
- 18. Route to Batching for expedited processing.
- 19. When the return posts, close your control base.

3.28.4.5.4
(01-01-2025)
TAS Request for Manual Refund

- (1) A TAS OAR may request authority to process a manual refund for a hardship case related to a return incorrectly moved to MFT 32. If it is determined that the return is still in the extended process of posting back to the MFT 30 when the refund should be released, TAS must be delegated with the authority to issue a manual refund. Permission for a manual refund should be issued, only when there is an unreversed TC 971 AC 052 present on MFT 30 with a **blank** MISC field or a TC 971 AC 052 with a MISC field of **RRPNONIDT**, indicating that the income and/or wages require further verification by RIVO.

| | |
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3.28.4.6
(01-01-2025)
Return Received Date (RRD) and Return Processable Date (RPD)

- (1) Master File has the capability to maintain and display two dates. The first date is the Return Received Date (RCVD DATE) and the second date is the "Return Processable Date" (RPD). The RCVD DATE is used to determine statute dates and the RPD is used to compute interest on overpayments.

Note: Caution should be taken to determine when a return was filed or became processable since interest will be allowed from only one of the dates.

- (2) Thoroughly research the available documentation and IDRS because a change to the received date may generate a notice to the taxpayer.
- (3) Determine the received date in the following priority:
 - 1. IRS received date stamp
 - 2. U.S. Postal Service, Army Post Office (APO)
 - 3. U.S. Embassy or Consulate postmark date, or official postmark of a foreign country
 - 4. Private Meter postmark
 - 5. Service Center Automated Mail Processing System (SCAMPS) digital dates
 - 6. Revenue officer signature date
 - 7. Signature Date (Current Year Returns)
 - 8. Julian Date minus 10 days in the DLN

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- (4) For further information, refer to IRM 3.10.72.6, IRS Received Date; IRM 3.30.123.6, Processing Timeliness Criteria for IMF; and/or Document 6209
- (5) If a processed return is timely filed, and the Julian Date is 155 or later, enter the return due date as the Return Received Date (RRD).
- (6) If a late reply (correspondence was received after the return due date) was received, include the Return Processable Date (RPD) when reprocessing a return.

3.28.4.7
(01-01-2025)
**Procedures for
Reprocessing Deleted
Returns - UPC 147 RC 0
Only**

- (1) Referrals may be received requesting that a deleted UPC 147 RC 0 return be reprocessed. The original unpostable code displays on the CC TRDBV "CODES" screen. The requests should indicate that the taxpayer's identity has been verified. Check AMS for remarks indicating that the taxpayer passed additional authentication.

Note: These procedures do not apply to UPC 147 RC 4 returns that were GUF auto-voided.

- (2) Field assistance will fax Form 4442, Inquiry Referral, along with supporting documentation (e.g., return copy, supporting documents) when supplied with the information to a SPIDT function based on the DLN of the deleted return.

| DLN | SPIDT Campus | Fax Number | Mailing Address |
|---------------|---------------------------------|----------------|--|
| A. 14, 16 | Andover (worked by Kansas City) | (877) 929-1586 | Internal Revenue Service, Stop 1060 N-1 KSC, Kansas City, MO 64999 |
| B. 80, 89, 90 | Fresno (worked by Kansas City) | (877) 929-1586 | Internal Revenue Service, Stop 1060 N-1 KSC, Kansas City, MO 64999 |

| DLN | SPIDT Campus | Fax Number | Mailing Address |
|---|-----------------------------------|----------------|--|
| C. 18, 75, 76 | Austin | (855) 252-2492 | Internal Revenue Service, 3651 S. Interregional Highway Stop 6832 AUSC Austin, TX 78741 |
| D. International returns - 20 and 21 | Austin | (855) 252-2492 | Internal Revenue Service, 3651 S. Interregional Highway Stop 6832 AUSC Austin, TX 78741 |
| E. 09, 40, 70, 79 | Kansas City | (877) 929-1586 | Internal Revenue Service, Stop 1060 N-1 KSC, Kansas City, MO 64999 |
| F. 29, 81, 82, 91 | Ogden | (855) 226-1665 | Internal Revenue Service, Mail Stop 1066 1973 N. Rulon White Blvd Ogden, UT 84404 |
| G. 30, 32 | Philadelphia (worked by Ogden) | (855) 226-1665 | Internal Revenue Service, Mail Stop 1066 1973 N. Rulon White Blvd Ogden, UT 84404 |

Note: For a complete list of DLN File Location Codes, see *Document 6209*, Section 4.

(3) Obtain a copy of the return if it was not provided with the referral.

Note: Certain taxpayer submitted paper returns are being digitally scanned by a vendor and then processed through MeF by the IRS. The digitalized returns are identified by a unique File Location Code (FLC) that begins with **37, 40, 42, 44, 75, 86, 91 or 92**. The document is accessed through the Employee User Portal (EUP) Application. **DO NOT order these returns.** See IRM 3.12.179.8, Form 4251, Return Charge-Out.

| If... | Then... |
|-----------------|---|
| A. MeF return | <p>Request print using EUP if available.</p> <p>Note: If return has a “Reply” to taxpayer correspondence, request the paper document from Files. If there is a reply from the taxpayer, please make sure a TC 290 for .00 with a Correspondence Received Date (CRD) has been input on the account..</p> |
| B. Paper return | <p>If a copy of the return was not provided with the referral, request the return from Files using the eClerical IAT Tool / CC ESTAB. For more information on CC ESTAB, see IRM 2.3.62, Command Code ESTAB. If return is not available on first request, see note below the table at IRM 3.28.4.5.3, Procedures for Manually Reprocessing MFT 32 Returns, before calling the taxpayer or sending <i>418C Letter, Amended/Original Return Unavailable; Copy Requested</i>, to request a copy of the return and attachments.</p> <p>Note: Check whether return is available on Correspondence Imaging Inventory. If case is from TAS OAR, ask TAS if they have a copy of the return.</p> |

- (4) Review the account of the deleted return following the research steps at IRM 3.28.4.4.4 , Research Steps. If research determines that the return was filed by the authorized SSN owner, follow these steps to have the return processed as a new return to allow assignment of a new DLN:

Note: If the received date of the return is more than 3 years before the current 23C date, the return has a tax amount **greater than zero** and there is not a previously posted TC 150, elevate the case to Headquarters via your local P&A Analyst for guidance.

1. Do not send *Form 1040A*, U.S. Individual Income Tax Return or Form 1040-EZ, Income Tax Return for Single and Joint Filers With No Dependents through processing. Convert forms using Form 6114, Prior Year and Conversion Form 1040 Edit Sheet. Staple Form 6114 beneath the PECF areas of the Form 1040A or Form 1040EZ. For more information on conversions, refer to IRM 3.11.3-19, Conversion of TY17-TY14 Forms 1040, 1040A, and 1040EZ, Using 2023 Form 6114, 6114-A and Schedules.
2. Use red ink to edit the return.
3. Edit **“PROCESS AS ORIGINAL”** at the top of the return.
4. Line through the DLN if present.
5. Edit special processing code (SPC) “B” on the return.
6. Edit “SPIDT” in the upper left-hand corner of the return. Do not write “copy” on the return and circle out **copy** or “duplicate” if present.
7. Edit the correct received date from the original return that was deleted.
8. Write “Do Not Correspond For Signature” at the bottom of the return.
9. Reverse any TC 971 AC 506 input for the tax period of the return. Input a TC 972 AC 506 with a MISC field of “WI SP IRSERR” per IRM 25.23.2-9, IMF Only TC 972 AC 506 Tax-Related, Reversal of Identity Theft Case Closure, IRS Identified.

Note: The date of the TC 972 AC 506 must match the original transaction date.

10. Enter history item/remarks, “SPIDT GOOD” on TXMOD.
11. Monitor for the return to post by opening an SPIDT control base using activity “MFT32REV”, status “M”, and category code “MISC”.
12. Update AMS history of action taken.
13. Route to Batching for expedited processing.
14. When the return posts, close your control base.

