

IRM PROCEDURAL UPDATE

DATE: 03/11/2025

NUMBER: ts-21-0325-0333

SUBJECT: Changed Link to Routing Status 22 Correspondence to ACSS
Based on the BOD

AFFECTED IRM(s)/SUBSECTION(s): 21.3.3.4.8.2.1

CHANGE(s):

IRM 21.3.3.4.8.2.1 Changed link in paragraph 10 table and some of the verbiage, to allow selection of all BODs when routing to ACSS. Update due to SERP Feedback 26827.

(10) If the correspondence is can't pay, won't pay, or will pay later, regardless of the account status, see the table below for collection routing:

Cases in Status:	Route Collection correspondence to:	Action needed:
Status 22 or 24	Depending on the BOD, route to ACS Support Liaisons at ACS Support and Status 22 TAS Liaisons - Who/Where - SERP. (BOD code found on ENMOD)	1. Route correspondence using E-fax. For CII cases, see IRM 21.5.1.5.2(7) (2nd Exception), Cases Currently Assigned in CII, for procedures. 2. ACSS will process the correspondence.
20, 21, 23, 53, 56, or 58	Compliance Services Collection Operations at Service Center Addresses for Collection Operations.	1. Cases in status 20, 21, 56, or 58, input CC STAUP for 06 cycles. 2. Route the correspondence using Eefax. For CII cases, see IRM 21.5.1.5.2 (7) (2nd Exception), Cases Currently Assigned in CII, for procedures. 3. CSCO will process the correspondence.