

IRM PROCEDURAL UPDATE

DATE: 05/05/2025

NUMBER: ts-21-0525-3253

SUBJECT: Updating the Term Manually Generated Correspondence to Exclude Letters Issued That Are Correspondex Letters Throughout the IRM 21.3.3

AFFECTED IRM(s)/SUBSECTION(s): 21.3.3

CHANGE(s):

IRM 21.3.3.1.9 Updated paragraph 3, added clarification that another IRM defines manually generated correspondence.

(3) Manually generated correspondence must include a contact name, telephone number, and unique employee identification number. See IRM 21.3.3.4.16.1, Preparing Outgoing Manually Generated Correspondence, for more information, including the definition of manually generated correspondence.

IRM 21.3.3.4.2.3 Correcting typo in paragraph 3 If/Then chart to have the second row reference paragraph 5 instead of 6. Update due to SERP Feedback 29622.

(3) The table below explains the correspondence date to use when answering P-21-3 criteria correspondence.

IF	THEN
A notice can be issued instead of a letter.	Use the applicable date in paragraph 5 below as the CC REQ54 Corr Date.
A notice will not address all issues.	A letter must be sent to address all taxpayer issues. Use an appropriate hold code when issuing the letter. See IRM 21.5.2.4.15, Rules on Hold Codes (HC), for more information. See paragraph 5 below for what correspondence date to use.

IRM 21.3.3.4.16.1 Updated alpha list to remove item that stated manually generated letters may include Correspondex letters. Added a caution that Correspondex letters are not considered manually generated correspondence.

(1) Section 3705 of the Restructuring and Reform Act of 1998 provides that any

“manually generated correspondence” shall include in a prominent manner, the name, telephone number, and unique identifying number of an employee who can be contacted with respect to correspondence. Any other correspondence shall include a telephone number of a person who may be contacted with respect to the correspondence.

(2) The term **manually generated correspondence** is defined as any correspondence issued that is non-systemically generated and must contain certain elements listed in (1) above. The IRS employee issuing the correspondence is:

- a. Exercising judgment in working or resolving a specific taxpayer identified issue.
- b. Requesting the taxpayer provide other case-related information to resolve the issue and the corresponding employee is in the best position to respond to all issues raised in the taxpayer’s correspondence. The IRS employee must use sound business judgment to determine the provision’s applicability.

Reminder: Don't apply the provision to general correspondence where the question could be resolved by any IRS employee.

(3) Manually generated correspondence may include:

- a. Local letters
- b. Quick notes, Form 5260
- c. Computer generated Reasonable Cause Assistant (RCA) denial letters

Caution: Correspondex letters (C letters) are **not** considered manually generated correspondence.

(4) Provide an accurate balance due in manually generated correspondence when requested by a taxpayer or the authorized representative. See IRM 21.3.3.4.2.2.1, Required Information for Interim Letters and Closing Letters, about accounts with an installment agreement (status 60).

IRM 21.3.3.4.16.2 Updated alpha list to remove item that stated non-manually generated letters only may include Correspondex letters. Added a note to explain that Correspondex letters are always considered non-manually generated letters.

(1) **Non-manually generated correspondence** may be issued because of a taxpayer or the authorized representative contact by telephone or in writing. Non-manually generated correspondence may be issued to the taxpayer or the authorized representative due to the following:

- a. Filing a return
- b. Issuance by an automated system

- c. Requests for information on an account
- d. Request for a current balance due
- e. Tax law matter.

Note: The above list is not all inclusive.

(2) Non-manually generated correspondence may include:

- a. Local letters
- b. Quick notes, Form 5260

Note: Per IRM 21.3.3.4.16.1, Preparing Outgoing Manually Generated Correspondence, correspondex letters are **ALWAYS** considered non-manually generated correspondence.

Reminder: Another letter is not necessary if the notice is generated within the time frames and guidelines of Policy Statement P-21-3 because of an adjustment or credit transfer. The notice must address all the questions raised by the taxpayer or the authorized representative. A systemically generated notice will include the current balance due.

IRM 21.3.3.4.16.3 Removed reference to IRM 21.3.3.4.16.1, listed in the exception in the last bullet in paragraph 5.

(5) Correspondence received from the taxpayer or the taxpayer's authorized representative requesting research, information, or action to an account must be answered.

Exception: If the taxpayer will receive a notice because of an adjustment or credit transfer and the notice addresses all taxpayer's questions, another C-Letter is not required. The notice must be issued within Policy Statement P-21-3 time frames and guidelines.

When replying to the taxpayers or the authorized representative using pre composed and self-composed letters, the 3064C Letter, IDRS Special Letter (formerly known as C note), or Quick Notes on Form 5260, take the following actions:

- Begin the letter by indicating that this is a reply to a taxpayer's or a practitioner's letter or correspondence of a certain date. If the taxpayer's letter is not dated, see IRM 21.3.3.3.4, Quality and Timely Responses. If the correspondence is in the form of a fax, use the date the fax was transmitted to us. If correspondence is received from a Taxpayer Assistance Center, use the IDRS received date. (See IRM 2.4.6, Command Codes LETER, LPAGE, LPAGD, LETUP, LETED, LLIST, and LREVV.)

Reminder: The information above on correspondence dates does not apply to internal transcripts or amended returns. Refer to separate functional IRMs for these scenarios on what date to use, if required, to resolve the issue.

- Use references furnished in the inquiry or those secured during research, such as tax period, type of tax, specific tax return such as 1040A, etc., SSN/EIN, date of the letter, or symbols. This is particularly important in the case of large corporations or tax practitioners who may have several matters pending action.
- When it is determined that a reference is needed, enter it on the **Reference** line if provided or above the salutation if sufficient space is provided. Reference data serves a dual purpose for both the taxpayer/tax practitioner as well as the IRS for association and correct disposition. See IRM 21.3.3.4.19 Initiation of C Letters, and IRM 21.3.3.4.21, Quick Notes and 3064C Letters (C-NOTES).

Example: Your letter dated 10/11/23, Payroll Div.; P.D.S.; Re: John Doe, 000-00-0000

- Indicate action taken, even if it is exactly what the taxpayer requested. Indicate tax form and period to which the C-Letter responds.

Note: Do not use CC TRDBV for research to determine the correct fill-in for the specific tax return being referenced in a letter. CC TRDBV only reflects the form family and does not specify a specific tax return for the required fill-in in an outgoing letter.

- Tell the taxpayer a specific length of time in which to respond to a request for information. Tell the taxpayer what action(s) IRS plans to take in plain, polite, nonthreatening language if a timely response cannot be given.
- Avoid using IRS jargon in taxpayer correspondence such as “**202212**.” Use plain language the taxpayer can understand. The tone of letter must be courteous and helpful. **Do Not** talk down to taxpayer through use of such phrases as, “**You failed to.....**”.
- Indicate on the C-Letter that an envelope is an enclosure when corresponding with a taxpayer or the authorized representative on a balance due account or when requesting more information.

Reminder: Enclose a bar-coded return envelope, or other return envelopes designated for special programs, when requesting more information from the taxpayer or the authorized representative.

- When the Taxpayer Identification Number (TIN) is known, it must be an integral part of a communication with taxpayer but placed where it cannot be seen through an envelope window, or on the outside of the envelope.
- Whenever the IRS requests other information from a taxpayer, or any time a taxpayer contacts the IRS with a question, ask the taxpayer for a telephone number and best time to call in the event clarification from the taxpayer is

required. The suggested language is: "When you reply, please send us your telephone number and most convenient time for us to call so we may contact you if we need more information." **Do Not** request telephone numbers of taxpayers with foreign addresses. Always provide the appropriate return address on the C-Letter if issuing from correspondence or telephone contacts.

Exception: When issuing "C" letters, such as a 681C Letter and a 2273C Letter, assistors use the Compliance Services Collection Operations (CSCO) campus return address and are required to follow the guidelines in IRM 5.19.1.6, Methods of Payment. For other common "C" letters, such as a 1721C Letter and a 147C Letter, assistors would continue to follow IRM 21.3.3.4.16.2, Preparing Outgoing Non-Manually Generated Correspondence guidelines.

IRM 21.3.3.4.16.4 Removed references to 3064C which no longer apply. Removed the C notices being referred to in paragraph 1 (d). Added a caution that Correspondex letters are always considered non-manually generated letters.

(1) When furnishing a specific contact person in correspondence use the name of an actual IRS employee, unless a registered pseudonym is being utilized.

- a. Include the name, telephone number, and employee IDRS identification number of a specified contact person in the letterhead or body of all manually prepared correspondence such as draft letters and Quick Notes initiated when action taken does NOT close case (e.g., soliciting information needed to resolve an inquiry).
- b. Quick Notes initiated when an action closes the inquiry does not require a telephone number of a specified contact person. For cases assigned to Taxpayer Advocate, refer to IRM 13.1.6, Casework Communications. Provide the taxpayer with a telephone number or include a toll- free number in the event other help is required.
- c. The decision to include a contact paragraph, either selective or standard, or the decision that such a paragraph is not required, is made at the Business Operating Division (BOD) Headquarters level. Although C, SC, and SC/SP letters may contain a contact paragraph, it is not required in all cases.
- d. Include a specific contact name and phone number in the contact paragraph on a SC or SC/SP letter when that paragraph is selected, and the assistor is in the best position to respond to the taxpayer's inquiry.
- e. A sample contact paragraph reads as follows: "If you have any questions about this matter, you may call us at (Phone Number) between hours of (Time) and (Time) including a time zone, and someone will be able to help you. Since there will be a long-distance charge to you if you are beyond the immediate dialing area of the campus, you may prefer to write us at the

address on this letter or call the Internal Revenue Service office for your area."

Caution: Correspondex letters (C letters) are **not** considered manually generated correspondence and therefore contact information is not required to be included.

IRM 21.3.3.4.19 Removed statement regarding Correspondex letters that was not applicable. Added a reminder that Correspondex letters are not considered manually generated correspondence.

(1) Prepare Form 3696-A, IDRS Correspondence Action Sheet, when it is necessary to initiate a C Letter to a taxpayer if unable to input letter on IDRS.

(2) Clearly specify necessary "fill-in" and selective paragraph information on Form 3696-A. Failure to do so may result in incorrect information being transmitted to the taxpayer. Avoid using IRS jargon. For example, when referring to tax year 2010, use 2010 rather than 201012. Tax period fill-ins coded as 13P can be entered as YYYYMM. They will be converted and printed on letter as a complete date "e.g., 201012" becomes December 31, 2010.

(3) In most instances, prepare a separate Form 3696-A for each case and attach to document requiring correspondence. In instances where there is a high-volume item, prepare a cover Form 3996-A. Whenever possible, attach Form 3696-A so that name and address portion on document is visible.

(4) Ensure all conditions requiring correspondence have been annotated and the Form 3696-A has been properly prepared. The terminal operator may return incomplete or illegible Forms 3696-A. Send remittance returns with Form 3696-A through computer processing. Preparation of correspondence on these documents takes place after computer rejection.

(5) Non-remittance returns can be withdrawn from processing with a Form 3696-A. Route all completed Forms 3696-A for input of a "C"-Letter if the local organization provides this capability. Ensure "fill-in" numbers identified on Form 3696 coincide with items on corresponding letter in CORRESPONDEX Letters on SERP. Failure to do so may result in incorrect information being transmitted to taxpayer.

(6) Input IDRS correspondence per IRM 2.4.6, Command Codes LETER, LPAGE, LPAGD, LETUP, LETED, LLIST, and LREVV. The IDRS number of the initiator generates on all IDRS CORRESPONDEX (CRX) letters.

(7) Effective June 30, 2013, the Correspondex Expert System (CES) Letter Tool used in conjunction with LPAGE, was obsolete. CES transitioned to the Integrated Automation Technologies (IAT) Letter Tool. The IAT Letter Tool is superior to CES and is already mandated in Accounts Management and some other business

operations. See IRM 21.2.2-2, Accounts Management Mandated IAT Tools, for more information.

(8) Ensure correct signature title codes are input to generate appropriate signatures on outgoing letters. If laser signature capability is not available, the signature must be either rubber stamped or manually signed. Signatures on outgoing letters are mandatory; failure to obtain a signature is coded as an error during Quality Review process.

(9) All manually generated letters must include the name, telephone number, and employee identification number of the employee who can be contacted.

Reminder: Correspondence letters (C letters) are **not** considered manually generated correspondence.