

IRM PROCEDURAL UPDATE

DATE: 03/21/2025

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SUBJECT: Procedures When Two Credit Transfers Are Needed to Resolve a Case

AFFECTED IRM(s)/SUBSECTION(s): 3.11.251

CHANGE(s):

IRM 3.11.251.1.7, Related Resources:

Paragraph (2) - Added Erroneous Refund (ERRF) tool job aid to the list of websites and electronic tools used.

(2) Websites and electronic tools used to process adjustments include:

- Correspondence Letters
- IMF 1040X Research Portal
- Integrated Automation Technologies (IAT)
- Erroneous Refund (ERRF)
- Integrated Data Retrieval System (IDRS)
- Servicewide Electronic Research Program (SERP)

Note: References to tools and websites used aren't exhaustive or complete. See the training materials and job aids for more information.

IRM 3.11.251.5, Integrated Data Retrieval System (IDRS) Access:

Paragraph (1) - Removed all references to CII and case ID.

(1) While working Spousal Payment Transcript (SPT) cases, employees may encounter modules that are blocked on IDRS. These modules are identified by an IDRS security violation message, "Unauthorized to Access This Account". Reassign the case to your manager. Managers must notify the local Planning & Analysis staff who must send the case as encrypted information to the # [REDACTED] # mailbox requesting access to the account. Managers must retain the original case in their inventory, awaiting access that can take up to five business days. Once notified that access has been granted, the case can be transferred back to the tax examiner to work following applicable procedures.

IRM 3.11.251.9.1, SPT Refund Prevention:

Paragraph (2) - Added the Activity Code and Category Code used when opening a control base.

(2) Upon receipt of the SPT case:

- a. Open a control base with Activity Code "SP1040XSPT" and Category Code "IRRQ".
- b. Input a TC 570 on the primary taxpayer account.

IRM 3.11.251.9.2, Processing a Spousal Payment Transcript:

Paragraph (1) - Added additional information when researching payments on the PTA. Added clarification when a payment has been transferred to an MFT other than 30 in the note.

(1) When processing an SPT case, take the following action:

1. Research the STA using command code (CC) TXMODA to locate the payment that caused the issue. The payment is posted as a Transaction Code (TC) 670R followed by a TC 667 to move the payment from the STA to the PTA.

Note: TC 671/672 indicating a reversal of the TC 670 will also be present on the STA with the same date and DLN on the daily report

2. Research the PTA account to locate the payment. The payment is posted as a TC 666 and will have the same DLN and payment date as the TC 667 on the STA.
3. Determine if the TC 666 payment is still present on the account or if it's been refunded or is pending refund. A TC 846 on the account indicates if the payment has been refunded or is pending refund.

Note: If a subsequent TC 662/672 for the same payment is present, the payment has reversed. No further action should be taken for the payment and close the SPT open control. If the payment was transferred to an MFT other than 30, no further action should be taken. Close the SPT open control.

IRM 3.11.251.10, When A Credit Transfer is Required to Resolve an SPT Case:

Paragraph (1) - Added reference to paragraph 3 in the caution.

Paragraph (3) - Added paragraph with instructions to add a Posting Delay Code when more than one credit transfer is needed.

(1) When the TC 666 payment is still present on the account and hasn't been refunded, a credit transfer to move the money from the PTA to the STA is required to resolve the SPT case.

Caution: If any part of the payment has been credited to another tax year or used as a credit elect, reverse the credit prior to transferring the SPT payment. See Paragraph 3 below.

(2) Transfer the credit using the IAT Credit Transfer tool. During "Dead Cycles" the IAT Credit Transfer tool is unavailable. To process the credit transfer:

1. With the TXMODA screen of the primary taxpayer on IDRS, open the IAT Credit Transfer tool.
2. In the Transferable section:
 - Select the TC 666 that matches the payment on the SPT report.
 - Verify the Total Selected field matches the amount of the TC 666 and the amount shown on the SPT report.
3. In the Debit Side section:
 - Verify the amount in the Balance After Transfer field is correct.
4. In the Credit Side section:
 - Verify the amount in the Balance After Transfer field is correct.
5. In the Remarks section:
 - Uncheck the Source Doc check box.
 - In the Remarks field, input "NSD, Spousal Payment Transcript".
6. In the Letter section, leave the Correspondence Date field blank.
7. In the Control Bases section:
 - In the Debit Status field, use the drop-down list to select "C".
 - In the Credit Status field, use the drop-down list to select "C".
 - In the Received Date field, use an asterisk to input the current date.
 - Do not change the pre-populated entry in the Activity field.
 - In the Category field, use "IRRQ".
 - Click the Transfer button.
8. Review the CC DRT48 screen for accuracy and transmit if correct. If you need to TERUP the credit transfer, you must TERUP the transfer on both the PTA and STA.

(3) When two credit transfers are needed to resolve a case, add a Posting Delay Code (PDC) to the 2nd transfer.

**Editorial changes have been made throughout the IRM to:
Corrected broken links throughout the IRM.**