IRM PROCEDURAL UPDATE

DATE: 03/14/2025

NUMBER: ts-21-0325-0374

SUBJECT: Updates to Refund Trace and Limited Payability

AFFECTED IRM(s)/SUBSECTION(s): 21.4.2

CHANGE(s):

IRM 21.4.2.4(5) - Updated to revise procedures when taxpayers address does not match CC ENMOD. Changes made to clarify information.

(5) For IMF only taxpayers, you may accept oral statement if they meet **all** the following conditions:

- Refund issue date (TC 846 date) is within 12 months of the current date for paper checks, or 6 years for direct deposit.
- Caller is the taxpayer or the taxpayer's authorized representative.
- Tax return filed is an Individual tax return.
- All filing statuses including **Married Filing Joint** (MFJ).

  Note: For MFJ taxpayers, the caller must verify that **neither** spouse cashed the refund check, and this verification must be notated as a history item on AMS.

- Direct deposit issued at least **5 calendar days** prior to inquiry and the taxpayer has already contacted the financial institution to check on the status of the refund; or issuance of the refund check was at least **four weeks** prior to inquiry (nine weeks if it's a foreign address); or the taxpayer states the check was received and then lost, stolen, or destroyed, then no time frame would be involved.
- **The account does not have unresolved RIVO/IDT involvement, including, but not limited to, the bank leads program.** See IRM 25.25.8.7, Responding to Taxpayer Inquiries, for additional information.
- Taxpayers with valid TIN.
- Taxpayer's account does not contain a TC 841 or TC 740 on the module for this specific refund.
- Taxpayer resides at the address currently on record (CC ENMOD). If taxpayer's address is different from the address on record **DO NOT** change the address unless the taxpayer meets oral statement criteria for changing the address. See IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes, for guidance.
  If you **can** update the address per oral statement, input CC CHKCL using the new address to begin the refund trace.

If you **cannot** update the address per oral statement, DO NOT input CC CHKCL.
-Advise the taxpayer that Form 3911 , Taxpayer Statement Regarding Refund, is available through the internet on IRS.gov. See IRM 21.3.6.4.2, Other Methods of Obtaining Forms and Publications.
-Advise the taxpayer they can either mail or fax their request. Provide the address and fax number of the IRS campus Refund Inquiry function associated to the taxpayer's state of residency.
-Advise the taxpayer they will be contacted by the Refund Inquiry Unit within 6 weeks for a paper refund check, or 120 days for a direct deposit refund, from the date the Form 3911 is received. For fax numbers and addresses, see Refund Inquiry Unit Addresses, located on SERP under the Who/Where tab.
-If the taxpayer cannot obtain the form online, advise the taxpayer you can mail or fax them a form. Use of the IAT Missing Refund (CHKCL) tool is mandatory when sending the Form 3911 to the taxpayer. Be sure to verify the taxpayer's mailing address. If taxpayer has moved since filing their return and their current address is not on record (CC ENMOD), DO NOT UPDATE ADDRESS ON CC ENMOD.
-When speaking to the taxpayer or their authorized representative, advise the taxpayer they must sign the Form 3911. For joint returns, both taxpayers must sign. An acceptable signature may be handwritten, electronic or digital.
-If surviving spouse, advise the taxpayer to add **Surviving Spouse** on the decedent's signature line. See IRM 21.6.6.2.21.2 (1), Processing Decedent Account Refunds, for Form 1310 requirements.

Note: Accept a written statement for CC CHKCL input provided all criteria above are met and the correspondence is signed by the taxpayer or their authorized representative. For joint returns, both taxpayers must sign.

Reminder: Form 3911 can be used as written documentation to change a taxpayer's address. Upon receipt of Form 3911, update the address and input CC CHKCL. However, if the refund check was returned undelivered by the Postal Service, do not input CC CHKCL. See IRM 21.4.3.5.3, Undeliverable Refund Checks.

Note: Refer to IRM 21.1.3, Operational Guidelines Overview, for the appropriate disclosure authorization procedures.

Caution: Additional taxpayer authentication is required on modules where RIVO or CI-SDC indicators are present **and** a CP 53 series notice was issued (e.g., CP 53, 53A, 53B, 53C, or 53D) for the tax period in question. Follow the procedures in IRM 21.1.3.2.4, Additional Taxpayer Authentication, and refer to IRM 25.25.12.9, Limited Direct Deposit Refund Procedures. See IRM 21.4.1.5.8.1, Direct Deposit Reject Reason Codes, for additional CP 53 notice series information. If the caller cannot authenticate, provide the caller the toll-free appointment number, 844-545-5640, to schedule an appointment at one of the Taxpayer Assistance Centers (TACs), (Hours of operation: 7:00 a.m. to 7:00 p.m. local time; Hawaii and Alaska follow Pacific Time Zone). For non TPP calls, taxpayers may check their records and call back.

IRM 21.4.2.4.1(1) a, b, c, d, f - Updated to incorporate procedures for working CII inventory. Change made due to CII integration to Refund Inquiry inventory.
(1) If the contact does not meet oral statement criteria:

a. If the refund time frame prescribed in IRM 21.4.1.4.4, Refund Issued But Lost, Stolen, Destroyed or Not Received, has been met, advise the taxpayer that Form 3911, Taxpayer Statement Regarding Refund, is available through the internet on IRS.gov. See IRM 21.3.6.4.2, Other Methods of Obtaining Forms and Publications. If the taxpayer cannot obtain the form online, advise the taxpayer you can mail or fax them a form. Use of the IAT Missing Refund (CHKCL) tool is mandatory when sending the Form 3911 to the taxpayer. Be sure to verify the taxpayer's mailing address. If taxpayer has moved since filing their return and their current address is not on record (Command Code (CC) ENMOD), advise the taxpayer the form is available on IRS.gov. DO NOT UPDATE ADDRESS ON CC ENMOD unless the taxpayer meets oral statement criteria. See IRM 21.1.3.20.1, IMF and BMF Oral Statement Address Changes.

   Caution: Refunds cannot be systemically issued to a temporary address. If the address provided is a temporary address, a manual refund is required.

   Caution: Do not initiate a refund trace over the phone if there is open IDT involvement on the account. See IRM 25.23.12.4.1, Telephone Inquiries Regarding Identity Theft Victim Assistance (IDTVA)Tax-Related Cases, for additional information. If the IDT involvement is closed, see paragraph 2 below.

   Reminder: If the refund was issued as a manual refund (TC 840), OSA can't be accepted.

   Caution: # [redacted] #

   Note: Regardless of RIVO involvement, do not reassign a Form 3911 unless the specific criteria mentioned above is met. If the case meets RIVO criteria, follow the appropriate procedures based on case status.

b. When speaking to the taxpayer or their authorized representative, advise the taxpayer they must sign the Form 3911. For joint returns, both taxpayers must sign. An acceptable signature may be handwritten, electronic or digital. If surviving spouse, advise the taxpayer to add "Surviving Spouse" on the decedent's signature line. See IRM 21.6.6.2.21.2 (1), Processing Decedent Account Refunds, for Form 1310 requirements.

Note: Form 3911 signed by anyone other than the taxpayer or their authorized representative, will be returned as incomplete following procedures in IRM 21.4.2.3.3, Form 8599, Request for Missing Information Regarding Refund.

c. When speaking to the taxpayer or their authorized representative, advise the taxpayer they can either mail or fax their request. Provide the address and fax number of the IRS campus Refund Inquiry function associated to the taxpayer's state of residency. Advise the taxpayer they will be contacted by the Refund Inquiry Unit within 6 weeks for a paper refund check, or 120 days for a direct deposit refund, from the date the Form 3911 is received. For fax numbers and addresses, see Refund Inquiry Unit Addresses, located on SERP under the Who/Where tab.
d. Using the Integrated Automation Technologies (IAT) Missing Refund (CHKCL) tool or Account Management Services (AMS), input the following history item on the account - "H,39112TP".
e. If forwarding the Form 3911 to another Service Center with an open Refund Inquiry Unit control, create a history item stating "39112XX", using CC ACTON.

Note: XX in the above history item stands for Service Center (SC), the service center abbreviations are as follows:
Andover = AN
Atlanta = AT
Austin = AU
Brookhaven = BR
Cincinnati = CI
Kansas City = KC
Fresno = FR
Memphis = ME
Ogden = OG
Philadelphia = PH

IRM 21.4.2.4.1(3) b - Updated to remove note for Form 3911 which is scanned to CII as TPRQ, as all Form 3911 are scanned as Form 3911. Change made due to CII integration to Refund Inquiry inventory.

IRM 21.4.2.4.1(3) c - Updated to incorporate procedures for reassigning CII inventory to the Refund Inquiry Site Specialized Holding Numbers. Change made due to CII integration to Refund Inquiry inventory.

(3) For paper inquiries, accept a written statement for CC CHKCL input provided all criteria in IRM 21.4.2.4 (5) are met and the correspondence is signed by the taxpayer or their authorized representative. For joint returns, both taxpayers must sign. If criteria is not met, or the correspondence is not signed, reply to the correspondence and advise the taxpayer to file Form 3911, Taxpayer Statement Regarding Refund, which is available through the internet on IRS.gov. Using AMS or Correspondence Imaging Inventory (CII) case note, input the following history item on the account - **"Form 3911 needed"**.

a. If a physical paper Form 3911 is received and an identity theft case is open, follow procedures in IRM 21.5.1.4.10, Classified Waste, to destroy the Form 3911. If received in CII, leave a case note indicating IDT involvement, and close the CII case. Do not correspond with the taxpayer, IDT will address refunds paid to an invalid taxpayer and allow valid refunds to be issued, when appropriate.
b. If a Form 3911 is scanned into CII, and you are not a Refund Inquiry employee, review the form for completeness. Form 3911 should have lines 1,2,3, and 7, as well as appropriate signatures, to be considered complete. If Form 3911 is incomplete, correspond for the missing information following procedures in IRM 21.4.2.3.3, Form 8599, Request for Missing Information Regarding Refund. For joint returns, both taxpayers must sign. Update CC ENMOD if an address change is required. If paper refund is **less than** one year old or refund was direct deposit, follow procedures in IRM 21.4.2.4.2, Input Command Code (CC) CHKCL, to input CC CHKCL.

   Reminder: A control base must remain **open** pending the trace process, which can take up to 120 days for direct deposits and 6 weeks for paper checks.

c. If paper refund is **more than** one year old, **or** taxpayer is requesting a refund trace for a combination of both, the Form 3911 must be worked by Refund Inquiry Unit for limited pay procedures to be completed. If received in CII, update document type to **Refund Inquiry Correspondence** category 3911, and the program code to 01040. Reassign the case to the Refund Inquiry Site Specialized number based on the first 2 digits of the TC 971 AC 011 DLN. For holding numbers see Refund Inquiry Site Specialized Holding Numbers, located on SERP under the Who/Where tab.

   Reminder: If previous claim can be found in CII, link new correspondence to original claim prior to reassignment.

d. If a Form 3911 is received requesting a trace be completed on an account for which either no refund issued or the refund in question is not posted, follow procedures in IRM 21.3.3.3.4, Quality and Timely Responses, to advise taxpayer of the status of their account or that the refund was not issued on the account. For physical paper Form 3911, destroy the Form 3911 following procedures in IRM 21.5.1.4.10, Classified Waste. For CII cases, after capturing the **request completed** screen of CC LETER, close your case.

e. If forwarding a physical paper Form 3911 to another Service Center with an open Refund Inquiry Unit control, create a history item stating **"39112XX"** (XX=SC), using CC ACTON. See note above for a listing of SC abbreviations to be used.
f. For specific guidance for handling CII cases, see IRM 21.5.1.5, Correspondence Imaging Inventory (CII) Procedures.

IRM 21.4.2.4.4(1) box 12 - Updated to incorporate procedures for reassigning CII inventory to the Refund Inquiry Site Specialized Holding Numbers. Change made due to CII integration to Refund Inquiry inventory.

IRM 21.4.2.4.4(1) box 13 - Updated to incorporate procedures for reassigning CII inventory to the Refund Inquiry Site Specialized Holding Numbers. Change made due to CII integration to Refund Inquiry inventory.

(1) The taxpayer or their authorized representative, may subsequently inquire, either by phone or in correspondence, after initiation of a refund trace on their missing refund check or non-receipt of a direct deposit refund. Determine if the taxpayer expected to receive their refund as a paper check or direct deposit. Use the following table in your attempt to resolve the taxpayer's issues. If no TC 971 AC 011, for the refund in question, is posted after the TC 846 date, see IRM 21.4.2.4, Refund Trace Actions.

Reminder: The "MEMO-MONEY-AMT" field of the TC 971 AC 011, which indicates a previous trace, indicates the dollar amount of the refund being traced.

Note: In the chart below if it states, "your affiliated RI unit", Puerto Rico will send their IMF IRM-directed Forms 4442/e-4442 to the Brookhaven Campus Refund Inquiry unit and all BMF IRM-directed Forms 4442/e-4442 will be referred to the Cincinnati Campus Refund Inquiry unit.

Note: If the taxpayer meets hardship criteria, refer to IRM 21.1.3.18, Taxpayer Advocate Service (TAS) Guidelines, and IRM 13.1.7.4, Exceptions to Taxpayer Advocate Service Criteria, before referring to TAS.

Row	If	And	Then
1	Taxpayer calls to check the status of their refund trace	The refund was issued as a paper check	1. Research IDRS to determine the disposition code of the claim. Follow the procedures for the appropriate disposition code. See Exhibit 21.4.2-5, Disposition and Status Codes — Additional Action Time Frames, for more information. 2. If it has been longer than six weeks since the refund trace was started and there is no

			disposition code or you cannot resolve the taxpayer's inquiry, send Form 4442/e-4442 to the Refund Inquiry Unit which either now controls the case, or to your affiliated RI unit if there is no current control base. Select **Referral Type**: **IRM**, **IRM Category**: **Refund**, **Sub-category**: **Refund Trace-Subsequent Contact** and **Reason**: **Other or Complex Issue/Training Specialization**. Under notes section, include pertinent information. Verify taxpayer's telephone number and address. Advise the taxpayer to expect a response within **30 days**.
2	Taxpayer calls to check the status of a direct deposit refund trace	Less than 90 days from the Activity Code **3911TORDCC**	Advise the taxpayer banks are allowed up to **90 days** to respond to our request for information, from the date of the CC CHKCL input. **Note:** While banks may have 90 days to respond, it may take up to 120 days for resolution.
3	Taxpayer calls to check the status of a direct deposit refund trace	90 days or more from the Activity Code **3911TORDCC**	1. Research IDRS to determine the disposition code of the claim. Follow the procedures for the appropriate disposition code. See Exhibit 21.4.2-5, Disposition and Status Codes — Additional Action Time Frames, for more information. 2. If there is no disposition code or you cannot resolve the taxpayer's inquiry, send Form 4442/e-4442 to the Refund Inquiry Unit which either now controls the case, or to your affiliated RI unit if there is no current control base. Select **Referral Type**: **IRM**, **IRM Category**: **Refund**, **Sub-category**: **Refund Trace-**

			Subsequent Contact and **Reason**: **Other or Complex Issue/Training Specialization**.. Under notes section, include pertinent information. Verify taxpayer's telephone number and address. Advise the taxpayer to expect a response within **30 days**.
4	Taxpayer finds their paper refund check after Form 3911, Taxpayer Statement Regarding Refund, was sent, or a refund trace was initiated per oral statement authority	no content	1. Determine if the CC CHKCL action can be interrupted. See Note below for CHKCL TERUP time frame. **Note:** A refund trace cannot be interrupted if the campus deadline to "DQ" the trace has passed. Per IRM 2.4.23.2 (5), General Overview for Command Code CHKCL/CHKCLR, CC TERUPC can only be done on the same day of input. 2. If it is too late to cancel the trace and the trace was valid, advise the taxpayer to wait for a replacement check and return the original when the replacement is received. If the original check is found and cashed, advise the taxpayer to return the replacement check. See IRM 21.4.3.5.4, Returned Refund Check Procedures, for information. Input a History Item on CC TXMOD saying **"CHKFOUND"**. 3. If the CC CHKCL was input today and the TERUP can be completed (this action requires same day contact with the site that completed the input of CC CHKCL), advise the taxpayer the refund trace can be

			cancelled, and the check can be cashed.
5	Taxpayer locates their direct deposit refund after Form 3911, Taxpayer Statement Regarding Refund, was sent, or a refund trace was initiated per oral statement authority	no content	1. Determine if the CC CHKCL action can be interrupted. See Note below for CHKCL TERUP time frame. **Note:** A refund trace cannot be interrupted if the campus deadline to "DQ" the trace has passed. Per IRM 2.4.23.2 (5), General Overview for Command Code CHKCL/CHKCLR, CC TERUPC can only be done on the same day of input. 2. If it is too late to cancel the trace and the trace was valid, advise the taxpayer to contact their bank regarding the trace and request assistance. Input a History Item on CC TXMOD saying **"DEPFOUND"**. 3. If the CC CHKCL was input today and the TERUP can be completed (this action requires same day contact with the site that completed the input of CC CHKCL), advise the taxpayer the refund trace can be cancelled, and the direct deposited funds can be used.
6	Taxpayer received FS Form 1133, Claim Against the United States for the Proceeds of a U.S. Treasury Check.	Check was cashed by someone other than the taxpayer	**Advise** the taxpayer to complete the claim form (FS Form 1133) and return it to the Bureau of the Fiscal Service (BFS) to pursue the claim. **Note:** If the taxpayer needs assistance with FS Form 1133, provide the taxpayer with the BFS Check Claims Branch toll-free number, 855-868-0151 between the hours of 8:00 a.m. and 4:30 p.m. ET Monday - Friday. Advise to press option 1, then option 1 again. Both English and Spanish speaking

			assistance is available on the Check Claims toll free number.
7	Taxpayer received FS Form 1133, Claim Against the United States for the Proceeds of a U.S. Treasury Check	Check attached to the FS Form 1133 does not belong to the taxpayer	**Advise** the taxpayer to contact the BFS Check Claims Branch toll-free number, 855-868-0151 between the hours of 8:00 a.m. and 4:30 p.m. ET Monday - Friday to report the incorrect check received. Advise to press option 1, then option 1 again. Both English and Spanish speaking assistance is available on the Check Claims toll free number.
8	Taxpayer received FS Form 1133, Claim Against the United States for the Proceeds of a U.S. Treasury Check	Does not wish to pursue the claim	**Advise** the taxpayer no further action is required. Taxpayer may keep the copy of the check for personal records.
9	Account shows category PAID	Taxpayer states they did not receive the FS Form 1133	1. Research CII for a closed case. If found determine if FS Form 1133 has been attached, if attached provide taxpayer with a copy either by mail or fax. 2. If no prior CII case is found or FS Form 1133 is not attached to a prior CII case, then **advise** the taxpayer to contact the BFS Check Claims Branch toll-free number, 855-868-0151 between the hours of 8:00 a.m. and 4:30 p.m. ET Monday - Friday to request FS Form 1133 be sent to them. Advise to press option 1, then option 1 again. Both English and Spanish speaking assistance is available on the Check Claims toll free number.
10	Taxpayer finds the original check	Also received a replacement check	**Advise** the taxpayer to return the original as soon as possible. See IRM 21.4.3.5.4, Returned Refund Check Procedures, for information. Input a History Item on CC TXMOD saying "CHKFOUND".

11	Taxpayer sends correspondence to check the status of their refund trace	A TC 971 AC 011 is posted after the TC 846 date	1. Use information from the boxes above to research the account. 2. Follow procedures in IRM 21.3.3.3.4, Quality and Timely Responses, to advise taxpayer of the current status of their refund trace. For CII cases, after capturing the **request completed** screen of CC LETER, close your case.
12	Taxpayer's reply to 206C letter requesting additional information is received in CII	A TC 971 AC 011 is posted after the TC 846 date	Update document type to **Refund Inquiry Correspondence** category 3911, and the program code to 01040. Reassign the case to the Refund Inquiry Site Specialized number based on the first 2 digits of the TC 971 AC 011 DLN. For holding numbers see Refund Inquiry Site Specialized Holding Numbers, located on SERP under the Who/Where tab. **Reminder:** If previous claim can be found in CII, link new correspondence to original claim prior to reassignment.
13	Taxpayer's completed FS Form 1133 is received in CII	A TC 971 AC 011 is posted after the TC 846 date	Update document type to **Refund Inquiry Correspondence** category 3911, and the program code to 01040. Reassign the case to the Refund Inquiry Site Specialized number based on the first 2 digits of the TC 971 AC 011 DLN. For holding numbers see Refund Inquiry Site Specialized Holding Numbers, located on SERP under the Who/Where tab. **Reminder:** If previous claim can be found in CII, link new correspondence to original claim prior to reassignment.
14	Taxpayer was issued a replacement check by BFS	Taxpayer states they did not receive the replacement check	**Advise** the taxpayer to contact the BFS Check Claims Branch toll-free number, 855-868-0151 between the hours of 8:00 a.m. and 4:30 p.m. ET Monday - Friday to request FS Form 1133 be sent to them. Advise to press option 1, then option 1 again. Both English and Spanish speaking

			assistance is available on the Check Claims toll free number.

Note: If you are unable to determine where an employee is located, refer to the IUUD:IDRS UNIT & USR DATABASE and Discovery Directory. When faxing Form 4442/e-4442, you must use the fax number provided in the IRM if one is available. If a fax number is not available, refer to the fax number for the appropriate function shown on the Form 4442 Referral Fax Numbers on the SERP Who/Where page. For additional information regarding preparing Form 4442/e-4442 and sending to the responsible Refund Inquiry function, see IRM 21.3.5.4.3, How to Transmit/Route Referrals to Another Office/Function.

IRM 21.4.2.4.4.1(1) a note- Updated to incorporate information that TAS does not have authority over BFS. Changes made to clarify information.

(1) If a subsequent claim has been initiated, AND CC CHKCL was input, THEN complete the following:

a. If the Disposition Code "11" is on IDRS, research CII for a closed case. If found determine if FS Form 1133 has been attached, if attached provide taxpayer with a copy either by mail or fax. If no CII case can be located then provide the check information (check and serial numbers) using CC IMFOL# and have the taxpayer contact the Bureau of the Fiscal Service (BFS). They can be reached by phone at 855-868-0151 (press option 1, then option 1) between the hours of 8:00 a.m. and 4:30 p.m. ET Monday - Friday. Advise the taxpayer that they offer English and Spanish speaking assistance. Refer to Exhibit 21.4.2-2, Disposition Code Chart - Refund Inquiry Employee Actions, and Exhibit 21.4.2-5, Disposition and Status Codes - Additional Action Time Frames, to identify codes.
   If the taxpayer prefers, they can send a letter to BFS at:

   Department of Treasury
   Bureau of the Fiscal Service
   Check Resolution Division
   P.O. Box 51318
   Philadelphia, PA 19115-6318

   Note: Do not provide the phone number and address of BFS's Check Claims Branch to taxpayers who received a direct deposit refund. The Check Claims Branch deals only with paper checks and cannot help with direct deposit refunds.

   Note: For **Refund Inquiry Units**, if a copy of the claim form is available on the Payment Details tab in TCIS, provide a copy of the claim form to the taxpayer without referring them to the BFS. To avoid erroneous responses, do not send FS Form 1133 as an attachment in your closing letter, send under separate cover without a return envelope. If working the claim through

CII, attach a copy of the FS Form 1133 to the CII case and follow IRM 21.5.1.5.1(8), CII General Guidelines, and capture the "request completed" screen of the CC LETER request.

Note: The Taxpayer Advocate Service (TAS) is an **independent** organization within the Internal Revenue Service (IRS), led by the National Taxpayer Advocate. **TAS does not have authority over BFS. Once a case has been transferred or is under the authority of the BFS, TAS has limited authority to act on behalf of the taxpayer.**

b. If you cannot determine the disposition code (history has fallen off IDRS), a TC 971 AC 011 is on the module and the refund does not meet Limited Payability criteria, provide the check information (check and serial numbers) using CC IMFOL# and refer the taxpayer to BFS per paragraph (1) (a) above.
c. Close the case.

IRM 21.4.2.4.7(5) - Updated to incorporate new procedures for working limited payability cases to replace sending Letter 206C with sending Form 13818 to the taxpayer. Changes made due to updated procedures.

(5) All LP claims received after the 15th day of the 14th month must be processed by the IRS. Take the following actions:

a. Research the Treasury Check Information System (TCIS) for a copy of the check. If the check is not available on the TCIS system and BFS records show the refund check is still outstanding, see IRM 21.4.2.4.7 (9) below.

   Note: If the check in TCIS appears altered (e.g., different name on check, different money amount which is not supported by account research, etc.) proceed to IRM 21.4.2.4.11 (9), Limited Payability: Taxpayer Disputes/Check Cashed/Possible Forgery.

b. If check is available on the TCIS system, print a copy of the check.

   Note: If working a CII case, enter the CII ID on the upper left corner of the first page of the check copy page and save, then print the document to be sent to the taxpayer.

c. Prepare and send Form 13818, Limited Payability Claim Against the United States for the Proceeds of an Internal Revenue Refund Check. Include the return address information for your Refund Inquiry function on page 1 of the Form 13818. Complete the following fields before sending Form 13818 to the taxpayer:

FIELD	Field Description
Date	Today’s Date

FIELD	Field Description
Tax Examiner	IDRS number of TE preparing the form and who will work Form 13818 response. See IRM 3.13.2.2.1, Identification Requirements for IRS Employees, for more information
Payee name and address	Name and address to which check was issued
Check amount	Amount of check
Symbol number	4-digit check symbol number
Check number	8-digit check serial number
Date of check	Issued date of check (i.e., date printed on check)
Tax Year	Tax period from which refund was issued
Form	Form for which refund was issued

d. Provide the taxpayer with a copy of the negotiated refund check secured from TCIS. Also attach copies of both the Form 13818 and refund check secured to your case file.

   Note: If working a CII case, enter the CII ID on the Form 13818, in the upper left corner above the form number (not on the cover page) and save. Attach a copy of the Form 13818 and a copy of the negotiated refund check to the CII case.

e. Input a TC 971 AC 011 on CC TXMOD using the date you secure the check, the money amount of the check in the FREEZE-RELEASE-AMT field and a **3** in the MISC CODE field.
f. Notate "F13818TOTP" in the activity field of your open control.
g. Change the category code on your CII case to 3858. If working a physical paper case, update the category code to 3858 on IDRS.
h. Suspend the case allowing 45 days for domestic taxpayers to respond and 70 days for overseas taxpayers.
i. When response is received, proceed to IRM 21.4.2.4.11, Limited Payability: Taxpayer Disputes/Check Cashed/Possible Forgery, and take appropriate action.
j. If no response, leave a case note in CII indicating no reply to Form 13818 and close case. If working a physical paper case, close case with TC 290 .00 using case file as a source document.

   Note: If response is received after case is closed, do not reopen a case from CII archives. Reopening cases from CII archives may create an overage case. Instead of reopening an archived case, you may utilize the create case option in CII to create a new case based on the taxpayer's contact and link the newly opened CII case to the related archived case(s).

(6) For prisoner refund checks that are stamped by their facility (ex: jail, prison, detention center), send Letter 206C, Refund Inquiry; Copy of Check Requested or Provided/Check Being Traced Form 13818, to provide the taxpayer with a copy of the check. Include paragraph **Y** along with an open paragraph with the following

suggested verbiage *"Our records indicate that the check was cashed by your facility. Please speak with your facility for assistance with your refund."*

Note: If working a CII case, follow IRM 21.5.1.5.1(8), CII General Guidelines, and capture the "request completed" screen of the CC LETER request. After letter is attached if no other actions are needed, close your case.

IRM 21.4.2.4.11(3) a - Updated to incorporate providing the Refund Inquiry address on the Form 13818 and remove the requirement to send a return envelope. Changes made due to updated procedures.

(3) If you are **unable** to make a determination, or no signature appears on the check:

a. If not already done, send Form 13818, Limited Payability Claim Against the United States for the Proceeds of an Internal Revenue Refund Check. Include the return address information for your Refund Inquiry function on page 1 of the form. Complete the following fields before sending Form 13818 to the taxpayer:

FIELD	Field Description
Date	Today's Date
Tax Examiner	IDRS number of TE preparing the form and who will work Form 13818 response. See IRM 3.13.2.2.1, Identification Requirements for IRS Employees, for more information
Payee name and address	Name and address to which check was issued
Check amount	Amount of check
Symbol number	4-digit check symbol number
Check number	8-digit check serial number
Date of check	Issued date of check (i.e., date printed on check)
Tax Year	Tax period from which refund was issued
Form	Form for which refund was issued

b. Provide the taxpayer with a copy of the negotiated refund check secured from TCIS. Also attach copies of both the Form 13818 and refund check secured to your case file.

   Note: If working a CII case, enter the CII ID on the upper left corner of the first page of Form 13818 and save. Attach a copy of the Form 13818 and a copy of the negotiated refund check to the CII case

c. Notate "F13818TOTP" in the activity field of your open control, **do not** change the category code on IDRS. Suspend the case allowing 45 days for domestic taxpayers to respond and 70 days for overseas taxpayers.

d. If no response, leave a case note in CII and close case. If working a physical paper case, close case with TC 290 .00 using case file as a source document.

   Note: If response is received after case is closed, do not reopen a case from CII archives. Reopening cases from CII archives may create an overage case. Instead of reopening an archived case, you may utilize the create case option in CII to create a new case based on the taxpayer's contact and link the newly opened CII case to the related archived case(s).

e. If a current address is unavailable or transposition errors not found, if working a physical paper case, update the control base with Activity Code **"NONEWADDR"** and close the base. Destroy the Form 13818 as classified waste per IRM 21.5.1.4.10, Classified Waste. If working the case in CII, leave a case note indicating current address is unavailable or transposition errors not found and close the case.

IRM 21.4.2.4.13(1) - Updated to incorporate procedures to leave AMS narrative or CII case note with the EXACT explanation or verbiage of what's written on the CDN. Changes made to clarify information.

(1) Once it is determined a refund check has been cashed and BFS decides whether to honor the payee’s check claim, the disposition information is sent to the Refund Inquiry function on an BFS CDN. As of March 30, 1998, BFS issues replacement settlement checks directly to the taxpayer on refunds determined to be forged or when appropriate, issues denial letters.

Note: For all actions below, do not reopen a case from CII archives. Reopening cases from CII archives may create an overage case. Instead of reopening an archived case, you may utilize the create case option in CII to create a new case based on the taxpayer's contact and link the newly opened CII case to the related archived case(s). Update AMS narrative or CII case note with the EXACT explanation or verbiage of what's written on the CDN.

Reminder: When sending letters to the taxpayer follow IRM 21.5.1.5.1(8), CII General Guidelines, and capture the "request completed" screen of the CC LETER request.

IRM 21.4.2.4.13(11) - Updated to advise any CDN that is informational only or a duplication should be destroyed. Changes made to clarify information.

(11) Any CDN that is informational only or a duplication should be destroyed as classified waste without taking a case count. The following list of examples is not all inclusive.

Note: The **Close As MISC** button allows a user to close case(s) by not counting them as a closure in CII reporting. **Close As MISC** button closes the CII case and updates the category code to MISC (in IDRS only), while closing the IDRS control base.

- Alleged forgery being investigated. More information to follow.
- Settlement is not recommended at this time. A request has been made to the payee for additional examples of their signature.
- Appeal received. Further review is necessary to determine what action should be taken.
- Settlement is not recommended at this time, pending further review by the United States Secret Service.

Exhibit 21.4.2-1(2) e - Updated to revise procedures when taxpayers address does not match CC ENMOD. Changes made to clarify information.

(2) Assistors are authorized to input CC CHKCL based on an oral statement authority (OSA) from the taxpayer if **all** the following conditions are met:

Note: If the taxpayer does not meet oral statement criteria, advise the taxpayer that Form 3911, Taxpayer Statement Regarding Refund, is available through the internet on IRS.gov. See IRM 21.3.6.4.2, Other Methods of Obtaining Forms and Publications. If the taxpayer cannot obtain the form online, advise the taxpayer you can mail or fax them a form. Use of the IAT Missing Refund (CHKCL) tool is mandatory when sending the Form 3911 to the taxpayer. Be sure to verify the taxpayer's mailing address. If taxpayer has moved since filing their return and their current address is not on record (CC ENMOD), DO NOT UPDATE ADDRESS ON CC ENMOD. Advise the taxpayer to file Form 3911. See IRM 21.4.2.4 (5), Refund Trace Actions, for fax options.

a. The IMF paper check was scheduled for mail out **four weeks** prior to taxpayer's contact (**nine weeks** for a foreign address) or their direct deposit was issued at least five calendar days prior to contact. Use the table below to determine the IMF paper check mail out date or the direct deposit date. Input immediately if taxpayer says the check was received but lost, stolen, or destroyed.

Refund issued as	Determine date issued
IMF paper check	For current year and all prior year IMF returns, the issue/mailing date is found on CC IMFOLT on the line below the TC 846 as "RFND-PAY-DATE", and on CC TXMOD on the line below the TC 846 as "RFND-PYMT-DT>".
IMF direct deposit	For all current and prior year IMF returns, the deposit date is found on CC IMFOLT on the line below the TC

	846 as "RFND-PAY-DATE", and on CC TXMOD on the line below the TC 846 as "RFND-PYMT-DT>".
Accelerated Cycle as a check prior to January 1, 2012	See dates in Item (11) listed below.

b. **The systemic refund (TC 846) paper refund date must be 12 months or less from current date, direct deposit refund must be 6 years or less from current date.**
c. Valid TIN.

Note: If the return has been resequenced, CC CHKCL must be entered on the original TIN the refund was issued on.

d. Tax return filed can be an individual or business tax return.
e. Taxpayer resides at the address currently on record (CC ENMOD). If taxpayer's address is different from the address on record **DO NOT** change the address unless the taxpayer meets oral statement criteria for changing the address. See IRM 21.1.3.20.1 , IMF and BMF Oral Statement Address Changes, for guidance.
If you **can** update the address per oral statement, input CC CHKCL using the new address to begin the refund trace.
If you **cannot** update the address per oral statement, DO NOT input CC CHKCL.
-Advise the taxpayer that Form 3911 , Taxpayer Statement Regarding Refund, is available through the internet on IRS.gov. See IRM 21.3.6.4.2, Other Methods of Obtaining Forms and Publications.
-Advise the taxpayer they can either mail or fax their request. Provide the address and fax number of the IRS campus Refund Inquiry function associated to the taxpayer's state of residency. For fax numbers and addresses, see Refund Inquiry Unit Addresses, located on SERP under the Who/Where tab.
-Advise the taxpayer they will be contacted by the Refund Inquiry Unit within 6 weeks for a paper refund check, or 120 days for a direct deposit refund, from the date the Form 3911 is received.
-If the taxpayer cannot obtain the form online, advise the taxpayer you can mail or fax them a form. Use of the IAT Missing Refund (CHKCL) tool is mandatory when sending the Form 3911 to the taxpayer. Be sure to verify the taxpayer's mailing address. If taxpayer has moved since filing their return and their current address is not on record (CC ENMOD), DO NOT UPDATE ADDRESS ON CC ENMOD.
-When speaking to the taxpayer or their authorized representative, advise the taxpayer they must sign the Form 3911. For joint returns, both taxpayers must sign. An acceptable signature may be handwritten, electronic or digital.
-If surviving spouse, advise the taxpayer to add **Surviving Spouse** on the decedent's signature line. See IRM 21.6.6.2.21.2 (1), Processing Decedent Account Refunds, for Form 1310 requirements.

Note: Form 3911 can be used as written documentation to change a taxpayer's address. Upon receipt of Form 3911, update the address and input CC CHKCL. However, if the refund check was returned undelivered by the Postal Service, do not input CC CHKCL. See IRM 21.4.3.5.3, Undeliverable Refund Checks.

f. Not a manual refund (TC 840), see (3) below for instruction.
g. Not a mixed entity account.
h. Not a full TOP offset matching the TC 846 amount. If TC 898 matches the TC 846, this is a full TOP offset. See IRM 21.4.6.5.1, Taxpayer Inquiries on TOP Offset, procedures.
i. No TC 740, TC 841 or TC 843 matching the TC 846 in question. If freeze codes are present, follow freeze release procedures.
j. No TC 971 AC 011 (indicates previous trace) posted after the TC 846 date.

Note: If TC 971 AC 011 is present, see IRM 21.4.2.4.4, Responding to Taxpayer's Subsequent Inquiries.

Exhibit 21.4.2-6 - Updated to expand definition of Category 3858. Change made for missing information.

The following category codes are associated with the Refund Trace Program:

Note: Additional category code information can be found in Exhibit 21.4.2-2, Disposition Code Chart - Refund Inquiry Employee Actions.

Category	Definition	How Updated	When Updated	Age Criteria
1081	Reclamation Credit received from BFS.	CC ACTON	When 1081 **TRACS** listing received	Asterisk appears 30 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
3858	1. Form 13818, Limited Payability Claim Against the	CC ACTON	When items are mailed to the taxpayer	Asterisk appears 45 days from action date. • 1 thru 9 would indicate how many weeks it

	United States for the Proceeds of an Internal Revenue Refund Check or 2. FS Form 1133 and check copy sent to taxpayer or 3. There is no check copy and taxpayer is denied.			has aged. When asterisk appears in "HMMM" column, case is overaged.
3859	FS 3859, Claims Disposition Notice, (or computer-generated version) received from BFS in Philadelphia, PA.	CC ACTON	When Disposition Notice received	Asterisk appears 14 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in HMMM column, case is overaged.
3911	Form 3911, Taxpayer Statement Regarding Refund, or oral statement received regarding a refund.	CC ACTON	When case controlled	Asterisk appears 30 days from received date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
841P	TC 841 posts and sets **P-** Freeze.	Computer generated	When TC 841 posts	Asterisk appears 14 days from action date.

				• 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged (unless **45 days** have not elapsed from the received date of the check).
ACKN	Claim or photocopy request processed by RFC to TCIS by **Disposition Code 01 or 2**.	Computer generated	When **disposition code** is received from RFC	Asterisk appears 30 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
DDPD	Direct Deposit verified and FS Form 150.1 to generate at RFC, as indicated by **Status 09**.	Computer generated	When Disposition Notice received	Asterisk appears 90 days from action date.
OOPS	CC CHKCL claim, or photocopy request rejected by RFC, as indicated by **Reject Disposition Code**, corrective action required.	Computer generated	When reject received from RFC	Asterisk appears 14 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.

PAID	Check cashed, claims package and/or photocopy to follow, as indicated by **Status 11, 14, 15, 16, 17, 18, or 20**.	Computer generated	When Disposition Notice received	Asterisk appears 30 days from action date for checks and direct deposits. **Note:** If case has already been updated to "Category Code 3858" because the claims package came before the "Status 11" etc. and has already been mailed to the taxpayer, the computer will not change the "Category Code PAID". The case will remain in "Category 3858" to reflect the true status of the case.
RCTF	CC CHKCL input for check claim.	Computer generated	CC CHKCL is input	Asterisk appears 30 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
RECL	TC 841 to post from **Account 6565**.	CC ACTON	When case submitted to the Accounting function	Asterisk appears 180 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
RFCK	CC CHKCL input for photocopy	Computer generated	CC CHKCL is input	Asterisk appears 30 days from action date.

	request (including LP trace).			• 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
RFIQ	Correspondence received regarding a refund.	CC ACTON	When controlled	Asterisk appears 45 days from received date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
ST32	Check is outstanding.	Computer generated	When Status Code "32" received from RFC	Asterisk appears 45 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM" column, case is overaged.
TOAD	Completed FS Form 1133 and check copy sent to BFS for adjudication.	CC ACTON	When items are mailed to BFS Philadelphia, PA	Asterisk appears 90 days from action date. • 1 thru 9 would appear to indicate how many weeks it has aged. When asterisk appears in "HMMM"

				column, case is overaged.