



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

3.41.274

DECEMBER 5, 2024

## EFFECTIVE DATE

(01-01-2025)

## PURPOSE

- (1) This transmits revised IRM 3.41.274, Optical Character Recognition Scanning Operations, General Instructions for Processing via Service Center Recognition Image/Processing System.

## MATERIAL CHANGES

- (1) IRM 3.41.274.1, Line (3), Updated Wage and Investment to Taxpayer Services.
- (2) IRM 3.41.274.10.4, Line (2), Added additional instructions for selecting a new password.
- (3) Editorial corrections and consistency changes made throughout including spelling, grammar, punctuation and formatting, removing italics, updating titles, correcting IRM links, Plain Language updates to improve readability, etc.

## EFFECT ON OTHER DOCUMENTS

IRM 3.41.274, dated November 13, 2023 (effective date January 1, 2024) is superseded.

## AUDIENCE

Taxpayer Services, Submission Processing Site, Data Conversion Operation Employees

James L. Fish  
Director, Submission Processing  
Customer Account Services  
Taxpayer Services



3.41.274

General Instructions for Processing via Service Center Recognition Image/Processing System

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3.41.274.1  
(01-01-2025)  
**Program Scope and  
Objectives**

- (1) **Purpose:** Daily processing of all processable paper filed documents, returns and schedules on the Service Center Recognition/Image Processing System (SCRIPS) are covered in this IRM. This processing converts the taxpayer data reported to electronic data records to fulfill the filing requirement.
- (2) **Audience:** Submission Processing Data Conversion Operation personnel and their support staff including: peripheral scanner operators, clerks, leads and supervisors. These instructions apply to all campuses.
- (3) **Policy Owner:** The Director of Submission Processing, Taxpayer Services.
- (4) **Program Owner:** Mail Management Data Conversion, Return Processing Branch (an Organization within Submission Processing).
- (5) **Primary Stakeholders:** Those affected by these procedures or have input to the procedures, including a change in workflow, additional duties, change in established time frames, and similar issues include:
  - Accounts Management (AM)
  - Affordable Care Act (ACA) Implementation
  - Chief Counsel
  - Chief Financial Officer (CFO)
  - Compliance Strategy and Policy
  - Information Technology (IT) Programmers
  - Large Business and International (LB&I)
  - Office of Servicewide Penalties
  - Operations Business Support
  - Small Business/Self Employed (SB/SE)
  - Statistics of Income (SOI)
  - Submission Processing (SP)
  - Taxpayer Advocate Service (TAS)
  - Tax Exempt/Government Entities (TEGE)
- (6) **Program Goals:** This IRM provides instruction for accurate transcription of data into the SCRIPS system. The SCRIPS system uses optical character recognition and imaging technology to convert paper Information Return Processing (IRP), Affordable Care Act Information Return Processing (ACA IRP), Form 94X, Schedule R, and Schedule K-1 information to an electronic data record for posting to master file. The returns and documents are scanned, and the data transferred electronically into the SCRIPS system.

3.41.274.1.1  
(01-01-2022)  
**Background**

- (1) Filers send paper documents, returns and schedules to the Internal Revenue Service (IRS) to fulfill their filing requirement and provide their taxpayer identification number (TIN). The IRS must convert the information present on the paper filings to an electronic data record. Employees input and validate the data present and the IRS systems for these records during conversion to electronic data records.

3.41.274.1.2  
(01-01-2022)  
**Authority**

- (1) Authority for these procedures is found in Title 26 of the United States Code (USC) or more commonly known as the Internal Revenue Code (IRC). The IRC is amended by acts, public laws, treasury determinations, rules, and regulations such as the following:
  - American Taxpayer Relief Act (ATRA)

## 3.41 Optical Character Recognition Scanning Operations

- Consolidated Appropriations Act (Extenders)
- Failure to File a Correct Information Return (Section 6721)
- The Federal Unemployment Tax Act (FUTA)
- Health Care and Education Reconciliation Act (HCERA)
- Hiring Incentives to Restore Employment (HIRE) Act
- Information Reporting on Health Coverage by Insurers (Section 6055)
- Information Reporting on Health Coverage by Employers (Section 6056)
- The Protecting Americans from Tax Hikes (PATH) Act

**Note:** The above list may not be all inclusive of the various updates to the IRC.

- (2) All policy statements for Submission Processing are contained in IRM 1.2.1.4, Servicewide Policies and Authorities, Policy Statements for Submission Processing Activities:

- Code sections that provide the IRS with the authority to issue levies.
- Congressional Acts that outline additional authorities and responsibilities like the Travel and Transportation Reform Act of 1998 or the Tax Act of 1986.
- Policy Statements that provide authority for the work done.

### 3.41.274.1.3 (01-01-2022) Roles and Responsibilities

- (1) The Director, Submission Processing approves and authorizes issuance of this IRM.
- (2) The Planning and Analysis staff provides feedback and supports local management to monitor and achieve and scheduled goals.
- (3) The Operation Manager secures, assigns, and provides training for the staff needed to perform the duties presented in this IRM.
- (4) The Team Manager assigns, monitors, and controls the workflow to complete the work timely.
- (5) The Employee applies the instruction for the duties presented in this IRM on the SCRIPS system to accurately convert paper data to an electronic data record for proper posting for use by the IRS.

### 3.41.274.1.4 (01-01-2022) Program Management and Review

- (1) **Program Reports:** Management uses these reports to monitor daily (IPS0698 throughout each workday) and weekly status of the program to completeness. Below is a list of reports used:
  - IPS0083, Workstation Operator Statistics Program and Function Summary Report
  - IPS01119, Run Balance Report
  - IPS06440, Throughput Statistics Report
  - PCC 2240, Daily Production Report - Program Sequence
  - PCC 6040, SC WP&C Performance and Cost Report
  - PCC 6240, SC WP&C Program Analysis Report
  - PCB 0440, Daily Workload and Staff Hours Schedule
  - PCB 0540, Weekly Workload and Staffing Schedule
- (2) **Program Effectiveness:** Management measures weekly goals using the above reports for each function compared to the established completion schedule. Each function must complete the inventory on or before the program completion, and to retain or exceed schedule prior to the program completion

date stated in IRM 3.30.123, Work Planning and Control Processing Timeliness: Cycles, Criteria, and Critical Dates. Local Management conducts and monitors quality reviews and takes corrective action to ensure quality products. A managerial or product review in the Data Validation function is performed each week on every employee and entered into Embedded Quality for Submission Processing System (EQSP). Managerial and product reviews supplement the quality review process.

- (3) **Annual Review:** Management reviews the processes in this manual annually to ensure accuracy and promote consistent tax administration.

## 3.41.274.1.5 (01-01-2023) Program Controls

- (1) Service Center Recognition/Image Processing System (SCRIPS) access is granted through the Business Entitlement Access Request System (BEARS) process.
- (2) Management can use local reports to establish additional information for maintaining daily program control. Local reports never replace the established official reports.

## 3.41.274.1.6 (01-01-2022) Terms and Definitions

- (1) The following are terms used throughout this instruction.

Term	Definition
ACA IRP/ IRP-ACA	Affordable Care Act Information Return Processing. This program processes Form 1094 (series) and Form 1095 (series) that allow the IRS to identify health insurance offers and coverage.
Alpha	A character (letter) of the alphabet.
Alphanumeric Field	A field that accepts both alpha and numeric characters.
Application	Refers to the system used for form type processed (i.e., IRP, ACA-IRP, Schedule K-1, Form 940, Form 941, Stand-Alone Schedule R).
Block DLN	The first 11 digits of 14-digit document locator number (DLN) consisting of a two-digit file location code, tax class, two-digit document code, three-digit Julian day, three-digit block number. (Also see DLN.)
Button	A sculpted (or shaded) box in a window used to send a command to the computer. A window may have two or more buttons depending on the purpose of the window. For example, most message windows have either a single "OK" button or a "Yes" button and a "No" button.
Capture	The process of obtaining images of a document for character recognition and operator use.
Character	Any symbol or alpha (special or numeric), representing information.
Character Recognition	The process of converting information from paper images to digital data form.
Check Digit (CD)	Check Digit should be two-digit Alpha Code preceding EIN or SSN on label.
Cursor	A horizontal line indicating the position where the next entry is to be keyed in.
Cycle	A two-digit number denoting the processing week of the year.
Data	Information relating to a return or completed by the system.
Data Fields	Fields not including entity fields, e.g., on all documents listed such as: money amounts, dates, indicators, covered individuals, etc.
DLN (Document Locator Number)	A 14-digit document locator number consisting of a two-digit file location code, tax class (tax class is always 1 for Form 941), two-digit document type, three-digit Julian day, three-digit block number, two-digit sequence number and a year digit. (Also see Block DLN.)
Document	A form or return within a block or unit-of-work (UW). May be a 1099, etc.
Document Code (Doc Code)	The fourth and fifth position of each DLN identifying the type of return the electronic data record has captured. The document code is always 41 for Form 941.
DV (Data Validation)	Workstation operators enter, verify and/or correct data in flagged fields.
Delete	Remove information.
EIN	An employer identification number (a nine-digit number) typically identifies an entity such as a corporation, a trust, a nonprofit association, or a sole proprietor, residing on the business master file. Usually in NN-NNNNNN format.
Embedded Numeric Keypad	A numeric keypad found within the main keypad in where the numbers are positioned similarly to a telephone keypad.



Term	Definition
Entity/Entity Fields	The part of the document that deals with TIN, name, and requests an address be present for the entries.
Error Message	The Prompt Area in the lower right corner of the Main Working Window provides error messages when necessary to help data correction. Specific messages vary depending on the application and the field in that you are working.
FLC (File Location Code)	A two-digit number designed to represent the Service Center at where an action is taken on a taxpayer module. The action is a transaction representing a return filing or subsequent compliance action.
Flagged Field	A field that requires entry or verification by the system. In DV, unrecognized characters from scanned images appear as question marks (?).
Form	Any Internal Revenue Service (IRS) document that has a form number, e.g., Form 1096, Form 941, etc.
Function	Workstation operator functional tasks including: <ul style="list-style-type: none"> <li>• Original Entry (OE)</li> <li>• Data Validation (DV)</li> <li>• Form Identification (FI)</li> <li>• Quality Review (QR)</li> </ul>
Function Keys	The upper row of keys on the keyboard. The function keys <F1> through <F12>.
Highlighting	A three-dimensional shadowing of a template field used to direct attention to the field. Used in OE to display the current cursor position. Used in DV to display the current cursor position, and the current field with the error. The <Ctrl>-5 function key highlights the corresponding field on the image template.
Image	A digital picture of a paper document stored electronically permanently or temporarily on SCRIPS.
Image Strip	A section of the true and complete image magnified and displayed above the template. The image strip displayed is a magnified version of the corresponding field highlighted on the image. Pressing <Ctrl>-3 toggles the image strip on and off. <b>Reminder:</b> The Image Strip does not display if the form needed Form Identification (FI) during scanning or the <F4> key has been used to change the template.
Insert	Add information.
IRP Income	Information Returns Processing. This program processes Form 1096, Form 1098 (series), Form 1099 (series), Form 3921, Form 3922, Form 5498 (series) and Form W-2G allowing the IRS to identify underreported income, excess deduction, and non-filers of individual tax returns.
Interrupt	Operators choose this option by pressing <F9>. It allows you to stop at any point in the Block/Unit-of-Work (UW). Use when you need to leave your workstation for a brief period of time.

Term	Definition
Key Combination	A keystroke command that requires two or more simultaneous key presses. <b>Example:</b> Press <Ctrl>-P for post-to-close means to press and hold the <Ctrl> key and then press the P key before releasing the <Ctrl>key.
LC (Location Code)	A two-digit number designed to represent the Service Center where an action is taken on a taxpayer module. This acronym is used in place of FLC in creating sanitized DLN's (e.g. LC#####).
Login	Signing on the terminal with a User ID and password, tells the system who is using the terminal.
Menu	A list of operation/options where the workstation operator makes a selection.
Message Line	A gray line containing information or instructions that appears above the Status Line in the bottom right corner of the workstation screen. (See Prompt Area)
Message Window	A window that appears within the Main Working window. It usually appears in the center of the screen. These windows are used by the system to relay messages to the operator.
Military Time	In this timekeeping method, there is one 24-hour period instead of two 12-hour periods in a day. Minutes are still counted from 1 to 60, but you do not have to designate A.M. or P.M. <b>Example:</b> 8:30 A.M. becomes 0830 and 6:00 P.M. becomes 1800.
MMDDYY	The format used for entering dates into a six-character field. <b>Example:</b> January 2, 2020, is entered as "010220"
MMDDYYYY	The format used for entering dates into an eight-character field. <b>Example:</b> January 2, 2020, is entered as "01022020"
Name Control	A code of up to four characters consisting of alphas and numerics, derived from a taxpayer's name or business name.
Numeric Character	A number ranging from 0 to 9. A digit.
OE (Original Entry)	Workstation operators enter data into the template field that corresponds to the data in the fields of the scanned document image.
Password	A string of characters known to the computer system and the user, who must specify it to gain access to the system.
Prompt	A message or statement displayed by the computer that requires an operator response.
Prompt Area	Contains messages that help you to correct errors or conditions.
Question Window	The system uses this window to display a question to determine what action to take next. Requires an operator response, such as "Y" for Yes or "N" for No.

Term	Definition
Response	A system response is a message or question the system displays on the workstation when responding to a command. An operator response is the action an operator takes to a system message or question. <b>Example:</b> Press <Enter> to acknowledge an "OK" or "Y/N" to answer a question.
Separate Numeric Keypad	A numeric keypad on the far-right side of the keyboard. It presents the numbers as they appear on a calculator keypad.
Sequence Number/ Serial Number (SN)	A two-digit number at positions 12 and 13 within the DLN that uniquely identifies the document.
Sight-verify	In DV, a field may be flagged to allow the operator to check the field contents. The field may be released if it is correct, or corrected if the data is invalid. (Also called verify.)
Special Characters (symbols)	Entries such as "/", "-", "%", "#", "?", "<", ">", and "&".
Social Security Number (SSN)	A nine-digit number issued to individuals by the Social Security Administration. The IRS uses this number to process tax documents and returns. Usually in NNN-NN-NNNN format.
Stand-Alone Schedule R	Allocation Schedule for Aggregate Form 94X filers. This program processes the Schedule R that come in from the taxpayer loose or not attached to the Form 940, Form 941, or Form 943.
Statistics	Facts or data about the system or operators using the system.
Status Line	A strip of information found along the bottom right side of the main working window below the prompt area. Displays the program number, DLN/SN, document count, and AUTO, Insert and Numeric indicators.
Submenu	A Window containing a list of options that opens when an option is selected in a previous menu window.
Submission	A complete package delivered from the taxpayer or filer. For information returns this would include the transmittal (Form 1094 series or Form 1096) and all supporting documents.
Suspend	Operators choose this option by pressing <F9>. It allows the operator to stop work on a unit-of-work (UW) for longer periods of time such as break or lunch.
Template	Each image of the form processed by SCRIPS is displayed on the left side of the workstation screen. A corresponding template representing the fields of the form appears on the right, containing fields for data entry. The template mirrors the actual form layout, to the fullest extent possible.
Text Entry Window	This window prompts the operator to enter data to process a request. <b>Example:</b> The system requests you to enter a new password in the SCRIPS Password List Window.

Term	Definition
TIN	Taxpayer Identification Number. May be an SSN or an EIN.
Toggle	A key or key combination that turns a feature on, if it is off, or turns it off, if it is on. <b>Example:</b> If AUTO is off, pressing <Ctrl>-A turns it on. Pressing <Ctrl>-A again turns it off.
True and Complete Image	The image the system displays for data entry or validation purposes. If available, the system always displays it on the left half of the monitor screen.
Unit-of-Work (UW)	In ACA IRP and Income IRP: A taxpayer submission. In 941, 940, Schedule R and Schedule K-1: A Block of Work containing at least one taxpayer submission.
Verify	See Sight-Verify.
Window	A separate viewing area on the Main Working window where an action can occur. There can be several windows open at a time. There can also be smaller windows open within the framework of a larger window.
Work Functions	Those functions you are authorized to perform depend on your operator profile and may include Data Validation (DV), Original Entry (OE), Operator Statistics, Quality Review, On-Line Training, and Additional Functions.

3.41.274.1.7  
(01-01-2022)

#### Related Resources

- (1) These instructions apply to the following applications for SCRIPS:
  - ACA IRP - Affordable Care Act Information Return Processing
  - IRP - Information Returns Processing
  - Form 1041 Schedule K-1, Form 1065 Schedule K-1, and Form 1120-S Schedule K-1
  - Form 941 - Employer's Quarterly Federal Tax Return
  - Form 940 - Employer's Annual Federal Unemployment (FUTA) Tax Return
  - Stand-Alone 94x Schedule R (including the 943 with Schedule R)
- (2) Document 7071-A, Name Control Job Aid - For Use Outside of the Entity Area.
- (3) You can find IRM's on the Servicewide Electronic Research Program (SERP) at the following site: *SERP*. Specific instructional links available on the BMF Data Conversion Research Portal at <http://serp.enterprise.irs.gov/databases/portals/sp/bmf/data-conversion/data-conversion.html>.
- (4) IRM 3.13.62, Campus Document Services, Media Transport and Control, or IRM 10.5.1, Privacy and Information Protection - Privacy Policy, provides information on shipping Personally Identifiable Information (PII). This document is located at: <http://publish.no.irs.gov/mailtran/pii.html>, titled Postal and Transport Policy. Prepare Form 3210, Document Transmittal, and include with ship documents.

3.41.274.2  
(01-01-2022)

## **Local Desk Procedures Guidelines**

- (1) Some Submission Processing Campuses have developed local use Desk Procedures. These procedures must only supplement existing Headquarters' procedures or convey local routing procedures.
- (2) All existing local procedures require review by the Operation Manager or designated employee upon receipt of Information Alerts, Questions and Answers (SERP Feedback) or a new IRM revision to ensure conformance with Headquarters Procedures.
- (3) Team Managers must have a signed approval, on file, from the responsible Operation Manager for all Submission Processing Local Desk Procedures.

**Note:** The signed approval must reflect the current processing year.

3.41.274.3  
(01-01-2022)

## **Introduction**

- (1) This IRM provides general instructions for processing, Affordable Care Act Information Returns Processing (ACA IRP), Information Returns Processing (IRP), Share of Income, Deductions, Credits, etc. (Schedule K-1) documents, Allocation Schedule for Aggregate Form 94X filers (Schedule R), Form 940, Employer's Annual Federal Unemployment (FUTA) Tax Return returns and Form 941, Employer's Quarterly Federal Tax Return returns through the Service Center Recognition/Image Processing System (SCRIPS). These instructions provide a reference for the functional areas engaged in the entering and updating of SCRIPS applications. Detailed instructions for processing SCRIPS applications can be found in the following IRMs:

Application	IRM	Program Number
ACA IRP	IRM 3.41.267, Optical Character Recognition Scanning Operations -Affordable Care Act Information returns Processing on Service Center Recognition/Image System	44320
IRP	IRM 3.41.269, Optical Character Recognition Scanning Operations -Information Returns Processing on Service Center Recognition Image/Processing System	44340
Schedule K-1	IRM 3.0.101, General, Schedule K-1 Processing	44386 - Form 1041 Schedule K-1 44387 - Form 1065 Schedule K-1 44388 - Form 1120-S Schedule K-1
Form 941	IRM 3.41.276, Optical Character Recognition Scanning Operations- Form 941 and Schedule R Processing on Service Center Recognition/Image Processing System	11205 - All Other 11206 - Refund 11208 - With Remit
Form 940	IRM 3.41.277, Optical Character Recognition Scanning Operations- Form 940 Processing on Service Center Recognition/Image Processing System	11140 - Perfect - All Other 11141 - Perfect - Refund 11142 - Perfect - With Remit 11145 - Imperfect - All Other 11146 - Imperfect - Refund 11147 - Imperfect - With Remit
Stand-Alone Schedule R	IRM 3.41.276, Optical Character Recognition Scanning Operations- Form 941 and Schedule R Processing on Service Center Recognition/Image Processing System	11620 - Stand-Alone Schedule R (940, 941, and 943) 11621-943 with Schedule R

**Note:** There are three types of Schedule K-1 processed on SCRIPS. Each schedule type is assigned a different program number:

- a. Form 1041 Schedule K-1, Beneficiary's Share of Income, Credits, Deductions, etc.
  - b. Form 1065 Schedule K-1, Partner's Share of Income, Credits, Deductions, etc.
  - c. Form 1120-S Schedule K-1, Shareholder's Share of Income, Credits, Deductions, etc.
- (2) Submit IRM deviations in writing following instructions from IRM 1.11.2.2, Internal Management Documents System - Internal Revenue Manual (IRM) Process Standards, and elevate through proper channels for executive approval. No deviations.

- (3) The IRS adopted the Taxpayer Bill of Rights (TBOR) lists rights that already existed in the tax code, putting them in simple language and grouping them into 10 fundamental rights. It is the employees responsibility to become familiar with and to act in accord with taxpayer rights. See IRC 7803(a)(3), Execution of Duties in Accord with Taxpayer Rights, and additional information on the *Taxpayer Bill of Rights* site at the following location: <https://www.irs.gov/taxpayer-bill-of-rights>.

## 3.41.274.4 (01-01-2018) System Overview

- (1) SCRIPS captures and stores tax form images and data from paper documents. As a return is scanned, an image of the document is captured. A Document Locator Number (DLN) is also assigned and printed on the document for tracking purposes.
- (2) After scanning and DLN printing, SCRIPS “reads” or “identifies” the characters on the document. Some characters may be unrecognizable to SCRIPS. When this occurs, workstation operators key enter the data from the image of the document using a template at a computer terminal.
- (3) The instructions in this section are provided as a reference for the functional areas engaged in the processing of SCRIPS applications (i.e., ACA IRP, IRP, Schedule K-1, Form 940, Form 941, and Stand-Alone Schedule R).
- (4) Managers should ensure that each workstation operator is issued their own copy of this IRM or has access to SERP.
- (5) If there are any discrepancies between this IRM and the Form Specific IRM(s) mentioned in IRM 3.41.274.3, Introduction, **the instructions in the Form Specific IRM’s take precedence over the instructions in this IRM.**

## 3.41.274.5 (01-01-2018) Workstation Functions

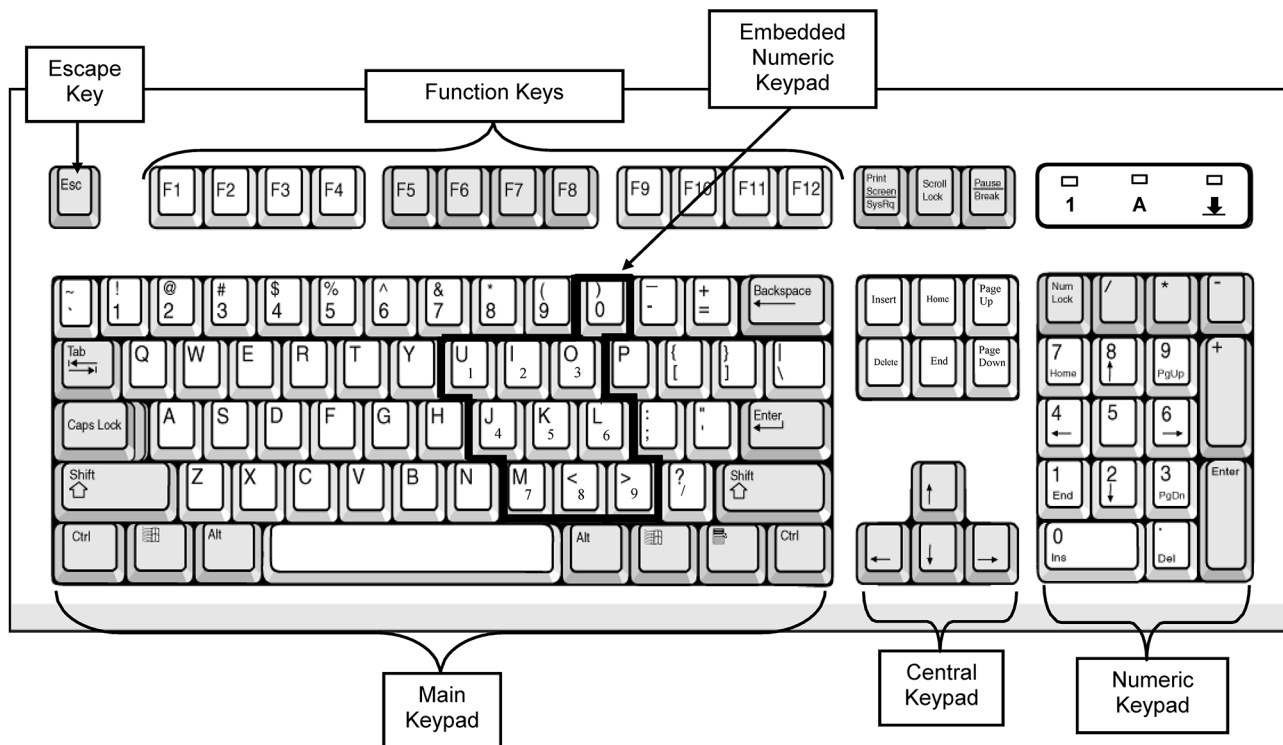
- (1) There are three workstation functions, form identification, original entry and data validation, that may be performed on any form type.
- Form Identification (FI):** Workstation operators identify the type of form/schedule and/or the year of the form/schedule to avoid re-work at the scanner.
  - Original Entry (OE):** Workstation operators key 100% of data from an image or from a paper document.
  - Data Validation (DV):** Workstation operators correct or verify data that failed math, validity or consistency checks. In addition, certain documents require sight verification in DV.

**Note:** Operators can print the screen currently displayed from any application or function.

## 3.41.274.6 (01-01-2018) Workstation Keyboard

- (1) The SCRIPS workstation keyboard consists of a main keypad with an embedded numeric keypad, 12 function keys, special function keys, a separate numeric keypad, and a separate central keypad. The SCRIPS Keyboard shown in Figure 3.41.274-1, SCRIPS Keyboard.





**Figure 3.41.274-1 SCRIPS Keyboard**

- (2) The main keypad presents all the alphabetic characters in the standard typewriter position. There are also several special function keys on the main keypad.
  - (3) The SCRIPS keyboard is programmed to use upper case letters.
  - (4) The 12 Function Keys are positioned in a row across the top of the keyboard. The **<Esc>** key is at the left end of the function key row.
  - (5) The central keypad is between the main keypad and the separate numeric keypad. This keypad contains function keys that duplicate many function keys in the numeric keypad. They are placed together as a separate group of keys to make them easier to use.
  - (6) The SCRIPS keyboard is also programmed so that it defaults to the field character type in OE and DV. This means that when a field on a form is a numeric field, the keyboard only allows numeric characters to be entered in that field. If a field is an alpha field, only alpha characters can be entered in that field. If a field is an alphanumeric field, both alpha and numeric characters can be entered in the field.
- 
- (1) The embedded numeric keypad is found in the main keypad. This keypad presents the numbers similar to the way they appear on a telephone keypad. Numbers on the top row are 1, 2, and 3. Numbers on the middle row are 4, 5, and 6. Numbers on the bottom row are 7, 8, and 9. The zero is in the top row of the main keypad above the 2 (I) and 3 (O) keys.

3.41.274.6.1  
(01-01-2018)  
**Embedded Numeric Keypad**



- (2) When entering an alpha or alphanumeric field, the embedded keypad automatically defaults to the correct mode. While the numeric feature is turned on, an indicator field in the Status Line on the monitor screen displays “Num.” When the numeric feature is turned off, the indicator field is blank. See Figure 3.41.274-2, Main Working Window.
- (3) When the numeric feature is turned on, not only numbers in the embedded numeric keypad can be typed, but also special characters such as the open and close parentheses “()” and the ampersand “&”.
- (4) If a field is an alphanumeric field, both the alpha and numeric characters can be entered in the field. The keyboard defaults to the alpha mode. When you need to key a numeric or special character in an alpha-numeric field, hold down the **<Shift>** key when entering the numeric or special character(s). When you have completed typing the numeric or special character(s), release the **<Shift>** key and the alpha mode is restored.
- (5) There is also a special case where a field is designated as a numeric field but accepts certain alpha characters. Because it is a numeric field, if you press and hold down the **<Shift>** key, the numeric mode is temporarily turned off allowing you to type alpha character(s). When you have completed typing the alpha character(s), release the **<Shift>** key and the numeric mode is restored.

**Note:** You can see what mode the keyboard is in by looking at the Numeric Indicator in the Status Line on the monitor.

## 3.41.274.6.2 (01-01-2018) Separate Numeric Keypad

- (1) Numbers can be typed from either the embedded numeric keypad, or from the separate numeric keypad. Most data entry work consists of numerical fields. You can choose to use either method.
- (2) The separate numeric keypad is on the far-right side of the keyboard. This keypad consists of five rows of keys and presents numbers as they appear on the calculator keypad. The numbers 7, 8 and 9 are on the second row of keys. The numbers 4, 5, and 6 are on the third row of keys. The numbers 1, 2, and 3 are on the fourth row of keys. The number zero is on the fifth row of keys, directly below the numbers 1 and 2.
- (3) The separate numeric keypad is activated and deactivated by pressing the **<Num Lock>** key in the upper left corner of the numeric keypad area. An indicator light in the upper left of the numeric keypad displays when the numeric keypad is active. The numeric keypad types numbers into an alpha or alphanumeric field regardless of the main keyboard mode.

## 3.41.274.6.3 (01-01-2018) Function Keys and Special Function Keys

- (1) The SCRIPS keyboard has 12 function keys across the top of the keyboard. The 12 function keys have been programmed so that frequently repeated functions and special programmed functions can be entered by a single keystroke. The keyboard also contains many special function keys at various places throughout the keyboard. Use of the function keys and special function keys while not mandatory can greatly reduce your workload. See Exhibit 3.41.274-1, Function Key Use and Description.
  - a. Many function keys are key combinations. The **<Ctrl>**, **<Alt>**, and **<Shift>** keys on the main keypad are used in combination with other

keys, function keys and special function keys. There are two **<Ctrl>**, **<Alt>**, and **<Shift>** keys on the main keypad. They are at the lower left and right corners of the main keypad.

- b. The functions performed by the function keys and the special function keys are consistent in OE and DV. Not all functions can be used with all applications. Some functions can be performed by more than one key. In cases where more than one key can perform a specific function, each key is listed in the Key Assigned column on a separate line in Exhibit 3.41.274-1, Function Key Use and Description.

**Example:** The Field Release function can be performed by pressing either the **<Enter>** key on the main keypad or the **<Enter>** key in the separate numeric keypad.

3.41.274.6.4  
(01-01-2018)

#### Separate Central Keypad

- (1) The keys used on the separate central keypad include four arrow keys, and six function keys: **<Insert>**, **<Delete>**, **<Page Up>**, **<Page Down>**, **<End>**, and **<Home>**. The **<Page Up>**, and **<Page Down>** functionality are available only when AUTO is off. **<Page Up>** allows you to move backward to the previous document and **<Page Down>** allows you to move forward to the next document in a block or unit-of-work (UW).

3.41.274.7  
(01-01-2024)

#### SCRIPS User Account Management Guidance

- (1) The Elevated Access Management Section (EAMS) manages all SCRIPS user accounts to activate new accounts, reinstate disabled accounts and deactivate accounts by using the Business Entitlement Access Request System (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.
- (2) The Internal Revenue Workflow, Optimization, Requests, and Knowledge System (IRWorks) process for SCRIPS Hardware Issues are as follows:
  1. From IRS Service Central/IRWorks select IT → Technical Help → Computer and Peripheral Issue → Select the appropriate problem (Desktop, Keyboard, Monitor/Screen, Laptop, Mouse).
  2. Begin the description field with the Site and Project Identifiers (i.e., "KCSC SCRIPS" or "OSPC SCRIPS" etc.). Clearly state what action is needed in the description and avoid acronyms.
- (3) The IRWorks process for SCRIPS Software Issues (such as "Version Mismatch" errors or other application errors, etc.) are as follows:
  1. From IRS Service Central/IRWorks select IT → General Software Issues → ISRP/SCRIPS Software.
  2. Begin the description field with the Site and Project Identifiers (i.e., "AUSC SCRIPS", "KCSC SCRIPS" or "OSPC SCRIPS" etc.). Clearly state what action is needed in the description and avoid acronyms.

- (4) The IRWorks process for SCRIPS Software Issues (such as issues requiring SA intervention on the Servers or a systemic problem causing the same issue for all users) are as follows:
  1. From IRS Service Central/IRWorks select IT → General Software Issue → ISRP/SCRIPS Software.
  2. Begin the description field with the Site and Project Identifiers (i.e., “AUSC SCRIPS”, “KCSC SCRIPS” or “OSPC SCRIPS” etc.). Clearly state what action is needed in the description and avoid the use of acronyms.

3.41.274.7.1  
(01-01-2023)  
**BEARS Instructions to  
request SCRIPS  
Sub-Applications**

- (1) The information in this section provides instructions for requesting access to the DS Domain–SCRIPS Application through BEARS.

**Note:** Before submitting a SCRIPS 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 SCRIPS BEARS request will be denied.

- (2) When requesting access to an application use the SCRIPS Sub-Application table located below to determine the proper sub-application to request. The table shows the operation, types of users under each operation, and the corresponding sub-application for each site. Make sure to select the appropriate sub-application for your site.

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

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

**Note:** Users can request access to multiple SCRIPS Sub-Applications when management determines there is a need.

- (4) The following procedures must be followed by all users requesting access to SCRIPS entitlements.

1. From the Home screen, click the “Manage My Access” quick link tab. (Select the user requiring access when requesting access for a user other than yourself.)
2. In the “Search Access” bar, enter the keyword “*SCRIPS*”.

**Note:** The page defaults to “Add Access”.

3. Scroll through the list of sub-applications displayed until you locate the needed application. The following table provides a list of BEARS Sub-Applications for SCRIPS:

ROLE	BEARS SUB-APPLICATION NAME	ACCESS LEVEL
SA/System Administrator	SCRIPS-AUIRSC-SA LEVEL (SCRIPS) SCRIPS-KIRSC-SA LEVEL (SCRIPS) SCRIPS-OIRSC-SA LEVEL (SCRIPS)	SYSTEM ADMINIS- TRATOR
SP Supervisor/Work Leader	SCRIPS-AUIRSC- SUPERVISOR LEVEL (SCRIPS) SCRIPS-KIRSC- SUPERVISOR LEVEL (SCRIPS) SCRIPS-OIRSC- SUPERVISOR LEVEL (SCRIPS)	MANAGER
SP Data Conversion Clerks DCO General Clerks (Data Entry) SP Quality Reviewer	SCRIPS-AUIRSC- WORKSTATION LEVEL (SCRIPS) SCRIPS-KIRSC- WORKSTATION LEVEL (SCRIPS) SCRIPS-OIRSC- WORKSTATION LEVEL (SCRIPS)	OPERATOR

4. Select the open square to the left of the needed SCRIPS sub-application. Once the open square is selected, it will turn green, and an Add Access 1 message box will appear. Click "Next".
5. If you are requesting indefinite access to this application, which is the default timeframe, click "Submit". This action will bring up a verification form.

**Note:** If the application is being requested for a specific period of time, either for employees from other areas, rotations or other reasons, the calendar icon must be selected, and a time period entered before the request can be saved and submitted.

3.41.274.8  
(01-01-2023)  
**SCRIPS Multi-Site  
Operation Plan (MOP)**

- (1) SCRIPS provides the functionality for SCRIPS users to gain access and process work from any of the three SCRIPS processing sites listed in IRM 3.41.274.7.1 (3). This functionality provides the SCRIPS business units more flexibility in managing the workload and the available resources across all three processing sites.
  - A drop down menu is provided during login to choose which SCRIPS site to log into to process workload from that chosen site.
  - You are limited to the functionality defined in their Operator Profile for each site for which you have an account.
  - You can log into only one processing site at a time, multiple instances of the SCRIPS application on a workstation or laptop is prohibited.

- (2) The SCRIPS servers at each site remain independent of one another.
  - Operator Statistics and other reports are not shared across servers and will only be available at the site where the work is processed.
  - Printers are not shared across sites. Any print jobs executed will print from printers directly associated with the site where the work is being processed.
- (3) User accounts remain independent and associated with the site to which a BEARS request has been established. Each user account must be maintained separately.
  - Passwords continue to be maintained independently within the SCRIPS server at each site.
  - User Profiles continue to be maintained independently within the SCRIPS server at each site. The SCRIPS Supervisors are responsible for maintaining and managing the user profiles at each of the three SCRIPS processing sites.

## 3.41.274.9 (01-14-2019) Windows Environment

- (1) The SCRIPS application operates in a “windows-based environment.” This means that you will always be working in at least one window. Windows are the primary means the SCRIPS system communicates with the workstation operator. A window contains the work area where data is entered, or menus selected. Windows are also used to respond to data and to display messages. Much of your time is spent in a window within a window(s) environment.

**Example:** While in OE function, you enter data into a template or specific field window displayed next to an image window, both inside a main working window. If a message window opens, it overlays part(s) of the already opened windows.

## 3.41.274.9.1 (01-14-2019) Logging in to Windows

- (1) Press <Ctrl>-<Alt>-<Del> key combination to begin logging in to the Windows environment.
- (2) An “Authorized Government Use Only” screen displays. Be sure to read the entire message. If you are not authorized to use the system, do not continue logging in. If you are authorized, press “OK” to continue.
- (3) Insert your Smart Identification (SmartID) card into the card reader attached to your computer.

**Note:** The card reader may be built into the keyboard, laptop or attached as a separate USB device.

- (4) Input your PIN and press<Enter> to log in to Windows.

## 3.41.274.9.2 (01-01-2023) SCRIPS Display Settings

- (1) The SCRIPS system requires a 24 inch monitor with a minimum resolution of 1920 x 1080 pixels at 120 dots per inch (DPI). The monitors installed with the SCRIPS computers meet the resolution requirements, but the Windows display settings may need to be adjusted to meet the DPI requirements. If the display settings are not correct, the SCRIPS application displays the following error

## 3.41 Optical Character Recognition Scanning Operations

and then closes when acknowledged; "SCRIPS requires a minimum screen resolution of 1920 x 1080 pixels at 120 dots per inch (DPI). Please contact your supervisor."

- (2) Use the following steps to adjust the Resolution and Scaling settings to the specifications needed for the SCRIPS application:
  1. Right-click on the Windows desktop and select "Display Settings."
  2. In the Display Settings menu, verify the Resolution is set to "1920 x 1080 (Recommended)."  
-This is the default resolution for the SCRIPS monitors.  
-If not set to this resolution, click the drop-down arrow and select it.
  3. Under the "Change the size of text, apps, and other items" drop-down, verify the scaling is set to 125%.  
-If the scaling is not set to 125%, click the drop-down arrow and select it.  
-You must sign out after changing the scaling for the change to take effect.

**Note:** You can change scaling to 150% if needed.

- (3) To adjust the settings to the specifications needed for the SCRIPS application when using a 24 inch monitor with a laptop:
  1. Right-click on the Windows desktop and select "Display Settings".
  2. In the Display Settings menu, Ensure that the 24 inch monitor is set as monitor 2 under Displays.
  3. Under "Multiple Displays", click the little box that says, "Make this my main display."

3.41.274.9.3  
(01-14-2019)

### Working with Multiple Windows

- (1) The Windows environment allows you to have multiple windows open and switch between them as needed. For example, you can have the SCRIPS application open in one window with the SERP IRM via Microsoft Edge open in another. When open, the SCRIPS application takes up your entire monitor in a "full screen" mode. However, you can still switch between currently open windows or open a new window while in the SCRIPS application.
- (2) A new window or application can be opened from within the SCRIPS application by pressing the <Windows> key on your keyboard (lower left corner in between the <Ctrl> and <Alt> keys). Pressing this key opens the Windows Start Menu and allow you to search for and open other windows or applications.
- (3) The open windows can be selected using the<Alt>-<Tab> key combination on your keyboard.
  1. Press <Alt>-<Tab> together to open the window selection screen.
  2. While continuing to hold down <Alt>, press <Tab> to move forward through the available windows.
  3. When you've selected the desired window, release the <Alt> key and the selected window displays.

3.41.274.9.4  
(01-01-2018)

### Main Working Window

- (1) This window occupies the entire screen and is present during most operations and functions. It contains the Image Window and the Template or Specific Field Window for image processing. The Main Working Window consists of the following components:

- a. **Title Area:** at the top of the window, shows the function (OE or DV) being performed by the Operator. It also displays the Operator Identification (ID) Number. See Figure 3.41.274-2, Main Working Window.
- b. **Image Window:** on the left half of the screen; present during OE and DV Image. It contains the image of the current document being processed. See Figure 3.41.274-2, Main Working Window.
- c. **Template Window:** on the right half of the screen; present during OE Image/Paper and DV Image/Paper. It contains the data entry fields of the documents being processed. See Figure 3.41.274-2, Main Working Window.
- d. **Prompt Area:** in the lower right corner of the window, displays help and error messages. These messages are designed to help you decide what needs to be done or why a certain error condition exists. See Figure 3.41.274-2, Main Working Window.
- e. **Status Line:** below the prompt area. It provides the program number of the application being performed. It displays “Auto” when the automatic mode is on, “Ins” when the insert mode is on, and “Num” when the numeric mode is on. The status line displays the document count, and DLNs for ACA IRP, IRP, Schedule K-1, Form 940 and Form 941 documents. See Figure 3.41.274-2, Main Working Window.



**Figure 3.41.274-2 Main Working Window**

- (1) This window contains a list of available options where a selection may be made. See Figure 3.41.274-6, Workstation Main Menu Window.

- (1) This window is used to display information or an error message. Message windows must be confirmed by the operator, usually by pressing **<Enter>**. See Figure 3.41.274-3. Security Warning Window.



3.41.274.9.7  
(01-01-2018)  
**Question Window**

- (1) This window is used to display a question to determine what action to take next. This window requires an operator response, such as “Y” for Yes or “N” for No, or “Interrupt” or “Suspend”. See Figure 3.41.274-9, Suspend or Interrupt Window.

3.41.274.9.8  
(01-01-2018)  
**Text Entry Window**

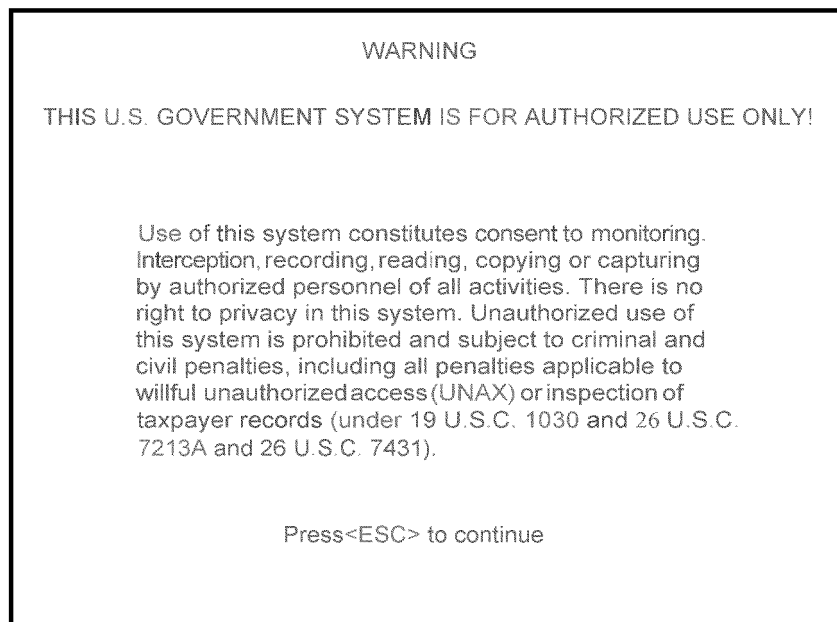
- (1) This window prompts you to enter data to process a request.  
**Example:** The system requests you to enter a date and a beginning time to obtain operator statistics only when you work past midnight. See Figure 3.41.274-13, Operator Statistics Window.

3.41.274.10  
(01-14-2019)  
**SCRIPS System Login**

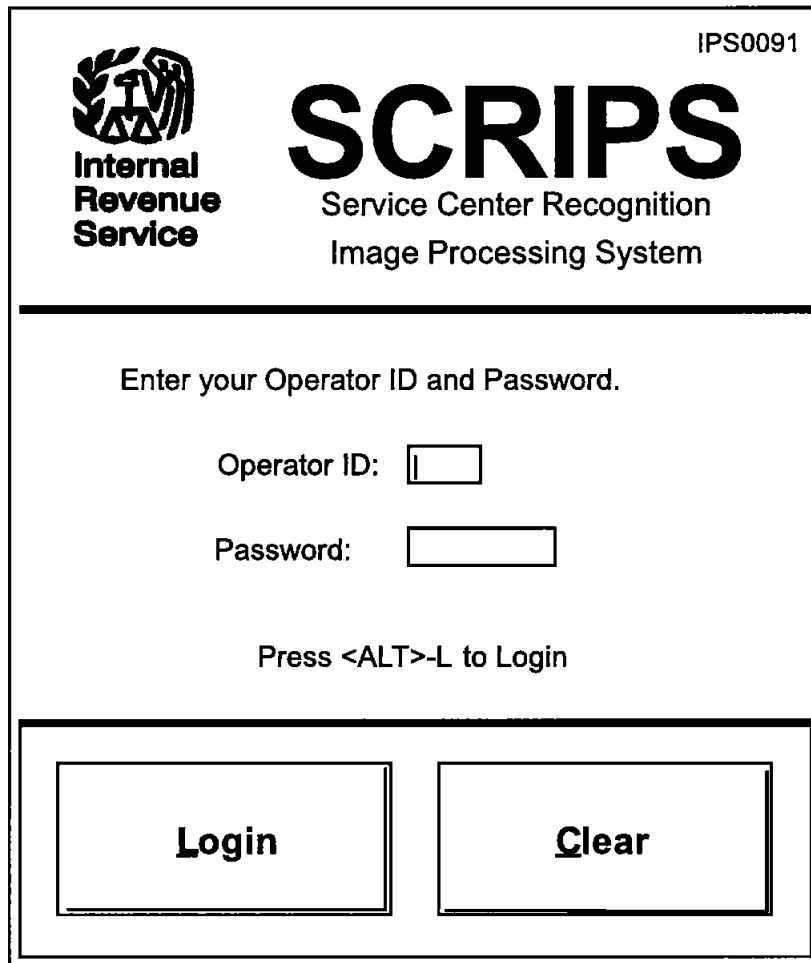
- (1) The SCRIPS application can be found by typing “SCRIPS” into the “Search Windows” box in the taskbar. Double-click on the SCRIPS application icon to open.

**Note:** The SCRIPS application icon can be dragged to the desktop as a shortcut for easier access without needing to search Windows in the future.

- (2) Once the SCRIPS application is opened, a “Security Warning” window is displayed in the center of the screen as shown in Figure 3.41.274-3, Security Warning Window. Be sure to read the entire warning message. If you are not authorized to use the system, close the application. If you are authorized, press <Esc> to continue with the login process. When you press <Esc>, the warning window closes and a “SCRIPS Login” window opens in the center of the screen as shown in Figure 3.41.274-4, SCRIPS Login Window.



**Figure 3.41.274-3 Security Warning Window**



The image shows a login window for the SCRIPS (Service Center Recognition Image Processing System). At the top left is the Internal Revenue Service logo. To its right is the text 'IPS0091'. The main title 'SCRIPS' is in large, bold, black letters. Below it, the text 'Service Center Recognition Image Processing System' is displayed. A horizontal line separates the header from the login instructions. The instructions read: 'Enter your Operator ID and Password.' Below this, there are two input fields: 'Operator ID:' followed by a small rectangular box, and 'Password:' followed by a slightly larger rectangular box. Below the input fields, the text 'Press <ALT>-L to Login' is displayed. At the bottom of the window, there are two buttons: 'Login' and 'Clear', each enclosed in a rectangular box.

Figure 3.41.274-4 SCRIPS Login Window

3.41.274.10.1  
(01-01-2023)

#### Logging in to SCRIPS

- (1) Type your Operator ID by taking one of the following actions:

IF YOU	THEN YOU
Use the Separate Numeric Keypad	Type uppercase “S” followed by your five-character SEID in lowercase. The Num Lock indicator should be lit. Press the <b>&lt;Enter&gt;</b> key. <b>Note:</b> The cursor moves to the password field. Your Operator ID appears as you type it.
Use the Embedded Keypad	<ol style="list-style-type: none"> <li>1. Type your Alpha Characters. (uppercase “S” followed by your five-character SEID in lowercase)</li> <li>2. Press and hold the <b>&lt;Shift&gt;</b> key to type any numbers in your SEID. <b>Note:</b> The “Num” abbreviation appears in the Numeric indicator field in the Status bar. Press the <b>&lt;Enter&gt;</b> key. The cursor moves to the Password field.</li> <li>3. Release the <b>&lt;Shift&gt;</b> key. <b>Note:</b> The “Num” abbreviation disappears from the Numeric indicator field in the Status Line.</li> </ol>

- (2) Type your password using the above instructions for the two keypads by taking one of the following actions:

**Note:** For security purposes, your password is not displayed.

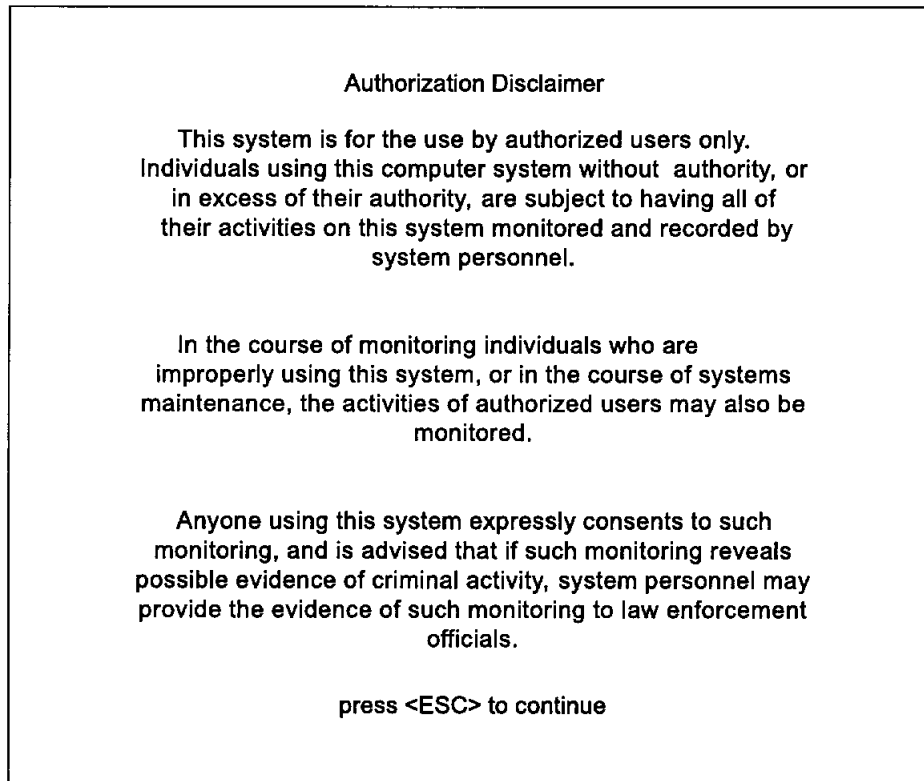
IF YOU	THEN YOU
Are a new user	Can initially login using the password given to you by your Supervisor or System Administrator; however, you must select a new password. Refer to IRM 3.41.274.10.4, Selecting a New Password, for more details.
Are not a new user	Must login using the password you selected from the Password List.

- (3) Select the correct SCRIPS processing system from the Site drop down menu.
- (4) Press the **<Alt>-L** key combination or **<Enter>**. If no error is encountered, the login window closes and an “Authorization Disclaimer” window opens as shown in Figure 3.41.274-5, Authorization Disclaimer Window. Be sure to read the entire authorization disclaimer.

**Note:** If there is an error in either the operator ID or password, a message window opens informing you of this error. You must then press **<Enter>** to OK the message.

If you type in your password in the login window and a message window opens informing you your password has expired, press **<Enter>** to confirm the message.

The message window closes and a “SCRIPS Password List” window opens as shown in Figure 3.41.274-7, SCRIPS Password List Window.



**Figure 3.41.274-5 Authorization Disclaimer Window**

- (5) Press **<Esc>** to continue the login process. The “Authorization Disclaimer” window closes, and the “Workstation Main Menu” opens as shown in Figure 3.41.274-6, Workstation Main Menu Window.

WORKSTATION MAIN MENU		IPS0093
Cincinnati Service Center		
<hr/>		
1	-	Data Validation (DV)
2	-	Original Entry (OE)
3	-	Operator Statistics
4	-	Quality Review (QR)
5	-	On-Line Training
6	-	Additional Functions
<hr/>		
Select Menu Choice and Press the ACTION/Enter Key, <input type="checkbox"/> or Press <ALT>-X to Exit Menu		

**Figure 3.41.274-6 Workstation Main Menu Window**

3.41.274.10.2  
(01-01-2018)  
**Login Errors**

- (1) If the "Login Error Message" window opens, press **<Enter>** to confirm the error message. The message window closes leaving the login window with the invalid combination of ID and password.
- (2) Retype your operator ID and/or password and press the **<Alt>-L** key combination or **<Enter>**. Alternatively, you can clear the previously entered ID and password by either pressing **<F3>** or the **<Alt>-C** key combination. At this point you may reenter your operator ID and password.

**Note:** *There is a limit to the number of times you can attempt to login and fail. If you exceed the number of login attempts, you are locked out of the system database, but not the workstation. A message window opens to inform you that access has been denied, and that you are to notify your supervisor.*

3.41.274.10.3  
(01-01-2018)  
**Expired Password**

- (1) For security reasons, your password expires after a certain period (determined by local security personnel). You must then select a new password from the "SCRIPS Password List". The passwords presented for selection contain:
  - 8 to 20 positions
  - At least one numeric
  - At least one special character
  - At least one upper case alpha
  - At least one lower case alpha
- (2) If you type your password in the login window and a message window opens informing you your password has expired, press **<Enter>** to confirm the message. The message window closes and a "SCRIPS Password List" window opens as shown in Figure 3.41.274-7, SCRIPS Password List Window.

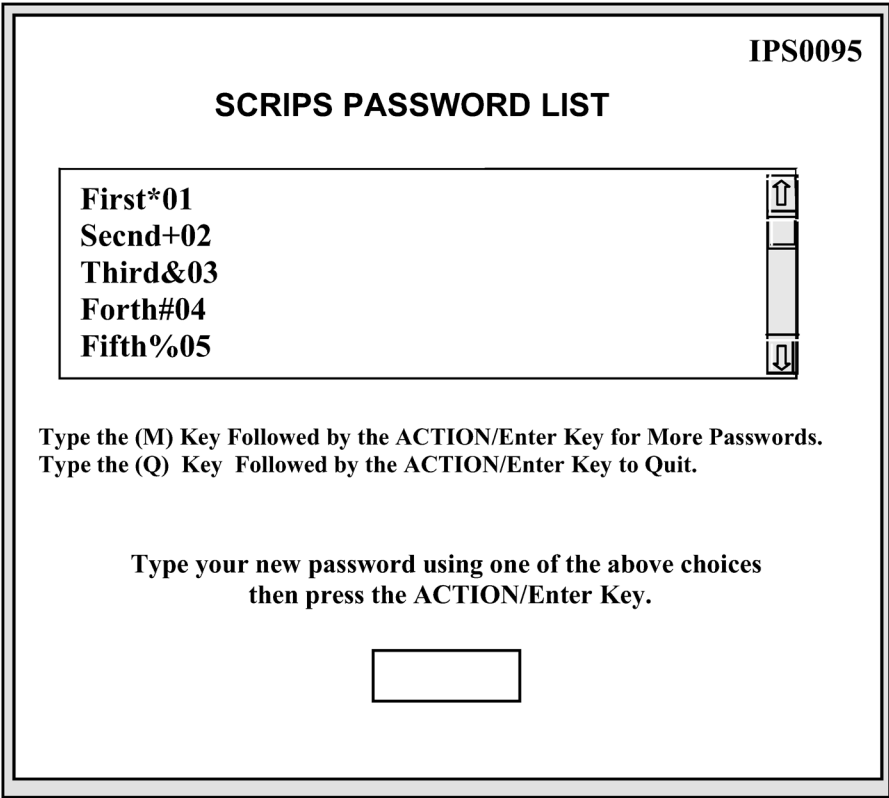


Figure 3.41.274-7 SCRIPS Password List Window

- 3.41.274.10.4  
(01-01-2025)  
Selecting a New Password
- (1) The SCRIPS Password List window contains a list of five alphanumeric passwords randomly generated by the system.

IF YOU	THEN YOU
Select a new password from the list	Enter one of the passwords listed in the SCRIPS Password List and press <b>&lt;Enter&gt;</b> .
Display a list of five more (and different) passwords	Enter "M" and press <b>&lt;Enter&gt;</b> . <b>Note:</b> Once you type the "M" key for more passwords, the original five selections presented are no longer accessible.
Leave the SCRIPS Password List window without selecting a new password	Enter "Q" and press <b>&lt;Enter&gt;</b> . The SCRIPS Password List window closes, and the SCRIPS Login window opens.

- (2) To select a new password, scroll through the provided passwords using the down arrow key **<↓>**. Once you have selected a password, press **<Enter>** to move the cursor to the password entry box and type in the password you selected.

- (3) Verify the new password by retyping the password you selected, then press **<Enter>**. The “SCRIPS Password List” window closes. A message window opens informing you that your password has been changed.
- (4) Press **<Enter>** to acknowledge the message. The message window closes, and the “Authorization Disclaimer” window opens as shown in Figure 3.41.274-5, Authorization Disclaimer Window.
- (5) Press **<Esc>** to continue the login process. The “Authorization Disclaimer” window closes and the “Workstation Main Menu” opens. You can now begin work.

**Note:** Login to the SCRIPS workstation is only allowed after you enter a valid operator ID number and password.

3.41.274.10.5  
(01-01-2018)

## Logging out of SCRIPS

- (1) There are two ways to log off SCRIPS. The preferred method of logging off is as follows:
  - a. Press the **<Ctrl>-P** key combination to post-to-close. After completing the block, SCRIPS closes the block and opens the sub-menu of the function you are working in.
  - b. Press the **<Alt>-X** key combination or **<Esc>** to exit to the “Workstation Main Menu”. The “Workstation Main Menu” window opens.
  - c. Press the **<Alt>-X** key combination or **<Esc>** to exit from the system. The “Workstation Main Menu” window closes, and the “Security Warning” window appears on the screen. You are now logged off.
- (2) If you leave your workstation, or do not press any keys on the keyboard for a period of time, Windows times-out your workstation, closes the SCRIPS application, and automatically logs you off the system. A time-out means that after a specified period of time when no activity has occurred on your workstation, SCRIPS suspends the Block/UW (if one is open) and closes the software that is running. When you return to your workstation after it has timed out, the **<Ctrl>-<Alt>-<Del>** login screen displays on the monitor. All time that elapsed between the time you left the workstation and the time the workstation timed out is counted in your operator statistics as production time. The suspended Block/UW you were working on can be found in the resume selection of the function you were working in.

**Note:** If you want to begin work again, you must first fully login to both Windows and SCRIPS (See IRM 3.41.274.9.1, Logging in to Windows and IRM 3.41.274.10.1, Logging in to SCRIPS). You are then able to continue with your work assignment. Complete suspended Blocks/UW as soon as possible.

3.41.274.10.6  
(01-01-2022)

## Account Maintenance

- (1) IPS10870 Inactive Account Report must be pulled by the 10th of each month, and the following actions taken:
  - a. SCRIPS accounts that have inactivity of 45 days must be made inactive or deleted from the SCRIPS system. Business Entitlement Access Request System (BEARS) records need to be updated to reflect the employee’s status i.e., separated, non-pay or a delete action in BEARS if the employee is deleted from SCRIPS at that time.

- b. SCRIPS accounts that are at (or approaching) 90 days of inactivity must be deleted from the SCRIPS system and management (or their designee) must complete a BEARS action to delete the SCRIPS application from the BEARS “Current Application” listed in BEARS for the employee.

**Note:** SCRIPS accounts should never reach or exceed 90 days of inactivity without action being taken as stated above.

3.41.274.11  
(01-01-2018)  
**Selecting Work  
Functions**

- (1) After you log in to SCRIPS, the “SCRIPS Login” window closes, and the “Workstation Main Menu” window opens. See Figure 3.41.274-6, Workstation Main Menu Window. The menu title area displays the Campus in where you are working. The Main Menu is a static menu, meaning the number of items in the option list does not change, but those functions you are not authorized to perform are grayed out. The functions you can perform depend on what is set in your operator profile by your Supervisor or Lead. The “Workstation Main Menu” options are:

- 1 — Data Validation (DV)
- 2 — Original Entry (OE)
- 3 — Operator Statistics
- 4 — Quality Review (QR)
- 5 — On-Line Training
- 6 — Additional Functions

- (2) If you enter a number for a function, you are not authorized to perform, a message window opens informing you that you are unauthorized to perform this function. Press **<Enter>** to confirm the message. You can then type another number for the function you want to perform.

**Note:** On-Line Training functionality is currently unavailable.

3.41.274.11.1  
(01-01-2018)  
**Selecting a Block**

- (1) SCRIPS controls the workflow and automatically assigns work as operators select options from menus. The OE and DV Selection menus offer an option to select a block of work. Use this option when working from paper documents or when there is a need to work on a specific Block/UW. This option may be selected for Block/UWs that were either scanned or input through OE Paper.
- (2) To select a specific Block/UW:
  - a. Enter the corresponding number for the “Select Block” option from the “Original Entry (OE) Selection” menu or “Data Validation (DV) Selection” menu.
  - b. Press **<Enter>**.
  - c. The “Open Block/Unit-of-Work” window opens.
  - d. Enter the 14-digit DLN for IRP, ACA IRP or 943 with Schedule R or the 11-digit Number for K-1, 940, 941, or Stand-Alone Schedule R of the “Block/UW” to be opened. Press **<Enter>**.



Open Block/Unit of Work

IPS0416

Enter Block/Unit-of-Work Number

Press the ACTION/Enter Key

Figure 3.41.274-8 Open Block/Unit-of-Work Window

- (3) If the block is not available, an error message is displayed indicating that the block is not available.

**Note:** This message displays if you previously worked on this block of work, or if another operator is currently working on the Block/UW.

- (4) If the block is available, the “Open Block/Unit-of-Work” window closes and the next document in the Block/UW needing work opens.

**Note:** If the block is scanned, the image of the document displays on the left side of the screen and the data template on the right side. If the block is entered in OE Paper, only the template displays for the designated form type on the right side of the screen.

- (5) After the block has been worked, the “Open Block/Unit-of-Work” window re-opens. If you do not want to open another block, press the <Esc> key. If you want to work on another specific block of work, enter the new block number.

3.41.274.12  
(01-01-2018)

**General Instructions for  
Entering Data into  
Templates**

- (1) These instructions apply to the OE and DV functions. Instructions specific to OE may be found in IRM 3.41.274.13, Original Entry General Procedures. Instructions specific to DV may be found in IRM 3.41.274.14, Data Validation General Procedures.
- (2) Once the document is opened, enter data and verify that the data is correct or correct the invalid data.
- (3) The Prompt Area in the lower right corner of the Main Working window provides help and error messages when necessary. Referring to this area helps in data entry and correction. Specific messages vary depending on the application and function you are working in. Examples of messages include:
- “Must contain only positive numeric money amount, or BLANK”
  - “Invalid Tax Year”
  - “Field must be 'X' or blank”

## 3.41 Optical Character Recognition Scanning Operations

- (4) When key entering data, type the data in the template field that corresponds to the data in the fields of the scanned document image.
- (5) If a field is a required field, it cannot be bypassed until data is entered. The required or must enter fields are labeled as such in the Instructions column of the Transcription Sheets for each document type in the following IRM's:
  - IRM 3.41.267, Optical Character Recognition Scanning Operations-Affordable Care Act Information Returns Processing on Service Center Recognition/Image System
  - IRM 3.41.269, Optical Character Recognition Scanning Operations-Information Returns Processing on Service Center Recognition/Image Processing System
  - IRM 3.0.101, General Schedule K-1 Processing
  - IRM 3.41.276, Optical Character Recognition Scanning Operations-Form 941 and Schedule R Processing on Service Center Recognition/Image Processing System
  - IRM 3.41.277, Optical Character Recognition Scanning Operations-Form 940 Processing on Service Center Recognition/Image Processing System
- (6) If a field in the scanned image or paper document contains no data, and that field is an optional data entry field, that field may be released by pressing **<Enter>**.
- (7) If the **<←>** key (left arrow) is pressed, the movement of the cursor one character to the left is repeated as long as the key is pressed or until the beginning of the field is reached.
- (8) If the **<→>** key (right arrow) is held pressed, the movement of the cursor one character to the right is repeated as long as the key is pressed or until the end of the field is reached.
- (9) If the number of data characters in a field is less than the maximum field length, type in the data and then release that field by pressing **<Enter>**. The cursor moves to the beginning of the next field.
- (10) If the maximum field length is reached while entering data, in most cases the cursor automatically moves to the next field. If the operator is not cautious, the overflow characters can be typed in the next field.

**Note:** For a full description of all keys and key combinations, see Exhibit 3.41.274-1, Function Key Use and Description.

3.41.274.12.1  
(01-01-2023)  
**Field Correction**

- (1) You have the capability to go to a previous field within the template displayed to make a correction. However, you cannot go past a flagged field, until that field is corrected.
- (2) In most cases, if a money amount is written on the form as "zero", "0", "-", "none", etc., you may simply release the field by pressing **<Enter>**. You do not have to enter leading zeroes. SCRIPS zero fills all money amount fields at output. For specific instructions on handling Money Amount Fields that contain "zero", "-", and/or "blank" refer to the following:
  - ACA IRP: IRM 3.41.267.9.5
  - IRP: IRM 3.41.269.8.5

- Schedule K-1: IRM 3.0.101.7
- Form 941, or Stand-Alone Schedule R: IRM 3.41.276.12.8
- Form 940: IRM 3.41.277.11.8

3.41.274.13  
(01-01-2018)  
**Original Entry (OE)  
General Procedures**

- (1) Original Entry (OE) may be performed from either scanned images or paper form.

**Note:** The procedures for performing OE on the various applications are explained in the Form Specific IRM(s) listed in IRM 3.41.274.3, Introduction.

- (2) Documents may require OE for several reasons:
- a. Some are cut, torn, or too badly damaged to be sent through the scanner. (OE Paper)
  - b. The document may not have met the scanner read accuracy rate threshold.
  - c. The document or form may not have been recognized by the scanner. (Form Identification)
  - d. Documents are scanned directly to OE by the scanner operator.
- (3) Each form type has a specific data template(s) associated with it. You must enter the data from the OE data source into the template(s).

3.41.274.13.1  
(01-01-2023)  
**Original Entry (OE)  
Selection Menu**

- (1) When selecting Original Entry (OE) from the “Workstation Main Menu”, the menu window closes and an “Original Entry (OE) Selection Menu” window opens. A list of options displays. The number of option items listed in the selection menu depend on how your Supervisor or Lead profiled you. If you are profiled only for certain OE applications or functions, only those items appear in the menu window. The “Original Entry (OE) Selection Menu” options are:
- OE Image Selection Menu
  - OE Paper Selection Menu
  - Form Identification Selection Menu
  - OE Select Block
  - Resume Suspended Blocks
- (2) To initiate OE, enter the numeric code for the correct selection from the menu and press **<Enter>**. If you make an incorrect choice from the “Original Entry (OE) Selection Menu”, press the **<Alt>-X** key combination or **<Esc>** to return to the “Original Entry (OE) Selection Menu”.
- (3) If selecting “OE Image Selection Menu” from the “Original Entry (OE) Selection Menu”, the “Original Entry (OE) Selection Menu” window closes, and the “OE Image Selection Menu” opens. The “OE Image Selection Menu” options are:
- IRP OE Image
  - All K-1s OE Image
  - 1041 K-1 OE Image
  - 1065 K-1 OE Image
  - 1120S K-1 OE Image
  - 941 OE Image Selection Menu
  - 940 OE Image Selection Menu

- IRP ACA OE Image Selection Menu
- Stand-Alone Sch Rs OE Image Selection Menu

- (4) When any OE Image is selected from the “OE Image Selection Menu”, the system allocates the first available individual document, whole block or unit-of-work needing entry to the workstation. The true and complete image displays on the left side of the screen, while a blank template requiring entry or verification displays on the right.

**Note:** Some data and entity fields or templates in OE Image are grayed out. When the fields or templates are grayed out, data cannot be entered into them.

- (5) When performing OE Image, a current field on the image may or may not be highlighted when pressing the <Ctrl>-5 key combination. The field **DOES NOT** display highlighted if entering an entity field, or if the scanner did not recognize the form. This means the area on the image is not highlighted but the cursor displays in the corresponding template field on the right side of the screen, prompting the operator for entry.
- (6) If “OE Paper Selection Menu” is selected from the “Original Entry (OE) Selection Menu”, the system lists many types of OE Paper. After entering the numeric code for the correct selection, the system does not allocate any work. Instead, the operator enters data from a paper document onto a blank work template. The blank template is on the left side while the right is blank for IRP, or displays a blank form for ACA IRP, Schedule K-1, Form 941, Form 940, and Stand-Alone Schedule R.
- (7) If the “Form Identification Selection Menu” is chosen from the “Original Entry (OE) Selection Menu”, the system lists many types of FI. After entering the numeric code for the correct selection, an image is displayed on the left and a list of form types on the right. For specific instructions on Form Identification (FI) Function, refer to the following:
- ACA IRP: IRM 3.41.267.6
  - IRP: IRM 3.41.269.4
  - Schedule K-1: IRM 3.0.101.14.5
  - Form 941, or Stand-Alone Schedule R: IRM 3.41.276.9
  - Form 940: IRM 3.41.277.8
- (8) If “OE Select Block” is chosen from the “Original Entry (OE) Selection Menu”, an “Open Block/Unit-of-Work” window appears. See Figure 3.41.274-8, Open Block/Unit-of-Work Window. For specific instructions on Selecting a Specific Unit-of-Work in Original Entry (OE), refer to the following:
- ACA IRP: IRM 3.41.267.7.6
  - IRP: IRM 3.41.269.5.4
  - Schedule K-1: IRM 3.0.101.14.6.6
  - Form 941, or Stand-Alone Schedule R: IRM 3.41.276.10.10
  - Form 940: IRM 3.41.277.9.6
- (9) If “Resume Suspended Block” is chosen from the “Original Entry (OE) Selection Menu”, a list of blocks the operator suspended is displayed. Refer to IRM 3.41.274.19, Resume Suspended Block, for specific instructions.

**Note:** If you make an incorrect choice from any item listed on the “Original Entry (OE) Selection Menu” and the system assigns a Block/UW, you need to set post-to-close using <Ctrl>-P, key combination to suspend the Block/UW.

3.41.274.14  
(01-01-2018)  
**Data Validation (DV)  
General Procedure**

- (1) Data Validation (DV) blocks or units-of-work have been scanned, imaged, or key entered in OE. Unrecognized characters appear as question marks (?) to the DV operator. Occasionally, it is necessary to have the DV block pulled and verified using the paper documents when workstation operators can not verify the information from the screen.
- (2) Follow the rules for entering data as described in the Form Specific IRM for that document type. General rules for entering information in the templates during DV are as follows:
  - a. When AUTO mode is on, the cursor moves to the next field requiring validation. If you turn AUTO off by pressing the <Ctrl>-A key combination, you can move from field to field. Cursor movement can be controlled by pressing <Enter>, <Tab>, <Ctrl>-<Tab>, the <↑> (up arrow) or the <↓> (down arrow) keys. The operator can move to the top of the template by pressing the <Ctrl>-<↑> (up arrow) key combination or move to the bottom of the template by pressing the <Ctrl>-<↓> (down arrow) key combination. The Arrow keys are in the central keypad.
  - b. If you are in AUTO mode (“Auto” is displayed in the Status Line), the cursor only stops on the fields that were flagged invalid, they are the fields presented to you for correction or verification. The document then closes and the next document requiring DV opens.
  - c. For any document requiring DV, only the templates containing invalid fields are opened. If there is an image for that template, the image is also displayed.
  - d. When a suspended block is resumed, AUTO mode must be turned on by pressing the <Ctrl>-A key combination.
- (3) For all data entered into template windows, basic validation is done for the following:
  - a. Whether the field is alpha, numeric, or alphanumeric.
  - b. Proper data format (i.e., MMDDYY for a date field. Reason: The system expands all year digits on output).

3.41.274.14.1  
(01-01-2018)  
**Moving from One  
Document to Another in  
Data Validation**

- (1) Only documents requiring DV are opened in DV. If only 45 documents out of a block of 100 are flagged for DV, only those 45 documents present to the operator for validation.
- (2) If you try to move from one document to another using <F6> for next document, and <F7> for previous document, only those documents flagged for DV are accessible.
  - a. You cannot move forward in the Block/UW to enter data in a document you have not yet worked. If you have moved backward, you may move forward, but not into documents that have not yet been worked.

**Example:** Assume you were working on document number 20 and moved backward to document number 10. You can work on document number 10 and then move forward to document 20 again. You cannot move forward beyond document 20 until that document has been perfected.

- b. If you move backward in a block by pressing <F7>, you can return to the document you were working on by pressing <F10>.

**Note:** If a correction is made, you must press<Enter>prior to pressing <F10>.

- (3) You can move to the previous document using the <Ctrl>-F7 key combination. This places the cursor in the last edited field or the last flagged field, whichever is later.

3.41.274.14.2

(01-01-2018)

#### Correcting a Field in Data Validation (DV)

- (1) You correct a field by either re-typing the whole field or by placing the cursor over the desired character and typing the new character.
- (2) Under certain conditions, fields are flagged in DV for sight verification. An actual error condition may not exist. If a correction is not necessary, simply release the field by pressing <Enter>.
- (3) If you have more than one field on a document to correct and you correct one field making the validation correct, the remaining fields of the document may be skipped.

**Example:** In IRP, when you correct Name 1, Name 2 may be skipped. If a correction is needed on Name 2, turn the AUTO Mode off to edit or correct Name 2.

- (4) For a full description of all keys and key combinations, see Exhibit 3.41.274-1, Function Key Use and Description.

3.41.274.14.3

(01-01-2018)

#### Error Message in Data Validation (DV)

- (1) The Prompt Area in the lower right corner of the Main Working window provides error messages when necessary to help in data correction. Specific messages vary depending on the application and the field you are working in.

3.41.274.14.4

(01-01-2018)

#### Validity Checks in Data Validation (DV)

- (1) SCRIPS performs validity checks on fields in the documents that come from both the scanner and OE Paper. All blocks containing documents with invalid fields present in DV. SCRIPS validates the following:
  - a. Whether there are invalid characters within a field.
  - b. Whether the field is alpha, numeric, or alphanumeric.
  - c. Field length.
  - d. Proper data format (i.e., MMDDYY for a date field. Reason: The system expands all year digits on output).
  - e. Math verification.
  - f. Validity and consistency checks specific to each application.
  - g. Cross page validations.
- (2) When you correct or validate all invalid fields on a form or document, it is released.



3.41.274.14.5

(01-01-2023)

**Data Validation (DV)  
Selection Menu**

- (1) When selecting Data Validation (DV) from the “Workstation Main Menu”, the menu window closes and a “Data Validation (DV) Selection Menu” window opens. A list of options displays. The number of option items listed in the selection menu depend on how your Supervisor or Lead profiled you. If you are profiled only for certain DV applications or functions, only those items appear in the menu window. The “Data Validation (DV) Selection Menu” options are:
    - DV Selection Menu
    - IRP 1096 Image Only
    - IRP ACA 1094 Image Only
    - Resume Suspended Blocks
    - DV Select Block
    - IRP ACA DV2 Select Block
  - (2) To initiate DV, enter the numeric code for the correct selection from the menu and press **<Enter>**. If you make an incorrect choice from the “Data Validation (DV) Selection Menu”, press the **<Alt>-X** key combination or **<Esc>** to return to the “Data Validation (DV) Selection Menu”.
  - (3) If selecting “DV Image Selection Menu” from the “Data Validation (DV) Selection Menu”, the “Data Validation (DV) Selection Menu” window closes and the “DV Selection Menu” opens. The DV Selection Menu options are:
    - IRP DV Image
    - All K-1s DV Image
    - 1041 K-1 DV Image
    - 1065 K-1 DV Image
    - 1120S K-1 DV Image
    - 941 DV Selection Menu
    - 940 DV Selection Menu
    - IRP ACA DV Selection Menu
    - Stand-Alone Schedule R DV Selection Menu
  - (4) When any DV Image is selected from the “DV Image Selection Menu”, the system allocates the first available individual document, whole block, or unit-of-work (UW) needing entry to the workstation. The true and complete image displays on the left side of the screen, while a template requiring entry, correction or verification displays on the right.
- Note:** Some data and entity fields or templates in DV Image are grayed out. When the fields or templates are grayed out, data cannot be entered into them.
- (5) When performing DV Image, a current field on the image may or may not be highlighted when pressing the **<Ctrl>-5** key combination. The field **DOES NOT** display highlighted if entering an entity field, or if the scanner did not recognize the form. This means the area on the image is not highlighted but the cursor displays in the corresponding template field on the right side of the screen, prompting the operator for entry.
  - (6) If “IRP 1096 Image Only” is chosen from the “Data Validation (DV) Selection Menu”, a UW containing up to 100 documents opens. If a document is not recognized by the scanner, a window opens that allows you to identify the image as an envelope or Form 1096. Additionally, a single image or entire block may

be removed from further processing. For specific instructions on IRP 1096 Image Only, refer to IRM 3.41.269.10.1.

- (7) If “IRP ACA 1094 Image Only” is chosen from the “Data Validation (DV) Selection Menu”, a UW containing up to 100 documents opens. If a document is not recognized by the scanner, a window opens that allows you to identify the image as a Form 1094-B or 1094-C. Additionally, a single image or entire block may be removed from further processing. For specific instructions on 1094 Image Only, refer to IRM 3.41.267.11.1.
- (8) If the option for “Resume Suspended Blocks” is chosen from the “Data Validation (DV) Selection Menu”, a listing of blocks the operator suspended are displayed. See also IRM 3.41.274.19, Resume Suspended Blocks, for specific information on resuming suspended blocks.

**Note:** *If you make an incorrect choice from the “Data Validation (DV) Selection Menu” and the system assigns you a Block/UW, you need to set post-to-close using the <Ctrl>-P, key combination to suspend the Block/UW.*

- (9) If “DV Select Block” is chosen from the “Data Validation (DV) Selection Menu”, an “Open Block/Unit-of-Work” window appears. See Figure 3.41.274-8, Open Block/Unit-of-Work Window. DV Select Block is used for DV Paper Blocks/UWs or if an operator needs to work on a specific Block/UW in DV. For specific instructions on Selecting a Specific Unit-of-Work/Block in Data Validation (DV), refer to the following:

- ACA IRP: IRM 3.41.267.8.2
- IRP: IRM 3.41.269.6.2
- Schedule K-1: IRM 3.0.101.14.7.3
- Form 940: IRM 3.41.277.10.3,
- Form 941, or Stand-Alone Schedule R: IRM 3.41.276.11.5

- (10) If “IRP ACA DV2 Select Block” is chosen from the “Data Validation (DV) Selection Menu”, an “Open Block/Unit-of-Work” window appears. See Figure 3.41.274-8, Open Block/Unit-of-Work Window. IRP ACA DV2 Select Block is used to correct blocks exceeding threshold checks previously entered.

3.41.274.15  
(01-01-2018)  
**Post to Close**

- (1) The recommended method for ending your current work session (at the end of the day, or if you are going to be away from the terminal for an extended period) is to execute a Post-to-Close command. This command allows you to complete work on the current Block/UW and then logoff.
- (2) Post-to-Close is activated by pressing <Ctrl>-P. When you press <Ctrl>-P, a message is displayed in the Prompt Area stating, “Successfully set Post-To-Close”. The system does not give you another Block/UW after you either finish or suspend the current block. Instead, the system releases or suspends the Block/UW and opens the sub-menu for the function you are performing. Such as, if you are working DV, the “DV Selection Menu” window opens.

**Note:** *After completing every unit-of-work in DV, the message window opens and asks, “Are you sure you want to release the current Unit-of-Work?” If you successfully post-to-close, you should choose “Yes.”*

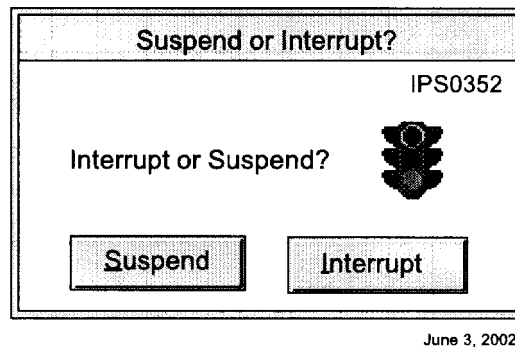


3.41.274.16  
(01-01-2018)  
**Interrupt and Resume  
Block**

- (1) You may find it necessary to interrupt a block or UW because you need to leave your workstation for a brief period of time. An Interrupt allows you to stop at any point in the Block/UW.

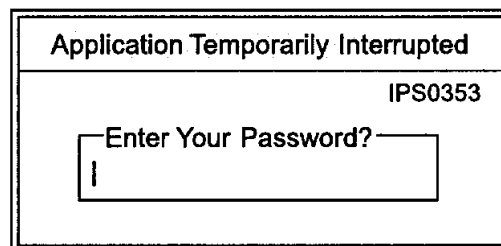
**Note:** *Since your production clock continues to run when your work is interrupted, this procedure should only be used for a very brief work stoppage (approximately five minutes or less, such as to answer the phone or ask your Supervisor a question).*

- (2) To Interrupt, follow these procedures:
- Press <F9> to open the “Suspend or Interrupt” window. This window overlays whatever is currently displayed on the screen. See Figure 3.41.274-9, Suspend or Interrupt Window.



**Figure 3.41.274-9 Suspend or Interrupt Window**

- Type "I" to activate the Interrupt command. The “Application Temporarily Interrupted” window appears telling you that your work is temporarily interrupted. This window replaces whatever is displayed on the screen. See Figure 3.41.274-10, Application Temporarily Interrupted Window.



**Figure 3.41.274-10 Application Temporarily Interrupted Window**

- (3) If you pressed <F9> and decided you do not want to interrupt or suspend, press <Esc> to continue working.
- (4) To resume work, follow these procedures:
- Enter your password into the window. (Do not include your operator ID number).

b. Press **<Enter>**.

- (5) If the password is entered correctly, the “Application Temporarily Interrupted” window closes and the window you were working in when interrupted reopens.
- (6) If you miss-type your password, an error message appears across the bottom of the “Application Temporarily Interrupted” window, stating “Invalid Password, Please wait...”. After about 8-10 seconds, the message disappears and the cursor blinks at the beginning of the password field. Enter your password again.
- (7) You may only leave your terminal in interrupt status temporarily. After a certain period of time elapses without your resuming the work, the system sends the current Block/UW to your suspended blocks and logs you off the system.

3.41.274.17

(01-01-2018)

#### Suspend Block

- (1) You may find it necessary to suspend a block or unit-of-work (UW) because either there is a problem with the block or UW, or your Supervisor or Lead asks you to work on another function, or you are unable to complete the block or UW before your end-of-shift. You can suspend a block of work by performing the following steps:

**Note:** *This procedure may be used as an alternative to interrupting work for those situations requiring a long work stoppage (such as going to a meeting, break, or lunch).*

IF YOU	THEN YOU
Want to “ <b>continue</b> ” current function	Press <b>&lt;F9&gt;</b> to Suspend
Want to “ <b>exit</b> ” current function	Press <b>&lt;Ctrl&gt;-P</b> to Post-to-Close, then <b>&lt;F9&gt;</b> to Suspend

**Note:** *Pressing **<F9>** opens the “Suspend or Interrupt?” window and the “Suspend” option is highlighted.*

Refer to Figure 3.41.274-9, Suspend or Interrupt Window.

- a. Type “S” to activate the Suspend command. A “Suspend Reason” window opens. Refer to Figure 3.41.274-11, Suspend Reason Code for Block.
- b. Select the reason you are suspending the Block/UW. The reason code “Break/Lunch” is highlighted. If you want to select a different reason, use **<↑>** (up arrow) and **<↓>** (down arrow) keys to highlight.
- c. Press the **<Enter>** key once the reason for suspending the Block/UW has been highlighted.
- d. A message window opens and displays the DLN of the Block/UW that has been successfully suspended. You may need to write the Block/UW number down unless there are special circumstances.
- e. Press **<Enter>** to close the “Suspended Block” window. If you have set post-to-close, the sub-menu for the function you are performing reopens. Otherwise, another Block/UW opens.
- f. Notify your Supervisor or Lead of any suspended block other than “Break/Lunch” or “End of Shift”.

**Suspend Code for Block: XX0200000103**

**IPS0354**

**Break/Lunch**  
**Controlled Shutdown**  
**End of Shift**  
**Invalid or Missing Image**  
**Invalid Scanline**  
**Mixed Data Mixed**  
**Tax Class Poor**  
**Quality Image**  
**Supervisor Request**

**Use the Arrow Keys to select a Suspend Reason**

**Suspend** **Cancel**

**Figure 3.41.274-11 Suspend Reason Code for Block**

3.41.274.18  
(01-01-2018)

**Suspend Reason Codes**

- (1) Choose the correct Suspend Reason Code for a block using the following guidelines:
  - a. Break/Lunch - Use this code when you take a break or go to lunch.
  - b. Controlled Shutdown - Use this code when the system is being shut down and all operators must stop work and log off.
  - c. End of Shift - Use this code when you cannot complete the Block/UW, but it is your end of shift.
  - d. Invalid or Missing Image - Use this code when the image for a document is only partially present or not present at all.
  - e. Mixed Data - Use this code when the data in the image does not match the data in the magnified field and/or the template.
  - f. Poor Quality Image - Use this code when the image quality is poor.
  - g. Supervisor Request - Use this code when the Block/UW to be suspended is at the request of your Supervisor.

Refer to Figure 3.41.274-11, Suspend Reason Code for Block

3.41.274.19  
(01-01-2018)

### Resume Suspended Block

- (1) To resume a block that you have suspended, select the “Resume Suspended Blocks” option from the OE or DV Selection menu. The “Suspended Blocks” window appears and displays the DLNs of all blocks that were suspended in that function under your Operator ID number. See Figure 3.41.274-12, Suspended Blocks Window. In addition to the DLN/SN, the following information also displays:
- Date the block was suspended.
  - Program Number of the suspended block.
  - DLN of the suspended block.
  - Reason Code for the suspension.
  - An indication of whether or not the block has been resumed. The Help areas also provides information on the meaning of the various indicators used in the window.

Suspended Blocks.....					IPS0796
Suspend Date	Program Number	DLN/SN	Suspend Reason Code	Resumed Indicator	
06/21/2011	11205	0056900000503X	NOIMG		
06/21/2011	11205	0056900000603X	SUPVSR		
06/21/2011	11140	XX0200000203	INVSL		
06/21/2011	11145	XX0200000303	SUPVS		
06/21/2011	11145	XX0200000403	TXCLASS		
06/21/2011	44340	0056920118700X	WKSTO		
06/21/2011	44340	0056920300603X	MXDATA		
06/21/2011	44386	0056920511309X	BREAK		
06/21/2011	44386	0056920622410X	ENDSHF		

Help: Use Arrow Keys to move up and down the list  
<ALT>-R To Resume Highlighted Block  
<ALT>-X To Exit

TEXT INDICATOR  
 Grey Text with Resume Indicator  
 Normal Text with Resume Indicator  
 Grey Text  
 Normal Text

BLOCK STATUS  
 Block Resumed and Completed  
 Block Resumed and Re-Suspended  
 Block Resumed by Another Operator  
 Block may be Resumed

Resume

Exit

**Figure 3.41.274-12 Suspended Blocks Window**

**Note:** If there are no blocks suspended under your operator ID, instead of the window above, you receive a message to alert you that there are no suspended blocks.

- (2) Use the <↑> (up arrow) and <↓> (down arrow) keys to highlight the block you wish to resume.
- (3) Press <Alt>-R to resume the highlighted blocks.
- (4) If the block you suspended is no longer suspended, because it was resumed by another operator or set to ready by a Supervisor or Lead, a message displays to alert you that you cannot resume that block. Press <Enter> and the displayed message disappears.
- (5) To exit "Suspended Blocks" window press <Alt>-X or <Esc>. Either the OE or DV Selection Menu opens.

3.41.274.20  
(01-01-2018)  
**Workstation Operator Statistics**

- (1) The Operator Statistics option allows the workstation operator to display or print daily performance statistics.
- (2) Select "Operator Statistics" from the "Workstation Main Menu" and press <Enter>. A window opens as shown in Figure 3.41.274-13, Operator Statistics Window.

**Figure 3.41.274-13 Operator Statistics Window**

- (3) Starting date must be entered in MMDDYYYY format.
- (4) Starting time must be entered using the 24-hour clock (also known as military time). In this timekeeping method, there is one 24-hour period instead of two 12-hour periods in a day. Minutes are still counted from 1 to 60 but you do not have to designate A.M. or P.M.

IF THE	THEN YOU	THEREFORE
Starting time is in the A.M.	Use the same digits as standard timekeeping	<ul style="list-style-type: none"> <li>8:30 A.M. becomes 0830</li> <li>11:25 A.M. becomes 1125</li> </ul>
Starting time is in the P.M.	Add 12 to the current time	<ul style="list-style-type: none"> <li>6:00 P.M. becomes 1800</li> <li>1:15 P.M. becomes 1315</li> </ul>

- (5) Enter values in the Operator Statistics window as shown below:

IF YOUR	AND YOU	THEN YOU
Work shift begins after midnight and ends before midnight	Want your current workday's statistics	Do not change displayed (today's) date and do not enter time.
Work shift begins before midnight and ends after midnight	Want your current workday's statistics	Retype the date using the date your shift started (i.e., yesterday's date) and enter the time your shift began (using the 24-hour clock).

**Note:** If an invalid date or time is entered, a message window opens. Press **<Enter>** to acknowledge the message and re-enter a correct value for that field.

(6) Press **<Alt>-P** to receive a printed copy or **<Alt>-S** to display on the screen.

**Note:** When **<Alt>-P** is pressed to send the report to the printer, a confirmation window opens, and you must press **<Enter>** to acknowledge the message.

3.41.274.20.1

(01-01-2018)

#### Operator Statistics Report

(1) The "Operator Statistics Report" lists the statistics of work you performed by Program Number and Function Code. An example of the report is shown in Figure 3.41.274-14, Current Operator Statistics Report Window.

Current Operator Statistics						
Fri Apr 03 14:24:36 20XX			IPS0355 Operator A502C			
Program Number	Function Code	Time per Job	Total Key Strokes	Keystrokes per Hour	Number Of Documents	Documents per Hour
11208	470	00:55:42	18624	7405	180	111
11145	470	02:10:12	6643	3065	2116	962
44340	470	04:41:06	10021	2567	1903	405
44386	480	00:35:01	11440	4067	95	180
Press <ESC>or ACTION/ Enter Key to Close your Statistics Window						

**Figure 3.41.274-14 Current Operator Statistics Report Window**

- (2) The first line of the "Operator Statistics Report" shows the date and time of the report and the Operator ID. The next line contains the titles of the columns in the report.
- (3) The first column shows the Program Number(s) that you worked. A summary of the Program Number(s) and their related form types used on SCRIPS are as follows:

Program Number	Form Type
44320	ACA IRP
44340	IRP
44386	1041 Schedule K-1
44387	1065 Schedule K-1
44388	1120-S Schedule K-1
11205	941 Non-Refund/Other
11206	941 Refund
11208	941 With Remit
11140	940 Perfect All Other
11141	940 Perfect Refund
11142	940 Perfect With Remit
11145	Imperfect All Other
11146	Imperfect Refund
11147	Imperfect With Remit
11620	Stand-Alone Schedule R (940, 941, and 943)
11620	943 with Schedule R

- (4) The second column is the Function Code(s) you worked. A summary of the Function Code(s) and their related functions are as follows:

Function Code	Function
460	FI
470	DV
480	OE Image
481	OE Paper

**Note:** If more than one function for a specific Program is worked, each function has a row in the “Operator Statistics Report”.

- (5) The third column of the “Operator Statistics Report” shows the time spent on each job. The time format is Hours: Minutes: Seconds.
- (6) The fourth column shows the total number of keystrokes made in each function.
- (7) The fifth column shows keystrokes per hour.



(8) The sixth column shows the total number of documents worked over the period of time covered by the report.

(9) The seventh column is number of documents worked per hour.

**Note:** *If you work less than a whole hour, Keystrokes Per Hour and Documents Per Hour project in whole hours. This means the system calculates what would have been worked in an hour at the current pace of work.*

(10) The entries in the “Operator Statistics Report” are cumulative values from the starting time of the report to the time the report is run.

(11) The operator must press <Esc> to acknowledge the report and close the window. The “Workstation Main Menu” window displays.

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Exhibit 3.41.274-1 (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Delete Characters in Field to Right of Cursor Position	<F2>	X	X	X	X	X	X	Deletes the characters in the current field to the right of the cursor position.
Delete All Characters in Field and Put Cursor at Beginning of Field	<F3>	X	X	X	X	X	X	Deletes all characters in the field and places the cursor at the beginning of the field. <ul style="list-style-type: none"> <li>Dollar amount fields - begin right</li> <li>All other fields - begin left</li> </ul>
Zoom (Toggle)	<F4>		X					<b>IRP Only:</b> This function key allows you to display a single coupon at a time instead of the full page document with 2 or 3 coupons.
Change Form Year	<F4>				X	X	X	Allows you to change the Form Year Revision for Form 940 and Schedule A, Form 941 and Schedule B, and All Schedule R forms, mis-recognized by the scanner. When the <F4> key is pressed, you receive a prompt to enter a four-digit Page Number and Form Year (PPYY). Once the PPYY is entered, the correct entry fields display.

## Exhibit 3.41.274-1 (Cont. 1) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Display Form 1096 Data	<F5>		X					<b>IRP Only:</b> When working on a Form 1099 series, Form 1098 series or Form 1097 series, this function key allows you to display the Form 1096 Filer EIN and Filer SSN to enter, change or verify these fields.
Moves Image Strip and Entry Field	<F5>	X		X	X	X	X	<b>Form 940, Form 941, Stand-Alone Schedule R and ACA IRP:</b> Allows you to move the entry field so that it appears in different places relative to the area on the scanned image.
Release Document	<F6>	X	X	X	X	X	X	Releases a document and brings up the next document in the block or UW. <b>In OE,</b> you can only release a document after all necessary work is complete. <b>In DV, when AUTO is OFF</b> the cursor is placed on the first field of the next document. <b>In DV, when AUTO is on</b> the cursor is placed in the next flagged field.
Display Prior Document	<F7>	X	X	X	X	X	X	Allows you to view the previous document in the block or UW.
Release Block/UW	<F8>	X	X	X	X	X	X	Releases a block or UW. You can only release a block or UW if all necessary work is complete in that block or UW. This key is primarily used when working OE Paper.

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## Exhibit 3.41.274-1 (Cont. 2) (01-01-2023)

### Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Interrupt or Suspend	<F9>	X	X	X	X	X	X	Allows you to either "Interrupt" or "Suspend" the block or UW you are currently working.
Return to Current Document	<F10>	X	X	X	X	X	X	Returns to the current document in the block or UW after pressing <F7> or <Home> to go to a preceding document.
Display Form Data (Toggle)	<F11>	X	X	X				<p><b>IRP:</b> Displays the upper part of Form 1096 for TIN (EIN or SSN) verification. In DV, and in certain instances OE, allows you to display the upper part of the first Form 1099 (detail document) if you are on the Form 1096.</p> <p><b>ACA IRP and Schedule K-1:</b> Displays a partial form data window showing the un-editable current Parent Entity information for the Schedule K-1 or ALE Member (Employer) information for the associated ACA IRP document.</p>

## Exhibit 3.41.274-1 (Cont. 3) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Re-Image Flag (Pull Document Flag)	<F12>	X	X					<b>IRP and ACA IRP Only:</b> Allows you to flag forms for to be pulled for re-imaging. Opens an option window that allows you to: <ul style="list-style-type: none"> <li>mark the Form 1099 /Form 1095 to be pulled or to suspend the entire submission.</li> <li>mark a Form 1096/ Form 1094 to be sent through Form 1096 Image Only/ Form 1094 Image Only because the true and complete image is not clear or complete.</li> </ul>
Auto Clear (Toggle)	<Ctrl>-<F3>	X	X	X	X	X	X	Automatically clears any field containing a “?”.
Display Assigned FI Number (Toggle)	<Ctrl>-<F4>	X	X	X	X	X	X	Allows you to display the FI number assigned at scanning.
Position Cursor in Last Edited Field of Prior Document	<Ctrl>-<F7>	X	X	X	X	X	X	<b>In DV</b> , moves the cursor to the last edited field or the last flagged field, whichever is later, on the document. <b>In OE</b> , places the cursor in the last field on the prior document.
Edit the Current Parent Entity Info	<Ctrl>-<F11>			X				<b>K-1 Only:</b> Allows you to modify the current parent entity information.

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## Exhibit 3.41.274-1 (Cont. 4) (01-01-2023)

### Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Display Magnified Image Strip (Toggle)	<Ctrl>-3	X	X	X	X	X	X	Displays a magnified image strip of the current high-lighted field in an image. Once you press the <Ctrl>-3 key combination, the magnified image strip remains displayed until you press again.
Override	<Ctrl>-4	X	X					Allows you to override mandatory field values to complete the processing of a submission.
Highlight Image Field (Toggle)	<Ctrl>-5	X	X	X	X	X	X	Allows you to toggle high-lighting of the image fields on and off. Once the high-lighting is turned off, it stays off until the operator enters a new application or turns highlighting back on by pressing the <Ctrl>-5 key combination again.  <b>Reminder:</b> For IRP, scanned as "KEYDOCID" Form 940, Form 941 and Stand Alone Schedule R after the F4 key has been used, the system does not highlight the fields.
Rotate 180 Degrees	<Ctrl>-6	X	X	X	X	X	X	Rotates the image 180 degrees.

## Exhibit 3.41.274-1 (Cont. 5) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
AUTO On/ Off (Toggle)	<Ctrl>-A	X	X	X	X	X	X	<p>Turns AUTO Mode on and off.</p> <ul style="list-style-type: none"> <li> <b>AUTO on:</b> The cursor automatically moves from the current field to the next field requiring perfection.           <p><b>Note:</b> In DV, the default mode is AUTO on.</p> </li> <li> <b>AUTO off:</b> The cursor manually moves through every field using the cursor movement keys.           <p><b>Note:</b> In OE, AUTO Mode is always turned off.</p> </li> </ul> <p>The status of AUTO is displayed in the Status Line as <b>Auto</b>.</p>
Move Cursor Back One Word	<Ctrl>-B	X	X	X	X	X	X	<p>Places the cursor at the beginning of the previous word in the current field.</p> <p><b>Note:</b> If the cursor is on any character other than the first character of a word, the cursor moves to first character of that word.</p> <p>If the cursor is on the first character of the first word in the field, then cursor does not move.</p>



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## Exhibit 3.41.274-1 (Cont. 6) (01-01-2023)

### Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Duplicate Previous Field	<Ctrl>-D	X	X	X	X	X	X	Allows you to duplicate data from same field on the previous document. <b>Reminder:</b> In IRP, the <Enter> key must be pressed after you use the <Ctrl>-D key combination.
Move Cursor Forward One Word	<Ctrl>-F	X	X	X	X	X	X	Places the cursor at the beginning of the next word in current field. If the cursor is on any character of the last word in the field, then the cursor does not move.
Go To a Requested Document Number	<Ctrl>-G	X		X	X	X	X	<b>Managerial Review and Document Review only:</b> After a document is opened, the Go To key combination opens a query window requesting the document number to where you want to go, and allows you the selection of any document in that UW (e.g., #5 in a UW).
Reduces Image Strip	<Ctrl>-L	X	X	X	X	X	X	Reduces the size of the scanned image strip that appears above the entry field. (After pressing <Ctrl>-M to enlarge.)
Enlarge Image Strip	<Ctrl>-M	X	X	X	X	X	X	Enlarges the size of the scanned image strip that appears above the entry field.

Exhibit 3.41.274-1 (Cont. 7) (01-01-2023)

Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Post-To- Close	<Ctrl>-P	X	X	X	X	X	X	Notifies the system to stop work on the current function at the end of the current block or UW. When work is complete, the menu window of the current function appears.

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Exhibit 3.41.274-1 (Cont. 8) (01-01-2023)

Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Skip to Field	<ul style="list-style-type: none"> <li>• &lt;Ctrl&gt;-S</li> <li>• &lt;;&gt; Semi-Colon</li> </ul>	X	X	X	X	X	X	<p>Allows you to skip to the next MUST ENTER (required) field or skip to a specified (asterisk) field.</p> <p><b>IRP:</b> Available for all Form 1099 after the Account Number field has been released in OE, and only after the last flagged field has been corrected in DV. If all the fields prior to the Account Number have been corrected, pressing this key allows you to skip to an asterisk field.</p> <p><b>K-1:</b> Allows you to bypass the money fields and go to the parent EIN, if there are no flags in the prior fields requiring correction.</p> <p><b>Form 940, Form 941, and Stand-Alone Schedule R:</b> Allows you to skip out of the Code and Edit fields (Form 940 and Form 941), skip to the asterisk fields within the Schedule A (Form 940) or Schedule B (Form 941) within the document if there are no flags in the prior fields requiring correction or move to the first field in each column on Schedule R (Form 940/941/943).</p> <p><b>ACA IRP:</b> Allows you to skip to the asterisk fields within the document if there are no flags in the prior fields requiring correction.</p>
Percent Sign (For In-Care-of)	<ul style="list-style-type: none"> <li>• &lt;Shift&gt;-5</li> <li>• &lt;~&gt; (Tilde)</li> </ul>	X	X	X	X	X		<p>Inserts a Percent Sign (%) in the In-Care-of Name or Name Line 2 field.</p>

## Exhibit 3.41.274-1 (Cont. 9) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Field Release	<Enter>	X	X	X	X	X	X	Accepts the content of the current field or allows you to release a field without entering any data. (Moves to the next field.) You can use either the <Enter> key in the Main keypad or the <Enter> key in the Numeric keypad to perform this function.
Return to Previous Menu	<ul style="list-style-type: none"> <li>• &lt;Esc&gt;</li> <li>• &lt;Alt&gt;-X</li> </ul>	X	X	X	X	X	X	<p>Allows you to go back to the previous menu or window, if a menu or window selection was made in error and the wrong window opens.</p> <p><b>Note:</b> The &lt;Esc&gt; key does not work after you have selected an individual application, such as IRP.</p>

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Exhibit 3.41.274-1 (Cont. 10) (01-01-2023)

Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Numeric On/Off (Toggle)	<Shift>	X	X	X	X	X	X	<p>When pressed and held, turns the Main keypad Numeric mode on and off, including the embedded keypad.</p> <ul style="list-style-type: none"> <li>Alpha characters may be entered in numeric fields. (this refers to the embedded keys)</li> <li>Numeric characters may be entered in alphanumeric fields.</li> </ul> <p>While the Numeric mode is turned on, an indicator field in the Status Line displays "Num". When Numeric mode is turned off, the indicator field is blank. The keyboard is programmed to default to a field character type, meaning Numeric is automatically turned on and off as needed.</p> <ul style="list-style-type: none"> <li>In an alpha field, Numeric is off.</li> <li>In numeric fields, Numeric is on.</li> <li>In alphanumeric fields, Numeric is off but you can type numeric characters by pressing and holding the &lt;Shift&gt; key and typing the characters.</li> </ul>

## Exhibit 3.41.274-1 (Cont. 11) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Delete Character at Current Position	<ul style="list-style-type: none"> <li>• &lt;Delete&gt; (Central Keypad)</li> <li>• &lt;Del&gt; (Numeric Keypad)</li> </ul>	X	X	X	X	X	X	<p>Allows you to delete the character at the current cursor position in the field.</p> <p><b>Note:</b> If you use the &lt;Del&gt; key in the Numeric Keypad, the Num Lock must be off.</p>
Delete Document or Unit-of-Work	<Ctrl>-<Shift>-<Delete>/<Del>	X	X	X	X	X	X	<p><b>IRP/ACA IRP:</b> This key combination allows you to delete an IRP/ACA IRP UW. Whether you are on a Form 1096 or a Form 1099/Form 1094 or Form 1095, when you use this key combination, all submissions from that entire IRP/ACA IRP UW mark for deletion.</p> <p><b>All other programs:</b> This key combination can be used at any time in OE or DV and performs the function of deleting a single document from a UW.</p>
Move Cursor to Next Field	<ul style="list-style-type: none"> <li>• &lt;↓&gt; Down Arrow (Central Keypad)</li> <li>• &lt;↓&gt; Down Arrow (Numeric Keypad)</li> </ul>	X	X	X	X	X	X	<p><b>In DV, when AUTO is OFF,</b> the cursor moves to the next field following the field the cursor is in currently.</p> <p><b>In DV, when AUTO is ON and in OE,</b> the cursor moves to the next required field in the document/ submission.</p> <p><b>Note:</b> If you use the &lt;↓&gt; Down Arrow key in the Numeric Keypad, the Num Lock must be off.</p>

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## Exhibit 3.41.274-1 (Cont. 12) (01-01-2023)

### Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Re-position to Bottom of Form	<Ctrl>- <↓>Down Arrow	X	X					Moves the cursor to the first character in the last field that is enabled at the bottom of a template.
Move Data Down	<Shift>-<↓> Down Arrow		X					Allows data to be moved from Name Line 1 to Name Line 2, or from Name Line 2 to the Street Address field. (The field the data is being moved to must be blank.)
Move to Last Document Worked	<ul style="list-style-type: none"> <li>• &lt;End&gt; (Central Keypad)</li> <li>• &lt;End&gt; (Numeric Keypad)</li> </ul>	X	X					<p><b>When AUTO is OFF</b>, this key allows you to move to the last document in the block or UW that was worked.</p> <p><b>Note:</b> If you use the &lt;End&gt; key in the Numeric Keypad, the Num Lock must be off.</p>
Move to First Document in Block/UW	<ul style="list-style-type: none"> <li>• &lt;Home&gt; (Central Keypad)</li> <li>• &lt;Home&gt; (Numeric Keypad)</li> </ul>	X	X					<p><b>When AUTO is OFF</b>, this key allows you to move to the 1096/1094 in a UW.</p> <p><b>Note:</b> If you use the &lt;Home&gt; key in the Numeric Keypad, the Num Lock must be off.</p>



## Exhibit 3.41.274-1 (Cont. 13) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Num Lock On/Off (Toggle)	<Num Lock> (Numeric Keypad)	X	X	X	X	X	X	<p>&lt;Num Lock&gt; is a toggle that turns the separate numeric keypad on and off. When Num Lock is on, the separate numeric keypad can be used for numbers. When Num Lock is off, the movement keys can be typed.</p> <p>The default mode is Num Lock turned on. While Num Lock is turned on, a small indicator light is lit above the &lt;Num Lock&gt; key. When Num Lock is off, the indicator light is not lit.</p>
Insert character at Current Cursor Position	<ul style="list-style-type: none"> <li>&lt;Insert&gt; (Central Keypad)</li> <li>&lt;Ins&gt; (Numeric Keypad)</li> </ul>	X	X	X	X	X	X	<p>Allows you to toggle the keyboard between over-strike mode and insert mode to enable you to insert a character to the left of the current cursor position in the field. Once you have inserted the character, you must press one of these keys again to get out of the insert mode. The status of the insert key is displayed in the Status Line as "Ins".</p> <p><b>Note:</b> If you use the &lt;Ins&gt; key in the Numeric Keypad, the Num Lock must be off.</p>

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Exhibit 3.41.274-1 (Cont. 14) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Print Screen	<Print Scrn>	X	X	X	X	X	X	Found on or above the central keypad. Allows you to print out what is displayed on the monitor screen at the time you press this key. After you press this key, a confirmation window displays containing the text "Are you sure? (Y/N)." Selection of "Y" prints the screen. Selection of "N" aborts the print.
Move Cursor Left One Character	<←> Left Arrow	X	X	X	X	X	X	Moves the cursor to the left one character position from the current cursor position. <b>Note:</b> The movement is repeated as long as the key is continually pressed or until the end of the field is reached.
Position cursor at Beginning of field	<ul style="list-style-type: none"> <li>• &lt;Ctrl&gt;-&lt;←&gt; Left Arrow (Central Keypad)</li> <li>• &lt;Ctrl&gt;-&lt;←&gt; Left Arrow (Numeric Keypad)</li> <li>• &lt;Home&gt; (Central Keypad)</li> </ul>	X	X	X	X	X	X	<b>When AUTO is ON,</b> positions the cursor at the left most position in a field. <b>Note:</b> If you use the <Home> key or the <←> Left Arrow key in the Numeric Keypad, the Num Lock must be off.

## Exhibit 3.41.274-1 (Cont. 15) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Move Cursor Right One Character	<→> Right Arrow	X	X	X	X	X	X	Moves the cursor to the right one character position from the current cursor position.  <b>Note:</b> The movement is repeated as long as the key is continually pressed or until the end of the field is reached.
Position Cursor at End of field	<ul style="list-style-type: none"> <li>• &lt;Ctrl&gt;-&lt;→&gt;Right Arrow (Central Keypad)</li> <li>• &lt;Ctrl&gt;-&lt;→&gt; Right Arrow (Numeric Keypad)</li> <li>• &lt;End&gt; (Central Keypad)</li> </ul>	X	X	X	X	X	X	<b>When AUTO is ON,</b> positions the cursor at the right most position in a field.  <b>Note:</b> If you use the <End> key or the <→> Right Arrow key in the Numeric Keypad, the Num Lock must be off.
Move to Next Field	<Tab>	X	X	X	X	X	X	Moves the cursor to the next field. When the cursor moves to the next field, the contents of the current field are accepted by the system.
Move to Previous Field	<Ctrl>-<Tab>	X	X	X	X	X	X	Moves the cursor to the previous field. If the cursor is in the first field of a document, pressing this key combination causes the cursor to move to the first field of the previous document/submission.

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Exhibit 3.41.274-1 (Cont. 16) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Move Cursor to Preceding Field	<ul style="list-style-type: none"> <li>• &lt;↑&gt; Up Arrow (Central Keypad)</li> <li>• &lt;↑&gt; Up Arrow (Numeric Keypad)</li> </ul>	X	X	X	X	X	X	<p><b>In DV with AUTO on</b>, the cursor moves to the previous field. If the cursor is in the first flagged field, it remains on that field.</p> <p><b>In DV with AUTO off</b>, this key moves the cursor to the previous field. If the cursor is in the first flagged field, it moves to the last field of the previous document/submission.</p> <p><b>In OE</b> this key moves the cursor to the previous field. If the cursor is in the first field, it remains on the first field.</p> <p><b>Note:</b> If you use the (↑) Up Arrow key in the Numeric Keypad, the Num Lock must be off.</p>
Re-position to Top of Form	<Ctrl>-<↑> Up Arrow	X	X					Moves the cursor to the first character in the first field that is enabled at the top of a template. <b>This action turns AUTO off.</b>
Move Data Up	<Shift>-<↑> Up Arrow		X					Allows data to be moved from Name 2 to Name 1, or from the Street Address field to the Name 2 field. (The field the data is being moved to must be blank.)
Image Strip	<Ctrl>-<Shift>-<↑>, <↓>, <←>, <→> Arrow keys	X	X	X	X	X	X	Allows you to move the image when it is not lined up to display the correct area in the Image Strip. Holds the position for the current image.

## Exhibit 3.41.274-1 (Cont. 17) (01-01-2023)

## Function Key Use and Description by Form Type

Key Function	Key Assigned	ACA IRP	IRP	K-1	940	941	Stand- Alone Schedule R	Description
Move One Document Forward in Block/UW or Go to Next Page	<ul style="list-style-type: none"> <li>• &lt;Page Down&gt; (Central Keypad)</li> <li>• &lt;Pg Dn&gt; (Numeric Keypad)</li> </ul>	X	X	X	X	X	X	<p><b>IRP/ACA IRP: When AUTO is off,</b> Allows you to move forward one document in a UW.</p> <p><b>Form 940, Form 941, and Stand-Alone Schedule R:</b> Allows you to move between page 1, page 2 and Schedule A (Form 940) or page 1, page 2, page 3 and Schedule B (Form 941) and/or also Schedule R (Form 940/941/943).</p> <p><b>Document Review:</b> Displays the next page.</p> <p><b>Note:</b> If you use the &lt;Pg Dn&gt; key in the Numeric Keypad, the Num Lock must be off.</p>
Move One Document Back in Block/UW or Go to Previous Page	<ul style="list-style-type: none"> <li>• &lt;Page Up&gt; (Central Keypad)</li> <li>• &lt;Pg Up&gt; (Numeric Keypad)</li> </ul>	X	X	X	X	X	X	<p><b>IRP/ACA IRP: When AUTO is off,</b> this key allows you to move forward one document in a UW.</p> <p><b>Form 940, Form 941, and Stand-Alone Schedule R:</b> This key allows you to move between page 1, page 2 and Schedule A (Form 940) or page 1, page 2, page 3 and Schedule B (Form 941) and/or also Schedule R (Form 940/941/943).</p> <p><b>Document Review:</b> Displays the next page.</p> <p><b>Note:</b> If you use the &lt;Pg Dn&gt; key in the Numeric Keypad, the Num Lock must be off.</p>

**Exhibit 3.41.274-2 (01-01-2022)**  
**Consolidated List of Acronyms**

<b>Acronym</b>	<b>Definition</b>
ACA	Affordable Care Act
AU	Automatic Mode
BBTS	Batch Block Tracking System
CCC	Computer Condition Code
DCO	Data Conversion Operation
DLN	Document Locator Number
DV	Data Validation
ERS	Error Resolution System
FI	Forms Identification
IN	Insert Mode
IRM	Internal Revenue Manual
IRP	Information Returns Processing
ISRP	Integrated Submission and Remittance Processing System
NU	Numeric Mode
OCR	Optical Character Recognition
OE	Original Entry
P&A	Planning and Analysis
PCD	Program Completion Date
QR	Quality Review
R&C	Receipt and Control Operation
SCRIPS	Service Center Recognition/Image Processing System
SN	Sequence Number
SSME	System Software Maintenance Engineer
UW	Unit-of-Work

