

IRM PROCEDURAL UPDATE

DATE: 07/17/2024

NUMBER: ts-03-0724-0850

SUBJECT: Reject Queue

AFFECTED IRM(s)/SUBSECTION(s): 3.11.6.9.3

CHANGE(s):

IRM 3.11.6.9.3(1), MEFP and MEFS Accounts Management Rejected Queue - Updated queue number.

(1) Reassigned cases that don't have a valid "AM CII combination" are rejected by Accounts Management (AM) back to Submission Processing (SP) for correction. These rejected cases are sent by AM to the SP Reject queue, 0610482132.

Note: You must notify the headquarter 1040-X analyst immediately upon learning the current SP Reject queue owner will no longer hold a position with SP 1040-X duties. When notifying the headquarter analyst, a new queue number must be provided to ensure that cases can be transferred without interruption.