



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

2.4.57

NOVEMBER 20, 2023

## EFFECTIVE DATE

(01-01-2024)

## PURPOSE

- (1) This transmits revised IRM 2.4.57, IDRS Terminal Input, Command Code CDPTR.

## MATERIAL CHANGES

- (1) IRM 2.4.57.1 has been revised to include Internal Controls.

## EFFECT ON OTHER DOCUMENTS

IRM 2.4.57, dated April 22, 2020, is superseded.

## AUDIENCE

LMSB, SB/SE, TE/GE, W&I.

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Acting, Chief Information Officer



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2.4.57

Command Code CDPTR

## Table of Contents

- 2.4.57.1 Program Scope and Objectives
  - 2.4.57.1.1 Background
  - 2.4.57.1.2 Authority
  - 2.4.57.1.3 Responsibilities
  - 2.4.57.1.4 Program Management and Review
  - 2.4.57.1.5 Program Controls
  - 2.4.57.1.6 Terms and Acronyms
  - 2.4.57.1.7 Related Resources
- 2.4.57.2 General
- 2.4.57.3 Using CDPTR Definer T

### Exhibits

- 2.4.57-1 CDPTRT Input Screen
- 2.4.57-2 CDPTRT Output Screen
- 2.4.57-3 CDP LOCATION CODE TABLE
- 2.4.57-4 CDP REASON CODE TABLE



2.4.57.1  
(11-20-2023)  
**Program Scope and Objectives**

- (1) This IRM section provides an overview of the CDPTR Command Code.
- (2) **Purpose:** These section provides instructions for inputting and researching the Collection Due Processing Tracking System.
- (3) **Audience:**These instructions are intended for campus tax examiners in Automated Collection System Support (ACSS).
- (4) **Policy Owner:** The Chief Information Officer (CIO) is responsible for overseeing all aspects of our systems that operate the nation's tax infrastructure.
- (5) **Program Owner:** IT CIO
- (6) **Primary:** Campus operations ACS Support
- (7) **Program Goals:** Procedures for using the CDP tracking system is in 5.19.8, Liability Collection – Collection Appeal Rights.

2.4.57.1.1  
(01-01-2024)  
**Background**

- (1) This IRM and the contained sections provide the user the necessary information on how to use the command codes CDPTR via the CDP Web site.

2.4.57.1.2  
(01-01-2024)  
**Authority**

- (1) The Collection Due Process Tracking System (CDPTS) is used by the campus CDP Units to keep track of the disposition of CDP/EH requests received.

2.4.57.1.3  
(01-01-2024)  
**Responsibilities**

- (1) CDP Project Lead is responsible for
  - a. Review and implementation of Work Requests that affect CDP command codes or CDP Web site
  - b. Updating the contents of this IRM

2.4.57.1.4  
(01-01-2024)  
**Program Management and Review**

- (1) Program Reports:
  - a. **Data source:** MCC and TCC TIF
  - b. **Data destination:** MCC and TCC TIF
  - c. **Primary purpose of this data:** allows business units to work cases on IDRS.
  - d. **Data description:** Entity Record: Each individual taxpayer or business is assigned a unique identity that contains information about them such as SSN/EIN, name, and address. Module Record: These records are tax forms submitted by the taxpayer or business for a specific tax period and correspond to the entity record. Information that creates a unique key on this record would be the SSN/EIN, MFT (tax form), plan number, tax period, and control name. One or more module records can be assigned to an entity record. Transaction Record: Track the payment and refund activity for a specific module record. Transaction records must contain at least one transaction code. One or more transaction records can be assigned to a module record.

2.4.57.1.5  
(01-01-2024)  
**Program Controls**

- (1) Access to this program is governed by SACS.

2.4.57.1.6  
(01-01-2024)

#### Terms and Acronyms

(1)	CDP	Collection Due Process
	CDPTS	CDP Tracking System
	EH	Equivalent Hearing

2.4.57.1.7  
(01-01-2024)

#### Related Resources

- (1) IRM 2.9.1 Integrated Data Retrieval System Procedures
- (2) IRM 5.19.8, Liability Collection, Collection Appeal Rights
- (3) IRM 2.3.79, IDRS Terminal Responses, Command Code CDPWEB, (CDPTA, CDPTE)

2.4.57.2  
(04-16-2020)

#### General

- (1) **The Collection Due Process Tracking System (CDPTS)** is a cross-functional inventory system to track CDP Inventory from time of receipt through resolution. It allows Compliance areas to research CDP cases utilizing an IDRS Command Code (CDPTR) or input and update CDP cases via the web based Intranet system.
- (2) A Collection Due Process Record is added to a module on IDRS when a Form 12153 or other adequate CDP request is determined to be valid.
- (3) CDP Cases may be researched using Command Code CDPTR(Definer T), which will display the most recent actions on active cases selected by primary TIN.

2.4.57.3  
(01-01-2004)

#### Using CDPTR Definer T

- (1) **CDPTR Definer T** is designed to be used by Customer Service Representatives speaking with Taxpayers about their COLLECTION DUE PROCESS requests. It provides them with a summary of the current status for the request(s) of the Primary Taxpayer.
- (2) **CDPTR Definer T** is activated by inputting the formatted TIN of the Primary Taxpayer. **See Exhibit 2.4.57–1.**
- (3) **CDPTR with Definer T** produces a formatted summary of the current status of the case. Included in the summary is the Tin, Filer-Code, Tax Period, Request Number, IRS Rcvd Date, Name Ctrl, MFT, Case Type, Location Code, Office Function, Secondary TIN and Reason Code in the information about the current stage of the case. **See Exhibit 2.4.57–2.**

**Exhibit 2.4.57-1 (01-01-2004)**  
**CDPTRT Input Screen**

INPUT SCREEN DISPLAY FOR CC CDPTR:

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	
	123456789012345678901234567890123456789012345678901234567890								
1	CDPTRT PPP-PP-PPPP								1
2									2
3									3
4									4
5									5
6									6
7									7
8									8
9									9
10									10
11									11
12									12
13									13
14									14
15									15
16									16
17									17
18									18
19									19
20									20
21									21
22									22
23									23
24									24
	123456789012345678901234567890123456789012345678901234567890								
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80	

The above graphic is the input screen for CC CDPTR, used for CDP TELEPHONE RESEARCH of the primary taxpayer with the fields defined in the table below.

Record Element Description:

Row	Position	Content
1	1-5	Command Code CDPTR
1	6	T (Definer)
1	7-17	Primary Taxpayer's SSN

Exhibit 2.4.57-2 (01-01-2006)  
CDPTRT Output Screen

Output Screen Display for CC CDPTR:

	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80		
	1234567890123456789012345678901234567890123456789012345678901234567890									
1	CDPTRT								1	
2		PR/SEC REQ.	TAX	CASE	LOCA O	SECONDARY	IRS RCVD	NAME RSN	2	
3	TIN	CODE	NUM MFT	YEAR	TYPE	CODE F	TIN	DATE	CTRL COD	3
4	XXX-XX-XXXX	X	XX XX	XXXXXX	XXXX	XXXX X	XXX-XX-XXXX	XX/XX/XXXX	XXXX	4
5	XX -	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX				XXXX X		XX/XX/XXXX	XX	5
6										6
7										7
8										8
9										9
10										10
11										11
12										12
13										13
14										14
15										15
16										16
17										17
18										18
19										19
20										20
21										21
22										22
23										23
24										24
	1234567890123456789012345678901234567890123456789012345678901234567890									
	1-9	11-19	21-29	31-39	41-49	51-59	61-69	71-80		

The above graphic is the Output screen for CC CDPTR used for CDP TELEPHONE RESEARCH which will display the current status of the primary taxpayer's case with the fields defined in the table below.

Record Element Description for CC CDPTR:



**Exhibit 2.4.57-2 (Cont. 1) (01-01-2006)**  
**CDPTRT Output Screen**

Row	Position	Content
1	1–6	Command Code CDPTRT
4	1–11	Primary Taxpayer's SSN Requested
4	14	Case Filer Code Requested
4	19–20	Case Request Number
4	23–24	Mft
4	27–32	Tax Period Requested
4	35–38	Case Type
4	42–45	Location Code Original
4	47–47	Office Function Original
4	49–60	Secondary Tin (if applicable)
4	61–71	Date Stage 01 Received
4	72–75	Account Name Control
6	1–2	Stage Number
6	7–40	Output Message of current status of case( <b>See table below</b> )
6	42–45	Location Code Current
6	47–47	Office Function Current
6	49-59	Stage Message
6	61-70	Stage Date
6	77–78	Reason Code ( <b>See Exhibit 2.4.57–4</b> )

Output Messages for CC CDPTR Case Status:

**Exhibit 2.4.57-2 (Cont. 2) (01-01-2006)**  
**CDPTRT Output Screen**

OUTPUT MESSAGES FOR STATUS OF CDP CASE	
STAGE	MESSAGES
[slashb]	NO REQUEST RECEIVED (THERE IS NO STAGE 01)
01 —	01 — RECEIPT OF HEARING REQUESTED 9999 X mm/dd/yyyy
02 —	02 — ACS FRONT END PROCESSING
03 —	03 — TRANSFERRED TO 9999 X mm/dd/yyyy
04 —	RECEIVED BY 9999 X mm/dd/yyyy
05 —	05 —APPEALS REQUESTING INFORMATION FROM: 9999 SENT mm/dd/yyyy ZZ
06 —	06 — RETURN OF ARI TO APPEALS 9999 X RTRN mm/dd/yyyy
07 —	07— APPEALS DECISION AT LOCATION 9999 X mm/dd/yyyy ZZ
08 —	08— TAX COURT PETITION DATE 9999 X mm/dd/yyyy
09 —	09— TAX COURT DECISION DATE 9999 X mm/dd/yyyy
10 —	10— DISTRICT COURT PETITION DATE 9999 X mm/dd/yyyy
11 —	11— DISTRICT COURT DECISION DATE 9999 X mm/dd/yyyy
12 —	12— RESOLVED PRIOR TO HEARING 9999 X mm/dd/yyyy ZZ
13 —	13— HEARING CONCLUDED IN APPEALS 9999 X FINAL mm/dd/yyyy ZZ
14 —	14— CLOSED CASE RECVD FROM APPEALS 9999 X mm/dd/yyyy
15	15—RETAINED JURISDICTION 9999 X mm/dd/yyyy
16	16— APPEALS RETURNS RETAINED JURIS RTRN 9999 X mm/dd/yyyy ZZ
24	24— CONCLUDING ACTIONS TAKEN 9999 X mm/dd/yyyy ZZ
<p>Each case selected will be identified by the headings and associated data. The current status of the case is determined by the last stage, or stages present for that case. . Two or three of these case presentations can appear on one screen page.</p> <p><b>Note:</b>“9999”refers to Location Code ( See Exhibit 2.4.57–3). “xx/xx/xxxx ” refers to Stage Date and “XX” refers to Reason Code(See Exhibit 2.4.57–4).</p>	

**Exhibit 2.4.57-3 (01-01-2006)**  
**CDP LOCATION CODE TABLE**

Please view IRM 2.3.79, Command Code CDPWEB (CDPTA, CDPTE) for the list of current Location Codes and their definitions.

**Exhibit 2.4.57-4 (01-01-2004)**  
**CDP REASON CODE TABLE**

Please view IRM 2.3.79, Command Code CDPWEB, (CDPTA, CDPTE) for the list of Reason Codes and their definitions that correspond to the specific stages.