

INTERIM IRM PROCEDURAL UPDATE

DATE: 12/27/2011

NUMBER: WI-21-1211-1968

SUBJECT: Additional IP PIN Guidance for AM Assistors

AFFECTED IRM(s)/SUBSECTION(s): 21.9.2

CHANGE(s):

IRM 21.9.2.1(7) - Added a Note providing a link to the Interim Guidance Memo on New Identity Theft Tracking Indicators - TC971 AC522.

7. The Privacy, Information Protection and Data Security (PIPDS) Office has developed Action Codes (AC) for use with transaction code (TC) 971 to mark the entity modules of accounts on which identity theft is factor and/or suspected and documented. They are:

Action Code	Description	Used by
522	Identity theft documentation has been received from the taxpayer. Refer to IRM 10.5.3.2.2.5, <i>Taxpayer or IRS Identified Identity Theft - Substantiation Received, Account Not Yet Resolved.</i>	All functions. NOTE: SEE Interim Guidance Memo- on New Identity Theft Tracking Indicators – TC971 AC522 dated January 1, 2012. This memo provides guidance on the new required Identity Theft Tracking Indicators for TC 971 AC522.

IRM 21.9.2.3(8), IRM 21.9.2.3.2(4), IRM 21.9.2.4.1(3) - Inserted new paragraph instructing CSR to input TC971 AC522.

Input TC971 AC522 with corresponding miscellaneous (MISC) code. SEE Interim Guidance Memo- on New Identity Theft Tracking Indicators – TC971 AC522.

IRM 21.9.2.3.3(1) - Revised the fax number for Andover ICT.

1. If the caller used the **800-908-4490** number and there is currently an active relevant open control on the tax period in question, advise the caller that his/her

account will be monitored through the research/resolution process. Relevant open controls include those related to AM, Automated Underreporter (AUR), Examination or Collection and any CI related controls that have or may result in adjustment activity. IPSU CSRs will complete Form 14027-A, *Identity Theft Case Monitoring*, and record a short description of the information provided to the caller in Section III; fax the form to the Image Control Team (ICT) in Andover using the designated fax number **(978)684-4542**; record history on AMS indicating the form was faxed (ex: 14027TOICT); and refer to IRM 21.3.5.4, *Referral Procedures*, to provide the taxpayer with the proper time frame for a response.

EXCEPTION: If there is already an open control with Category Codes **IDT2, IDT4, IDT6, IDT9, or IDTX**, a Form 14027-A will not be required. Instead, inform the taxpayer a caseworker is working to resolve their issue and they should hear from that caseworker within **90** days.

NOTE: ICT will scan the Form 14027-A, *Identity Theft Case Monitoring* and any documentation into CIS and open a control in " **B**" status to the IPSU paper function for monitoring purposes.

IRM 21.9.2.4(2) - Revised the fax number for Andover ICT.

2. CSRs (staffing the IPSU number) will be completing Form 14027-A, *Identity Theft Case Monitoring*, and recording a short description of the information provided to the caller in Section III. CSRs will fax the form to ICT in Andover using the designated fax number, **(978)684-4542**. Accounts Management System (AMS) and IDRS (TXMOD) should reflect that the form was faxed (ex: 14027TOICT).

NOTE: Image Control Team (ICT) will scan the document into CIS and open a control in "B" status to the Identity Protection Specialized Unit (IPSU) paper function for monitoring purposes.

IRM 21.9.2.4.3(8)b - Clarified process;. CSR should monitor using the "Monitor" in the Suspense drop down menu in CIS.

8. Review the account to determine if all necessary actions have posted and all function/employee controls are closed.

EXCEPTION: Cases in Background "B" status may remain. See IRM 21.5.2.3, *Adjustment Guidelines - Research*.

- a. When the control base is closed, Form 14027-B will be returned to IPSU by the Functional Liaison.

NOTE: If the control is closed with a referral to another function, then prepare/forward Form 14027–B to the appropriate function to continue monitoring. Save and scan any additional Forms 14027–B to the CIS case.

NOTE: If the Form 14027-B is not received, the controlling AM IPSU employee will make one more attempt to obtain the Form 14027-B. If after 10 business days, there is no response, and the AM IPSU employee has completed the appropriate steps below, the AM IPSU employee will close their control.

- b. Monitor for posting of any pending activity (Using the “Monitor” in the Suspense drop down menu in CIS.
- c. Follow up with the Identity Theft Liaison regarding unpostable activity and/or the absence of a final taxpayer notification.
- d. Complete Section VIII of the Form 14027-B received from the function.
- e. Scan the completed Form 14027-B (when applicable) into CIS and associate with the IDTX case assigned to you.
- f. Monitor until the scanned documents are available in CIS.

IRM 21.9.2.8.6(2) - Inserted new bullet requiring the input of a TC971 AC522 using the New Identity Theft Tracking Indicators.

2. AM IPSU CSRs will:

- Apologize to the caller for any inconvenience.
- Research the taxpayer's TIN thoroughly to see if there is a tax related issue related to the ID theft as defined in IRM 10.5.3.2.2.1, *Taxpayer - Identified Identity Theft Affecting Tax Administration*.
- If a tax related issue is involved, see IRM 21.9.2.3.2, *Tax-Related Identity Theft*.
- Input a Identity Theft Tracking Indicator as directed in the Interim Guidance on New Identity Theft Tracking Indicators – TC971 AC522. See Interim guidance on New Identity Theft Tracking Indicators – TC971 AC522.

IRM 21.9.2.10(1) - Clarified Note regarding required preliminary research being part of recommended actions.

1. As part of the Identity Theft Program, the AM IPSU Team will generally assist taxpayers whose situations meet TAS criteria 5 - 7 **AND** involve identity theft. Applicable cases will now be considered **IPSU** criteria and **MUST** be referred to AM IPSU using Form 4442, *Inquiry Referral* using the Accounts Management System (AMS) if available..

NOTE: When identity theft is involved, cases that previously met TAS criteria 5-7 now requires an e-4442 to ITAR.

IRM 21.9.2.10(3) and (6) – Revised the fax number for Andover ICT.

3. Accounts Management CSRs working phones will create a Form 4442, *Inquiry Referral*, if a taxpayer calls the toll-free line, and the IPSU criteria is met. See IRM 21.3.5.4.2.1.1, *Preparing an e-4442*. Clearly note a valid/correct address in Box 13 of the e-4442 if after verifying disclosure, and the taxpayer has confirmed a different address then what is on MasterFile (MF). The completed referral will be sent using AMS or by secure E-mail to ***W&I-ITAR** or via the designated fax number, **(978)684-4542** within 24 hours of when the IPSU criteria was identified. Use category code **MISC** when controlling on IDRS. Refer to IRM 21.3.5.4.2.2, *Controlling Referrals*. Inform the taxpayer he/she can **expect contact** within **7 business days** from the date of receipt. Inform the taxpayer he/she should call the IPSU toll free number of **800-908-4490** if he/she does not receive correspondence within the 7 business days. A detailed narrative must be entered in Section B of the Form 4442 explaining the taxpayer's issue, and why it meets IPSU criteria.

NOTE: If using AMS for referrals, select ITAR from the drop down menu, select **Andover** for English and **Fresno** for Spanish cases.

NOTE: If not using AMS, annotate "**ITAR**", and English or Spanish whichever is applicable on the top of the Form 4442 prior to forwarding to AM IPSU.

6. Other functions identifying cases meeting the criteria above will create a Form 4442, *Inquiry Referral*. The completed referral will be sent using AMS or by secure E-mail to ***W&I-ITAR** or via the designated fax number, **(978)684-4542** by close of business (COB) the day the criteria was identified. The referral **MUST** contain all taxpayer's correspondence with any attachments/documentation received with the case. An 86C letter *Referring Taxpayer Inquiry/Forms to Another Office* or other applicable letter to the taxpayer is required. Inform the taxpayer he/she can expect contact within **7 business days** from the date of receipt.

NOTE: If using AMS for referrals, select ITAR from the drop down menu, select **Andover** for English and **Fresno** for Spanish cases.

NOTE: If not using AMS, annotate "**ITAR**" on the top of the Form 4442 prior to forwarding to AM IPSU.

IRM 21.9.2.10.1(3) - If/Then Chart; Inserted a Note to clarify what should be included as recommended actions.

3. AM IPSU is responsible for:

- Conducting all appropriate research using Accounts Management System (AMS) and IDRS and any appropriate IAT Tools.
- Reviewing the referral to ensure it meets ITAR criteria.
- Obtaining ID Theft documentation and any other applicable documentation (ex: copy of signed tax return, W-2 and/or 1099 information and any other applicable schedules or forms associated with the tax return) from the taxpayer, if needed prior to submitting Form 14103 to an area for resolution.
- Inputting a TC971 AC522 if all ID theft documentation is legible and complete. Refer to IRM 10.5.3.2.2.5, *Taxpayer or IRS Identified Identity Theft - Substantiation Received, Account Not Yet Resolved* and Exhibit 10.5.3-12, *TC 971 AC 522 - Substantiation Documentation Received by IRS* for requirements and input procedures prior to submitting Form 14103 to an area for resolution.
- Reviewing the case to identify the tax related issue.

If	Then
The taxpayer states they are facing a hardship,	Fill out Form e-911, <i>Request for Taxpayer Advocate Services</i> and transfer case to TAS. Refer to IRM 21.1.3.18, <i>Taxpayer Advocate Services (TAS) Guidelines</i> . Close the ITAR case on AMS/IDRS inputting comments "ITARTOTAS".
The tax related issue has a relevant/open control on IDRS,	Fill out Sections I, II, III and IV of Form 14103 and refer the case to the appropriate function using the ITAR Liaison listing posted on SERP. Include ID Theft documentation with the referral if necessary. NOTE: If there is a multiple control with TAS containing an Activity Code of "IPSU 5-7 "or similar on IDRS, do not forward the Form 14103 to TAS. TAS is required to monitor the account until an ITAR control base is opened.
The issue identified can be resolved within AM using the	Refer to the AM Team that has the open/relevant control. If there is no

<p>IRM 21,</p> <p>EXCEPTION: If the case is a non-tax related issue (ex: stolen/lost wallet) the ITAR case should be retained in the AM IPSU team. See IRM 219.2.4.2, <i>Self Identified - Non-Tax-Related Identity Theft (Paper Overview) (Andover and Fresno IPSU only)</i> for guidance.</p> <p>EXCEPTION: If the case involves AMTAP follow the steps in the "Then" box above for referral purposes.</p>	<p>open control, then the case will be referred to Austin, Atlanta or Fresno based on the filing location associated with TIN owners state of residence. If the taxpayer/victim filed their tax return in Atlanta or Kansas City, the ITAR referral will be sent to the AM ITAR Liaison in Atlanta. If the taxpayer/victim filed their tax return in Austin, the ITAR referral will be sent to AM ITAR Liaison in Austin. If the taxpayer/victim filed their tax return in Fresno, the ITAR referral will be sent to AM ITAR Liaison in Fresno.</p> <p>NOTE: If a campus no longer processes tax returns then see IRM 21.3.3.3.5, <i>Submission Processing Consolidation (Rampdown)</i> for additional information regarding sites/campuses that are no longer processing tax returns.</p> <p>NOTE: If other than an IDT1/3MXEN control, part of recommended action MUST be to complete the preliminary research. See IRM 21.6.2.4.2.3, <i>Preliminary Research</i> then reassign to CDS#</p>
<p>The tax related issue does not have an open relevant/active control on IDRS,</p>	<p>Identify the function that would normally work to resolve the tax related issue (AM, Exam, CI, Collections, AUR etc.) and refer the case to that function using the ITAR Liaison listing using the Form 14103. Ensure Sections I - IV is completed prior to referring.</p> <p>NOTE: It is recommended the receiving function open a control on IDRS or AMS if applicable, to assist with the inventory and to provide your status updates to AM IPSU.</p>

NOTE: If there is a multiple control on IDRS with TAS because taxpayer has claimed hardship since the ITAR was opened, then update activity code on IDRS to "**CLTOTAS**", leave a case note on AMS/CIS listing the TAS office and address and close the ITAR CIS case.

NOTE: All cases being referred to another function require history updates on AMS by the AM IPSU employee.

NOTE: Function Liaison/employee responsibilities regarding referrals from IPSU are in IRM 10.5.3.2.2.1.4, *Functional Responsibilities Regarding Referrals from the IPSU*.