

## **IRM PROCEDURAL UPDATE**

**DATE: 10/30/2024**

**NUMBER: ts-21-1024-1093**

**SUBJECT: BMF 94X Tax Return Transcripts Series**

**AFFECTED IRM(s)/SUBSECTION(s): 21.2.3**

**CHANGE(s):**

**IRM 21.2.3.2.1 Revised the date when the BMF 94X series transcripts are available.**

(1) The tax return transcript contains significant data transcribed from the original return. Some reasons for requesting this transcript include:

- Documentation requirements for loans, grants, etc.
- Documentation requirements for social services.
- Respond to a notice from the IRS.
- File an amended return.
- Obtain financing for a mortgage.
- Obtain a lien release.

(2) The information displayed on the tax return transcript contains, but is not limited to:

- Type of return filed.
- Filing status.
- Tax shown on return.
- Adjusted gross income.
- Mortgage interest.
- Real estate tax deduction.
- Taxable income.
- Number of exemptions.
- Federal income tax withheld.
- Earned income credit.
- Self-employment income and tax.
- Tax due per return.
- Refund per return.
- Refundable credits.
- Total income.
- Business expenses.
- Wages paid.

- Designee's Personal Identification Number (DPIN), Preparer's Tax Identification Number (PTIN).

(3) TDS is programmed to display only four dependents. Taxpayers with more than four dependents may believe the preparer did not include all dependents on the return. Before referring the taxpayer back to the preparer, verify the actual dependents submitted on the return.

(4) Tax return transcripts will not show amendments or adjustments made to the account after the original return has posted. If adjustments have been made, offer to provide the record of account, see IRM 21.2.3.2.3, Record of Account. For BMF, the new Form 94X Series transcripts, as listed in paragraph 7, do display adjustments from amended returns.

(5) In some cases, the IRS may change the taxpayer's reported figures on the originally filed return due to input errors, incomplete or missing information, or computational errors. The tax return transcript will show both:

- The taxpayer's original figures, labeled "per return," and,
- The figures as corrected by the IRS, labeled "per computer."

(6) BMF transcripts include the following forms:

- Form 1065, U.S. Return of Partnership Income.
- Form 1120, U.S. Corporation Income Tax Return.
- Form 1120-H, U.S. Income Tax Return for Homeowners Associations.
- Form 1120-L, U.S. Life Insurance Company Income Tax Return.
- Form 1120-S, U.S. Income Tax Return for an S Corporation.

(7) Beginning October 27, 2024, TDS offers business taxpayers five new tax return transcripts made possible through Inflation Reduction Act funding. These transcripts are available to Business Tax Account users also on October 27, 2024. These transcripts provide tax return information from the original return in addition to adjustments from amended returns. The transcripts are masked. The new transcripts are available for the following forms:

- Form 940, Employer's Annual Federal Unemployment (FUTA) Tax Return.
- Form 941, Employer's QUARTERLY Federal Tax Return.
- Form 943, Employer's Annual Tax Return for Agricultural Employees.
- Form 944, Employer's ANNUAL Federal Tax Return.
- Form 945, Annual Return of Withheld Federal Income Tax.

(8) Refer to IRM 21.2.3.2, Types of TDS Transcripts, for information on TDS transcripts translated into other languages.

**IRM 21.2.3.5.9.1 Removed the NOTE about the 94X Series tax return transcripts not being available; they can be provided.**

(1) Ask probing questions to determine why the transcript is needed.

(2) Identify which type of transcript will meet the taxpayer's needs based on the purpose of the transcript request. Refer to IRM 21.2.3.2 Types of TDS Transcripts.

(3) Encourage the taxpayer to use self-service methods:

- For Sole Proprietors who file with an EIN, they can access their transcripts online through Business Tax Account. IRM 21.2.3.3.5, Business Tax Account, has additional information.
- Submit Form 4506-T, found on IRS.gov, to have the transcript mailed. The new Business Entity transcripts are not available through Form 4506-T.

(4) If the taxpayer is not using a self-service method, conduct full authentication per IRM 21.1.3.2.3, Required Taxpayer Authentication. Transcript availability is outlined in IRM 21.2.3.3.1(3), Transcript Assistance by an IRS Representative. Only when expedited service is needed and telephone assistance has been exhausted can a taxpayer be directed to the Taxpayer Assistance Center (TAC). When doing so:

- Advise that an appointment is necessary and may not be immediate depending on office availability.
- Provide the toll-free number, 844-545-5640, and offer to transfer them.
- Document the failed authentication attempt and TAC referral in AMS.

(5) Identify any account issues on IDRS or AMS prohibiting the issuance of a transcript; refer to IRM 21.2.3.5.7, Transcript Restrictions and Special Handling, for some examples.

**Note:** For Large Corp Program customers, see IRM 21.2.3.5.7(13), Transcript Restrictions and Special Handling.

(6) Authorized representatives are limited in the number of clients for which transcripts can be requested in a single contact. They are also limited in the number of transcripts received per client in a single contact. The limits are:

- Up to five clients for which TDS transcripts and/or internal IDRS transcripts are requested.
- Up to 30 transcripts in total per client. Of this 30, up to 10 can be internal IDRS transcripts.

(7) The IRS policy is to only provide masked transcripts. If the taxpayer insists on an unmasked transcript, see IRM 21.2.3.5.9.1.1, BMF Unmasked Transcripts and Referrals.

**Exception:** The Business Entity transcripts are the only transcripts provided unmasked.

(8) Refer to IRM 21.2.3.5.3, Selecting a Delivery Method, and to IRM 21.1.3.9, Mailing and Faxing Tax Account Information, for mailing restrictions.

(9) If the taxpayer requests an identifying number/customer file number appear on the transcript, enter this number into the Customer File Number field on the TDS Taxpayer Information screen. TINs cannot be accepted. The field accommodates up to 10 numeric digits.

(10) Once all transcripts are in the product queue, and before selecting Continue to process the transaction, verify with the caller that you have the correct transcripts listed and all transcripts requested are included. This must be done regardless of what other checks were done earlier in the call.

1. Ensure the correct Mask or Unmask radio button was selected.
2. Repeat to the caller each transcript in the product queue – transcript type, tax form, tax year, tax month/quarter, etc.
3. Ask the caller if correct. If you are unable to confirm with the caller, do not process the transaction; no transcript can be provided.

**Reminder:** Only the Business Entity transcripts can be provided unmasked; all other transcripts must be masked.

**Note:** Masked and unmasked transcripts cannot be combined in the same TDS session. Separate sessions must be completed for masked transcripts and for unmasked transcripts.

(11) If TDS is not available (entire application is down), follow IRM 21.3.5.4.2.3, Required Systems Unavailable. If an aspect of TDS is not working, such as a specific form is not properly displaying the correct information due to a programming error, provide an internal IDRS transcript in lieu of the TDS transcript. # [REDACTED]

(12) Complete the contact by following IRM 21.2.3.7, Call Closure Requirements.