**IRM PROCEDURAL UPDATE**

**DATE: 07/01/2025**

**NUMBER: sbse-05-0725-3447**

**SUBJECT: Collection Operations Transcript Processing**

**AFFECTED IRM(s)/SUBSECTION(s): 5.19.10**

**CHANGE(s):**

**IRM 5.19.10.5.14 - New Pending IA procedures.**

(1) A pending IA transcript generates when there is an unreversed pending IA (TC 971 AC 043) for the following situations:

- A TC 971 AC 043 has been open for over 26 weekly cycles, unless a module is in status 26 (assigned to a revenue officer), or a bankruptcy or collection due process is posted.
- A bankruptcy or collection due process is reopened without resolving a TC 971 AC 043 after 26 cycles.
- A module updates from status 12 to any other status without resolving a TC 971 AC 043 within 26 cycles unless it is updated to status 26.

(2) A pending IA CNC Transcript generates when a module is closed as currently not collectible (TC530) with an unreversed TC 971 AC 043.

(3) A pending IA status 26 transcript generates when a module is moved from status 26 to status 24 with an unreversed TC 971 AC 043.

(4) The purpose of the transcripts is to determine the proper disposition of the unresolved pending IA.

(5) The transcript must be worked within 45 business days.

(6) A transcript will continue to generate every 12 cycles until the unreversed pending IA is resolved, unless the AMS transcript is unresolved.

**IRM 5.19.10.5.14.1 - New Pending IA procedures.**

(1) Confirm TC 971 AC 043 is unreversed for all modules. If TC 971 AC 043 is reversed (followed by a TC 972 AC 043 or TC 971 AC 063), no action is required. Close the transcript.

(2) If a module has an open control for an IA request, email the employee assigned to the module to advise of the unreversed pending IA. Cc the manager. No additional action is required, close the pending IA transcript. For any other open controls see IRM 5.19.5.7.1.4, Processing cases with Open Control Bases on TXMODA for additional information.

**Note:** An open control for an IA request may have the following activity codes: IAPND, INDREV, IAREJMMDD, or IAREJXXXX.

(3) For status 22 accounts, if the account is assigned to S5, R5, or R6 inventory listing and there is no expired suspense date, no additional action is required. Close the pending IA transcript.

(4) Determine if referral/redirect is required for IA request. See IRM 5.19.1.4.1, Account Actions Referral/Redirects.

**Example:** Account has modules in status 22 with an unreversed pending IA. However, amount owed exceeds ACS authority levels. Follow procedures in IRM 5.19.1.4.1, Account Actions on Referral/ Redirects, to refer the account to the field. Close out the transcript after transferring the account to the field.

**Example:** Account has modules in status 53. Pending IA was input after TC 530 and TC 531 is input to reverse the TC 530, see IRM 5.19.10.5.14.1 (9). However, account exceeds CSCO authority levels. Transfer the transcript to ACSS after TC 531 and STAUP 2200 is input.

(5) If there is no open control for an IA request or an expired suspense date on S5, R5 or R6 inventory listing, and no referral/redirect is required, research AMS, TXMODA and ENMOD, history to verify pending IA criteria is met. See IRM 5.19.1.6.4.7, Pending IA Criteria.

**Note:** If TXMODA research shows module was previously in status 26 when TC 971 AC 043 was input transfer account to the field and close out the transcript. See IRM 5.19.10.5.14.1.3, Pending IA ST 26 Transcript.

(6) If the original request does not meet pending IA criteria, see IRM 5.19.1.6.4.7.1, Requests Not Meeting Pending IA Criteria, for procedures on advising the taxpayer that their request does not meet pending IA criteria. After Letter 2272-C, Installment Agreement (IA) Cannot be Considered/ Extension to Pay Cannot be Considered, is mailed, input a TC 972 AC 043 with the same transaction date as the unreversed TC 971 AC 043. Close the transcript.

(7) If there is no account history of a pending IA request, mail Letter 2272-C. Use open paragraph provided by HQ for this scenario until the letter can be updated. After Letter 2272C is mailed, input a TC 972 AC 043 with the same transaction date as the unreversed TC 971 AC 043. Follow procedures in IRM 5.19.1.6.4.7.1 (6), Requests Not Meeting Pending IA Criteria, to reassign the account. Close the transcript.

(8) Private Debt Collection (PDC) cases should be worked as normal. The account will be systemically recalled when the account meets one of the PDC exclusion in IRM 5.19.1.5.21.3.1, Legislative Exclusions to Private Debt Collection Criteria.

(9) Review the account status to determine the next action to work the transcript:

| **If module status is...** | **And...** | **Then...** |
|---|---|---|
| 43 and 44 (combat zone and military deferment) | TC 971 AC 043 transaction date is before an unreversed TC 500 | No action is required. The pending IA request should not be worked while the taxpayer is in a combat zone or military deferment. Close the transcript. |
| 43 and 44 (combat zone and military deferment) | TC 971 AC 043 transaction date is after an unreversed TC 500 | The TC 971 AC 043 does not meet pending IA criteria, see IRM 5.19.10.6.5.8, Combat Zone Installment Agreement and short Term Payment Plans. Mail Letter 2272-C, Input a TC 972 AC 043 with the same date as the unreversed TC 971 AC 043. Close the transcript. |
| 53 (currently not collectable) | TC 971 AC 043 transaction date is before the TC 530 date | See IRM 5.19.10.5.14.1.1, Pending IA Currently Not Collectible Transcript. |
| 53 (currently not collectable) | TC 971 AC 043 transaction date is before or after a TC 530 closing code 14 (combat zone) | See combat zone module status above, for more information. |
| 53 (currently not collectable) | TC 971 AC 043 transaction date is before a TC 530 CC 05 (expired CSED) | Contact the originator of the TC 530 to advise of the unreversed TC 971 AC 043. |
| 53 (currently not collectable) | TC 971 AC 043 transaction date is dated after the TC 530 CC 05 (expired CSED) | Reverse the TC 971 AC 043 with a TC 972 AC 043 using the same date of input. |
| 53 (currently not collectable) | TC 971 AC 043 transaction date is after any other TC 530 transaction date that caused CNC closure not previously listed. | Reverse the CNC closure and continue to work the pending IA request. See IRM 5.19.17.2.12, Reversal of CNC Status and IRM 5.19.1.6.4, Installment Agreements (IAs). |
| 71 (offer in compromise) | TC 971 AC 043 transaction date is before the TC 480 date. | Input a TC 972 AC 043 with the date the TC 480 is input. |

| If module status is... | And... | Then... |
|---|---|---|
| | | **Note:** Form 656, Offer In Compromise, was updated in April 2024 to inform taxpayers that requesting an offer in compromise withdraws a pending IA request. |
| 71 (offer in compromise) | TC 971 AC 043 transaction date is after TC 480 date. | It does not meet pending IA criteria. See IRM 5.19.1.6.4.7,Pending IA Criteria. Input a TC 972 AC 043 with the same date as the unreversed TC 971 AC 043. |
| 72 (bankruptcy, appeals, or litigation) | N/A | See IRM 5.19.10.5.14.1.2, Pending IA with status 72. |
| 12 (satisfied Liability) | Status 12 was caused by a TC 608 (expired CSED) and the TC 971 AC 043 was input before the expired CSED date. | See IRM 5.19.10.5.14.1.4, CSED Issues and Pending IA Transcripts. |
| 12 (satisfied Liability) | If status 12 is caused by full payment, adjustment, or abatement. | Input a TC 972 AC 043 with the date the module updated to status 12.<br><br>**Note:** As of June 30, 2025 master file systemically inputs a TC 972 AC 043 with the date a module is updated to status 12, unless caused by a TC 608 (expired CSED). |
| 12 (satisfied Liability) | TC 971 AC 043 is dated after the account updated to status 12. | No action is required. A new pending IA transcript will generate after additional tax assessed. |
| Status 22 (ACS), 23 (tolerance), 24 (queue), or any notice status. | N/A | Continue processing the pending IA request. See IRM 5.19.1.6.4, Installment Agreements (IAs). |

**Caution:** There may be several modules with a TC 971 AC 043 and the status of each module must be considered when processing the pending IA request.

**Example:** A TC 971 AC 043 is posted to a post-petition module in a notice status. However, another module is in status 72 due to bankruptcy. Refer account to CIO to determine if the TC 971 AC 043 on the post petition module should be processed. See IRM 5.19.1.5.2.2, Insolvency - Short-Term Payment Plan/IA Requests on Post Petition Periods.

**Reminder:** A TC 971 AC 043 may have been input when a module was in a previous status and the previous status must be considered when resolving the request.

**Example:** A module is now in status 22. However, the TC 971 AC 043 was previously erroneously input while the taxpayer was in a combat zone. See combat zone status rows above for additional information.

**IRM 5.19.10.5.14.1.1 - New Pending IA procedures.**

(1) A Pending IA CNC transcript will generate if an account is closed with a TC 530 without addressing an unreversed TC 971 AC 043.

(2) Review account history to confirm if unresolved pending IA was resolved before CNC closure. If a withdrawal of the IA request was previously secured, input a TC 972 AC 043. See IRM 5.19.1.6.4.19.1, Withdrawal of IA Requests. If pending IA was previously rejected with appeal rights, input a TC 972 AC 043. See IRM 5.19.1.6.4.11, Rejected IA Suspense File.

(3) If a withdrawal was not secured or IA was not previously rejected with appeal rights, review the following table:

| If 530 closing code is... | Then... |
|---|---|
| 24-32 (hardship) | Submit pending IA request proposal to IAR for rejection. See IRM 5.19.1.6.4.10, Proposal to Reject IA to Independent Review. If IAR agrees with the decision to reject IA, send Letter 2272-C, to inform the taxpayer of the rejection. Use paragraph provided by HQ for this scenario until the letter can be updated. |
| 03 (unable to locate), 12 (unable to contact), 08 (deceased), CC 10 (defunct corporation), 09 (tolerance), and 39 (shelved) | Continue to process the pending IA request. See IRM 5.19.1.6.4, Installment Agreements (IAs) |

**IRM 5.19.10.5.14.1.2 - New Pending IA procedures.**

(1) Review module to determine why the account is in status 72. Check for an unreversed TC 520 and note the closing code. Review the following table to determine the next step based on the closing code.

| If 520 closing code is... | And... | Then... |
|---|---|---|
| 60-67,81,83-89 (bankruptcy closing codes) | TC 971 AC 043 transaction date is before the TC 520 transaction date. | No action required. A pending IA transcript will generate 26 cycles after the bankruptcy if the pending IA is not resolved. |
| 60-67, 81, 83-89 (bankruptcy closing codes) | TC 971 AC 043 transaction date is after the TC 520 transaction date. | • The TC 971 AC 043 may have been input in error. A pending IA is not processable during bankruptcy. A pending IA is also not processable for post-petition tax liabilities, unless the IA request meets guaranteed IA criteria. See IRM 5.19.1.6.4.7, Pending IA Criteria and IRM 5.19.1.6.4.7.1, Requests Not Meeting Pending IA Criteria.<br>• If input in error, input a TC 972 AC 043 with the same transaction date as the TC 971 AC 043 to reverse the TC 971 AC 043.<br>Mail Letter 2272C. See IRM 5.19.1.6.4.7.1, Requests Not Meeting Pending IA Criteria. |
| 76 or 77 (appeals) | TC 971 AC 043 is input before or after the TC 520. | No action is required. A transcript will generate 26 weekly cycles after the appeals closure, if the pending IA request is still unreversed. |
| 70, 73, 80 or 82 (litigation) | TC 971 AC 043 is input before or after the TC 520. | If an unreversed pending IA is input before or after the TC 520, contact Advisory on SERP Who/Where for Advisory to resolve the unreversed pending IA. Close the transcript after contacting Advisory. |

**IRM 5.19.10.5.14.1.3 - New Pending IA procedures.**

(1) A pending IA status 26 transcript is generated if a module changes from status 26 to status 24 without resolving a pending IA.

(2) Verify the TC 971 AC 043 is still unreversed.

(3) If a pending IA was previously input during status 26, transfer the account to the field. See IRM 5.19.1.4.1, Account Actions on Referral/Redirects, for procedures to transfer account to the field. Close out the transcript after the account is transferred.

**IRM 5.19.10.5.14.1.4 - New Pending IA procedures.**

(1) The CSED is suspended while the IA request is pending. See IRM 5.1.19.3.5, Installment Agreements (IAs). However, a TC 971 AC 043 does not cause a blank CSED on IDRS. Therefore, the CSED may erroneously expire if the TC 971 AC 043 is not resolved before the CSED.

(2) If the CSED erroneously expires and a module is now in status 12, continue to process the pending IA request. See IRM 5.19.1.5.14.1, If the pending IA request is processable, follow procedures in IRM 5.19.1.6.4, Installment Agreements (IAs) to process the request.

(3) Input a TC 972 AC 043 using the applicable dates listed in IRM 5.19.10.5.14.1, Processing Pending IA Transcripts, and IRM 5.19.1.6.4, Installment Agreements (IAs). IDRS will systemically update the CSED for the module after a TC 972 AC 043 is input.

**Note:** If approving the IA request, input a TC 972 AC 043 to the status 12 module before establishing the IA to allow IDRS to systemically update the CSED and reestablish the module on IDRS.