MANUAL TRANSMITTAL

7.22.4

Department of the Treasury
Internal Revenue Service

AUGUST 12, 2021

EFFECTIVE DATE

(08-12-2021)

PURPOSE

(1) This transmits revised IRM 7.22.4, Exempt Organizations Determination Letter Automation Systems, Modified EO-EP Determination System (MEDS) User Manual.

MATERIAL CHANGES

(1) Incorporated guidance from Interim Guidance Memorandum TEGE 07-0920-0023, Interim Guidance on EO R&A Case Closing Procedures.

(2)

Section	Modification
7.22.4.1.1	Added EO background
7.22.4.1.2	Added basis of authority
7.22.4.1.3	Added EO responsibilities
7.22.4.1.4	Added description of program controls
7.22.4.1.5	Added common abbreviations
7.22.4.2	Modified system support procedures
7.22.4.3	Changed references to Cincinnati Submission Processing Center (CSPC) to Campus Support
7.22.4.4	Added 1024-A to the applications submitted through Pay.gov
7.22.4.5	Modified MEDS log in instructions
7.22.6.1	Changed references from CSPC to Campus Support
7.22.4.8.2.3	Updated MEDS sub status codes
7.22.4.9.9	Added procedures for removing an EDS block
7.22.4.9.9.8	Modified Entity Data tab information
7.22.4.9.9.9	Modified Contacts tab information
7.22.4.9.9.10	Added managerial approval indicator
7.22.4.9.10	Updated Case Indicators status codes

Section	Modification
7.22.4.13.1	Added instructions for opening TIFF files
7.22.4.14	Added a note for those using OCR
7.22.4.10.1	Added QA manager role
7.22.4.10.1.2.1	Added QA case assignment process procedures
7.22.4.10.1.4.1	Added instructions for QA case assignment, status changes and transfers
7.22.4.10.2	Added case closing procedures for specialists and tax examiners
7.22.4.10.3	Added Quality Assurance case closing procedures for PDF letters
7.22.4.10.4	Added Quality Assurance case closing procedures for Word letters or no letter
7.22.4.10.5	Added case closing procedures for group clerks
7.22.4.10.6	Updated case closing procedures for cases submitted for managerial review
7.22.4.10.6.1	Removed status 57/59 information
7.22.4.10.6.2	Updated status codes
7.22.4.10.6.3	Added procedures for sending case to QA
7.22.4.10.7	Added procedures for creating supersedes letters
7.22.4.11	Removed routing slip procedures

EFFECT ON OTHER DOCUMENTS

This IRM supersedes IRM 7.22.4 dated September 15, 2015, and incorporates Interim Guidance Memorandum TEGE 07-0920-0023.

AUDIENCE

Tax Exempt and Government Entities
Exempt Organizations

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7.22.4
Modified EO-EP Determination System (MEDS) User Manual

Table of Contents

7.22.4.1 (08-12-2021) Program, Scope, and Objective

(1) **Purpose:** This IRM provides instructions on accessing, navigating, and processing exempt organization determination requests in the Modified EO-EP Determination System (MEDS).

(2) **Audience:** The procedures in this manual apply to Exempt Organization (EO) employees processing determination requests.

(3) **Policy Owner:** Director, Exempt Organizations, Rulings and Agreements.

(4) **Program Owner:** Exempt Organizations.

7.22.4.1.1 (08-12-2021) Background

(1) EO includes two primary operational areas: Rulings and Agreements and Examinations.

(2) EO Rulings and Agreements (R&A) is responsible for issuing determination letters on exempt status, private foundation classification, and other determinations related to exempt organizations. EO R&A processes determination letters on applications for recognition of tax-exempt status under IRC 501 and IRC 521 and certain other requests. EO Determinations, one component of EO R&A, issues determination letters on exempt organization matters (see Rev. Proc. 2021-5, updated annually).

(3) MEDS is a web-based information system for Tax Exempt and Government Entities (TE/GE) determination case processing and inventory management. MEDS:

- Stores images of determination applications, associated data, and subsequent related documentation in an electronic records repository.
- Allows real time access to inventory data.
- Interfaces with legacy systems including Letter and Information Network User-fee System (LINUS) and Employee Plans-Exempt Organizations Determination System (EDS)

(4) Organizations submit Form 1023, Form 1023-EZ, and Form 1024-A electronically through Pay.gov. Electronically submitted user fees and forms are transmitted into LINUS and MEDS.

(5) Organizations submit other hard copy applications for tax-exempt status and other miscellaneous determinations (Form 1024, Form 1028, Form 8940, and other letter applications) to the Cincinnati Accounts Management Campus Support (Campus Support). Campus Support:

- Processes user fee payments in LINUS and scans the hard copy applications/requests into MEDS.
- Sends open hard copy case files to an IRS facility in Ogden, UT.

(6) MEDS transmits the information to EDS.

(7) Cases are generally processed electronically in MEDS.

(8) MEDS was formerly knows as Tax Exempt Determination System (TEDS). MEDS is still referred to as TEDS by some applications and Business Units. The terms MEDS and TEDS can be used interchangeably.

(9) “Specialists” in this IRM refer to EO Determinations (EOD) specialists as well as tax examiners who process Form 1023-EZ applications.

(10) Non-MEDS system updates (such as to Internet Explorer or Microsoft Windows) may affect processes and procedures in this IRM.

7.22.4.1.2
(08-12-2021)
Authority

(1) Rev. Proc. 2021-5, updated annually, sets forth procedures for issuing determination letters on issues under the jurisdiction of the Director, EO Rulings and Agreements. It explains the procedures for issuing determination letters on exempt status in response to applications for recognition of exemption from federal income tax under Section 501 or 521 (other than those subject to Rev. Proc. 2021-4, updated annually), private foundation classification, and other determinations related to exempt organizations. Rev. Proc. 2021-5 also provides guidance on the exhaustion of administrative remedies for purposes of declaratory judgement under IRC 7428 and guidance on applicable user fees for requesting determination letters.

7.22.4.1.3
(08-12-2021)
Responsibilities

(1) EO R&A is responsible for issuing determination letters on exempt status, private foundation classification, and other determinations related to exempt organizations.

7.22.4.1.4
(08-12-2021)
Program Controls

(1) EO Determinations Quality Assurance (EODQA) reviews determination cases to ensure:

a. Technical accuracy
b. Adherence to written procedures
c. Uniform and impartial treatment of exempt organizations' interest while protecting the government's interest
d. Identification of unfavorable case patterns, trends affecting processing quality, problem areas, unique issues, and new or novel techniques that EOD specialists develop

7.22.4.1.5
(08-12-2021)
Common Abbreviations

(1) See the table below for a list of commonly used acronyms/abbreviations and their definitions.

Abbreviation	Name
CCR	Case chronology record
EDS	Employee Plans-Exempt Organizations Determination System
EO	Exempt Organizations
EOD	Exempt Organizations Determinations
EODQA	Exempt Organizations Determinations Quality Assurance
IRC	Internal Revenue Code
LINUS	Letter and Information Network User-fee System

Abbreviation	Name
MEDS	Modified EO-EP Determination System
R&A	Rulings and Agreements
Rev. Proc.	Revenue Procedure
TEDS	Tax Exempt Determination System (former name of MEDS)

7.22.4.2
(08-12-2021)
System Support

(1) The TE/GE Business Systems Planning (BSP) office manages MEDS. TE/GE BSP Business Customer Support (BCS) (formerly known as TOPS) analysts help MEDS users via functional support and informational bulletins:

a. BCS issues electronic alerts and bulletins for updated program version releases, changes in MEDS processes or procedures, and other information.
b. Find MEDS bulletins, guides and information, and training materials at *TE/GE: BSP AUTOMATION SYSTEMS, GUIDES AND TIPS* page of TE/GE Connect.

(2) Submit a help ticket to BCS for MEDS help by:

- Calling the Enterprise Service Desk at 1-866-7HELP4U (1-866-743-5748).
- Visiting the OS GetServices website. Select Request Help, Applications, General Software Issue, All IRS Apps.

Note: Tell the help desk you have a MEDS issue.

7.22.4.3
(08-12-2021)
User Community

(1) MEDS allows these users to electronically access case files:

- Determinations specialists and tax examiners (including Quality Assurance reviewers)
- Customer Account Services
- Group managers
- Area managers
- EO R&A Director
- Processing clerks
- Researchers
- MEDS Business Customer Support (BCS, system administrators, field support, server support, and the system help desk)

  Note: This manual doesn't contain MEDS technical support information or procedures.

(2) Access MEDS by submitting a request in BEARS.

a. Select application TEDS-DOCUMENTUM (TEDS).
b. When approved, you'll receive an email from BEARS. Be sure to sign on to BEARS to accept the Terms & Conditions Form to complete the approval process.

c. A link to the MEDS home page is available on the Business Systems Planning SharePoint site. See IRM 7.22.4.5.1 for information on creating a desktop shortcut.

7.22.4.4
(08-12-2021)
Case Establishment

(1) Campus Support establishes determination letter request cases for applications not submitted through Pay.gov using procedures in IRM 3.45.1, Processing Employee Plans and Exempt Organizations Determination Applications and User Fees.

(2) EO uses the LINUS system to record all user fee payments, refunds, and adjustments. From LINUS, a case is assigned a Document Locator Number (DLN). The DLN is the case identification number. Campus Support stamps all application packages with either a **remit** DLN or **non-remit** DLN, as appropriate. (See IRM 3.45.1.7.1, Document Locator Number (DLN).) LINUS transmits user fee and DLN information to MEDS.

(3) Campus Support manually transcribes certain data fields from the application package and related forms (for example, organization name, address, Form 2848, Form 8718, etc.) in MEDS. See IRM 3.45.1 for more information.

(4) MEDS captures and stores electronic images in Tagged Image File Format (TIFF).

a. Both sides of each sheet of paper are scanned.
b. Blank pages are deleted after scanning.
c. Envelopes are never scanned.
d. Non-scannable items (for example, stapled pamphlets, newspaper pages, etc.) are notated on an input sheet which is scanned into MEDS.

(5) After Campus Support scans documents, they verify images and data as readable and correct. They re-scan application packages with unreadable images.

(6) After Campus Support scans and verifies, MEDS:

a. Runs business rules to determine: classification, category, grade of case, user fee status, and whether to send an acknowledgement letter to a power of attorney. See IRM 7.22.4.6, Business Rules Overview.
b. Transmits case data automatically and manually to EDS and LINUS (status updates). Manual updates in EDS will generally block all further transmissions from MEDS.
c. Electronically stores case images and data in the MEDS Records Repository.
d. Automatically creates and updates the case chronology record (CCR) for entries such as case assignment, status updates, etc. Specialists also make CCR entries in their cases and can view all the entries. Except for certain designated roles, other users can only view the entries they themselves make.
e. Transmits case data (hard copy submissions only) to the Correspondence Letter System (CORRESPONDEX, CRX). From this data, CRX generates acknowledgement letters.

(7) Campus Support reassembles all hard copy documents and places them in a case file with a printed label attached to the outside. Printed labels include:

- Control date
- Case grade
- Organization name
- Form number
- MEDS case number
- Type of request
- Employer Identification Number (EIN)
- Code section
- Case classification (Merit/Non-merit)
- Potential duplicate case number
- Document Locator Number (DLN)
- Non-scannable item (Y/N)

Note: The potential duplicate case field only appears when there is a duplicate case associated with the new determination application.

(8) Campus Support ships the paper copies of application packages to an IRS facility in Ogden, UT for storage.

7.22.4.4.1
(08-12-2021)
Form 1023-EZ, Form 1023, and 1024-A Case Establishment

(1) *Pay.gov* transmits Form 1023-EZ, Form 1023, and Form 1024-A applications and user fee data to MEDS.

a. After Pay.gov validates the user fee payment, MEDS systemically creates a case.
b. MEDS runs a statistically valid random sampling program on all Form 1023-EZ cases to identify cases for pre-determination sample review.
c. MEDS automatically updates the identified Form 1023-EZ pre-determination sample review cases to Status 71.

7.22.4.5
(08-12-2021)
Log on

(1) Access MEDS from the IRS Intranet Home Page. This web-based application allows you to view case file images and dates anytime, anywhere.

(2) You will automatically be logged into MEDS after it authenticates your account.

(3) MEDS should be accessed using Internet Explorer. MEDS is not yet compatible with the Microsoft Edge web browser.

7.22.4.5.1
(08-12-2021)
Creating MEDS Desktop Shortcut

(1) An easy way to access MEDS is to create a shortcut on the desktop.

a. Place the cursor on an empty space on the desktop and right click with the mouse.
b. Highlight New.
c. Highlight and click Shortcut. Clicking on Shortcut causes Create Shortcut wizard to appear on the screen.
d. On the shortcut wizard, enter the MEDS address (URL).
e. Click Next.
f. Create and enter a shortcut name.
g. Click Finish. The shortcut should now appear on the desktop.

7.22.4.5.2
(08-12-2021)
Improving System Performance

(1) Pages you view online are stored in a special folder for quick viewing at a later time. Periodically delete internet files stored on your computer to improve system response time.

(2) To delete internet files:

a. Open Internet Explorer.
b. On the top gray toolbar, click Tools.
c. From the Tools drop down menu, click Internet Options.
d. On the General tab, Browsing history, select Delete.
e. Check the boxes of the items to delete (Temporary Internet files and website files/cookies and website data).

Note: Deleting cookies (a file placed on a visitor's hard drive that allows the website to monitor the individual's use of the site) may affect other automatic recognition in internet programs. After cleaning the browser (deleting cookies), your computer will run better, but it may not remember sites not saved to Favorites.

f. Click Delete.
g. When finished, click OK at the bottom of the Internet Options box.

7.22.4.5.3
(08-12-2021)
Preparing the Computer

(1) When you receive access to MEDS or receive a new computer (or get yours reimaged):

a. Encrypt the MEDS Documentum folder. See IRM 7.22.4.5.3.1, Documentum.
b. Prepare the computer for viewing business rules. See IRM 7.22.4.6.2, Business Rules Results.

7.22.4.5.3.1
(08-12-2021)
Documentum

(1) Documentum is the software MEDS uses as a local document repository. When you open a document, Documentum creates a folder on your computer. The system uses this folder as a temporary storage area for documents you've viewed on MEDS.

(2) IRS security policies require sensitive information be protected at all times. You must encrypt sensitive information that is processed, stored, or transmitted by computer equipment (such as laptops and memory storage devices) outside of IRS facilities. Because the Documentum folder is located on your C drive, encrypt it for security purposes.

(3) To access the Documentum folder:

a. From the Desktop double left click on the This PC icon to access Windows Explorer.
b. In the left hand pane, click the expand arrow next to OSDisk (C:) (or similar).
c. Click the expand arrow next to the Users folder.
d. Click the user's SEID.
e. Click the Documentum folder.

(4) To encrypt the Documentum folder:

a. Right click the Documentum folder.
b. Select Encrypt from the menu; a box will appear.

c. Select Apply changes to this folder, subfolders, and files.
d. Select OK.

(5) The Documentum folder and its contents display in green, indicating the contents are encrypted. Generally, you only need to encrypt the file once unless you receive a new computer or hard drive.

7.22.4.5.4
(08-12-2021)
Obtaining a Print Screen

(1) In MEDS, you can't use traditional copy and paste options to capture information displayed on the screen. You must create a screen print to capture information. Obtaining a screen print varies based on your type of computer.

(2) Options to create a screen print:

a. Click on the Print Screen (Prt Sc/Print Scrn) key.
b. Click and hold the Function (Fn) key with the Print Screen key.
c. Click and hold the Control (Ctrl) key with the Print Screen key.
d. Click and hold the Alternate (Alt) key with the Print Screen key.
e. Click and hold Ctrl/Fn/Prt Sc.
f. Click and hold Alt/Fn/Prt Sc.

Note: If none the above steps work, use other IRS installed software such as SnagIt to create an image of a screen. See *IT4U* website for software information and help.

(3) Open a blank Word document (or other program to copy the image, for example, Outlook email message).

(4) Right click in the Word document or other program.

(5) Click Paste.

(6) Save or email the information as desired.

7.22.4.6
(08-12-2021)
Business Rules Overview

(1) MEDS uses the Business Rules Engine (BRE), a managerial software program, to program information from the application package into an electronic format. Application information is translated into if-then statements which are uploaded into the BRE. This automates operational business decisions.

7.22.4.6.1
(08-12-2021)
How Business Rules Work

(1) Campus Support manually inputs certain data from the application (for example, questions on the application may be answered yes or no or a business rule may also be stated in such a way that the result may be true or false).

(2) There are two categories of business rules:

- Opening business rules
- Closing business rules

(3) After Campus Support scans an application and establishes a case or after a case is transmitted from Pay.gov, the system runs business rules and assigns values for:

- Case completeness (determines if the application package is complete)
- Case complexity (evaluates the data from the application form)

- Case category (determines the case type, for example, 4945(g) or unusual grant)
- Case grade (determines the grade of the case based on answers to the application form questions)
- User fee validation (verifies whether the fee paid is correct based on the amount received and the blocks checked on the form)
- Case classification (considers the outcome of all the opening business rules and classifies the case as bypassing the initial review or not)

7.22.4.6.2
(08-12-2021)
Business Rules Results

(1) Some business rules results record case data:

a. The case data is in the Case Information file on the General Case Information and Receipt and Handling tabs.
b. Other business rules results are stored within the BRE Results folder.

(2) You can't edit opening business rules results. However, you can correct some information set by the business rules (such as case grade and case category) once the case is assigned.

(3) EO uses business rules to:

- Identify issues that specialists may need to develop in the determination process.
- Determine why a case was classified in a particular way.

(4) Business rule results may be stated in the following format:

Answer from Business Rule	Result
Yes	1
No	0
True	T
False	F
Correct	C

Note: If an item is left blank on the application form or not applicable to that form, there is no entry in the related business rule field.

(5) View business rules results as:

- Summary Messages
- BRE Response

(6) Access the case folder BRE Results to view the Summary Message screen which displays the results for each business rule set on the case.

7.22.4.7
(08-12-2021)
Roles and Delegations

(1) MEDS has roles and permissions which are security features in the system. They're based on the user's position and operational processing needs. Your MEDS user role outlines the actions you can perform and information you can:

- Access
- View
- Change

(2) MEDS also contains a role delegation feature that allows a group manager (or higher) to delegate one or more of his/her user roles to his/her group members or to another manager.

(3) The information in the following sections provides guidance on how to identify MEDS user roles and permissions. It also explains how to delegate and revoke user roles.

7.22.4.7.1
(08-12-2021)
Roles

(1) MEDS roles are grouped into two major categories based on related tasks and responsibilities:

- General roles - users who perform work-related tasks
- Managerial roles - users who manage the work or system

Note: Users may also be assigned additional sub-roles based on assigned duties. Assigned sub-roles are listed in the User Profile (see IRM 7.22.4.9.7, User Profile).

(2) The General user roles are used primarily by employees who process the determination work:

- Researcher I, II, III
- Group Secretary/Clerk
- Processing Clerk
- Unpostable Clerk
- User Fee Adjuster
- Case Assigner
- Specialist

(3) Managerial user roles manage the determination process and MEDS:

- Group Manager
- Area Manager
- Executive Manager
- National Unassigned Inventory (NUI) Manager
- Functional Security Manager (FSM)
- System Support
- Records Manager

7.22.4.7.2
(08-12-2021)
Permissions

(1) Permissions allow a user to perform the necessary tasks for his/her role. Permissions vary based on the user's role and the specific repository item or action (for example, access to non-disclosable information or case assignment ability). See the table below for the types of permissions available in MEDS.

Permission type	Definition	Explanation
R	Read	User can read data but cannot make any changes to it

Permission type	Definition	Explanation
A	Add/ Create	New data is Added/Created into the system (for example, documents)
U	Update	Change data
P	Purge	Move items that are proposed for deletion into “Purge” folders in the system
D	Delete	Remove data from system

7.22.4.7.3
(08-12-2021)
General User Roles and Permissions

(1) MEDS users who process various stages of the determination work have access privileges corresponding to their type of work.

7.22.4.7.3.1
(08-12-2021)
Researcher

(1) Researcher roles provide access to MEDS for information purposes only. Users with Researcher roles can read information but can’t make any change in the information.

Role	Access Description
Researcher I	Read only access to case data on all cases, disclosable and non-disclosable documents on closed cases, and Forms 2848, Power of Attorney and Declaration of Representative, and Form 8821, Tax Information Authorization, documents on open cases
Researcher II	Read only access to case data on all cases and documents on open or closed cases
Researcher III	Read only access to case data on all cases, reports, and documents on open or closed cases

7.22.4.7.3.2
(08-12-2021)
Group Secretary/Clerk

(1) The group secretary/clerk role has limited access to:

- Read all documents
- The group queue to print folder

(2) Managers may delegate their assigned permissions to their employees with the group secretary/clerk role.

7.22.4.7.3.3
(08-12-2021)
Processing Clerk

(1) The Processing Clerk role can:

- Read access permission
- Update incorrect document types
- Establish a case
- Re-establish a case

- Put a case in closing sub-status of administrative re-open
- Update a case

7.22.4.7.3.4 (08-12-2021) Unpostable Clerk

(1) The Unpostable Clerk role has permissions to update the following data information:

- EIN
- Name
- Address and ZIP code
- Name control

Note: Read access is limited to documents for open cases and closed cases that have been assigned an unpostable status.

7.22.4.7.3.5 (08-12-2021) User Fee Adjuster

(1) The User Fee Adjuster role has permissions to update the following data information:

- Payment status
- Dishonored checks
- User fee indicators

(2) The User Fee Adjuster role may read and add documents to the disclosable folder, add CCR entries, and has read access to non-disclosable documents for open and closed cases.

Note: Dishonored checks and refunds are processed through LINUS which updates MEDS and EDS.

7.22.4.7.3.6 (08-12-2021) Case Assigner

(1) The Case Assigner role is considered an *add on* role. It:

- Is specifically requested.
- May assign cases.
- Has read access to case inventory.
- Must be added to assign cases to specialists not in your group.

7.22.4.7.3.7 (08-12-2021) Specialist

(1) Specialist role permissions allow the employee to:

- Read, add, update, and propose purge documents in a case assigned to him/her.
- Read disclosable folder documents within cases that are not directly assigned to him/her.

7.22.4.7.4 (08-12-2021) Managerial Roles and Permissions

(1) Manager roles and permissions manage the determination process and MEDS. Managerial roles except FSM and Records Manager may be delegated.

7.22.4.7.4.1 (08-12-2021) Group Manager

(1) The Group Manager role may:

- Assign or unassign cases within his/her own group.
- Approve, transfer, or return cases within his/her group.

- Read, add, update, or propose purge documents in case files within his/her group.

7.22.4.7.4.2
(08-12-2021)
Area Managers

(1) The Area Manager role permits a user to oversee the determination process for cases assigned within the area.

- The user may read, add, update and propose purge documents assigned to members in his/her own area.
- The Area Manager can delegate permissions to area members and to the other area managers.

7.22.4.7.4.3
(08-12-2021)
Executive Management

(1) The Executive Management role permits a user to read documents and add comments to a CCR.

7.22.4.7.4.4
(08-12-2021)
National Unassigned Inventory (NUI) Manager

(1) The NUI Manager role may read, add, update, and propose purge documents and information in the NUI.

7.22.4.7.4.5
(08-12-2021)
Functional Security Manager (FSM)

(1) The FSM role is assigned to TE/GE Business Customer Support (BCS). This role can:

- Add user accounts to MEDS
- Run security reports and audit trails
- Invalidate user accounts

7.22.4.7.4.6
(08-12-2021)
System Support

(1) The System Support role has read only access. This role does not allow a user access to CCRs, open or closed case containers, purged documents, or any payment information.

7.22.4.7.4.7
(08-12-2021)
Records Manager

(1) The Records Manager role can:

- Read, add, delete and purge applications and folders created by the system (for example, disclosable, non-disclosable, and purge folders).
- Read all user and group profiles.
- Update a CCR entry, override all delegations and make new delegation of roles across all levels.
- Delegate any role except the FSM and Records Manager roles.

7.22.4.7.5
(08-12-2021)
Role Delegation

(1) Role delegation allows a manager to delegate one or more of his/her user roles to members of his/her own group or to another manager.

(2) Role delegation characteristics include:

- Delegating a role to multiple users
- Delegating roles with differing date ranges
- Limiting the role delegation to no more than a 30-day period
- Not allowing the delegate to re-delegate a role to another user
- Revoking or cancelling a delegation

Note: Only the delegator, Records Manager, or FSM can perform these actions.

(3) Group Managers, QA Manager, Area Managers, Executive Management, NUI Manager and Records Manager are the only users who may delegate his/her role(s). These individuals may delegate roles as follows:

Current Role	May Delegate Role(s) To	Restrictions
Group Manager	Group Manager and Group Secretary	Can only delegate to group members or another Group Manager.
Area Manager	Area Manager, Group Manager, and Group Secretary	Can only delegate to members of own area or another Area Manager.
Executive Management	Executive Management, Area Manager, and Group Manager	Can only delegate to a user under the Executive Management user.
NUI Manager	NUI Manager	Can only delegate to a user in the same business segment.
Records Manager	Any role except FSM and Records Manager	None.

(4) A Records Manager can override all delegations.

7.22.4.7.5.1
(08-12-2021)
Delegating a Role

(1) For a managerial user to delegate a role, he/she must first identify his/her target user using a TEDS User search.

(2) To search for the target user:

a. Click Advanced Search.
b. Select Object Type: TEDS User (teds_user).
c. From the Properties drop down menu, select Employee Group Number, Standard Employee Identifier, or other known criteria.
d. Enter group number, Standard Employee Identifier (SEID), or known criteria of user to be delegated.
e. Click Search.

(3) To designate a role:

a. Highlight the line of the user to be delegated.
b. Click menu selection Role Delegation.
c. Click Delegate Role(s) on the drop down menu.

(4) To select role:

a. Click drop down box.
b. Select the desired role.

(5) To select delegation date range:

a. Enter a Start Date and End Date using the calendar option accessed by clicking the calendar.
b. Click Add to complete selection of the role.
c. Repeat steps to add additional roles.

Note: When delegating more than one role to a target user, all roles do not need to have the same starting and ending dates.

(6) To confirm role delegation:

a. Verify role selections and start and end dates.
b. Click Remove to remove an individual role prior to completing the delegation process.
c. Click OK to complete delegation or Cancel to abort.

7.22.4.7.5.2
(08-12-2021)
Delegate Notification

(1) Notifications are sent to the delegate's Inbox to alert him/her of:

- Delegated roles
- Expiring delegated roles (sent 24 hours prior to expiration)
- Revocation of delegated roles

(2) Delegators also receive Inbox notifications of delegations.

(3) Active and pending delegated roles are listed at the bottom of the delegate's User Profile.

Note: Although a Remove option is shown in the delegate's profile, the delegate can't remove a delegated role.

7.22.4.7.5.3
(08-12-2021)
Revoking a Role Delegation

(1) A role delegation may only be revoked or cancelled by the delegator, a Records Manager, or a FSM.

(2) To revoke a delegation:

a. Click Advanced Search.
b. Select Object Type: TEDS User (teds_user).
c. From the Properties drop down menu, select Employee Group Number, Standard Employee Identifier, or other known criteria.
d. Enter group number, Standard Employee Identifier (SEID), or known criteria of target delegate.
e. Click Search.
f. Click on the SEID of the target delegate.
g. Click Remove in the acting and pending delegations section of the delegate's user profile.

Note: The delegate receives a notice of his/her cancelled delegated role.

7.22.4.8
(08-12-2021)
Case Identification and Status Codes

(1) MEDS assigns a unique case number to each case and files it in the Document Repository. All documents and data for a particular case file can be found by searching under the assigned case number.

(2) MEDS also uses status, sub-status, and event codes to monitor EO determination case inventory's movement.

7.22.4.8.1 (08-12-2021) MEDS Case Number

(1) EO determination cases established in MEDS are assigned a unique 17 character number beginning with the prefix EO:

a. All documents and images submitted with a determination case are associated with the same case number.
b. Both a MEDS case number and an EDS case number are assigned to every determination letter application processed in MEDS.

(2) The MEDS case number is created using the following:

- First two letters - designate EO
- Next four digits -designate a four digit year
- Next three digits - designate Julian date
- Final six digits - designate the sequential number for a single Julian day of the current year

7.22.4.8.1.1 (08-12-2021) EDS Case Number

(1) After a case is established in MEDS, case data is transferred to EDS. The EDS Update Master Record screen lists the MEDS case number.

(2) After a new MEDS record is created in EDS, the case is assigned a unique EDS case number. Case numbers are assigned with a two digit prefix beginning with the number 4. The second digit is the area office code as follows:

- Northeast - 1
- Mid-Atlantic - 2
- Great Lakes - 3
- Gulf Coast - 4
- Central Mountain - 5
- Pacific Coast - 6

(3) The case number for a case established in EDS (but not in MEDS) begins with the area office code as the first digit followed by a zero.

7.22.4.8.1.2 (08-12-2021) EDS Case History Record

(1) The EDS Case History Record automatically updates as status changes occur in MEDS, unless EDS is blocked from further updates from MEDS (EDS Block).

(2) The first EDS entry for a MEDS case is Status 63, Case Established (MEDS). This status is unique to MEDS.

7.22.4.8.2 (08-12-2021) Purpose of Status Codes

(1) Status codes help monitor the determination inventory and provide management with an effective way to manage it.

(2) Status codes show:

- Case ownership
- Various actions taken on a case
- Case movement

7.22.4.8.2.1 (08-12-2021) MEDS Status Codes

(1) Status codes in MEDS are treated the same way as status codes in EDS.

(2) An application is updated to Status 63 immediately upon establishment on MEDS.

(3) Once the case is in Status 63, the opening business rules automatically determine whether the case updates to the NUI in Status 51, 61 or 71.

(4) Other status codes are updated manually.

(5) See Document 6379, Information Systems Codes FY 2021 (updated annually) Quick Reference for EO Employees, for a list of MEDS and EDS status codes.

7.22.4.8.2.2
(08-12-2021)
Grouping Status Codes

(1) There are various types of status code categories. Grouping status codes by category helps users understand when and how to use them.

(2) When an application is in a certain status, it may only be updated to a limited number of other statuses.

7.22.4.8.2.3
(08-12-2021)
MEDS Sub-Status Codes

(1) MEDS may assign a sub-status code to a status code. A sub-status code is a case code that gives information on the case's current state and may impact future allowable case actions. Sub-status codes are reflected in MEDS but not in EDS.

(2) Sub-status codes appear as part of the listed status of the case.

Example: If IRS receives additional documents for an assigned non-merit case, the case status in MEDS is 52AD.

(3) Sub-status codes are listed in the table below.

Sub-status Code	Sub-status Code Name	Description
AD	Additional Document	Automatic update when additional documents have been scanned in and associated with an open or closed case.
AI	Awaiting Information	Manual update used with an open case status when the MEDS user sent a request for additional information and is awaiting a response from the applicant. The user manually checks the awaiting information indicator in the CCR entry to trigger the sub-status code update.
AR	Administrative Reopening	Manual update used with Statuses 21, 57, and 59 when a case closed on MEDS is reopened for additional actions.

Sub-status Code	Sub-status Code Name	Description
AP	Appeals	Manual update with Status 34 used by QA manager to send a case to the Independent Office of Appeals.
CC	Cased Closed	Automatic update with Status 21 when the case is in a final closed state and andy paper case documents have been scanned into MEDS for archival purposes.
GR	Group Suspense	Manual update used with Status 37 when a case is in group suspense.
PA	Proposed Adverse	Manual update used with Status 34 when a case is closed to the EODQA manager as a proposed adverse.
PC	Proposed Closed	Manual update used with Status 74 when: a case is submitted as a proposed closure.
QA	Quality Assurance	Manual update used with Status 74 when a case is returned to the group by EODQA.
RT	Returned	Manual update when a case is retuned to EODQA from the group.
UI	Unassigned Suspense	Automatic update used with Status 37 when a case not assigned to a specialist.

7.22.4.8.3
(08-12-2021)
System Event Codes

(1) System event codes are informational and show that a system event occurred on a case.

(2) MEDS uses systemic event codes to more effectively distinguish between case movement, various case actions, and systemic events. View system event codes in Case Information - General Case Info. tab, in Case History, and in the Case Status Report. Only the most recent system event code is displayed in the Case Information - General Case Info. tab.

(3) On MEDS, the status and sub-status codes are combined in one field and the event code will be its own field.

(4) System event codes are listed in the table below.

System Event Code	System Event Code Name	Description
AS	Case Owner Assignment	Case assignment.
BR	Business Rules Results Returned from Business Rules Engine	Business rules were run for a case.
EA	EDS Acknowledgment	EDS acknowledgment receipt of case update.
EB	EDS Blocked	EDS is blocked from further updates from MEDS.
MU	Manual EDS Update	Case information was manually updated or the case status was updated to be worked in EDS.
RR	Request Manager Review, Business Rules Run	Case status is updated to 74PC (the closing business rules will run at this time).
UA	Case Owner Assignment	Case was taken out of an assigned status and put back into unassigned inventory status.
UF	User Fee Updated	User fee has been updated.

7.22.4.9
(08-12-2021)
Navigation Overview

(1) The information in this section explains navigating MEDS:

- How to use the MEDS Repository to search, retrieve, and view case data and images and its function.
- How to change MEDS case data and entity information
- How to create, edit, and execute (run) search queries
- How to import documents into a MEDS case file
- How to split a document into two new documents
- How MEDS interacts with EDS in the case closing process
- How to use Optical Character Recognition (OCR)

7.22.4.9.1
(08-12-2021)
Document Repository

(1) The MEDS Document Repository is a virtual storehouse for all case data, images, and workpapers. It contains:

- Electronic cabinets.
- Individual case folders that store images of documents, reports, templates, messages, and personal files.

(2) The document repository enhances EO Determinations’ ability to:

- Organize work processes,
- Manage case inventory,
- Identify and associate documents with the correct case folder,
- Streamline determination applications processing, and
- Research open and closed inventory.

(3) EO employees use the document repository to search, retrieve, and view data and images. Users access the different system components through the "Navigation" screen. Users are given roles and permissions that allow them access to specific aspects of the system. The permissions vary based on the role of the user (see IRM 7.22.4.7, Roles and Delegations).

7.22.4.9.1.1
(08-12-2021)
Screen Selection Options

(1) These terms describe the different parts of a MEDS screen:

- Navigation Pane - contains the user's Inbox, My Cases, Templates, etc. and allows the user to navigate through the repository
- Data Grid - displays case information
- Column Labels - lists the attributes for a case, can be sorted and displayed in any order, and can be customized by each user

(2) The user may select any of the following options to navigate through the system:

- Inbox
- My Cases
- Saved Searches
- Cabinets
- Reports
- Recently Viewed

(3) The data grid is located in the lower center of the MEDS screen. It displays the case information when you select My Cases from the Navigation Pane.

(4) The function buttons are above the column labels. You can sort and display them in any order and customize them. Use the following options to perform different actions:

- File
- Edit
- View
- Tools
- Report

7.22.4.9.2
(08-12-2021)
Cabinets

(1) Cabinets are the highest level of organization in the repository. Just like a physical cabinet, they store and organize file folders and provide easy access to case files and templates.

(2) The two types of cabinets are:

- Universal
- Personal

7.22.4.9.2.1 (08-12-2021) Universal Cabinets

(1) MEDS universal cabinets are the highest level of organization for MEDS cases. Cases are sorted by:

- EP or EO
- Year
- Month

(2) EP cases display for EP users, and EO cases display for EO users. Cases move from one cabinet to another based on status code changes.

(3) Universal cabinets are:

Cabinet	Description
National Unassigned Inventory (NUI)	NUI cabinet stores unassigned cases.
National Assigned Inventory (NAI)	NAI cabinet stores cases that are assigned to a group or to a specialist.
Archived Cases	Archived Cases “year” cabinets store closed cases, including cases that have been scanned into MEDS after closing on EDS. Currently, MEDS closed cases remain in the National Assigned Inventory in Status 57 or 59. ***Note:*** A closed MEDS case moves from the NAI to the Archived Cases when updated to Status 21.
Group 7849	Queue for printing repository notices and letters.

(4) Only the Records Manager and the NUI Manager can see the NUI, NAI, and the Archived Cases cabinets.

7.22.4.9.2.2 (08-12-2021) Personal Cabinets

(1) Personal cabinets are unique to each user and are used to notify the user of new messages as well as to organize each user’s assigned case files, workpapers, documents, and reports. MEDS personal cabinets are:

- Inbox
- My Cases
- Reports
- Recently Viewed
- Saved Searches

7.22.4.9.2.2.1 (08-12-2021) Inbox Cabinet

(1) The Inbox cabinet alerts you of system events or received requests. It’s similar to your Inbox in Microsoft Outlook.

(2) The Inbox cabinet receives notifications of:

- New case assignments or cases returned from the manager
- Receipt of new documents
- A related case
- Case sent to manager for review or proposed closing
- Role delegation

(3) Only automatic notifications are allowed. Users can't send or receive messages.

(4) To open a message, double click on the link. Opening a message provides additional information about the notification.

Note: Case specific notifications include a direct link to the case.

(5) To delete messages from the Inbox, select the message by clicking on it, then: right click and select Delete from the displayed options, or select File, Delete from the displayed options and click OK on the confirmation screen.

7.22.4.9.2.2.2
(08-12-2021)
My Cases Cabinet

(1) The My Cases cabinet:

- Contains cases assigned to you.
- Provides easy access to your inventory.

(2) By clicking on My Cases, you can access an assigned case in MEDS:

- View case data
- View case file images
- Create a case chronology entry
- View payment information

(3) A manager's My Cases cabinet contains all cases assigned to the group including unassigned and suspense cases.

(4) Managers also have a cabinet called User Cases. The User Cases cabinet allows the manager to select and display a specific group member's case listing. It contains links to each assigned case and any direct reports (for example, a specialist and his/her group manager both "own" a case assigned to the specialist).

7.22.4.9.2.2.3
(08-12-2021)
Reports Cabinet

(1) The Reports cabinet provides the ability to generate various reports:

- Cases by Power of Attorney Report
- Multiple Case Summary
- Individual Case Information
- MEDS Case Processing Report
- TE/GE Case Reconciling Report
- Case Status Report
- Case History Record

7.22.4.9.2.2.4
(08-12-2021)
Recently Viewed Cabinet

(1) The Recently Viewed cabinet provides a link to recently viewed documents and folders.

7.22.4.9.2.2.5 (08-12-2021)
Saved Searches Cabinet

(1) The Saved Searches cabinet allows you to access a saved search. The cabinet appears after you've saved one or more searches.

7.22.4.9.3 (08-12-2021)
Accessing a Case File

(1) View a case file by clicking on the underlined attribute titled Case Information or clicking on the yellow folder icon. You can see various files and folders.

(2) Files are shown by an icon of a piece of paper. Access them by right clicking the file name and then double clicking Properties or clicking on the blue "i" icon. The Case Information file contains entity specific data (DLN, applicant name, contacts, address, control date, user fee, etc.).

(3) Folders are shown as a yellow folder icon. Access them by clicking the folder name. Each case contains these file and folders:

- Documents - related to the case (application, organizing document, work papers, etc.)
- Case Chronology - all entries that have been created for the case
- Case History - information on all the case status code changes made
- Payments - user fee payment information
- BRE Results - results of the Business Rules Engine
- Related Cases - list of cases with the same EIN, etc.

7.22.4.9.4 (08-12-2021)
Case Information File

(1) The Case Information file has several different tabs with case information.

- Transmitted or transcribed data
- Information derived from opening business rules
- Receipt and handling information
- Information to be entered by users throughout case processing

Note: The Case Information file opens as a separate window. See IRM 7.22.4.9.9.3, Accessing Case Information File.

(2) From this window, you can view the status of the EDS Block Indicator, Mandatory Review Indicator, and Mandatory Review Type.

7.22.4.9.5 (08-12-2021)
Viewing Documents in MEDS

(1) The Documents folder contains all documents the applicant submitted and the specialist prepared/imported.

(2) Open the Documents folder by double clicking Documents.

(3) The Documents folder contains the following subfolders:

- New Documents - documents scanned in MEDS after the case is established. (When new document(s) are received, the number of documents are in parentheses, and the name of the subfolder are in bold print until the documents are moved).
- Working - documents the specialist is editing.
- Disclosable - all disclosable case documents such as original forms, attachments, and correspondence.
- Non-Disclosable - all non-disclosable information such as closing forms and worksheets.
- Purge - all items the specialist (or anyone with appropriate permissions) determines to be immaterial to the administrative case file.

(4) View or access subfolders or folder contents by double clicking the folder or the underlined item to be viewed.

7.22.4.9.6
(08-12-2021)
Display Screen Options

(1) You can customize MEDS display screens.

7.22.4.9.6.1
(08-12-2021)
Page Display

(1) The Inbox, cabinets, and folders screens default settings are 10 items per page, but you can change the items per page setting to 50 or 100.

Note: If you can't see the option to change items per page on the screen, scroll to the far right of the screen.

(2) To change the number of items displayed per page, click on the Items per page setting on the column label bar and select the desired display setting. The suggested items per page setting is 50.

(3) If there are more items available to view on the items per page, use the single arrow on the toolbar to move from one page to the previous or next page. Use the double arrows to go to the first or last page of the list.

7.22.4.9.6.2
(08-12-2021)
Column Headers

(1) Each data grid display contains unique column headers that relate to the specific information displayed in the data grid. You can change the information displayed on the screen by adding, reordering, or removing column headers:

a. Click on the Column Preferences icon (two columns of lines and a right arrow) located in the column header field on the far right of the screen. Scroll to the right if the icon isn't shown.
b. After you click on the Column Preferences icon, the Preferences: Display Settings selection screen displays.

7.22.4.9.6.3
(08-12-2021)
Adding Column Headers

(1) To add a column header, from the Preferences: Display Settings selection screen:

a. Click on the desired column attribute in the Select attributes to display box on the left.
b. Click on the right arrow to move the desired attribute into the "Selected attributes to display as column" box on the right.

Note: Column headings are limited to those listed in MEDS. You can't create your own column headings.

(2) The new column header attribute has now been moved from the Select attributes to display box on the left and added to the Selected attributes to display column box on the right.

(3) Click OK to accept the changes.

7.22.4.9.6.4
(08-12-2021)
Removing Column Headers

(1) To remove a column header, from the Preferences: Display Settings selection screen:

a. Click on the column attribute located in the Selected attributes to display as column: box on the right.
b. Click on the left arrow to move the attribute into the Select attributes to display box on the left.
c. Click OK to accept the changes.

Note: Some column headings can't be removed from display.

7.22.4.9.6.5 (08-12-2021) Re-Ordering Column Headers

(1) You can organize the information on the data grid by choosing the order in which the columns display. This re-order function is available for most cabinets.

(2) To reorder column headers, from the Preferences: Display Settings selection screen:

a. Click on the desired column header to be re-ordered in the Selected attributes to display as column: box on the left.
b. Click on the up or down arrow to move the column header to the desired location.
c. Click OK to accept the changes.

(3) The attributes are displayed in the Selected attributes to display as column: box in the order that they appear as column headers on the data grid from left to right. The re-order function isn't available for the Inbox, Saved Searches, or Recently Viewed.

7.22.4.9.7 (08-12-2021) User Profile

(1) The User Profile stores:

- Your profile information
- Group information
- Information about roles assigned to you

(2) Access the User Profile screen by clicking User Profile next to the Logout button at the top of the screen.

7.22.4.9.7.1 (08-12-2021) MEDS Roles

(1) One of the items listed in the user profile is your MEDS role(s).

(2) Find additional information on specific roles and role delegations in IRM 7.22.4.7, Roles and Delegations.

7.22.4.9.7.2 (08-12-2021) Group Profile Screen

(1) Group information is also stored in your profile. Access it by clicking the underlined Employee Group Number on the User Profile screen.

(2) The Group Profile screen provides administrative information about your group.

7.22.4.9.8 (08-12-2021) Case Chronology Folder

(1) The MEDS Case Chronology Record (CCR) is an electronic document where system and manually generated entries are chronologically recorded in a case. When time is entered or updated for a case, MEDS automatically calculates the total hours entered for each of the user roles (screener, specialist, and reviewer) and totals all hours charged to the case. Once a case is closed to Status 21, 57, or 59, only the Records Manager can change an entry.

(2) The Case Chronology folder is classified as non-disclosable.

7.22.4.9.8.1
(08-12-2021)
Creating a CCR Entry

(1) MEDS automatically generates a case chronology entry when a case is assigned or unassigned and when there's a change in case status. Automatic entry information includes:

- Current date and time
- Current status code
- Employee name and SEID (or "System")
- Activity

(2) MEDS users can manually create CCR entries to record actions taken on a case. To create a CCR entry:

a. Open the CCR by double clicking on the yellow folder icon.
b. Click File, then Create Case Chronology Record form the drop down menu.
c. Complete the appropriate fields.
d. Click Finish.

Note: MEDS automatically stamps the date and time of each entry.

7.22.4.9.8.1.1
(08-12-2021)
CCR Entry Fields

(1) CCR fields include Current role, Activity, Description, Follow-up Date, Follow-up Complete, Person Contacted, Time, and Awaiting Information.

(2) Certain fields create searchable information or update the case status.

(3) Current Role options include Screener, Specialist, Reviewer, or Other.

Note: Time will not be added to the case if the user selects Other or does not make any selection.

(4) Select at least one activity option from a drop down menu: Assign Case, Review Case, Request Information, etc. You can select more than one activity by holding the Control key when making the selections. All selected activities display on the CCR.

(5) The Description field is a manually entered text field.

(6) Enter follow-up dates using the available calendar option and display on the CCR.

Note: The earliest open follow-up date displays on the My Cases screen, within Case Information, or on a search results screen or other case listing. Closing or completing a follow-up date is described under IRM 7.22.4.9.8.2, Editing a CCR Entry.

(7) Follow-up Complete is a check box option that closes or completes a follow-up date entry.

(8) Person Contacted is a manually entered text field.

(9) Time is a numeric entry of time spent performing the activity. Only case owners can enter time on a case.

(10) Awaiting Information is a check box option to indicate information was requested and a response is outstanding.

Note: This check box changes the sub-status of the case to AI. The sub-status remains AI until the box is unchecked, new documents are scanned into MEDS, or there is a status change.

7.22.4.9.8.2
(08-12-2021)
Editing a CCR Entry

(1) You can edit your own CCR entries as long as the case is assigned to you. Editing includes clearing follow-up dates, clearing an AI sub-status, or correcting entry information such as activities or time on case.

(2) For edited entries, MEDS retains the initial entry date and time and also displays the most recent edit's date and time.

(3) To edit a CCR entry, from within the Case Chronology Record folder:

a. Click in the blue "i" icon next to the entry to be corrected (or right click on the line and select Properties from the dialog box).
b. Change the existing information as necessary. If you followed-up on the case, check the Follow-up Complete box.
c. Click OK to accept changes or Cancel to exit without making any changes.

7.22.4.9.8.3
(08-12-2021)
Printing a CCR Report

(1) To print a copy of the CCR (for example, for a hard copy case file), from the main case screen:

a. Select Reports from the top bar menu.
b. Select Case Chronology Report from the list of options.
c. Once the CCR is displayed, click File on the Internet Explorer toolbarlol, then Print, or select the printer icon at the top of the screen.

7.22.4.9.9
(08-12-2021)
Modifying Data

(1) Maintaining accurate records is an important function of the determination application process.

(2) As part of reviewing determination cases, specialists verify that entity information and other case data are correct in MEDS (for example, correct name, address, user fee paid, etc.) and make corrections in MEDS as necessary.

Reminder: Information flows from MEDS to EDS. Therefore, make all case updates in MEDS for cases established in MEDS. Once an update is made in MEDS, it rolls to EDS. Don't make updates in EDS as this will generally cause a blocked error message (EDS Block). Once a case has an EDS block, no MEDS updates will roll to EDS.

Note: A form or case type change requires a new case establishment. See IRM 7.20.2, Determination Letter Processing of Exempt Organizations.,

(3) If a case has an EDS block:

- A specialist can update a case to only Status 74.
- A manager can update a case to only Status 74 or 75.

(4) A MEDS case with an EDS block will have an Event Code EB (EDS Block). An EDS Block Indicator will also be set. The Event Code EB and the EDS Block Indicator are set when a transaction to EDS is blocked.

(5) The EDS Block update is recorded in the Case History Report on MEDS and EDS.

(6) To have an EDS block temporarily removed, submit an OS GetServices ticket. See IRM 7.22.4.2.

7.22.4.9.9.1
(08-12-2021)
Changing Basic Entity Data

(1) Entity information consists of the applicant name, EIN and name control. View and edit the entity information from the File drop down menu.

(2) To change entity information, open the case to the case folder level:

a. Click File then Change Case from the drop down menu. You can also highlight the case information line, then right click on the case information line and select Change Case from the dialog box.
b. A new window opens.
c. Select Modify Entity Information from the drop down menu; click OK.
d. Correct the information, as needed.

Reminder: When changing the applicant name, Line 1 is limited to 35 characters, and the only special characters allowed are hyphen (-) and ampersand (&). When changing the name control, refer to Document 7071-A, BMF Name Control Job Aid.

e. Click OK when finished.
f. Review the entity information to ensure the change was accepted.
g. Click Send Update to EDS (optional). You can also highlight the case information line, then right click on the case information line and select Send Update To EDS from the dialog box. Click OK to send update.

Note: This option will cause MEDS to transmit the information to EDS without waiting for an automated transmission update. If you don't click the Send Update to EDS option, the changes will update to EDS during the next automated periodic transmission.

7.22.4.9.9.2
(08-12-2021)
Changing Disclosable Indicator

(1) The disclosable indicator consists of a T for Non-Disclosable and F for Disclosable. The indicator is changed much like the entity information is modified.

Note: Don't change this indicator unless your manager tells you to.

(2) To change the disclosable indicator:

a. Open the case to the main screen level.
b. Click File then Change Case from the drop down menu. You can also highlight the case information line, then right click on the case information line and select Change Case from the dialog box.
c. A new window opens.
d. Select Make Case Disclosable from the drop down menu and click OK.
e. A new window opens, again click OK to confirm.

7.22.4.9.9.3 (08-12-2021) Accessing Case Information File

(1) From the case level view, access the Properties: Info screen:

a. Right click on the Case Information line.
b. Left click Properties line in the dialog box.

(2) You can also access the Properties: Info screen by clicking on the blue “i” icon to the right of the Case Information line from the My Cases view on search results.

7.22.4.9.9.4 (08-12-2021) Properties Information Screen

(1) Modify case information from the Properties: Info screen. The Case Information file lists case data under several different headings.

(2) The Properties: Info screen has the following tabs:

- General Case Info
- Receipt and Handling
- Entity Data
- Contacts
- EO Closing Data
- Permissions

(3) Each of these tabs contains different information. You must click OK at the bottom of the screen to accept the entries or corrections. Generally, you update information on all tabs prior to selecting OK. You'll be asked whether to update EDS and then returned to the case main screen.

7.22.4.9.9.5 (08-12-2021) General Case Information Tab

(1) The Case Information file opens to the General Case Info tab.

(2) Authorized users can make changes or enter information into open fields including:

- Expedite Reason Code
- Closing Code
- Subsection
- Case Grade

(3) Authorized users are also able to update the Potential Duplicate Flag.

(4) From this screen, you can view the status of the EDS Block Indicator.

7.22.4.9.9.6 (08-12-2021) Editing Case Categories

(1) Case categories are initially set by the opening business rules and may be edited by the case owner or other authorized user. The Case Category lists case attributes, for example, initial application/submission, etc.

(2) Editing a case category is similar to the process described in IRM 7.22.4.9.6.3, Adding Column Headers, or IRM 7.22.4.9.6.4, Removing Column Headers.

(3) To edit a case category:

a. Click Edit on the General Case Info tab.
b. Highlight the category to be added or removed.
c. Click Add or Remove.
d. Highlight the category to be reordered on the lower box (if applicable).
e. Click Move Up or Move Down (if applicable).
f. Click OK or Cancel.

7.22.4.9.9.7
(08-12-2021)
Receipt and Handling Tab

(1) The Receipt and Handling tab contains postmark and receipt data, the non-scannable document indicator, and user fee information for the case.

(2) The specialist is responsible, as part of the case processing, for ensuring that the user fee payments are correct or corrected.

7.22.4.9.9.8
(08-12-2021)
Entity Data Tab

(1) The Entity Data tab contains the applicant address and other contact information as well as the time charged to the case in MEDS. The specialist is required to correct or complete the fillable fields based on available information.

(2) If time charged is inaccurate, the specialist corrects the incorrect case chronology entry (if made by the specialist); otherwise, have the case time corrected in EDS after MEDS is updated to Status 21 and the information is transmitted to EDS.

(3) The Entity Type must match the Type of Organization on the EO Closing Data tab.

(4) Refer to address guidelines located in IRM 3.13.12, Exempt Organization Account Numbers.

7.22.4.9.9.9
(08-12-2021)
Contacts Tab

(1) The Contacts tab contains Power of Attorney (POA) and Point of Contact (POC) information.

(2) The specialist corrects the fillable fields, as necessary, including checking the box(es) to indicate copies of letters to be sent to POAs (see IRM 7.20.1, Exempt Organizations Determination Letter Overview, for more information on POAs and Form 8821).

(3) Refer to address guidelines located in IRM 3.13.12 Exempt Organization Account Numbers.

7.22.4.9.9.10
(08-12-2021)
EO Closing Data Tab

(1) The EO Closing Data tab contains information that transmits to EDS to complete Form 8670 when closing a case.

(2) Closing information includes:

- Type of organization
- Accounting period
- NAICS and NTEE codes
- Filing requirements
- Employment code
- Affiliation code
- Class code
- Foundation code
- Deductibility code and year
- Pension plan
- Hospital indicator
- Determination code
- Ruling date
- Effective date
- Advance ruling end date

- Group exemption number
- Closing letter number (do not enter)
- Manager approved indicator

Reminder: The Type of Organization must match the Entity Type on the Entity Data tab.

(3) Use drop down menus to select EO Closing Data.

(4) After you enter closing information, select OK to push update to EDS.

7.22.4.9.10
(08-12-2021)
Case Indicators

(1) Case indicators identify various components of a case. Some indicators, if set, prevent a case from closing. The following table lists indicators, how they are entered or set, their effect on case status changes, and their location in the Case Info tabs.

Name	Entry/Update Method	Effect on Transition to EDS	Case Information Tab Location
Expedite Reason	Manually set by drop down box.	No impact.	General Case Info
Dishonored Check Indicator	Set by User Fee Adjustor in MEDS.	Dishonored check prevents case from going to Status 74PC and Status 21.	Receipt and Handling
Potential Duplicate Indicator	Set “on” by MEDS at case establishment; set “off” by specialist.	Potential duplicate prevents case from going to Status 74PC and Status 21.	General Case Info
User fee Indicator	Set “on” by business rules at case establishment. User Fee Adjustor may update.	Indicator set to incorrect user fee prevents case from going to Status 74PC and Status 21.	Receipt and Handling
Mandatory Review	Manually set or removed during case processing by authorized user or set by opening/closing business rules.	With Mandatory Review indicator set to T (or 1), the case will automatically update to status 31 when updated to status 21.	General Case Info
EDS Block Indicator	Set by system when EDSAck returns Event Code EB. Can be manually set or temporarily unset by MEDS Records Manager.	Prevents cases from going to 21, 31, 32, 33, 34, 52, 53, 62, 64, 72, 73, and 74PC.	General Case Info

7.22.4.9.11
(08-12-2021)
Query and Search Capabilities

(1) MEDS query and search features help to locate a particular case, find a particular power of attorney, or conduct general research.

(2) Using query and search makes it easier to research determination case files.

7.22.4.9.11.1 (08-12-2021) Query Options

(1) MEDS has two query options:

- Simple Search
- Advanced Search

(2) Each query begins with the menu options on the top of the web page.

(3) The Search box allows a user to perform a simple query using the MEDS case number.

(4) The Advanced Search allows a user to perform a query based on one specific property or multiple properties. An advanced search can also be used to generate a simple case listing report.

7.22.4.9.11.1.1 (08-12-2021) Simple Search Query

(1) To perform a simple search:

a. Enter a MEDS case number (EO-yyyynnn-nnnnnn, or any part thereof) in the box at the top of the web page.
b. Click Go.

Note: The simple search function is case, dash, and space sensitive.

7.22.4.9.11.1.2 (08-12-2021) Advanced Search Query

(1) Use the advanced search to search MEDS for cases based on any combination of search values.

(2) To start an advanced search, click Advanced Search found at the top of the web page.

(3) The Advanced Search page opens to the Advanced Search General tab displaying the different search options. Using advanced search, you can customize a query based on:

- Predetermined location(s) in which to search (Object Type)
- Single property value or multiple property values (Properties)
- Specific actions that occurred during specific time frames (Date)
- File size (Size)

(4) Check the Save Search box on the Advance Search screen to save the entered search criteria.

(5) Check Show Result Count Only to return the total number of MEDS cases that meet the search criteria rather than a full listing of the cases.

(6) After you enter the desired search criteria, run all queries by clicking Search at the bottom of the page.

7.22.4.9.11.1.2.1 (08-12-2021) Select Object Type

(1) You can select the search location using the advanced search query by clicking on the Object Type drop down arrow. Each Object Type has a different set of Property values.

(2) Search on these object types:

- All MEDS cases
- MEDS EO Cases
- MEDS users

7.22.4.9.11.1.2.2 (08-12-2021)
Properties

(1) Perform advanced searches using the Properties button.

(2) To search using Properties, select/enter:

a. First field: click on the drop down arrow to select a property.
b. Second field: click on the drop down arrow to select the relationship of the search value to the property value (for example, =, contains, etc.).
c. Third field: enter the search value (for example, EIN, applicant name, etc.) (some options have pre-populated drop down options).

Note: If the second field value is the equal sign (=), only exact matches will be returned.

Example: If entering Property search criteria as Status "=" 52, then the search will not return any cases with sub-status codes. If entering Property search criteria as Status "Contains" 52, then search results will include cases in Status 52 including those with sub-statuses (52AD, 52AI, etc.).

7.22.4.9.11.1.2.3 (08-12-2021)
Adding a Search Property

(1) MEDS allows you to search on more than one property.

(2) Search using multiple properties by clicking Add another property and selecting one of the following options:

- "And" returns search results that match this property value and the property value on the previous line. This limits the search.
- "Or" returns search result that match this property value or the property value on the previous line. This expands the search.

7.22.4.9.11.1.2.4 (08-12-2021)
Removing a Search Property

(1) If the search result(s) isn't the expected outcome, you can eliminate some properties in the search criteria.

(2) To remove a property, click Remove next to the property you want to eliminate.

7.22.4.9.11.1.2.5 (08-12-2021)
Searching by Date

(1) Use the Date field to search using various date elements for a specified time period.

(2) To search using the Date field:

a. Select case requirements in the Properties line.
b. Select the date and time period in the remaining fields.

7.22.4.9.11.1.2.6 (08-12-2021)
Searching by Size

(1) Use the Size field to search for files within a specific size range. Search by size by selecting the desired size criteria from the drop down menu.

7.22.4.9.11.2 (08-12-2021)
Search Results and Editing Search Criteria

(1) Search results display the cases that match the search criteria.

(2) If the query is a text-based property (for example, a name), the words that match the search value(s) are highlighted.

(3) The search results displays in case control date order.

7.22.4.9.11.2.1 (08-12-2021) Count Results

(1) If the query produces a large result list or if you only need the case count, click the magnifier to obtain the number of case results. The query continues to process.

(2) If you only need to search for the number of case results, place a check in the Show Result Count box.

7.22.4.9.11.2.2 (08-12-2021) Editing a Search

(1) The user can edit and re-run the query if the query did not return the expected outcome.

(2) To edit a query perform the following:

a. Click on Edit Search.
b. Modify the search criteria.
c. Click Search to re-run the query.

Note: If an individual case was selected from the results, use the Last Results button rather than the Back button on the internet browser to return to the most recent search results.

7.22.4.9.11.2.3 (08-12-2021) Saving a Search

(1) Save advanced search query criteria to view or run again.

(2) Complete the Name and Description fields to help identify the saved search:

a. Click OK to save the search.
b. Click box to uncheck Include Results.

Note: By unchecking this box, you save the search parameters and not the specific results of the search.

7.22.4.9.11.2.4 (08-12-2021) Finding a Saved Search

(1) Access saved searches by clicking Saved Searches in the Navigation Pane.

7.22.4.9.11.2.5 (08-12-2021) Running a Saved Search Query

(1) You can revise, re-run, or delete your own saved searches.

(2) When you re-runs a saved search query, the search uses the same parameters but returns updated results.

(3) To run a saved search:

a. Click Saved Search.
b. Right click on the selected search, click Run Search.

(4) To modify the search parameters before running the search:

a. Right click on the selected search, click Edit.
b. Edit the desired criteria.
c. Click Search to re-run the search.

7.22.4.9.11.3
(08-12-2021)
Exporting Search Results

(1) After you've completed a search, you can export the search results to Excel. You can export all of the results or only a specific column.

(2) To export a completed search:

a. Right click on the Search Results, click Export to CSV. This opens a second window.
b. All columns will be selected by default. Select and remove any unwanted columns by clicking on the column name and clicking on the left arrow to remove.
c. Click OK.
d. A file download box will open, click Open. The results will be displayed as an Excel spreadsheet.

7.22.4.9.12
(08-12-2021)
Importing, Moving, Editing, and Copying Documents

(1) You can import documents prepared outside of MEDS into a case file.

(2) MEDS functions:

- Browse computer files
- Import additional documents and work papers
- Move documents to the disclosable or non-disclosable folder
- Edit imported documents
- Copy a document in one case file into another case file within the specialist's inventory

7.22.4.9.12.1
(08-12-2021)
Importing a Document

(1) After you've successfully imported the document, you can move it to the appropriate destination folder.

(2) To import a document:

a. From the case main screen, click on the Documents folder.
b. Click on the target folder.
c. Click File and select Import from the drop down menu.
d. If a security warning screen appears, select Run.
e. On the file import screen, click Browse.

(3) Use the Choose File box to import any file located on the computer:

a. Locate and highlight the desired file on the computer.
b. Click Open on the Chosen File box.
c. To import an additional document(s) at the same time, select the next Browse box and repeat the above steps.
d. After you select the desired documents, click Next or click Cancel to abort the import.

(4) After you select the documents for import, identify the document on the Import: Object Definition screen. Enter this information for each imported document to ensure correct identification and placement in the electronic case file.

(5) On the Import: Object Definition screen:

a. Change filename if desired.
b. Select the Document Type from the drop down menu.
c. Select the Document Name from the drop down menu.

Note: If you're importing multiple documents, select Next then repeat steps (a) through (c) for each document.

d. Click Finish to complete the import process.

7.22.4.9.12.2
(08-12-2021)
Moving a Document

(1) After you import a document, it appears in the target folder and is part of the case file. Move documents you import to a case's Working folder or place in an incorrect folder to the appropriate destination folder (for example, from the Working folder to the Disclosable or Non-Disclosable folder).

(2) You can move documents between the following folders:

- New Documents
- Working
- Disclosable
- Non-Disclosable
- Purge

(3) Ensure that all documents are in the correct folders for case closing and archival purposes before you submit the case to the manager for review.

(4) Move all documents in the New Documents and Working folders to the appropriate folder to close the case in MEDS.

Note: Don't move a document if the status is 74, 74PC, or 37 without manager approval.

(5) To move a document:

a. Open the folder of the document to be moved.
b. Select the document to be moved.
c. Click File and select the correct destination folder from the drop down menu or right click on the selected document and select the correct destination folder.
d. After you select the desired document destination, the display screen confirms that MEDS will move the document to the requested location. Click OK to complete the action or Cancel to abort.

7.22.4.9.12.3
(08-12-2021)
Editing a Document

(1) You can make changes within MEDS to documents you've imported into the case file.

(2) To edit an imported document:

a. Open the folder where the document is located.
b. Click File and select Edit from the drop down menu, or select Edit by right clicking on selected document.
c. If the Internet Explorer Security Warning appears, select Run.
d. A key will appear next to the name of the document being edited.

Note: Don't make changes to a document if the case status is 74, 74PC, or 37.

(3) The selected document opens in the appropriate program (i.e., Word, Excel, or Adobe). After making the desired changes, save the document using the program's save functions and then close the document.

Caution: **The edited document hasn't been saved in MEDS at this point; it is automatically saved in a folder on the user's computer.**

(4) After saving and closing the document, go back to the MEDS folder where the original is located (the document still has a key next to it indicating that the document has been checked out and is being edited.)

(5) To complete the editing process:

a. Highlight the document to be checked in.
b. Select File, or right click on the selected document.
c. From the menu, select Check In to accept the changes or Cancel Check Out to keep the original version of the document.

(6) After selecting Check In, a Check In screen appears. MEDS will designate a save version. Do not change the default.

a. Complete desired entries (entries are not required).
b. Click OK to finish.

(7) To cancel the edited document:

a. Select Cancel Check Out from the File drop down menu.
b. Click OK on the Cancel Check Out confirmation screen.

(8) Ensure that all documents are checked in or that check outs are cancelled prior to case closing.

(9) View the edited document by clicking on the document link.

Note: The key icon should no longer be next to the document name.

7.22.4.9.12.4
(08-12-2021)
Copying a Document

(1) You can select one or more documents in a MEDS case and copy the documents into another case file. Both cases must be assigned to the specialist.

(2) To copy a document, perform the following steps:

a. From the case main screen, click on the Documents folder.
b. Click on the folder containing the document.
c. Select the document.
d. Click File, or right click on selected case, then select Copy Documents to Another Case from the drop down menu.
e. Select the Case to copy the documents.
f. Enter the target case number.
g. Select the correct destination folder from the drop down menu.
h. Click OK or Cancel to abort.

(3) A verification screen displays the applicant name and EIN of the target case and the document to be copied.

a. Verify target information.
b. Click OK to complete action or Cancel to abort.
c. A screen will confirm copying of documents.

(4) Copied documents are tracked in the destination case's history. Tracked information includes the originating case number and document(s) copied. Access case history information from the main case screen Case History link or in the case level reports. No information is tracked in the originating case.

(5) MEDS generates an error message if the selected documents cannot be copied. Error messages are generated if the target case isn't assigned to the user, and/or you enter an unrecognized case number.

Example: The following Documents will NOT be copied due to errors. Cannot copy documents to case EO-2008080-000001. The case must be in your inventory in order for you to copy documents. Case EO-2008080-000001 was not found.

7.22.4.9.13
(08-12-2021)
Document Splitting/Modifying

(1) File images in MEDS may require modification to ensure that documents are correctly identified, contain relevant information, and don't contain information that is a mixture of disclosable and non-disclosable items.

(2) Splitting a document image is a multiple-step process which allows you to edit an image while maintaining a complete copy of the original document in the MEDS case. The splitting process can be done by the case owner or an authorized user.

(3) Check out documents before splitting.

(4) To check out a document:

a. Select the desired document by clicking on the document line. Select multiple documents by holding down the Ctrl key.
b. Select File then Check Out or right click on the documents to select Check Out.

(5) A small key appears to the left of the document name(s) indicating that the document(s) is checked out.

(6) To complete or abort the editing process, check the document(s) back into MEDS:

a. Select the document(s).
b. Click File then Check In from the drop down menu or click Cancel Check Out to abort any changes made. Another option to cancel the check out or check in documents is to right click on the selected documents.

(7) Alternatively, create a PDF of the document (print to Adobe PDF), edit as necessary, then import into MEDS. Move originals to Purge as appropriate.

7.22.4.9.13.1
(08-12-2021)
Splitting/Modification Procedure

(1) To split or modify a scanned document:

a. Right click on the document and select Edit; the document opens in Microsoft Document Imaging Viewer.

Note: This step combines checking out the document and opening up a document for editing if the document wasn't previously checked out.

b. To display thumbnail page views on the side of the document, click View and Thumbnail View.
c. On the Thumbnail pages, select the pages to delete by holding the Ctrl button and click on the desired pages.
d. Right click on a highlighted page and select cut, copy, or delete the pages.
e. Click File, Save as, and save the document to the hard drive (i.e., SBU folder).

Caution: Don't change the Save as default values to ensure MEDS retains a copy of the original document for archival purposes.

Reminder: Remember the saved location for saving the document into the MEDS folder.

f. Close the document.
g. In MEDS, right click on document and select check in.
h. Go to bottom of screen and click on browse.
i. Locate the edited document on the hard drive.
j. Double click on the document and wait for MEDS to complete loading the document (a change button will display instead of browse).
k. Click on OK, and the import will complete.
l. Repeat as necessary.
m. Move original document to Non-Disclosable folder or Purge folder.

Note: Scanned documents are imported as TIFF images in Tagged Image File Format. By default most computers open TIFF images in a Photo Viewer application. You must have Microsoft Office Document Imaging (MODI) installed on your computer to complete the steps above. If you need MODI installed, submit an OSGetServices ticket by ordering from the Product and Services Catalog, Personal Productivity Services, Software Installation, "M."

7.22.4.9.14
(08-12-2021)
Viewing MEDS Documents Using Optical Character Recognition (OCR)

(1) You can search MEDS documents for words or phrases using Optical Character Recognition (OCR).

(2) OCR is computer software that reads text from paper and translates images into a form the computer can manipulate. It translates handwritten or typed scanned text into language the machine understands and text it can edit.

(3) After you apply the OCR function to the document(s), you can perform word or phrase searches using the binocular icon.

Note: You must have MODI installed on your computer to use OCR.

7.22.4.9.14.1
(08-12-2021)
Using Optical Character Recognition

(1) To search a document using OCR:

a. Open a scanned document.

Note: If an Internet Explorer - Security Warning dialogue box opens, click Run.

b. Click on the binoculars icon on the toolbar.
c. Click OK when dialogue box appears.
d. Select desired page range and click OK.
e. Enter the search word or phrase in the find box after OCR completion.

f. The target search word or phrase appears highlighted in the Find box and throughout the document.
g. Use the action icons to manipulate the search result.
h. After viewing the document, click on the X located in the upper right corner of the image to exit.
i. You can save the changes if you want to, by clicking Yes and saving the changes to the hard drive.
j. Retrieve the document by importing it into the target folder.
k. To exit without saving the changes, click No.
l. To return to the search result, click Cancel.

(2) After the document has gone through the OCR process, it can be searched any number of times.

7.22.4.9.14.2
(08-12-2021)
Document Image Icons

(1) MEDS has several options for viewing and marking up documents. There are two rows of mark-up icons.

(2) Row one icons are listed in the table below:

Mark-up Icon	Function
Open	Opens folders.
Save	Saves a copy of the document to the user's computer.
Print	Prints the documents.
Scan New Documents	Scans a new document if the user's computer is connected to a scanner.
Undo	Undoes the last action taken on a document.
Redo	Reverses an Undo action taken on a document.
Reading View	Allows documents to be read in full screen format.
Find	Searches a document for a word or phrase.
Recognize Text Using OCR	Allows the MEDS user to initiate the OCR reading of a document to make the document searchable.
Send Text to Word	Converts a scanned document into a Word document.
Previous Page	Moves to the previous page of a document.
Next Page	Moves to the next page of a document.
Help	Accesses the help database.

(3) Row two icons are listed in the table below:

Mark-up Icon	Function
Select	Select text within an area by creating a window around the highlighted text. The user can select a command including Copy, Copy Image, and Send Text to Word, to copy the highlighted text.
Pan	Changes the on-screen position of pages and documents to a zoom percentage.
Zoom Percentage	Shows the percentage of the change made to the original document when using the “Zoom” function.
Zoom In	Enlarges the size of the document image.
Zoom Out	Reduces the size of the document image.
Rotate Left	Rotates the document image 90 degrees to the left.
Rotate Right	Rotates the document image 90 degrees to the right.
Pen	Writes on the document image using the mouse as a pen.
Highlighter	Highlights text within the document image.
Insert Text Box	Creates an electronic note on the document image.
Insert Picture	Inserts a picture on the document image.
Select Annotations	Opens an electronic note and pastes text into the electronic note in one action.

7.22.4.10
(08-12-2021)
Electronic Case Processing

(1) This section explains MEDS electronic environment:

- Case assignment capabilities and how to use the assignment option
- Case processing steps
- Steps for preparing MEDS cases for closing and managerial review

7.22.4.10.1
(08-12-2021)
Case Assignment

(1) Users who may assign cases are:

- Group managers (and above)
- QA manager
- Delegated group manager users
- Delegated case assigners

(2) MEDS sends an Inbox notification to the assignee when cases have been assigned.

7.22.4.10.1.1 (08-12-2021) Case Assignment Capabilities

(1) There are several case assignment options in MEDS.

(2) An authorized user can:

- Assign one case at a time
- Assign several cases at one time
- Assign cases to a group or an individual
- Return cases to the NUI (Status 51 or 61)

7.22.4.10.1.2 (08-12-2021) Case Assignment Process

(1) Group managers and other case assigners can assign cases to a group's unassigned inventory in Status 75 or directly to a specialist. Unassigned group inventory cases are part of the group manager's inventory and are available for assignment to group members.

(2) To start the case assignment process, the assigner can run an advanced search for the desired unassigned inventory (for example, Status 51, 61, 71, or 75) or desired criteria (control dates, case categories, form numbers, etc.).

(3) Using the advanced search results:

a. Select the case or cases to be assigned (up to 50 cases can be assigned at one time). Highlight the case or cases by holding down the Ctrl key.
b. Click File on the gray toolbar.
c. Select Change Status or right click on selected case then select Change Status.

Note: When using Advanced Search for assigning cases, generally use contains as part of the search criteria.

(4) The Selected Status screen displays the available statuses in a drop down menu.

Example: Select Assign Case (Non-Merit) - 75/52, Assign Case (Merit) - 75/62, or Assign Case (AP) - 75/72 from the drop down menu.

(5) The Assign Case screen displays a list of cases available for assignment. The assigner can assign cases to the group (Status 75) or individuals within the group. The assigner must select the Add to Group Inventory to assign cases to the unassigned group inventory or select View Screeners next to the group number. Scroll down to select the individual specialist to whom the case(s) will be assigned.

(6) A confirmation screen displays the newly assigned case name(s) and number(s) and the group or individual to which assigned.

(7) If the case assignment is successful, MEDS updates the case to Status 52, 62, 72, or 75 and updates the case history to reflect the activity. Click Close at the bottom right of the screen to return to the main screen.

Note: The case assigner may receive a message indicating that selected NUI case(s) could not be assigned. This occurs when assigning cases to the group inventory or specialist, if another case assigner was attempting to assign the same case to another user at the same time. MEDS assigns the case based on the assigner it recognizes as first.

7.22.4.10.1.2.1 (08-12-2021)
QA Case Assignment Process

(1) Cases come to QA in Status 31 in QA Group unassigned inventory.

(2) To start the case assignment process, the assigner can run an advanced search for the QA unassigned inventory (Status 31).

(3) Using the search results:

a. Select the case or cases to be assigned. Highlight the case or cases by holding down the Ctrl key.
b. Click File on the gray toolbar.
c. Select Change Status or right click on selected case then select Change Status.

(4) The Selected Status screen displays the available statuses in a drop down menu.

(5) The Assign Case screen displays a list of cases available for assignment. The cases are assigned to reviewers in Status 32.

7.22.4.10.1.3 (08-12-2021)
Group Inventory

(1) Each manager has cases in various status codes that are considered part of their group inventory. Group inventory is considered part of the NAI.

(2) Group inventory includes:

- Cases assigned directly to members of the group - these cases can be in various stages of completion
- Cases that have been completed by the specialist and are waiting for managerial review
- Cases in unassigned group inventory or group suspense

(3) Group inventory is “owned” by the group. If a group manager changes, all group inventory cases remain associated with the group rather than the individual manager. Group manager changes are completed via a BEARS request. Temporary group manager delegations are completed by the group manager through role delegation (see IRM 7.22.4.7, Roles and Delegations).

(4) Cases assigned directly to members of a group are dually owned by both the group manager and the specialist.

(5) The group manager and anyone above the group manager (for example, Area Manager) can view the group inventory and may have other permissions to the cases as well.

(6) The group manager’s My Cases inventory lists all cases assigned in the group and identifies any specialist assigned to the case. Group managers can also view cases assigned to each specialist within the group by using the User Cases cabinet.

7.22.4.10.1.4 (08-12-2021)
Reassigning, Changing the Status, or Transferring Cases

(1) A manager may need to reassign/transfer one or more cases to another user for various reasons. Only a group manager or assigner can reassign cases assigned to the group or the group members. Cases can be assigned from one user to another or from one group to another.

(2) To reassign or transfer a case, the case must be first be updated to Status 74, 74PC, or 75.

(3) To reassign, update the status, or transfer a case:

a. From My Cases, highlight the case(s) to be updated. You can select multiple cases by holding down the Ctrl key and highlighting each case(s) or by holding down the shift key and highlighting the top and bottom cases to select consecutive cases.
b. Click File, then click Change Status, and then from the select status change drop down menu select 75 - Group Transfer or the desired assign or unassign action from the drop down box.
c. When the Case Transfer or Case Assign screen appears with the selected case(s), click on the link for the desired group or specialists. You'll receive a confirmation screen showing the completed action.
d. Click Close to return to main screen.

Note: An automatic case chronology entry is created to reflect the case reassignment or transfer.

(4) If a specialist is transferred to another work group, the cases in an active assigned status to that specialist automatically transfer with the specialist. Specialist group reassignment is completed via a BEARS request. The group manager or other delegated user doesn't need to complete any additional actions for this process.

(5) Cases in Status 74, 74PC, or 37 don't transfer with the specialist even though they may have appeared in the specialist's My Cases listing. Cases in these statuses are considered unassigned group inventory and remain with the group.

7.22.4.10.1.4.1
(08-12-2021)
Reassigning, Changing the Status, or Transferring Cases in QA

(1) Cases are assigned to a reviewer in Status 32.

(2) To reassign or transfer the case, the case must be first updated to Status 34 or 34PC.

(3) To reassign, update the status, or transfer a case:

a. From My Cases, highlight the case(s) to be updated.
b. Click File, then click Change Status, and then from the status change drop down menu select the desired action from the drop down options.
c. Click Close to return to the main screen.

Note: An automatic case chronology entry is created to reflect the case reassignment or transfer.

(4) If the case **is not returned** to the Determinations group, it will be closed in QA. The QA manager will "turn on" the Manager Approval indicator and the QA clerical staff will update the case to a closing status and mail the closing letter(s).

(5) If the case **is returned** to the Determinations group, the QA manager will update the case to status 74QA.

Note: Cases in status 74QA appear in the group inventory, but not the TE/Specialist's inventory until re-assigned to them.

7.22.4.10.2 (08-12-2021)
MEDS Case Closing for Specialists and Tax Examiners

(1) MEDS and EDS communicate to process and close cases. They communicate updates on open cases and populate closing data in EDS on cases updated for closing.

(2) Use MEDS to work cases to completion.

(3) After you've identified and resolved all issues for a case or determined that the case can't be processed in MEDS, complete the closing information (if closing) and update the case to Status 74 or 74PC in MEDS.

(4) See also IRM 7.20.2 and IRM 7.20.9, Processing Form 1023-EZ for non-MEDS specific case processing and closing procedures.

7.22.4.10.2.1 (08-12-2021)
Specialist and Tax Examiner Case Closing Procedures

(1) Work all cases in MEDS until you determine the case:

- Is ready for closure (all statuses)
- Must be worked via hard-copy paper processing (non-electronic)

  Note: It is very rare to process a case as a hard-copy paper case.

- Must be placed in suspense
- Has an EDS Block

(2) Note in a CCR entry the reason you're updating the case to the manager. Primary reasons for sending a case to the manager are the case:

- Is ready for proposed closure
- Needs to be reassigned
- Must be placed in suspense

(3) Updating a case to the manager is basically the same in all circumstances.

(4) Before submitting a case to the manager for closure, ensure:

- Case data is correct (for example, total case time, transcribed data in pre-populated fields, user fee data, etc.).
- Required work papers (worksheets, forms, etc.) were imported, placed in the correct folders, and any required case categories added according to current procedure requirements IRM 7.20.2 and IRM 7.20.9.
- A CCR entry was created.
- New Documents folder is emptied by moving documents to the appropriate folder (Disclosable, Non-Disclosable, or Purge). The New Documents folder **must** be empty before closure.

  Note: See IRM 7.22.4.9.12.2 for information on moving documents between Document folders.

- Move all documents in a Non-Disclosable case to the Non-Disclosable folder.

7.22.4.10.2.1.1 (08-12-2021)
Cases with No Closing Letter

(1) Complete the No Closing Letter sheet and import it into the MEDS Working folder with the file name No Closing Letter and Document Type as Other.

7.22.4.10.2.1.2
(08-12-2021)
Cases with a Closing Letter - Not Mandatory Review

(1) Download a copy of the appropriate letter from SharePoint and save it to your computer as FinalLetter.

(2) Import the letter into the MEDS Working folder. When importing, choose Final-Letter for Document Type and Document Name for disclosable letters. For non-disclosable letters, select FinalLetter-Non-Disclosable.

Note: If the entire case is non-disclosable, make sure all documents in the Disclosable folder have been moved to the Non-Disclosable folder.

Note: See IRM 7.22.4.9.12.1 for information on importing a document.

(3) Once imported, click Open at the bottom of the screen. The letter should open in Edit mode. If it doesn't, close the letter window and right click on the letter in the folder. Choose Edit then Open.

Note: When a document is checked out, a "gold key" appears for the user who checked out the document. For other users, a "gold lock" will appear. Hover the mouse over the lock to see who checked out the document.

Note: MEDS will populate information for some letters such as the applicant's address and the IRS return address. If there is an "In Care Of," you may have to manually enter it.

(4) Populate any other fields and select any of the selectable paragraphs needed. Once you've chosen any selectable paragraphs, click Hide Selectable Paragraph Pages. In the letter header, list only the last applicable foundation classification. For example, for foundation status 509(a)(1) and 170(b)(1)(A)(vi) enter only 170(b)(1)(A)(vi). In the body of the letter, use the full foundation classification.

- Make sure to add or delete Enclosure and cc: information.
- Enter the TE/GE Customer Account Services phone number 877-829-5500.
- Enter your EDS T-Number as your ID Number.
- Verify the organization's name is complete.

  Note: If the organization has a long name (more than 35 characters, including spaces), you may need to cut any portion of the name which is not visible and move it down a line to fit the organization's full name on the letter.

- Don't add the date or signature.
- If the letter has a Hide Blank Fields check box at the bottom, check it to remove any blank fillable fields

(5) Once you've completed the letter and populated all the fields:

a. Click File and Save As.
b. Choose an encrypted folder on your computer to save the completed letter and click "Yes" to replace the existing file, if necessary.
c. Close the letter template and blank Internet Explorer screen to return to the Working folder.

(6) In MEDS, right click on the saved PDF letter file and choose Check In.

a. Click the radio button for the 1.0 Same Version. Browse and choose the letter file you just saved.
b. Click Open in the dialog box and then click Ok.

(7) Open the letter to make sure it has the correct organization and information.

(8) If there's a valid Form 2848 or Form 8821 (with Disclosure of tax information box checked) for the case, complete Letter 937-A, Transmittal of Information to Power of Attorney, and import it into the Working folder. Name the letter FinalLetter-POA. Select FinalLetter-POA for the document type and document name when importing.

7.22.4.10.2.1.3
(08-12-2021)
Cases with a Closing Letter - Mandatory Review

(1) For standard PDF closing letters that are not composed closing letters, follow the steps in IRM 7.22.4.10.2.1.2 to create the letter. Once completed and saved, right click on letter and change the name of the letter to the letter number. Then, right click on the letter and move it to the Non-Disclosable folder.

Note: See IRM 7.22.4.9.12.2 for information on moving documents between Documents folders.

(2) For composed letters (for example, Letter 4034), complete the letter, name it the letter number, and import it as a Word document into the Non-Disclosable folder.

(3) If there's a valid Form 2848 or Form 8821 (with Disclosure of tax information box checked) for the case, complete Letter 937-A, Transmittal of Information to Power of Attorney, and import it into the Non-Disclosable folder. Name the letter FinalLetter-POA. Select FinalLetter-POA for the document type and document name when importing.

7.22.4.10.2.1.4
(08-12-2021)
Updating Case Information File

(1) Review and update the Case Information file prior to case transfer or closing. From the case main screen, highlight Case Information file, right click, then select Properties or click the blue "i" icon.

(2) On the General Case Info. Tab:

a. Enter the Closing Code for proposed closures using the Closing Code drop down menu to select the appropriate closing code.
b. Edit Case Category as necessary, adding required case categories and deleting unnecessary ones. Information on how to edit case categories can be found in IRM 7.22.4.9.9, Modifying Data.
c. Verify other information on tab is correct (Case Grade, Form Number, etc.).

(3) On the Receipt and Handling Tab, ensure user fee payment amount is correct and user fee indicators will allow closing. Request update to user fee indicator as necessary (see IRM 7.20.2).

(4) On the Entity Data Tab:

a. Verify the name, EIN, and name control of organization is correct (see Document 7071-A, Name Control Job Aid - For Use Outside of the Entity Area, for name control assistance). If necessary, correct information following procedures listed in IRM 7.22.4.9.9.1, Changing Basic Entity Data.

b. Verify address is correct or correct as necessary. See IRM 3.13.12.6.12 for address guidelines.

c. Verify the Type of Organization matches the Entity Type on the EO Closing Data tab.

Note: Verify the Type of Organization matches the Entity Type on the Entity Data tab.

(5) On the Contacts tab, ensure any POA information is correct and validity and copy indicators are correct (see IRM 7.20.1 for more information on POAs).

(6) On the EO Closing Data tab, complete all fields required for case closing using the drop down selections or the notated data format. Hit OK to push data to EDS.

Exception: Don't enter the Closing Letter Number.

Note: Do not enter NAICS or NTEE codes for Status 03, 04, 12, and 30 closures.

Note: See Document 6379, Information System Codes FY 2021 Quick Reference for EO Employees (updated annually), for a complete list of EO system and BMF codes. Also see IRM 7.20.2-3, Common Case Closing Requirements.

7.22.4.10.2.1.5 (08-12-2021)
Updating Case(s) for Manager Review

(1) When a case is updated for managerial review or manual processing, updates the case to the manager in Status 74 or 74PC.

(2) You can update a single case or multiple cases for managerial review or proposed closure.

(3) To select cases for review:

- If updating a single case, open the case to the case level view or update the case from My Case view.
- If updating multiple cases, select the desired case by holding the control key and highlight the line of each case to be updated for managerial review.

(4) After you select the case(s):

a. Click File.
b. Select Change Status from the drop down menu.
c. Select For Manager Review - 74 or For Proposed Closure - 74PC from the drop down menu.
d. Click OK to confirm or Cancel to abort.
e. Verify the case was approved for closure. If not, click the BRE Results folder. Check the Summary Messages folder and correct any errors listed. Close the case again and verify the closure was approved.

7.22.4.10.2.2
(08-12-2021)
Indicators that Prevent Closing in MEDS

(1) MEDS Indicators tell users that an issue needs to be resolved before updating the case to the manager for review. You can view the indicator from the Properties Information Screen. See IRM 7.22.4.9, Navigation Overview.

(2) When you try to update the case to either Status 74PC or 21 and there are active indicators, you'll receive a message and the case status will not update until you resolve the issues.

(3) If you experience issues closing a case, check the following indicators:

- Potential Duplicate Flag (General Case Info. tab)
- EDS Block Indicator (General Case Info. tab)
- Pending Action (General Case Info. tab)
- Dishonored Check Indicator (Receipt and Handling tab)
- User Fee Indicator (Receipt and Handling tab)

(4) Also check for other reasons that prevent closing in MEDS:

- Documents remain in the New Documents folder.
- Case documents are checked out.
- Payment status not updated to Correct or Verified.
- Missing time worked on case.

7.22.4.10.3
(08-12-2021)
Quality Assurance Case Closing Procedures for PDF Letters

(1) Right click on the letter and select Move to Working to move the letter to the Working folder.

(2) If the letter is Disclosable but the Document Type and Document Name show Non-Disclosable, right click on the letter and select Change Document Type and Name. Change Document Type and Document Name to Final Letter.

(3) Open the letter and make sure information in the fillable fields is correct.

(4) To make edits to the letter:

a. Close out of the letter.
b. Right click on the letter and select Edit.
c. Click Open at the bottom of the screen. The letter will open in Adobe Acrobat Pro.
d. Change any incorrect information in fillable fields.
e. To change selectable paragraphs, click Show Selectable Paragraph Pages. Check the box next to each paragraph you want to add or delete and then click Hide Selectable Paragraph Pages.
f. If the letter has a Hide Blank Fields check box at the bottom, check it to remove any fillable fields.
g. Click File and Save As. Save the letter to an encrypted folder on your computer.
h. Right click on the saved PDF letter file on MEDS and choose Check In. Click the radio button for 1.0 Same Version. Click Browse and choose the letter file you just saved on your desktop. Click Open in the dialog box and then click Ok.
i. Open the letter and review it to make sure it's correct. Print if needed.

Note: If there's a valid Form 2848 or Form 8821 for the organization make sure there is a Letter 937-A. The Document Type and Document Name should be FinalLetter-POA.

j. Verify the MEDS closing information is correct.
k. Send your signed and completed Reviewer's Memorandum to the manager to sign and import into the Non-Disclosable folder.
l. Make a CCR entry in MEDS.
m. Import any completed forms (for example, Form 2363-A) into the Non-Disclosable folder.

Note: If the type of case is Non-Disclosable, all documents should have been moved from the Disclosable to the Non-Disclosable folder. Right click on any remaining documents in the Disclosable folder and click on Move to Non-Disclosable.

n. Go to File and select Change Status to change the status. Select the appropriate status change (34AP, 34PA, 34PC, 34) and click Ok.
o. Verify the case was approved for closure. If the case doesn't update, click on the BRE Results folder to check for errors.

Note: If you didn't change any closing data from the original 74PC closure there shouldn't be errors and you don't have to check the BRE Results.

7.22.4.10.4
(08-12-2021)
Quality Assurance Case Closing Procedures for Word Letters or No Letters

(1) If the case has no closing letter, there should be a No Closing Letter sheet in the Non-Disclosable folder.

(2) Composed letters are imported by specialists as Word documents.

a. Save the letter to your desktop.
b. Make any changes to the letter. When finished, save it as a PDF and name it EIN-Letter Number.
c. Import the letter into the Working folder. Select Final Letter-Non-Disclosable for the Document Type and Document Name.

Note: If there's a valid Form 2848 or Form 8821 for the organization make sure there is a Letter 937-A. The Document Type and Document Name should be FinalLetter-POA.

d. Move the original version of the letter to the Purge folder.

(3) Verify the MEDS closing information is correct.

(4) Send the signed and completed Reviewer's Memorandum to the manager to sign. After the managers signs it, import the Reviewer's Memorandum into the Non-Disclosable folder.

(5) Make a CCR entry in MEDS.

(6) Import any completed forms (for example, Form 2363-A) into the Non-Disclosable folder.

Note: If the type of case you reviewed is Non-Disclosable, all documents should have been moved from the Disclosable to the Non-Disclosable folder. Right click on any remaining documents in the Disclosable folder and click on Move to Non-Disclosable.

(7) Go to File and select Change Status to change the status. Select the appropriate status change (34AP, 34PA, 34PC, 34) and click Ok.

(8) Verify the case was approved for closure. If the case doesn't update, click on the BRE Results folder to check for errors.

Note: If you didn't change any closing data from the original 74PC closure there shouldn't be errors and you don't have to check the BRE Results.

7.22.4.10.5
(08-12-2021)
Group Clerk/Secretary Case Closing Procedures

(1) Create and save a search for cases ready to close.

a. Click the Advanced button in the top menu bar.
b. In the Advance Search window, select Group Number in the first Properties drop down list, leave = in the second drop down and select your Group Number in the third drop down.
c. Click Add Another Property. Select "and" "Status" "contains" "74" in the drop downs.
d. Click Add Another Property. Select "and" "Manager Approval" "=" "is true" in the drop downs.
e. Check the box next to Save Search.
f. Click Search.
g. Add a Name and Description for the search.
h. Click Ok then click Search again.
i. The results matching your search criteria will appear.
j. For future searches, click on Saved Searches in the side navigation pane.

Note: See IRM 7.22.4.9.11.2.3 for information about saving a search.

(2) Highlight the case to be closed and click on the Folder icon.

(3) Click on the Documents folder.

(4) Click on the Working folder.

Note: If there isn't a closing letter there will be a No Closing Letter sheet in the Working folder. Print a paper copy of the sheet to match up with the EDS Closed Case Transmittal. Leave the sheet in the Working folder.

(5) Click on the closing letter to be digitally signed and dated. The PDF document will open in a new Internet Explorer window.

- The closing letter should be named FinalLetter or FinalLetter-Non-Disclosable. Others forms, letters, and documents should be named by their type or number (for example, FinalLetter-POA or Form 872-B.)
- If there is more than one FinalLetter in the Working folder, click on the document with "Current" in the version column.

(6) Enter the closing date in the Date field on the letter by clicking on the Calendar drop down box and selecting the current date. The format will change to mm/dd/yyyy format when you click out of the field.

(7) Scroll to the bottom of the letter. Make sure the EO Director's name is the current EO Director. If the name is wrong or is blank, enter in the name of the current director.

(8) If [Addendum] is below Enclosures and includes the brackets [ ], it may need to be deleted or edited to remove the brackets [ ]. Check in the heading at the top of the letter:

- If Addendum Applies is No, delete [Addendum] below Enclosures.
- If Addendum Applies is Yes, remove the brackets [ ] from [Addendum].

Note: The POA cover letter (Letter 937-A) isn't an enclosure.

(9) Digitally sign the closing letter.

a. Click inside the signature panel. The Sign Document window opens. Make sure the Sign As: is your Digital ID and Appearance is set to the EO Director signature.
b. Click Sign.
c. Enter your SmartID Pin and click Ok. The signature field should be populated.

(10) If the letter has a Hide Blank Fields box, make sure it's checked.

Note: Other letters, forms, or attachments that need to be mailed with the closing letter will be in the Working folder. Some will need to be digitally signed and dated using the same steps above.

Note: Don't close the Internet Explorer window with the fillable PDF letters/ documents. You'll need to print these to send to taxpayers and then import into MEDS.

(11) Print the letter and any forms on the designated network printer. Select the following print options:

- Copies: (total number of copies needed: 1 for taxpayer, 1 for POA)
- Pages to print: All
- Page sizing: Fit
- Print on both sides of paper should be unchecked
- Orientation: Auto portrait/landscape

Note: Pause the printer and print everything at the same time.

Note: Don't close the Internet Explorer window with the fillable PDF letters documents because you still need to print electronic copies.

(12) Print electronic copies of disclosable letters in TIF format.

Note: Only the final letter gets saved in TIF format. Other forms and letters (for example, Letter 937-A) get saved in PDF format.

a. Use the Print Form button on the top right of the document (only some letters have this) or the Print icon on the top left of the Adobe menu bar. The Print window will open.
b. Select Snagit 2020 for the Printer. Select Copies - 1: Pages to Print - All:Page Sizing - Fit: Orientation - Auto portrait/landscape.

c. Click on Properties. In the Paper/Quality tab, select Black & White in the color area.
d. Click Advanced. Select Print Quality 600x600 dots per inch. Click Ok, then click Ok in the Properties window.
e. Back in the Print window click Advanced. Select 600 in the drop down box next to dpi. Then click Ok.

Note: To avoid having to update the settings each time you print, change the Properties default settings on your computer through the Control Panel: Devices and Printers by right clicking on the Snagit printer, selecting Printing Preferences, and making the setting changes above.

f. Click Print. The Snagit Editor window should open.
g. Click File then Save As.
h. Select the encrypted folder you created to hold MEDS letters.
i. Enter FinalLetter (no space) as the File Name.
j. Click on the Save as Type drop down box. Select TIF - Tagged Image File (*tif).
k. Click Options.
l. The File Format window should open. Make sure the following settings/ options are selected: Colors - 2 colors (1 bit): Subfile type - CCITT Group 4: Multipage box checked.

Note: The Multipage box isn't present on single page letters.

m. Click Ok.
n. Click Save.
o. Follow IRM 7.22.4.10.5 (14) to import the documents into MEDS.

(13) Print electronic copies of other Disclosable documents and Non-Disclosable letters and documents in PDF format.

a. Use the Print Form button on the top right of the document (only some letters have this) or the Print icon on the top left of the Adobe menu bar. The Print window will open.
b. Select Adobe PDF for the printer. Select Copies - 1: Pages to Print - All:Page Sizing - Fit: Orientation - Auto portrait/landscape.
c. Click Properties.
d. In the Adobe/PDF Settings tab select High Quality Print from the Default Settings drop down.
e. In the Paper/Quality tab, select Black & White in the Color area. Click Ok.
f. Back in the Print window click Advanced. Select 600 in the drop down box next to dpi. Then click Ok.

Note: To avoid having to update the settings each time you print, change the Properties default settings on your computer through the Control Panel: Devices and Printers by right clicking on Adobe PDF printer, selecting Printing Preferences, and making the setting changes above.

g. Click Print.

h. The “Save Print Output As” window opens. Select the folder you’ve created to hold MEDS letters. Enter the file name as it was saved in the Working folder (for example, FinalLetter-Non-Disclosable, FinalLetter-POA, etc.).
i. Click Save.

Note: If the letter opens automatically you can close it.

j. If it’s successful, close the Internet Explorer window with the fillable PDF document.

Note: You don’t need to save the fillable PDF document.

Note: If you close the Internet Explorer window with the fillable PDF document before printing or converting the letter you’ll have to repeat the digital signature and date process.

k. Follow IRM 7.22.4.10.5 (14) to import the documents into MEDS.
l. Back in the MEDS Working folder, any documents that don’t have to be digitally signed and dated should be opened and printed to send to the taxpayer and representative(s). Print the documents to the designated network printer. Select Copies - 1 for taxpayer, 1 for each POA: Pages to Print - All: Page Sizing - Fit: Uncheck the box next to Print on both sides of paper: Orientation - Auto portrait/landscape.

Note: These documents don’t have to be saved to your computer.

m. After printing, close the Internet Explorer window and move the documents from the Working folder to the Disclosable or Non-Disclosable folder that corresponds to the type of case/closing letter. Highlight the document to move and then click on File. Select Move to Disclosable or Move to Non-Disclosable and then click Ok. See IRM 7.22.4.9.12.2 for information on moving documents between Document folders.

(14) Import saved TIFF and PDF letters and documents into MEDS.

Note: See IRM 7.22.4.9.12.1 for information on importing documents.

a. Click Documents in the cabinet/case file link above the column headers to return to the Documents menu. Click on the Document folder that corresponds to the type of letter to import: Disclosable or Non-Disclosable.
b. In the Disclosable or Non-Disclosable folder click File in the MEDS menu bar and then click on Import.
c. Click Browse to find your letter to import.
d. Select the folder you created to hold MEDS letters. Click on the document you want to import and then Open.
e. The “Import Object Definition” window will open.
f. For case closing letters, the file name should be either FinalLetter or FinalLetter-Non-Disclosable. Document Type and Document Name in the drop down lists should be Final Letter for Disclosable and Final Letter - Non-Disclosable for Non-Disclosable.
g. For POA letters and other non-closing letters/documents, the file name should be FinalLetter-POA or the form/letter number (for example, Form 872-B). Select Final Letter-POA in the Document Type and Document

name drop downs for Letter 937-A. For other forms, letters and documents, select Other for Document Type and leave Document Name blank.

h. Click Finish.

i. Click on the MEDS Case Number in the cabinet/case file link above the column headers to return to the main case file menu.

7.22.4.10.6
(08-12-2021)
Managerial Case Review and Status Updates

(1) Cases updated to Status 74 or 74PC are submitted for managerial review. The status update is reflected for these cases in the manager's My Cases cabinet.

Reminder: The manager's My Cases contains all cases that belong to the group regardless of the case status.

(2) After you review the case, you can:

- Check the Manager Approved box on the EO Closing Data tab.

Note: Only cases ready to be closed and information transmitted to the Master File should be marked for approval. Do not check the Manager Approved box for cases marked as Mandatory Review.

- Update the case to another open status on MEDS (for example, Manager Returned to Specialist (Status 53), Group Unassigned Inventory (Status 75), etc.).

  Note: The manager, assigner, or designate, must wait until MEDS has updated EDS before reassigning or closing the case on EDS.

(3) You can update a single case or multiple cases.

(4) To update a single case, open the case to the case level view:

a. Click File.
b. Click Change Status (or highlight the case information line then right click on the case information line and select Change Status from the dialog box).
c. Select desired status and click OK to complete.

(5) To update multiple cases:

a. Click My Cases and highlight the case line of the case to be updated (hold the Ctrl key down when clicking on the case line to select multiple cases to update).
b. Click File.
c. Click Change Status (or right click on one of the case lines and select Change Status from the dialog box).
d. Select desired status and click OK to complete.

7.22.4.10.6.1
(08-12-2021)
Managerial Status Codes Options

(1) Depending on a case's current status, the manager can select any of the following status codes using the drop down menu:

- QA Group Unassigned - 31
- Assign to QA Reviewer - 32
- Proposed Denial - 35
- Suspend - 37

- QA Suspend - 38
- Unassigned Inventory (Non-Merit) - 51
- Assigned to Specialist (Non-Merit) - 52
- In Office of Appeals - 54
- Manager Returned to Specialist (Non-Merit) - 53
- Unassigned Inventory (Tax Examiner) - 61
- Assigned to Tax Examiner- 62
- Manager Returned Case to Tax Examiner- 64
- Unassigned Inventory (Pre-Determ) - 71
- Assigned to Specialist (Pre-Determ) - 72
- Manager Returned to Specialist (Pre-Determ) - 73
- For Manager Review - 74
- For Proposed Closure - 74PC
- Managerial Review Returned by QA - 74QA
- Group Transfer - 75
- Unassigned Group Inventory- 75

(2) After it is assigned, unassigned, or reassigned, a confirmation screen appears. The confirmation screen allows the assigner to verify whether the desired action took place. Select OK to indicate that the action completed correctly. Select Cancel to abort the action.

(3) If the case can't be updated to the desired status, MEDS populates a message as to why the case didn't update. The manager may resolve the issue or return the case to the specialist to resolve.

7.22.4.10.6.2
(08-12-2021)
Sending a case to Quality Assurance

(1) When a case is marked for Mandatory Review, the Mandatory Review Indicator is set to T on the General Case Info tab in Case Information. The Mandatory Review Type lists the reason for mandatory review.

(2) To turn the Mandatory Review indicator on or off or change the reason for mandatory review, go to the Case File main menu and highlight the Case Information line.

(3) Click File, click Mandatory Review.

(4) Select the Action.

(5) If setting or changing the reason for Mandatory Review, select the Mandatory Review Type.

(6) Update the case to Status 21 - Closed Case.

(7) With Mandatory Review set to T, MEDS will automatically update the case to Status 31. The case will then appear in the QA Unassigned Group Inventory.

7.22.4.10.7
(08-12-2021)
Supersedes Letters

(1) EO Determination Specialists and Tax Examiners import closing letters into the MEDS Working folder. Group clerical staff access the letters to digitally sign and date the letters, then print paper copies to send the taxpayer and print electronic copies to import into the MEDS case file. The closing letter saved in the Working folder should still be the original unsigned and undated fillable

letter created and imported by the specialist or TE. Use this letter from the Working folder to generate a supersedes letter and update the incorrect information.

(2) In MEDS, search for the case to be updated and open the case file. Click on the Documents folder.

(3) Click on the Working folder.

(4) Click on the closing letter to be updated.

(5) The fillable PDF document will open in a new Internet Explorer window. Use this letter to update the incorrect information and include a supersedes selectable paragraph.

Note: Uncheck the Hide Blank Fields box at the bottom of the letter to show all fillable fields in the letter.

(6) Click Show Selectable Paragraph Pages to include a supersedes selectable paragraph with the variable information.

(7) Click Hide Selectable Paragraph Pages when finished with selectable paragraphs.

(8) Update incorrect information and add variable data to selectable paragraphs.

Note: Variable data can be entered before or after the selectable paragraph is chosen.

(9) Ensure the Hide Blank Fields box is checked before saving.

(10) Save the updated letter to an encrypted folder on your computer. Click File, then Save As. Save the letter and close the Internet Explorer window with the fillable letter.

(11) Back in the MEDS Working folder, import the updated letter. Click File in the MEDS menu bar. Then select Import.

(12) Click Browse in the first line to find the letter to import.

(13) Find your encrypted folder and select the updated letter to import. Click Open.

(14) Click Next. The Import: Object Definition window opens. Update the following:

- Filename: FinalLetter - Supersedes
- Document Type - Final Letter
- Document Name - Leave Blank

  Note: If you select Final Letter in Document Name, MEDS will delete your updates and auto populate the case information.

- Leave all other fields blank.

(15) Click Finish. The updated supersedes letter has been imported and is ready to be digitally signed and dated. See IRM 7.22.4.10.5, Group Clerk/Secretary Case Closing Procedures, for instructions on digitally signing and dating the letter.