



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

SMALL BUSINESS/SELF-EMPLOYED DIVISION

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Affected IRM(s): IRM 5.7.1
IRM 5.1.10

MEMORANDUM FOR DIRECTOR, FIELD COLLECTION

FROM: Rocco A. Steco Jr.
Director, Collection Policy

Digitally signed by Rocco A. Steco Jr.
Date: 2024.05.07 12:14:53 -0400

SUBJECT: **Interim Guidance on Federal Tax Deposit (FTD) Alert Procedures**

This memorandum issues guidance on the Federal Tax Deposit (FTD) Alert Program until IRM 5.7.1, FTD Alerts, is published. Please distribute this information immediately to all affected employees within your organization.

Purpose: This interim guidance (IG) memorandum provides updated guidance regarding the impact of the new Field Collection safety procedures on FTD Alert cases.

Background/Source(s) of Authority: The IG memorandum, SBSE-05-0723-0045, Field Collection Safety During Field Contact, dated July 24, 2023, impacted how FTD Alert cases are worked. Field safety remains a top priority for the Collection organization and requires a continuous and responsive approach to mitigate emerging threats on employees. As a result of these changes, revenue officers (ROs) should experience an increased level of safety, more cooperative taxpayer engagement, be more prepared for scheduled taxpayer meetings, and experience amicable resolutions of the taxpayer's matters. These changes should improve the overall experience for taxpayers and employees alike.

Procedural Change:

Effective immediately, ROs will no longer make unannounced contacts with taxpayers in the field on FTD Alerts. Upon receipt of an FTD Alert, ROs will issue Letter 5857, FTD Alert Appointment Letter, to schedule a telephone appointment with the taxpayer or their authorized representative.

Letter 5857, FTD Alert Appointment Letter, (previously FTD Alert Telephone Contact Letter) has been revised and can be used to schedule telephone or in-person appointments. Revenue officers must use this revised letter to schedule a telephone appointment to conduct the initial contact. The letter can also be used to schedule follow-up appointments at the business location.

Initial contact for FTD Alerts is due within 25 calendar days of assignment. If timely contact is not possible, then notify the group manager. The group manager will determine if reassignment of the FTD Alert is appropriate. If contact is delayed for more than 25 calendar days, then document the reason for the delay in the ICS case history.

During the scheduled telephone appointment, the RO will determine if there are any safety concerns and document the ICS case history.

IF	THEN
There are no safety concerns	Schedule a field visit. Send Letter 5857 to the taxpayer to confirm the appointment.
You identify a safety concern, and you do not feel comfortable meeting at a taxpayer's business or home	Discuss the situation with your group manager and schedule an appointment in your post of duty (POD) or via telephone.
During in-person contact, you do not feel the environment is safe when conducting an interview or meeting	Terminate the contact, remove yourself from the situation, and notify/check-in with your group manager.

If the taxpayer and/or authorized representative doesn't respond to the Letter 5857, attempt to contact them by phone using any numbers found through available locator sources. Revenue officers are required to make a non-contact observational field visit to externally view the business location to determine if the business is still operating.

If the RO is unable to determine whether the business is still operating using the non-contact observational field visit or phone call, then the RO should exhaust all available internal and external locator sources to locate the taxpayer and then consider 6020(b) procedures, per IRM 5.7.1.8, Working FTD Alerts.

Preparation of Letter 5664, FTD Alert Field Contact Letter, is no longer required and will be removed from IRM 5.7.1.5, Pre-contact Research and Analysis, in the upcoming revision.

The revised Letter 5857 is now available on the publication website and will be added to ICS by June 2024.

Reminder: The quarterly return for the FTD Alert module must be secured to close the FTD Alert per IRM 5.7.1.6(20), Contact Procedures. If the return is not filed, then close the FTD Alert using the Bal Due/Del Ret closing code and proceed with 6020(b) procedures, per IRM 5.7.1.8.

Effect on Other Documents: This guidance will be incorporated into IRM 5.7.1, Collecting Process, Trust Fund Compliance Handbook, FTD (Federal Tax Deposit) Alerts and IRM 5.1.10, Field Collecting Procedures, Taxpayer Contacts, by March 2025.

Effective Date: This guidance is effective immediately.

Contact: If you have questions, contact Rochelle Folquet, Senior Program Analyst, or Jessica Marquez, Program Analyst, via email. Field Collection personnel should direct any questions to Collection Policy through their management staff.

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Director, Headquarters Collection,

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