

## **IRM PROCEDURAL UPDATE**

**DATE: 06/25/2024**

**NUMBER: ts-21-0624-0799**

**SUBJECT: Faxing**

**AFFECTED IRM(s)/SUBSECTION(s): 21.2.3.4.2**

**CHANGE(s):**

### **IRM 21.2.3.4.2 Clarified the faxing policy and reorganized content.**

(1) On June 28, 2019, Accounts Management implemented a policy where no TDS transcript can be faxed using the TDS facsimile delivery method. TDS users outside of Accounts Management should follow the faxing procedures in their respective IRMs. When those IRMs refer to IRM 21.2.3, the faxing policy and procedures cited in IRM 21.2.3 should be followed.

(2) When selecting Facsimile as either the delivery method or alternate delivery method, an Alert displays stating the facsimile delivery method is prohibited per this IRM. The content below is just for informational purposes since Facsimile is still a delivery option in TDS.

(3) TDS facsimile (fax) is integrated into Enterprise e-Fax (EEFax). Delivery time varies based on several factors (e.g., EEFax system load, server delays or interruptions, file size). TDS makes three attempts over a 24-hour period to deliver the transcript to the recipient's fax number. Most faxes are delivered shortly after TDS displays "NAP check Success" as the Status on the Confirmation page.

(4) The number of pages is limited based on the file size of the request and cannot exceed the Outlook Exchange size limit of 10 MB. Due to the length of time to process each page on the receiving end, a recommended page limit is 100 pages.