

Volume 2

TAS RESEARCH AND RELATED STUDIES

Identity Theft Case Review Report:

A Statistical Analysis of Identity
Theft Cases Closed in June 2014

IDENTITY THEFT CASE REVIEW REPORT: A Statistical Analysis of Identity Theft Cases Closed in June 2014

INTRODUCTION 45

BACKGROUND 45

OBJECTIVES 47

METHODOLOGY 47

LIMITATIONS 48

FINDINGS 49

 Complexity of IDT Casework 49

 IDT Case Transfers 51

 Time Needed to Fully Resolve All IDT-Related Issues 52

CONCLUSION AND RECOMMENDATIONS 54

APPENDIX: DATA COLLECTION INSTRUMENT USED IN CASE REVIEW 56

INTRODUCTION¹

In general, tax-related identity theft (IDT) occurs when an individual intentionally uses the personal identifying information of another person to file a falsified tax return with the intention of obtaining an unauthorized refund.² Identity theft victims must substantiate their identity with the IRS, file various forms, and wait months or even years to receive their tax refunds and unwind the account issues.

The National Taxpayer Advocate remains concerned that a significant percentage of the IRS's IDT cases involve multiple issues, requiring victims to navigate through a labyrinth of IRS operations and recount their experience time and again to different IRS employees. Because the IRS assigns its IDT workload on a module-by-module basis (*i.e.*, it is concerned with resolving a specific tax issue in a given year), the IRS does not really know if an IDT case is a single-issue case. For example, an Accounts Management (AM) assistant would not address an Examination or Collection issue related to the IDT, or resolve an issue that may affect a second or even third tax year.

From our experience in working IDT cases in the Taxpayer Advocate Service (TAS), we know that many cases involve multiple issues. While TAS cases are not necessarily representative of overall IRS cases, we suspect that a significant percentage of the IRS's IDT cases contain multiple issues, some of which must be addressed by multiple functions. Even when cases remain in one function (such as AM), we are concerned that such cases may be transferred from one assistant to another with significant periods of non-activity. We are also concerned that the IRS may close IDT cases prematurely, before all related issues have been fully addressed.

This case review will provide statistically-significant data from a representative sample of IDT cases. The Findings section provides additional details and specific percentages of case characteristics.

BACKGROUND

The National Taxpayer Advocate first raised concerns with the IRS's ability to resolve IDT cases in her 2004 Annual Report to Congress.³ Since then, the IRS has grappled to find the best approach for working IDT cases. In fiscal year (FY) 2012, the IRS decentralized the process of working IDT cases by dispersing responsibility among more than 20 specialized units.

Identity theft is an invasive crime that can have traumatic emotional impact. Some psychiatrists believe the symptoms experienced by victims of IDT are quite similar to those suffered by victims of

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 - 2 This type of tax-related identity theft is referred to as "refund-related" identity theft. In "employment-related" identity theft, an individual files a tax return using his or her own tax identification number, but uses another individual's Social Security number (SSN) to obtain employment, and consequently, the wages are reported to the IRS under the SSN. The IRS has procedures in place to minimize the tax administration impact to the victim in these employment-related identity theft situations. Accordingly, we will focus on refund-related identity theft in this report.
 - 3 National Taxpayer Advocate 2004 Annual Report to Congress 133-36 (Most Serious Problem: *Inconsistent Campus Procedures*).

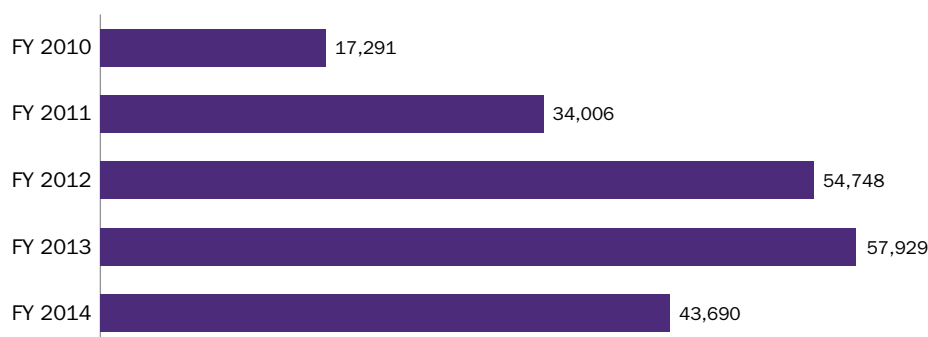
post-traumatic stress disorder.⁴ For such individuals, dealing with the IRS and having to explain the circumstances of the incident to multiple assistants creates unnecessary stress. Due to the complex nature of IDT cases, the National Taxpayer Advocate recommended that the IRS assign a sole contact person who would interact with IDT victims throughout the case, from the first call to the final resolution of the case.⁵ There is no need to subject the victim to any further harm by requiring him or her to provide the same items of documentation or repeat the facts multiple times to different IRS functions.

In each of the 2013 and 2014 calendar years, the IRS received approximately 730,000 IDT cases with taxpayer impact.⁶ These counts are a compilation of receipts reported by various functions within IRS's operating divisions that work IDT modules, and demonstrate the magnitude of the identity theft problem facing the IRS. The National Taxpayer Advocate recognizes and appreciates the efforts made by the IRS to work through its inventory of IDT cases. However, she continues to be concerned with the burden placed on taxpayers whose identities are stolen, particularly where there are multiple issues involved.

TAS has been hit especially hard by IDT receipts, which peaked in FY 2013 with nearly 58,000 cases. Although TAS IDT receipts have decreased in FY 2014, they still account for over 20 percent of overall TAS case receipts, by far the largest category.

FIGURE 1⁷

TAS identity theft case receipts, FYs 2010–2014



In its response to the National Taxpayer Advocate's recommendations in her 2013 Annual Report to Congress, the IRS stated the Identity Protection Specialized Unit (IPSU) is the centralized function and the single point of contact for IDT victims.⁸ In our experience working IDT cases in TAS, we have seen

4 See T. Sharp et al., *Exploring the Psychological and Somatic Impact of Identity Theft*, J. OF FORENSIC SCI., Vol. 49:131 (Jan. 2004); J. Monchuk, *Researcher Finds the Psychological Effects of Identity Theft Lingers with Victims* (Apr. 20, 2011), available at <http://medicalxpress.com/news/2011-04-psychological-effects-identity-theft-lingers.html>; Identity Theft Resource Center, *ITRC Fact Sheet 108: Overcoming the Emotional Impact*, available at <http://www.idtheftcenter.org/Fact-Sheets/fs-108.html>; L. Carey, *Can PTSD Affect Victims of Identity Theft: Psychologists Say Yes* (July 29, 2009), available at <http://voices.yahoo.com/can-ptsd-affect-victims-identity-theft-psychologists-3915926.html>.

5 National Taxpayer Advocate FY 2015 Objectives Report to Congress 110-11.

6 IRS, *Global IDT Theft Report*, Servicewide Year-to-Date Chart. The total taxpayer-impact IDT receipts (Line 462) for IRS are as follows: 1/1/2013 thru 12/31/2013 – 727,940 cases; 1/1/2014 thru 11/30/2014 – 734,710 cases.

7 Taxpayer Advocate Management Information System Case Receipts, FY 2010 – 2014.

8 See IRS response to recommendations from the National Taxpayer Advocate's 2013 Annual Report to Congress, available at <http://www.taxpayeradvocate.irs.gov/userfiles/file/IRS-2013-MSP-Responses.pdf>.

many instances where the victim is forced to interact not just with the IPSU assistor, but with employees in various other functions. Moreover, the IPSU does not designate a single assistor per IDT case; the victim must call a centralized number each time he or she needs to reach the IPSU.

In May 2014, the IRS announced it would realign many of its IDT functions.⁹ A new organization within AM will have a single leadership team that will have end-to-end responsibility and accountability for IDT victim assistance policy and operations. While the National Taxpayer Advocate applauds this decision, the same concern exists—IDT victims with multiple issues must be provided a sole contact person within the IRS with whom to interact for the duration of the case. Moreover, having a dedicated point of contact within the IRS with responsibility for overseeing an IDT victim's case would ensure that all related issues are fully resolved prior to case closure. This research project analyzes the IRS's ability to resolve IDT cases as experienced by the taxpayer—who is primarily interested in resolving all the issues and receiving his or her refund.

OBJECTIVES

The intent of this case review is to analyze taxpayer experiences with the IRS in resolving tax-related IDT issues. We attempted to quantify:

- The complexity of IDT casework;
- The number of times an IDT case was transferred;
- The amount of time required for the IRS to address all IDT-related issues from the perspective of the taxpayer; and
- Whether the IRS waited until all related issues were fully resolved to close IDT cases.

The findings from this research can guide the development of an approach under which a function would conduct a global account review¹⁰ upon case receipt, and identify and handle multi-issue IDT cases by assigning one employee to interact with the taxpayer and coordinate with IRS functions.

METHODOLOGY

To gain a better understanding of what is really going on in the IRS inventory of IDT cases, TAS (in coordination with Wage and Investment Division (W&I)) pulled a representative sample of IDT cases from IRS inventory. TAS reviewed 409 cases (or “modules” in IRS parlance) involving 389 taxpayers

9 Email from Commissioner Koskinen to IRS employees (May 7, 2014).

10 A global account review upon receipt of a case would include an account analysis to determine years impacted, issues involved, and functional activity needed to resolve the case from the taxpayer's perspective.

that received a closing code in June 2014 indicating that all IDT-related issues have been resolved.¹¹ The sample was large enough that we can be at least 95 percent confident that the results reflect the views of the universe of taxpayers with a margin of error of five percent or less. We selected cases closed in 2014 because we wanted to capture the benefit of AM's revamped procedures for streamlined processing of duplicate filings.¹²

Initially, we extracted a random sample of 1,000 modules and requested Integrated Data Retrieval System (IDRS) data on all modules. Of the 1,000 modules in the original sample, the necessary information to complete the data collection instrument (DCI) was available on only 409. The IRS advised us that the modules with available data were no different in type or substance than those for which this data was no longer available. Moreover, June IDT closures should be reflective of FY 2014 IDT cases closed after the procedural change noted above. Therefore, these study results should be representative of the IRS work on IDT cases.

Seven TAS reviewers used the DCI to record data from IDRS records.¹³ The DCI was programmed into an electronic survey document so that each reviewer selected from the same answers to each survey question. The appendix to this report contains a copy of the survey instrument.

This data was supplemented by certain systemic data elements obtained from Master File, including IDT account markers¹⁴ and their associated transaction dates and posting cycle dates, source codes, business operating division and function responsible for the case, and tax period. We also extracted transaction dates, cycle posting dates, and amounts for modules with refunds (either systemically or manually generated), including credit interest, undeliverable refunds, and duplicate filing conditions.

LIMITATIONS

Cases in our sample contained an account marker signifying closure of the IDT issue by the IRS for at least one module at the time of case selection. As previously indicated, the IRS places this identification marker on a module when it has completed all actions to resolve the IDT issue. The information necessary to complete the DCI generally is removed from IDRS within 30 days of the IRS closing the IDT issue. We discovered that 15 percent of the sampled taxpayers (60 of 389) had additional modules with

11 Transaction Code (TC) 971 Action Code (AC) 501 indicates that an IDT case has been resolved, while TC 971 AC 522 merely indicates that documentation has been received to substantiate a victim's claim of IDT. The IRS revamped its processes for IDT victim assistance during the 2014 filing season. We selected IDT modules with TC 971 AC 501 applied during the month of June 2014 in an attempt to analyze cases that have been fully resolved under the new procedures. Some of these modules received a TC 971 AC 501 in May 2014, but did not post until June 2014. For this sample, we pulled IDRS command codes TXMOD and ENMOD for each affected module of sampled taxpayers. Command Code TXMOD is used to request all tax module information for a specific tax period on the Taxpayer Information File. Command Code ENMOD is designed to provide name, address, and other entity information from an input of the taxpayer identification number. In addition to IDRS, we used Accounts Management Services (AMS), Correspondence Examination Automation System (CEAS), and Correspondence Imaging System (CIS) to pull data for this review. AMS provides a common user interface that allows users to update taxpayer accounts, view history and comments from other systems and access a variety of case processing tools. CEAS is utilized in the examination process to compute proposed tax adjustments, interest, and penalties. CIS is a document imaging and workflow system. All incoming paper correspondence, notice replies, amended returns, internal transcripts, and internal Computer Paragraph notices are scanned and processed as digital images.

12 Some taxpayers in the sample continue to have unresolved IDT issues involving other years.

13 This data was supplemented by certain systemic data elements obtained from Master File, including TC 971 AC 501/506/522 dates, posting cycle dates, source codes, business operating divisions, tax periods, and programs. Transaction dates, cycle posting dates, and amounts were also pulled for modules with refunds (either systemically generated or manual), credit interest, undeliverable refunds, and duplicate filing conditions.

14 TC 971 AC 501/506/522.

open IDT issues in prior or subsequent years.¹⁵ In these instances, the data was not available to analyze these other modules. The results from this study only pertain to the sample modules and may not be reflective of the entire taxpayer experience with the IRS. Thus, the taxpayer perspective of the cycle times calculated in this review is likely understated because we cannot include the time it took to resolve these other modules.

Another limitation is that we relied on the existence of an account marker as an indicator that an IDT issue was resolved. However, we discovered that the existence of this marker does not necessarily indicate that all actions have been taken to address the IDT victim's issues. As discussed later, the IRS prematurely placed this indicator on the accounts of 85 taxpayers in our sample, or 22 percent, even though it had not taken all necessary actions. In those instances, the IRS had to take additional steps to fully resolve the IDT issue.¹⁶ Thus, the cycle time calculated in our case review is further understated.

FINDINGS

Complexity of IDT Casework

The Majority of IDT Victims Had Tax Issues Impacting Just a Single Year

There were 389 distinct taxpayers in our sample of IDT cases. Upon first glance, it appeared that the overwhelming majority of victims (374, or 96 percent) had modules that included issues from a single year, while only 15 taxpayers (four percent) had modules that included issues spanning multiple years.¹⁷ However, these figures do not include taxpayers who had open IDT-related issues from other years. As discussed earlier, there were 60 taxpayers¹⁸ (15 percent) who had open IDT modules from other years in our review. Even taking into account these taxpayers with open IDT modules, the majority of victims had IDT issues affecting just one tax year.

Nearly 30 Percent of IDT Cases Involved Multiple Issues

Almost 30 percent (112 of 394) of the modules reviewed included multiple issues; conversely, over 70 percent involved just one issue.¹⁹ Additional issues raise the level of complexity and may require additional time for the IRS to resolve and further taxpayer contact with other IRS functions.

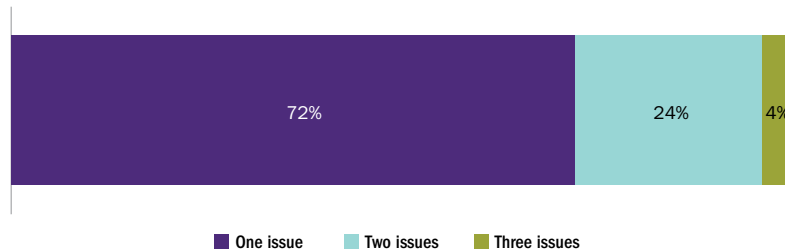
15 Among these 60 taxpayers, there were 100 open modules.

16 Of the 85 taxpayers, 71 still had unresolved tax issues as of November 24, 2014. The IRS had resolved the tax issues for 14 of these taxpayers since the review ended, but before November 24, 2014.

17 Twelve taxpayers had issues spanning two years, one taxpayer had issues spanning three years, and two taxpayers had issues spanning four years.

18 These 60 taxpayers collectively had 100 open modules from prior or subsequent years.

19 The issue could not be determined in 15 cases; they are excluded from this total.

FIGURE 2**Identity theft cases by number of tax issues**

IDT cases may involve several types of issues, including duplicate filing, notice, underreporting (AUR), and audit. The most frequently identified issue was duplicate filing (50 percent), followed by “notice” (12 percent). The remaining issues represented less than ten percent of all issues identified.

FIGURE 3, Tax issues among IDT cases²⁰

Issue	Count	Percent
Duplicate Filing	263	50.4%
Notice	63	12.1%
Automated Under-Reporter (AUR)	46	8.8%
Other	31	5.9%
Audit	22	4.2%
Wage Verification	17	3.3%
Erroneous Refund	16	3.1%
Tax Delinquency Indicator (TDI)	14	2.7%
No Filing Requirement	13	2.5%
Levy	9	1.7%
Unpostable	8	1.5%
Substitute for Return (SFR)	5	1.0%
Data Breach	4	0.8%
Automated Substitute for Return (ASFR)	3	0.6%
SSA Notification	3	0.6%
Deceased Indicator	2	0.4%
Taxpayer Protection Program (TPP)	2	0.4%
Criminal Investigation (CI) Scheme	1	0.2%
Total	522	100.2%

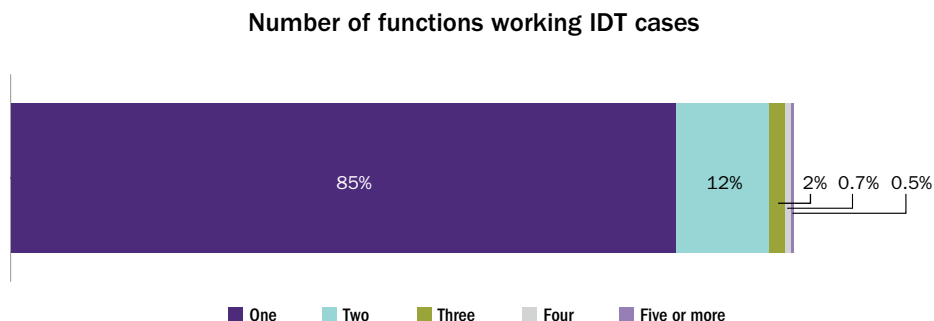
²⁰ Numbers do not total 100 percent due to rounding.

IDT Case Transfers

The Majority of IDT Cases Were Worked Within a Single Function

Eighty-five percent of the cases in our review were worked by a single function. The rest were worked by anywhere from two to five functions, with most of them involving two functions.

FIGURE 4



These results may seem to indicate that IDT victims generally remain with one IRS assistor for the duration of their case, but that is not necessarily correct. First, an IDT victim could be handed off to multiple assistors during the course of case resolution. For example, the IPSU does not designate an assistor to work with a particular taxpayer;²¹ rather, the taxpayer must call the general IPSU number to inquire about the case. Second, the IRS has a very loose definition of a “function” for purposes of its multiple function criteria. Eight different functions are lumped into a catchall category called “Compliance.”²² For example, if an IDT issue required coordination with Exam and the Automated Collection System Support, the IRS would consider this case to have been worked by one function, even though employees in Exam do not work Collection cases and vice versa.

Two-Thirds of IDT Cases Were Transferred or Reassigned

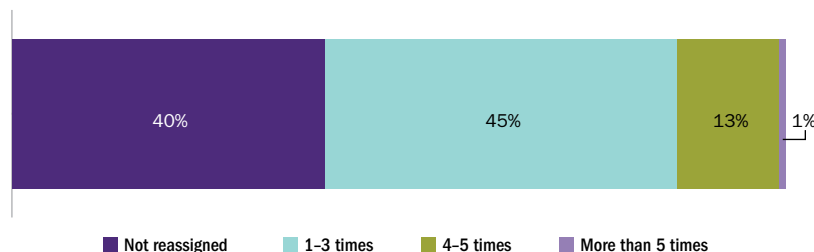
We looked at the frequency of IDT cases being reassigned to another assistor within a function. As indicated by the following figure, we found that about 60 percent of the modules in our sample were reassigned within a function. TAS is concerned that reassignments add burden to taxpayers and may delay the resolution of the case. In our review, we found a few cases were reassigned as many as eight or nine times before they were closed.

21 There is an exception for IDT cases that meet TAS case criteria 5 through 7, which are worked by a designated IPSU assistor using the Identity Theft Assistance Request (ITAR) procedures.

22 Compliance functions include Automated Underreported (AUR), Automated Substitute for Return (ASFR), Campus Exam, Field Exam, Automated Collection System (ACS), Automated Collection System Support (ACSS), Compliance Services Collection Operations (CSCO), and Field Collection. See Internal Revenue Manual (IRM) 10.5.3.2.3, *Multiple Function Criteria (MFC) Cases Requiring Referral to IPSU for Monitoring* – IMF (Jan. 16, 2014).

FIGURE 5

Identity theft case reassignments



Reassignments	Frequency	Percent
Not reassigned	163	40%
1 - 3 times	186	45%
4 - 5 times	54	13%
More than 5 times	6	1%
Total	409	100%*

* Exact numbers round to 100%

Overall, about two-thirds (67 percent) of all IDT modules in our sample were either (1) worked in more than one function, or (2) reassigned to another assistor within a function.

Given the likelihood of an IDT case moving about within the IRS, there is a concern that an IDT case may fall through the cracks without a sole contact person. We found that 42 percent of the 409 modules analyzed in our sample had periods of inactivity. Reassigned cases had longer periods of inactivity than those that were not reassigned.²³ In other words, *in more than 40 percent of the IDT cases sampled, the IRS took no action for an average of two and a half months (78 days).*

Time Needed to Fully Resolve All IDT-Related Issues

From the Taxpayer's Perspective, the Average Cycle Time Was 179 Days

Identity theft victims who are already traumatized by an invasive crime typically wait months for the IRS to resolve their tax-related cases. The National Taxpayer Advocate is concerned that the IRS cannot provide a servicewide cycle time measure for resolving IDT cases *from the taxpayer's perspective*. While some functions (such as AM) can track how long IDT cases stay in their inventory, there is no standard calculation of cycle time across the IDT functions. The cycle times reported by various IDT specialized units do not reflect the time that has passed since the taxpayer filed a return, or the time spent interacting with other functions. For example, the 120-day cycle time cited by the IRS in its response to the National Taxpayer Advocate's 2013 Annual Report to Congress pertains only to the AM portion of the case.²⁴ All

23 In modules that were reassigned, the average period of inactivity was about a week longer.

24 See IRS response to recommendations from the National Taxpayer Advocate's 2013 Annual Report to Congress, available at <http://www.taxpayeradvocate.irs.gov/userfiles/file/IRS-2013-MSP-Responses.pdf>.

this means is that it took AM 120 days to resolve one module; it does not mean all of the victim's IDT-related tax issues were resolved in 120 days.²⁵

In this case review, we looked at IDT case cycle time from the taxpayer's perspective—from the date of initial contact with the IRS by an IDT victim to the date the IRS issued a refund, if applicable, or completed the account adjustments. As a result, the cycle time computed in our review is significantly different than the cycle time reported by the IRS. The average cycle time for the IDT cases in our sample was 179 days (six months), with a median case cycle time of 105 days (approximately 3 ½ months). We believe this measure more accurately indicates how long the IRS takes to resolve IDT cases.

When taxpayers must wait six months for the IRS to resolve their IDT-related tax issues, it can cause a significant hardship, especially for those awaiting tax refunds. The burden is on the victims to call the IRS multiple times, who must explain the circumstances to a different assistor each time. Moreover, because the IRS waits until the module is fully resolved to place an IDT marker on the account, an IDT victim will not receive the benefit of an Identity Protection PIN²⁶ during this 179-day average cycle time.

As discussed below, some IDT modules in our review were closed out by the function even though not all appropriate actions were taken. Furthermore, this 179 day measure is just for one module impacting one year and may only represent part of the victim's IDT-related tax issues. As a result, the average cycle time of 179 days is understated.

More than One-Fifth of the Victims Had Unresolved IDT-Related Issues When the IRS Closed Their Modules

The input of TC 971 AC 501 generally indicates that all IDT issues have been resolved. However, we noticed that for many modules in our review, the TC 971 AC 501 was input before all closing actions had been taken. Specifically, we found that for 85 taxpayers in our sample (22 percent), the IRS had closed an IDT module without taking the appropriate steps to fully resolve the victim's account.²⁷ Although their modules received a closing code, some IDT victims did not receive a refund, or the IRS failed to update the victim's address to receive an Identity Protection PIN for example. We provided the IRS with a list of taxpayers for whom the appropriate closing actions were not taken, despite the existence of a TC 971 AC 501 on the module.²⁸

25 The IRS states that AM counts cycle time from the victim's "return received date." However, as noted above, in many cases AM deals with only one aspect of the of the overall victim's interactions with the IRS as a result of the IDT, and those other interactions are not necessarily captured in AM's cycle time.

26 An Identity Protection PIN is a six-digit code that must be entered on the tax return at time of filing by certain victims of IDT. This Identity Protection PIN protects accounts from being susceptible to further misuse by identity thieves.

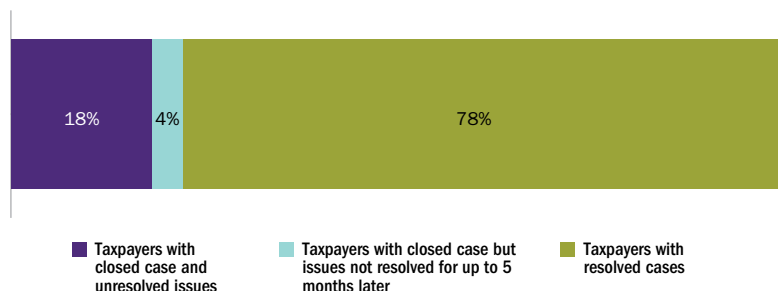
27 Of the 85 taxpayers, 71 still had unresolved tax issues as of November 24, 2014. The IRS had resolved the tax issues for 14 of these taxpayers since the review ended, but before November 24, 2014.

28 The unresolved issue listing sent over to the IRS operating divisions identified the following broad categories of incomplete action items:

- ◆ Refunds not yet issued;
- ◆ Addresses not updated;
- ◆ Victim's returns not assessed;
- ◆ Incomplete/incorrect adjustments;
- ◆ Erroneous refunds issued; and
- ◆ Balance due closing letters not issued.

FIGURE 6

ID theft case resolution at case closing



In FY 2014, the IRS closed IDT cases with a TC 971 AC 501 indicator for nearly 270,000 taxpayers.²⁹ Extrapolating the 22 percent of the sample cases that were closed prematurely, we estimate that nearly 60,000 IDT victims were not made whole when the IRS closed their cases.³⁰

Each of these cases purportedly underwent a global account review³¹ prior to closing. In many instances, we saw that a global account review was completed, but the issues were not resolved (*e.g.*, the refund was not yet issued). This raises the question as to whether the way in which the IRS conducts the global account review is effective, or whether IRS employees need additional training in interpreting the findings of the global account review.

CONCLUSION AND RECOMMENDATIONS

Identity theft cases are complex, often including multiple tax issues and spanning multiple years. Almost 30 percent of the IDT cases in our sample involved multiple tax issues. Due to limitations of IRS data, we could not completely ascertain what percent of IDT cases involved tax issues that spanned multiple years.

About two-thirds of IDT modules reviewed were worked by multiple functions or were reassigned within a function. When cases are transferred or reassigned, there is a risk that case activity will stall. Among IDT cases with periods of inactivity, the average period of inactivity was 78 days. The National Taxpayer Advocate believes assigning a sole contact person on these types of IDT cases will prevent such extended periods of inactivity.

The average cycle time for IDT cases is at least 179 days. The cycle time we calculated is most certainly understated for at least two reasons. First, because there may be associated open modules that were not included in this review. Second, because 22 percent of the “closed” cases in our sample still required additional steps to fully resolve the taxpayers’ IDT issues. That is, not all IDT cases that the IRS considers closed are actually resolved.

²⁹ Data pulled from the Compliance Data Warehouse, Individual Master File transaction history entity table (Dec. 18, 2014).

³⁰ The 95 percent confidence interval is from 16.9 percent to 26.9 percent, which translates to an estimate of 45,186 to 72,001 taxpayers.

³¹ A global review is a review of an identity theft marked tax account (TC 971 AC 501/506) from the date of the impact and subsequent for modules potentially impacted by identity theft. IRM 21.9.2.6, *Global Review* (Feb. 3, 2014).

Based on the findings, the National Taxpayer Advocate recommends the following actions:

1. Functions working IDT cases should conduct a global account review upon case receipt and handle only single-issue IDT cases.
2. IDT victims with multiple issues should be assigned a sole IRS contact person (and provided with a toll-free direct extension to this contact person) who would interact with them throughout and oversee the resolution of the case, no matter how many different IRS functions need to be involved behind the scenes.
3. The IRS should count each function that works IDT cases separately, rather than lumping eight different functions into a catchall “Compliance” bucket for purposes of its multiple function criteria.
4. The IRS should track IDT cycle time in a way that reflects the taxpayer’s experience more accurately—from the time the taxpayer submits the appropriate documentation to the time the IRS issues a refund (if applicable) or otherwise resolves all related issues.
5. The IRS should review its global account review procedures to ensure all related issues are actually resolved (including issuance of a refund, if applicable) prior to case closure, and conduct appropriate training for its employees.

APPENDIX: Data Collection Instrument used in Case Review

Results for currently selected survey

1.) Assigned Case Number (provided in case list)

2.) When did the taxpayer initiate contact with IRS?

3.) Which Tax Year does this DCI information pertain to? (select only one)

Choice Number	Percent
2008	
2009	
2010	
2011	
2012	
2013	
Other	

3-1.) Please specify the year.

4.) What issue(s) motivated the Taxpayer to contact IRS? (check all that apply)

Choice	Number	Percent
Unable to efile		
Duplicate filing		
Levy		
Audit		
Notice		
AUR		
SSA Notification		
ASFR		
Lien		
Unpostable		
SFR		
Wage Verification		
Erroneous Refund		
Withholding Compliance		
TDI		
Deceased Indicator		
CI Scheme		
Other		

4-1.) Please specify the issue.

5.) Which IRS BOD/ function did the taxpayer initially contact?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Large Business & International			

Privacy, Governmental Liaison & Disclosure
 Small Business / Self-Employed
 Taxpayer Advocate Service
 Wage & Investment
 Other

5-1.) Please specify the Operating Division or Function (TP initial contact).

5-2.) Please specify the SBSE Function (TP initial contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

5-3.) Please specify the WI Function (TP initial contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

6.) When was SSN owner's return received? (mm/dd/yy, 99/99/99 if unknown)

7.) What Filing Status did the taxpayer show on the return?

Answer	# Responses	% Who Answered	% of Total
Single			
Married Filing Joint (MFJ)			
Married Filing Separate (MFS)			
Head of Household (HoH)			
Widow			
N/A			

8.) When was Form 14039 received? (mm/dd/yy, 99/99/99 if not provided)

9.) Was the Form 14039 legible?

Answer	# Responses	% Who Answered	% of Total
Yes			
No			
Unable to Determine			

9-1.) When did the taxpayer provide a legible Form 14039? (mm/dd/yy, 99/99/99 if not provided)**10.) Were all required supporting documents included with the Form 14039?**

Answer	# Responses	% Who Answered	% of Total
All documents included			
Some documents included			
No documents included			
Unable to Determine			

10-1.) Was the Form 14039 returned to the taxpayer? (some docs)

Answer	# Responses	% Who Answered	% of Total
Yes			
No			
Unable to Determine			

10-2.) Was the Form 14039 returned to the taxpayer? (no docs)

Answer	# Responses	% Who Answered	% of Total
Yes			
No			
Unable to Determine			

10-3.) When was the Form 14039 returned to the taxpayer? (some docs - mm/dd/yy, 99/99/99 if not provided)**10-4.) When was the Form 14039 returned to the taxpayer? (no docs - mm/dd/yy, 99/99/99 if not provided)****11.) How many times did the IRS request a completed Form 14039 after one was already received?**

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4 or more			

12.) When did IRS send the acknowledgment letter? (mm/dd/yy or 99/99/99 if not applicable)**13.) Which IRS BOD / function sent the initial acknowledgement letter to the taxpayer?**

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Large Business & International			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No Acknowledgement letter sent			
N/A - Not Applicable			

13-1.) Please specify the Operating Division or Function (IRS initial contact).

13-2.) Please specify the SBSE Function (IRS initial contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

13-3.) Please specify the WI Function (IRS initial contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

14.) When did the IRS make the 1st subsequent taxpayer contact? (mm/dd/yy, 99/99/99 if not provided)

15.) How did the IRS make the 1st subsequent taxpayer contact?

Choice	Number	Percent
Did not subsequently contact TP		
Letter		
Notice		
Phone		
Other		

16.) Why did the IRS initiate this contact (1st subsequent) **with the taxpayer?**

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			

Other
Unable to Determine
No Contact Made

16-1.) Please Specify (IRS 1st subsequent contact).

17.) Which IRS BOD/function made the 1st subsequent contact with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No Subsequent Contact Made			
N/A - Not Applicable			

17-1.) Please specify which Operating Division / Function (IRS 1st subsequent contact).

17-2.) Please specify the SBSE Function (IRS 1st subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

17-3.) Please specify the WI Function (IRS 1st subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
A MADJ (TP identified IDT) - Accounts Management			
IPSU			
A MADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
SCO - Compliance Services Collection Operations			
C CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

18.) When did the IRS make the 2nd subsequent taxpayer contact? (mm/dd/yy, 99/99/99 if no contact)

19.) How did the IRS make the 2nd subsequent taxpayer contact?

Choice	Number	Percent
Did not subsequently contact TP twice		
Letter		
Notice		
Phone		
Other		

20.) Why did the IRS initiate this contact (2nd subsequent) with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 2nd Subsequent Contact Made			

20-1.) Please Specify (IRS 2nd subsequent contact).

21.) Which IRS BOD/function initiated the 2nd subsequent contact with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 2nd Subsequent Contact Made			
N/A - Not Applicable			

21-1.) Please specify the Operating Division or Function (IRS 2nd subsequent contact).

21-2.) Please specify the SBSE Function (IRS 2nd subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

21-3.) Please specify the WI Function (IRS 2nd subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

22.) When did the IRS make the 3rd subsequent taxpayer contact? (mm/dd/yy, 99/99/99 if no contact)

23.) How did the IRS make the 3rd subsequent taxpayer contact?

Choice	Number	Percent
Did not subsequently contact TP three times		
Letter		
Notice		
Phone		
Other		

24.) Why did the IRS initiate this contact (3rd subsequent) with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 3rd Subsequent Contact Made			

24-1.) Please Specify (IRS 3rd subsequent contact).

25.) Which IRS function initiated the 3rd subsequent contact with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 3rd Subsequent Contact Made			

N/A - Not Applicable

25-1.) Please specify the Operating Division or Function (IRS 3rd subsequent contact).**25-2.) Please specify the SBSE Function** (IRS 3rd subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

25-3.) Please specify the WI Function (IRS 3rd subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

26.) When did the IRS make the 4th subsequent taxpayer contact? (mm/dd/yy, 99/99/99 if no contact)**27.) How did the IRS make the 4th subsequent taxpayer contact?**

Choice	Number	Percent
Did not subsequently contact TP four times		
Letter		
Notice		
Phone		
Other		

28.) Why did the IRS initiate this contact (4th subsequent) **with the taxpayer?**

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			

Status
Other
Unable to Determine
No 4th Subsequent Contact Made

28-1.) Please Specify (IRS 4th subsequent contact).

29.) Which IRS function initiated the 4th subsequent contact with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 4th Subsequent Contact Made			
N/A - Not Applicable			

29-1.) Please specify the Operating Division or Function (IRS 4th subsequent contact).

29-2.) Please specify the SBSE Function (IRS 4th subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

29-3.) Please specify the WI Function (IRS 4th subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
A MADJ (TP identified IDT) - Accounts Management			
IPSU			
A MADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
SCO - Compliance Services Collection Operations			
C CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			

Other

30.) When did the IRS make the 5th subsequent taxpayer contact? (mm/dd/yy, 99/99/99 if no contact)

31.) How did the IRS make the 5th subsequent taxpayer contact?

Choice	Number	Percent
Did not subsequently contact TP five times		
Letter		
Notice		
Phone		
Other		

32.) Why did the IRS initiate this contact (5th subsequent) with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 5th Subsequent Contact Made			

32-1.) Please Specify (IRS 5th subsequent contact).

33.) Which IRS function initiated the 5th subsequent contact with the taxpayer?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 5th Subsequent Contact Made			
N/A - Not Applicable			

33-1.) Please specify the Operating Division or Function (IRS 5th subsequent contact).

33-2.) Please specify the SBSE Function (IRS 5th subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

33-3.) Please specify the WI Function (IRS 5th subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prqgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

34.) How many more times did the IRS contact the taxpayer about this IDT issue (besides the opening, closing, or 5 subsequent contacts previously discussed)?

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5			
6 or more			

35.) Which IRS BOD/ function initiated any other subsequent contact with the taxpayer? (select all that apply)

Choice	Number	Percent
Appeals		
Criminal Investigation		
Information Technology		
Large Business & International		
Operations Support		
Privacy, Governmental Liaison & Disclosure		
Small Business / Self-Employed		
Taxpayer Advocate Service		
Wage & Investment		
Other		
No Other IRS Initiated Contacts		

35-1.) Please specify the Operating Division or Function.**35-2.) Please specify the SBSE Function.**

Choice	Number	Percent
ACS -Automated Collection System		

ASFR - Automated Substitute for Return
 AUR - Automated Underreporter
 CFBALDUE or CFDELRET - Field Collection
 CORR - Correspondence Exam
 CSCO - Compliance Services Collection Operations
 DITA - Designated Identity Theft Adjustment
 FLADV - Field Advisory
 FLDEXAM - Field Exam
 FLDINSV - Field Insolvency
 TDI - Tax Delinquency Investigation
 Other

35-3.) Please specify the WI Function.

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
EXAM - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
CPAT - Compliance Post Adjustment Team		
FA - Field Assistance		
RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm		
RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation		
SP - Submission Processing Other than ID Theft		
SPIDT - Submission Processing Identity Theft		
TDI - Tax Delinquency Investigation		
WHC - Withholding Compliance		
Other		

36.) When did the IRS complete the closing contact with the taxpayer? (mm/dd/yy, 99/99/99 if no contact)

37.) How did the IRS contact the taxpayer at closing?

Choice	Number	Percent
Did not contact TP when closing the case		
Letter		
Notice		
Phone		
Other		

38.) Which IRS BOD/ function initiated closing the case?

Answer	# Responses	Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			

Large Business & International
Operations Support
Privacy, Governmental Liaison & Disclosure
Small Business / Self-Employed
Taxpayer Advocate Service
Wage & Investment
Other
No Closing Contact

38-1.) Please specify the Operating Division or Function (IRS initiated closing).

38-2.) Please specify the SBSE Function (IRS initiated closing).

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
DITA - Designated Identity Theft Adjustment		
FLADV - Field Advisory		
FLDEXAM - Field Exam		
FLDINSV - Field Insolvency		
TDI - Tax Delinquency Investigation		
Other		

38-3.) Please specify the WI Function (IRS initiated closing).

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
EXAM - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
CPAT - Compliance Post Adjustment Team		
FA - Field Assistance		
RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm		
RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation		
SP - Submission Processing Other than ID Theft		
SPIDT - Submission Processing Identity Theft		
TDI - Tax Delinquency Investigation		
WHC - Withholding Compliance		
Other		

39.) When did the taxpayer initiate the 1st subsequent IRS contact? (mm/dd/yy, 99/99/99 if no contact)

40.) Why did the taxpayer initiate this contact (1st subsequent) **with the IRS?**

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No Taxpayer Initiated Contact			

40-1.) Please Specify (1st tp subsequent contact).

41.) How did the taxpayer initiate the 1st subsequent IRS contact?

Choice	Number	Percent
Did not subsequently contact IRS		
Letter		
Phone		
In Person/ Walk-in		
Fax		
Other		

41-1.) Please specify how the taxpayer contacted IRS (1st tp subsequent contact).

42.) Which IRS BOD/ function did the taxpayer communicate with in the 1st subsequent IRS contact?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
Taxpayer did not contact IRS again			

42-1.) Please specify the Operating Division or Function (1st tp subsequent contact).

42-2.) Please specify the SBSE Function (1st tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

42-3.) Please specify the WI Function (1st tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

43.) When did the taxpayer contact the IRS in the 2nd subsequent contact? (mm/dd/yy, 99/99/99 if no contact)

44.) Why did the taxpayer initiate this contact (2nd subsequent) with the IRS?

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 2nd Subsequent Contact by Taxpayer			

44-1.) Please Specify (2nd tp subsequent contact).

45.) How did the taxpayer make the 2nd subsequent IRS contact?

Choice	Number	Percent
Did not subsequently contact IRS twice		
Letter		
Phone		
In Person/Walk-in		
Fax		
Other		

45-1.) Please specify how the taxpayer contacted IRS (2nd tp subsequent contact).

46.) Which IRS BOD/function did the taxpayer communicate with in the 2nd subsequent IRS contact?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			

Taxpayer Advocate Service
Wage & Investment
Other
No 2nd Subsequent Contact

46-1.) Please specify the Operating Division or Function (2nd tp subsequent contact).

46-2.) Please specify the SBSE Function (2nd tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

46-3.) Please specify the WI Function (2nd tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prqm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

47.) When did the taxpayer contact the IRS in the 3rd subsequent contact? (mm/dd/yy, 99/99/99 if no contact)

48.) Why did the taxpayer initiate this contact (3rd subsequent) **with the IRS?**

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 3rd Subsequent Contact by Taxpayer			

48-1.) Please Specify (3rd tp subsequent contact).

49.) How did the taxpayer contact the IRS in the 3rd subsequent contact?

Choice	Number	Percent
Did not subsequently contact IRS 3 times		
Letter		
Phone		
In Person/Walk-in		
Fax		
Other		

49-1.) Please specify how the taxpayer contacted IRS (3rd tp subsequent contact).**50.) Which IRS BOD/ function did the taxpayer communicate with in the 3rd subsequent IRS contact?**

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 3rd subsequent contact			

50-1.) Please specify the Operating Division or Function (3rd tp subsequent contact).**50-2.) Please specify the SBSE Function (3rd tp subsequent contact).**

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

50-3.) Please specify the WI Function (3rd tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS - Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
A MADJ (TP identified IDT) - Accounts Management			
IPSU			
A MADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
SCO - Compliance Services Collection Operations			
C CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			

RICS (TPP) - Return Integrity & Correspondence
 Svcs, Taxpayer Protection Prgm
 RICS (IVO) - Return Integrity & Correspondence
 Svcs, Integrity & Verification Operation
 SP - Submission Processing Other than ID Theft
 SPIDT - Submission Processing Identity Theft
 TDI - Tax Delinquency Investigation
 WHC - Withholding Compliance
 Other

51.) When did the taxpayer contact the IRS in the 4th subsequent contact? (mm/dd/yy, 99/99/99 if no contact)

52.) Why did the taxpayer initiate this contact (4th subsequent) with the IRS?

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 4thSubsequent Contact by Taxpayer			

52-1.) Please Specify (why 4th TP Subsequent Contact).

53.) How did the taxpayer contact the IRS in the 4th subsequent contact?

Choice	Number	Percent
Did not subsequently contact IRS 4 times		
Letter		
Phone		
In Person/Walk-in		
Fax		
Other		

53-1.) Please specify how the taxpayer contacted IRS (4th subsequent).

54.) Which IRS BOD/ function did the taxpayer communicate with in the 4th subsequent IRS contact?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 4th subsequent contact			

54-1.) Please specify the Operating Division or Function.

54-2.) Please specify the SBSE Function (4th tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			

AUR - Automated Underreporter
 CFBALDUE or CFDELRET - Field Collection
 CORR - Correspondence Exam
 CSCO - Compliance Services Collection Operations
 DITA - Designated Identity Theft Adjustment
 FLADV - Field Advisory
 FLDEXAM - Field Exam
 FLDINSV - Field Insolvency
 TDI - Tax Delinquency Investigation
 Other

54-3.) Please specify the WI Function (4th tp subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS - Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prqm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

55.) When did the taxpayer contact the IRS in the 5th subsequent contact? (mm/dd/yy, 99/99/99 if no contact)

56.) Why did the taxpayer initiate this contact (5th subsequent) **with the IRS?**

Answer	# Responses	% Who Answered	% of Total
Provide Additional Information			
Interim Update (time)			
Status			
Other			
Unable to Determine			
No 5th Subsequent Contact by Taxpayer			

56-1.) Please Specify (why 5th TP subsequent contact).

57.) How did the taxpayer contact the IRS in the 5th subsequent contact?

Choice	Number	Percent
Did not subsequently contact IRS 5 times		
Letter		
Phone		
In Person/Walk-in		
Fax		
Other		

57-1.) Please specify how the taxpayer contacted IRS (5th tp subsequent contact).

58.) Which IRS BOD/ function did the taxpayer communicate with in the 5th subsequent IRS contact?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 5th subsequent contact			

58-1.) Please specify the Operating Division or Function (TP 5th subsequent contact).

58-2.) Please specify the SBSE Function (TP 5th subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS -Automated Collection System			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
CFBALDUE or CFDELRET - Field Collection			
CORR - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
DITA - Designated Identity Theft Adjustment			
FLADV - Field Advisory			
FLDEXAM - Field Exam			
FLDINSV - Field Insolvency			
TDI - Tax Delinquency Investigation			
Other			

58-3.) Please specify the WI Function (TP 5th subsequent contact).

Answer	# Responses	% Who Answered	% of Total
ACS - Automated Collection System			
AM (IRS identified IDT) - Accounts Management			
AMADJ (TP identified IDT) - Accounts Management			
IPSU			
AMADJ (TP identified IDT) - Accounts Management			
AM			
ASFR - Automated Substitute for Return			
AUR - Automated Underreporter			
EXAM - Correspondence Exam			
CSCO - Compliance Services Collection Operations			
CPAT - Compliance Post Adjustment Team			
FA - Field Assistance			
RICS (TPP) - Return Integrity & Correspondence			
Svcs, Taxpayer Protection Prqgm			
RICS (IVO) - Return Integrity & Correspondence			
Svcs, Integrity & Verification Operation			
SP - Submission Processing Other than ID Theft			
SPIDT - Submission Processing Identity Theft			
TDI - Tax Delinquency Investigation			
WHC - Withholding Compliance			
Other			

59.) How many more times did the taxpayer contact the IRS about this IDT issue (besides the opening, or 5 subsequent contacts previously discussed)?

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5			
6 or more			

60.) Which IRS BOD/ function did the taxpayer contact on any other subsequent contacts? (select all that apply)

Choice	Number	Percent
Appeals		
Criminal Investigation		
Information Technology		
Large Business & International		
Operations Support		
Privacy, Governmental Liaison & Disclosure		
Small Business / Self-Employed		
Taxpayer Advocate Service		
Wage & Investment		
Other		
No Other TP Initiated Contacts		

60-1.) Please specify the Operating Division or Function (add'l tp contacts).

60-2.) Please specify the SBSE Function (add'l tp contacts).

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
DITA - Designated Identity Theft Adjustment		
FLADV - Field Advisory		
FLDEXAM - Field Exam		
FLDINSV - Field Insolvency		
TDI - Tax Delinquency Investigation		
Other		

60-3.) Please specify the WI Function (add'l tp contacts).

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		

EXAM - Correspondence Exam
 CSCO - Compliance Services Collection Operations
 CPAT - Compliance Post Adjustment Team
 FA - Field Assistance
 RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm
 RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation
 SP - Submission Processing Other than ID Theft
 SPIDT - Submission Processing Identity Theft
 TDI - Tax Delinquency Investigation
 WHC - Withholding Compliance
 Other

61.) Which letters or CP notices did the IRS send to the taxpayer related to this stolen identity?

Choice	Number	Percent
CP01 - Identity Theft Claim Verified		
CP 01S or CP 701 (Spanish) - IDT Doc Acknowledgement		
239C/SP - TIN - Related Problem Resolution		
4403C/SP - IDT - IPSU Ack/Resource Info/ Pt of Contact		
4445C - ID Theft Acknowledge Notification		
4455C, UPC 147 - Taxpayer Inquiry Letter		
4457C, UPC 147 - ID Theft Attempt Letter		
4524C/SP - ID Theft Assistance Request (ITAR)		
5064 C/SP - Compliance Letter ID Theft		
5073C - Acknowledge Letter for IDT Doc (F14039, Police Report or Fed or state Id)		
Other		
NA		

61-1.) Please specify the other letters or notices sent to the taxpayer regarding their identity theft issue.

62.) When did IPSU involvement begin? (mm/dd/yy, 99/99/99 if not involved)

63.) Which IDRS control category did IPSU use?

Answer	# Responses	% Who Answered	% of Total
IDT4			
IDT5			
IDTX			
ITAR			
GRVW			
Other			
None / NA			
IDT2			

63-1.) Please specify the Other IDRS category code.

64.) When did IPSU close the case? (mm/dd/yy, 99/99/99 if not applicable)

65.) How many functions were involved with IDT resolution?

Answer	# Responses	% Who Answered	% of Total
--------	-------------	----------------	------------

1
2
3
4
5
6
7
8
9

10 or more

66.) When did IPSU initially refer this case? (mm/dd/yy, 99/99/99 if not provided)

67.) Which IDT BOD/function 1st worked this case?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			

67-1.) Please specify the Operating Division or Function.

67-2.) Please specify the SBSE Function. (1st IDT contact)

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
DITA - Designated Identity Theft Adjustment		
FLADV - Field Advisory		
FLDEXAM - Field Exam		
FLDINSV - Field Insolvency		
TDI - Tax Delinquency Investigation		
Other		

67-3.) Please specify the WI Function. (1st IDT contact)

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		

EXAM - Correspondence Exam
 CSCO - Compliance Services Collection Operations
 CPAT - Compliance Post Adjustment Team
 FA - Field Assistance
 RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm
 RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation
 SP - Submission Processing Other than ID Theft
 SPIDT - Submission Processing Identity Theft
 TDI - Tax Delinquency Investigation
 WHC - Withholding Compliance
 Other

68.) When did IDT 1st function receive the case? (mm/dd/yy, 99/99/99 if not provided)

69.) How many times was this case reassigned in the same function? (1st IDT)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			

70.) When did IDT 1st function close the case? (mm/dd/yy, 99/99/99 if not provided)

71.) Number of days of case inactivity in function 1

72.) Which IDT BOD/ function was 2nd to work this case?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 2nd IDT function worked this case			

72-1.) Please specify the Operating Division or Function. (2nd IDT function)

72-2.) Please specify the SBSE Function. (2nd IDT function)

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		

CSCO - Compliance Services Collection Operations
 DITA - Designated Identity Theft Adjustment
 FLADV - Field Advisory
 FLDEXAM - Field Exam
 FLDINSV - Field Insolvency
 TDI - Tax Delinquency Investigation
 Other

72-3.) Please specify the WI Function. (2nd IDT function)

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
EXAM - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
CPAT - Compliance Post Adjustment Team		
FA - Field Assistance		
RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm		
RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation		
SP - Submission Processing Other than ID Theft		
SPIDT - Submission Processing Identity Theft		
TDI - Tax Delinquency Investigation		
WHC - Withholding Compliance		
Other		

73.) When did IDT 2nd function receive the case? (mm/dd/yy, 99/99/99 if not applicable)

74.) How many times was this case reassigned in the same function? (2nd IDT)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			

75.) When did IDT 2nd function close the case? (mm/dd/yy, 99/99/99 if not applicable)

76.) Number of days of case inactivity in function 2 (enter NA if no 2nd function).

77.) Which IDT function was 3rd to work this case?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			

Operations Support
 Privacy, Governmental Liaison & Disclosure
 Small Business / Self-Employed
 Taxpayer Advocate Service
 Wage & Investment
 Other
 No 3rd IDT Function Worked this Case

77-1.) Please specify the Operating Division or Function. (3rd IDT)

77-2.) Please specify the SBSE Function. (3rd IDT)

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
DITA - Designated Identity Theft Adjustment		
FLADV - Field Advisory		
FLDEXAM - Field Exam		
FLDINSV - Field Insolvency		
TDI - Tax Delinquency Investigation		
Other		

77-3.) Please specify the WI Function. (3rd IDT)

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
EXAM - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
CPAT - Compliance Post Adjustment Team		
FA - Field Assistance		
RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm		
RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation		
SP - Submission Processing Other than ID Theft		
SPIDT - Submission Processing Identity Theft		
TDI - Tax Delinquency Investigation		
WHC - Withholding Compliance		
Other		

78.) When did IDT 3rd function receive the case? (mm/dd/yy, 99/99/99 if not applicable)

79.) How many times was this case reassigned in the same function? (3rd IDT)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			

80.) When did IDT 3rd function close the case? (mm/dd/yy, 99/99/99 if not applicable)

81.) Number of days of case inactivity in function 3 (enter NA if no 2nd function).

82.) Which IDT function was 4th to work this case?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 4th IDT Function Worked this Case			

82-1.) Please specify the Operating Division or Function. (4th IDT)

82-2.) Please specify the SBSE Function. (4th IDT)

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
DITA - Designated Identity Theft Adjustment		
FLADV - Field Advisory		
FLDEXAM - Field Exam		
FLDINSV - Field Insolvency		
TDI - Tax Delinquency Investigation		
other		

82-3.) Please specify the WI Function. (4th IDT)

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		

AUR - Automated Underreporter
 EXAM - Correspondence Exam
 CSCO - Compliance Services Collection Operations
 CPAT - Compliance Post Adjustment Team
 FA - Field Assistance
 RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm
 RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation
 SP - Submission Processing Other than ID Theft
 SPIDT - Submission Processing Identity Theft
 TDI - Tax Delinquency Investigation
 WHC - Withholding Compliance
 Other

83.) When did IDT 4th function receive the case? (mm/dd/yy, 99/99/99 if not applicable)

84.) How many times was this case reassigned in the same function? (4th IDT)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			

85.) When did IDT 4th function close the case? (mm/dd/yy, 99/99/99 if not applicable)

86.) Number of days of case inactivity in function 4 (enter NA if no 4th function)

87.) Which IDT function was 5th to work this case?

Answer	# Responses	% Who Answered	% of Total
Appeals			
Criminal Investigation			
Information Technology			
Large Business & International			
Operations Support			
Privacy, Governmental Liaison & Disclosure			
Small Business / Self-Employed			
Taxpayer Advocate Service			
Wage & Investment			
Other			
No 5th IDT Function Worked this Case			

87-1.) Please specify the Operating Division or Function. (5th IDT)

87-2.) Please specify the SBSE Function. (5th IDT)

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		

CORR - Correspondence Exam
 CSCO - Compliance Services Collection Operations
 DITA - Designated Identity Theft Adjustment
 FLADV - Field Advisory
 FLDEXAM - Field Exam
 FLDINSV - Field Insolvency
 TDI - Tax Delinquency Investigation
 Other

87-3.) Please specify the WI Function. (5th IDT)

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
EXAM - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
CPAT - Compliance Post Adjustment Team		
FA - Field Assistance		
RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm		
RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation		
SP - Submission Processing Other than ID Theft		
SPIDT - Submission Processing Identity Theft		
TDI - Tax Delinquency Investigation		
WHC - Withholding Compliance		
Other		

88.) When did IDT 5th function receive the case? (mm/dd/yy, 99/99/99 if not applicable)

89.) How many times was this case reassigned in the same function? (5th IDT)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			

90.) When did IDT 5th function close the case? (mm/dd/yy, 99/99/99 if not applicable)

91.) Number of days of case inactivity in function 5 (enter NA if no 5th function)

92.) Which additional IDT BOD / function worked this case? (exclude the previously identified BOD / functions, but select all others that apply)

Choice	Number	Percent
--------	--------	---------

Appeals
 Criminal Investigation
 Information Technology
 Large Business & International
 Operations Support
 Privacy, Governmental Liaison & Disclosure
 Small Business / Self-Employed
 Taxpayer Advocate Service
 Wage & Investment
 Other
 No Additional IDT Function Worked this Case

92-1.) Please specify the Operating Division or Function. (Additional IDT)

92-2.) Please specify the SBSE Function. (Additional IDT)

Choice	Number	Percent
ACS -Automated Collection System		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
CFBALDUE or CFDELRET - Field Collection		
CORR - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
DITA - Designated Identity Theft Adjustment		
FLADV - Field Advisory		
FLDEXAM - Field Exam		
FLDINSV - Field Insolvency		
TDI - Tax Delinquency Investigation		
Other		

92-3.) Please specify the WI Function. (Additional IDT)

Choice	Number	Percent
ACS -Automated Collection System		
AM (IRS identified IDT) - Accounts Management		
AMADJ (TP identified IDT) - Accounts Management IPSU		
AMADJ (TP identified IDT) - Accounts Management AM		
ASFR - Automated Substitute for Return		
AUR - Automated Underreporter		
EXAM - Correspondence Exam		
CSCO - Compliance Services Collection Operations		
CPAT - Compliance Post Adjustment Team		
FA - Field Assistance		
RICS (TPP) - Return Integrity & Correspondence Svcs, Taxpayer Protection Prgm		
RICS (IVO) - Return Integrity & Correspondence Svcs, Integrity & Verification Operation		
SP - Submission Processing Other than ID Theft		
SPIDT - Submission Processing Identity Theft		
TDI - Tax Delinquency Investigation		

WHC - Withholding Compliance

Other

93.) How many times was this case reassigned in the same function? (of the additional IDT function 1, function number is based on the order in the list)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			
N/A			

94.) How many times was this case reassigned in the same function? (of the additional IDT function 2, function number is based on the order in the list)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			
N/A			

95.) How many times was this case reassigned in the same function? (of the additional IDT function 3, function number is based on the order in the list)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			
N/A			

96.) How many times was this case reassigned in the same function? (of all the remaining additional IDT functions, function number is based on the order in the list)

Answer	# Responses	% Who Answered	% of Total
0			
1			
2			
3			
4			
5 or more			
N/A			

97.) What issue(s) were addressed during this case? (check all that apply)

Choice	Number	Percent
Unable to efile		
Duplicate filing		
Levy		
Audit		
Notice		
AUR		
SSA Notification		

ASFR
 Lien
 Unpostable
 SFR
 Wage Verification
 Erroneous Refund
 Withholding Compliance
 TDI
 Deceased Indicator
 CI Scheme
 Other

97-1.) Please specify

98.) What issue(s) were resolved during this case? (check all that apply)

Choice	Number	Percent
Unable to efile		
Duplicate filing		
Levy		
Audit		
Notice		
AUR		
SSA Notification		
ASFR		
Lien		
Unpostable		
SFR		
Wage Verification		
Erroneous Refund		
Withholding Compliance		
TDI		
Deceased Indicator		
CI Scheme		
Other		

98-1.) Please specify

99.) What issue(s) were *unresolved* during this case? (check all that apply)

Choice	Number	Percent
Unable to efile		
Duplicate filing		
Levy		
Audit		
Notice		
AUR		
SSA Notification		

ASFR
 Lien
 Unpostable
 SFR
 Wage Verification
 Erroneous Refund
 Withholding Compliance
 TDI
 Deceased Indicator
 CI Scheme
 Other
 All Issues Resolved (no unresolved issues)

99-1.) Please specify

100.) Which of the following taxpayers' SSNs were fraudulently used in this ID Theft incident? (select all that apply)

Choice	Number	Percent
Primary taxpayer		
Secondary taxpayer		
Unrelated taxpayer		
Other		

100-1.) Please explain

100-2.) Please explain

101.) Was TC 501 used correctly?

Answer	# Responses	% Who Answered	% of Total
No TC 501			
TC 501 used properly			
TC 501 used improperly			
Unsure if TC 501 was used properly			

101-1.) Please explain

102.) Was TC 522 used correctly?

Answer	# Responses	% Who Answered	% of Total
No TC 522			
TC 522 used properly			
TC 522 used improperly			
Unsure if TC 522 was used properly			

102-1.) Please explain

103.) How would you rate the following items related to this stolen identity (IDT) case? (1=very poor, 2 = poor, 3 = okay, 4 = good, 5 = very good)

Percent of respondents

Choice	1	2	3	4	5
Service provided to taxpayer					
Technical accuracy					
Communication					
Timeliness of actions					
Issue resolution					

104.) Overall, how would you grade how well this IDT case was worked?

Answer	# Responses	% Who Answered	% of Total
A (90-100)			
B (80 - 89)			
C (70 - 79)			
D (60 - 69)			
F (59 or lower)			

104-1.) What is the basis for the grade you assigned?

104-2.) What is the basis for the grade you assigned?

104-3.) What is the basis for the grade you assigned?

104-4.) What is the basis for the grade you assigned?

104-5.) What is the basis for the grade you assigned?

105.) Assigned Case Number (provided in case list)

106.) What actions did IRS take on this case that caused delay or added to the taxpayer's burden? Please explain

107.) Additional Comments

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YOUR VOICE AT THE IRS

