IRM PROCEDURAL UPDATE

DATE: 03/06/2025

NUMBER: ts-21-0325-0316

SUBJECT: Systems - Updates to IOLA; Direct Pay; E-file Options

AFFECTED IRM(s)/SUBSECTION(s): 21.2.1

CHANGE(s):

IRM 21.2.1.39(9) - Updated the last bullet under Special Circumstances to add years taxpayers may have used the Non-Filers tool.

(9) If the taxpayer does not have their tax return information available, the taxpayer may use online self-help applications on IRS.gov (e.g., Individual Online Account (IOLA) or may call the Interactive Voice Response (IVR) toll-free number, 800-908-9946, to request the transcript. If the taxpayer is unable to acquire their transcript through these processes, you may send a transcript to the taxpayer's address of record.

Note: If the caller has a pending address change or updates the address of record during the call, do **not** send the transcript to the pending or new address.

Note: Do **not** provide the AGI over the phone.

- Command Code (CC) RTVUE and/or CC TRDBV or the Return Review Display (RRD) system on the Employee User Portal (EUP) must be used to provide tax information, as original filing information is available regardless of subsequent adjustments or math errors.

  Caution: If there are multiple returns for a tax year, CC RTVUE will show multiple tax returns for that year. The returns are in DLN order and the TC 150 may not be the first return shown. Input 00X where X is the number of returns, e.g., If the TC 150 has a higher DLN than the TC 976, the TC 976 will be on CC RTVUE first as 001 and the 150 would be 002.

  Caution: CC TXMOD and CC IMFOL will show the AGI as adjusted or corrected; NOT as filed.

- ***Special Circumstances:***
  - If the taxpayer filed their prior year's tax return after Cycle 50, using the ECC-MTB posting cycle, they must enter zero (0.00) for their prior year AGI.

- If the taxpayer's last year AGI was negative, they must enter the amount as a **negative** number. See IRM 3.42.5.7.1.1(4), Self-Select Personal Identification Number (PIN) Method.
- If the taxpayer has not filed their prior year return, they must enter zero (0.00) for their prior year AGI. This includes current year Form 1040 series filers who filed Form 1040-SS or Form 1040-PR in the prior year (These forms do not have an AGI line).
- If the taxpayer's prior year return has been filed but not yet been processed, they must enter (0.00) for their prior year AGI.
- If the taxpayer used the Non-Filers: Enter Payment Info Here tool for tax years 201912 - 202112 to register for an Economic Impact Payment, they must enter "$1" for their prior year AGI.

Note: If it has been determined that the taxpayer meets the Special Circumstances listed above, inform the taxpayer how best to proceed without disclosing the prior year AGI.

IRM 21.2.1.48.2(5) - Added types of BMF payments for Direct Pay.

(3) IRS Direct Pay is available to IMF and BMF taxpayers. The service can be used for the following payment types:

(4) IMF payment types:

- Payment Plan/Installment Agreements
- Balance Due
- Estimated Tax
- Payments with Extension-to-File

  Note: It is not necessary to file a paper Form 4868, Application for Automatic Extension of Time to File for U.S. F1040 Individual Income Tax Return, if a taxpayer makes an extension-to-file payment with IRS Direct Pay

- CP2000/CP2501/CP3219A
- Proposed Tax Assessment
- Amended Return
- Civil Penalty
- Offshore Streamlined Filing Compliance
- Offshore Voluntary Disclosure
- IRC 965 Transition Tax
- Partner Payment for BBA Modification
- Payment on BBA AAR/Exam Push Out
- IRC 965 Transferee (1040)
- Form 5329, Additional Taxes on Qualified Plans (including IRAs) and Other Tax-Favored Accounts
- Individual Shared Responsibility (related to the Affordable Care Act (ACA))

More payment types may become available in the future. Note that at this time only Form 1040 payments and associated penalties can be made through IRS Direct Pay.

(5) BMF payment types:

- Form 720, Quarterly Federal Excise Tax Return
- Form 940, Employer's Annual Federal Unemployment (FUTA) Tax Return
- Form 941, Employer's Quarterly Federal Tax Return
- Form 943, Employer's Annual Federal Tax Return for Agricultural Employees
- Form 945, Annual Return of Withheld Federal Income Tax
- Form 990-PF, Return of Private Foundation or Section 4947(a)(1) Nonexempt Charitable Trust Treated as a Private Foundation
- Form 990-T, Exempt Organization Business Income Tax Return (and proxy tax under section 6033(e))
- Form 1042, Annual Withholding Tax Return for U.S. Source Income of Foreign Persons
- Form 1065, U.S. Return of Partnership Income
- Form 1120 U.S. Corporation Income Tax Return
- Civil Penalty, summary of US information returns, or penalty assessment

Note: Direct Pay does not accept payments for MFT 31 or 65, Separate Assessments.

IRM 21.2.1.48.6(12) - Updated to clarify when EFT numbers and reference numbers are provided.

(12) Taxpayers are provided a 7 digit confirmation number (reference #) that is not the EFT# when they make a credit/debit card payment. The CC EFTPSR can be used with the reference number and the year to research that payment. A 15 digit confirmation number (EFT#) is provided when the taxpayer makes a payment through EFW. The EFW payment can be researched using CC EFTPSE with the EFT#. It may take the IRS 5-7 days to post the payment to the taxpayer's account. The payment date will be equal to the date the transaction was authorized.

IRM 21.2.1.62(5) - Added a note with information on tools taxpayers have access to within all IOLA pages.

(5) The IOLA application provides taxpayers access to the following via navigational tabs:

- Account Home
- Account Balance
- Payments (to select Payment Options or Payment Activity)
- Records and Status
- Notices and Letters

- Forms
- Authorizations **(to select POA and TIA authorizations or Tax Return Transcript authorizations)**

  Note: Located in the footer of all the pages within IOLA, taxpayers can click on “Tools” to be directed to the IRS.gov page listing the available tax tools they can browse.

IRM 21.2.1.62(9) - Added an additional bullet to what taxpayers can view in the Record and Status page.

(9) The **Records and Status** page allows taxpayers to view or obtain the following account related information:

- Taxpayers will have access to the tax records snapshot, which contains key information from their most recently filed tax return as originally filed (if available). The following information will be provided:
  • Form filed
  • Filing status
  • Adjusted gross income
  • Refund amount (if applicable)
- Taxpayers can view information about their Advance Child Tax Credit payments issued in 2021 such as the total amount, number of qualifying children and messaging with links to IRS.gov for more information about the payments. This will help accurately reconcile the payments when filing their 2021 return and determine whether they’re entitled to more Child Tax Credit.
- Taxpayers will find information about their 2020 and 2021 Economic Impact Payments, such as the amounts, messages and a link to the EIP page on IRS.gov for more information about the payments. The EIP amounts shown will also help them to accurately calculate any Recovery Rebate Credit (RRC) they may be eligible for on their 2020 tax return (EIPs 1 and 2) and/or their 2021 tax return (EIP 3).
- Taxpayers have the ability to view their audit status that will include when the audit started, additional information requested, taxpayer response received, dates when letters were issued and closed status, if applicable.
- Taxpayers have direct access to their Transcripts where they can view, download or print information from their tax returns, account transcripts, W-2s, 1099’s, and more.
- Taxpayers have direct access to their tax refund information similar to Where’s My Refund on IRS.gov.
- Taxpayers in the Withholding Compliance Program have access to key information regarding withholding compliance as well as their withholding compliance status.
- Taxpayers have the ability to request a Tax Compliance Report to see whether they are compliant, non-compliant or have a compliance issue.
- Taxpayers have the ability to view information regarding the Clean Vehicle Credit to assist with filing their tax return. Available information includes date

of vehicle sale, vehicle identification number (VIN), placed in service date, type of vehicle, and amount of credit. For more information see IRM 21.6.3.4.1.38, Form 8936, Clean Vehicle Credits.
- Taxpayers have access to their Information Return Documents such (i.e. W2's, 1099's, 1095A, etc.) to assist with filing their tax return.

IRM 21.2.1.62(10) - Added information on Verification of Unreported Income.

(10) The **Notices and Letters** page provides access to digital copies of two hundred CP Notices generating to taxpayers, to view, print, or download notices in a PDF format within their IOLA. While the taxpayer has the option to opt out of receiving paper notices through the mail, some notices that are legally required to be mailed will still be printed and mailed. Additional notices will be added in future releases. The Notices and Letters page also provides a link to FAQs for more information about the notice and how to report notice errors. Taxpayers receiving a CP2000, Request for Verification of Unreported Income, Payments, or Credits will have the option to utilize Secure Messaging to directly respond to an AUR representative and submit documentation.