DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
Washington, DC 20224

SMALL BUSINESS / SELF-EMPLOYED DIVISION

Date of Issuance: 09-15-2025

Control Number: SBSE-04-0925-0055
Expiration Date: 09-15-2027
Affected IRMs: 4.10.2, 4.10.5

MEMORANDUM FOR: AREA DIRECTORS, SB/SE FIELD EXAMINATION
LB&I PRACTICE AREA DIRECTORS

FROM: Heather J. Yocum /s/ Heather J. Yocum
Director, Examination Field and Campus Policy
Acting Director, Specialty Examination Policy

SUBJECT: Interim Guidance on Requesting Information and Documents from Taxpayers

This memorandum issues interim guidance on requesting information and documents from taxpayers until IRM 4.10.2, Pre-Contact Responsibilities, and IRM 4.10.5, Required Filing Checks, are published. Please ensure this information is distributed to all affected employees within your organization.

Purpose: In an effort to minimize taxpayer burden, guidance is being issued to expand on current IRS policy that requests for information and documents should be specific and avoid requesting more information than is essential to resolve the issues identified; and examiners should use internal sources of information when conducting the examination (e.g., to complete required filing checks, conduct minimum income probes, identify large, unusual, or questionable (LUQ) items, etc.).

Background: This interim guidance memorandum (IGM) is being issued as a result of Treasury Inspector General for Tax Administration (TIGTA) audit #2025300032, Taxpayer Burden in the Examination Process, in which the Internal Revenue Service (IRS) agreed with TIGTA's recommendation to expand on current guidance that examiners should avoid requesting more information than necessary from taxpayers during examinations.

Procedural Change: See Attachment 1 and Attachment 2 for procedural changes.

Effect on Other Documents: This guidance will be incorporated into IRM 4.10.2 and IRM 4.10.5 within two years of issuance.

Effective Date: This guidance is effective as of 09/15/2025.

Contact: Ronald Zarriello, Acting Program Manager, Examination Field and Campus Policy, Field Examination General Processes.

Distribution: www.irs.gov

Attachments:
Attachment 1 – IRM 4.10.2
Attachment 2 – IRM 4.10.5

Attachment Interim Guidance: SBSE-04-0925-0055

Attachment 1 – IRM 4.10.2, Pre-Contact Responsibilities

The following changes are hereby effective 09-15-2025 for IRM 4.10.2.

IRM 4.10.2.10.1
Requesting Information or Documents from the Taxpayer

(1) On office examination cases, the examiners will prepare the Form 4564 to mail to the taxpayer with the initial contact letter. On field examination cases the Form 4564 will generally be sent with the appointment confirmation letter. See IRM 4.10.2.8.1.1, Office Examination Initial Contact, and IRM 4.10.2.8.1.2, Field Examination Initial Contact.

a. The Form 4564 and/or issues may be discussed with the taxpayer during the initial telephone call. See IRM 4.10.2.8.2, Initial Telephone Conversation.
b. During the discussion, the examiner will explain to the taxpayer that the examination will be facilitated by having the information and documentation organized before the initial interview.

(2) The Form 4564 will be used to document all requested information and documents needed to support items being examined. The Form 4564 will list the specific records, information, and documents the taxpayer should have available on or before the initial interview.

(3) Examiners must evaluate the need for documents on a case-by-case basis. Examiners must always carefully consider what data is necessary based on the facts and circumstances of each case. To minimize taxpayer burden, requests should avoid requesting information that is already in the IRS's possession (e.g., copies of tax returns available on Employee User Portal (EUP) or information returns available on Information Returns Processing (IRP) – see IRM 4.10.5.2.1, Filing Verification, and IRM 4.10.5.2.2, Internal Sources of Information), must be specific, and must avoid requesting more information than is essential to resolve the issues identified.

(4) Facts in each case will determine what is considered an adequate description of the requested data. A Form 4564 must sufficiently specify the type of books, papers, records, or other data. The request should also include the particular activity and time period. For example:

a. Records to support the depreciation expense on keypunch presses as claimed on XYZ Manufacturing Company's federal income tax returns for taxable years ending March 31, 2022 and March 31, 2023. Records should include, but are not limited to: Purchase invoices, receipts and any other evidence to verify cost and ownership of the assets; documentation to show the date the assets were first placed in service; copy of depreciation schedules for tax year ending March 31, 2022, March 31, 2023, and subsequent tax years.
b. Bank records, including bank statements, relative to income, as reported by the XYZ Corporation on its federal income tax returns for the taxable years ending February 15, 2022 and February 15, 2023. Include the records for the month prior to this period and the month following this period.

(5) It is advisable to include a statement on the Form 4564 indicating that the examiner may request additional records as the examination progresses. This may help prevent a misunderstanding about the scope and depth of the examination.

(6) Examiners may have access to pro-forma type IDRs that include a list of items which are commonly requested in examinations. Use of these pro-forma IDRs is acceptable; however, the examiner **must** modify the pro-forma Form 4564 to include only items that are relevant to the return under examination and essential to resolve the issues identified.

(7) The examiner may use either the electronic published products catalog version or a computer generated (e.g., RGS, IMS, etc.) Form 4564. The three-part form is designed to provide a taxpayer file copy; a copy for the taxpayer to submit with the records; and a requester file copy (i.e., copy for the case file).

(8) The Form 4564 must always include a date for submission of the requested information or documents.

(9) If it is necessary to make a second request for the same information or documents, enter the date(s) of previous request(s) in the appropriate space.

Attachment 2 – IRM 4.10.5, Required Filing Checks

The following changes are hereby effective 09-15-2025 for IRM 4.10.5.

IRM 4.10.5.2.1
Filing Verification

(1) Examiners must verify that all returns within the taxpayer's sphere of influence are filed. Returns include, but are not limited to:

- Prior and subsequent year returns.
- Related income tax returns.
- Information returns (e.g., Form 1099, Form 926, Form 1095-B, etc.).
- Employment tax returns.
- Gift tax returns.
- Excise tax returns.
- Pension plan returns.

(2) To minimize taxpayer burden, examiners must use internal sources of information (see IRM 4.10.5.2.2, Internal Sources of Information) to the greatest extent possible to complete required filing checks. If additional return information is needed **after** analysis of internal sources of information (e.g., non-transcribed return data for specific line items, schedules, or forms), the return should be requested from either the taxpayer or the Campus (paper filed returns) for inspection.

Note: Examiners should not routinely request copies of tax returns from taxpayers. Generally, returns should only be requested from the taxpayer when the information cannot be obtained from internal sources. See IRM 4.10.2.10.1, Requesting Information or Documents from the Taxpayer, for additional information**.**

IRM 4.10.5.2.2
Internal Sources of Information

(1) Internal sources can be used to determine the taxpayer's compliance with filing requirements. Refer to the Internal Sources of Information page in the Required Filing Checks book, for additional information. Examples of internal sources of information include:

- Compliance Data Environment (CDE). See IRM 4.103.1, CDE Application and Procedures.
- Corporate Files On Line (CFOL). See IRM 3.13.5.101, Overview Corporate Files On-Line (CFOL) Command Codes.
- Integrated Data Retrieval System (IDRS). See IRM 2.3.1, Section Titles and Command Codes for IDRS Terminal Responses.

Note: Additional IDRS commands are listed in Job Aid – Internal Sources of Information.

- Modernized e-File (MeF). See IRM 21.2.1.22, Modernized e-File (MeF/TRDB).
- yK1. See the Overview – yK1 page in the Field Case Selection book.
- CDW Knowledge Graph Environment (CKGE). See the CDW Knowledge Graph Environment (CKGE) website.
- Case Built File (CBF) Information (LB&I only). See IRM 4.46.3.2.4(1)(c), Planning - Return Assignment. Also see Case Built File - (CBF) on the LB&I Source page.
- LB&I Image Net (LIN) (LB&I only) – See the LBI Image Net (LIN) book on the Exam Systems Knowledge Base.

> **Note:** Some of these sources (e.g., MeF, CDE, etc.) are available through the Employee User Portal (EUP). See IRM 2.25.2.2, Definitions, for more information.

Caution: UNAX WARNING: Access to and inspection of paper and electronic taxpayer records are only allowed when the information is needed to carry out assigned tax administration duties as set forth in IRC 7213A. Specifically, IRS employees may access taxpayer information only when there is a "need to know" the information for their tax administration duties. Additionally, employees are not allowed to access taxpayer records when their involvement in a tax matter could cause a possible financial conflict of interest, or when they have a personal relationship or an outside business relationship that could raise questions about their impartiality in handling the tax matter. See Document 10281, Safeguarding Taxpayer Records Renewing Our Commitment - UNAX Employee Booklet, for additional guidance.