

## Request for Records Disposition Authority

Records Schedule Number           DAA-0058-2021-0008

Schedule Status                    Approved

  

Agency or Establishment           Internal Revenue Service

Record Group / Scheduling Group   Records of the Internal Revenue Service

Records Schedule applies to       Major Subdivision

Major Subdivision                 Tax Exempt and Governmnt Entities (TE/GE)

Schedule Subject                  Exempt Organization Correspondence Case Data

Internal agency concurrences will be provided   No

Background Information           Exempt Organization (EO) Correspondence ECM (Enterprise Case Management) is a newly created web-based application to electronically create, assign, work, manage, and close cases. ECM provides inventory control, routing and exporting, and reporting capabilities. ECM will integrate data from Integrated Data Retrieval System (IDRS).

These requests were previously worked by paper with a record of actions maintained on TE/GE Ruling & Agreements Control System (TRAC). However, TRAC did not maintain the correspondence or communicate with Master File or other systems. The new EO Correspondence ECM system maintains the entire process including the request from the taxpayer and allows updates and changes to be made and flow to Master File and other systems when necessary.

Cases are processed by tax examiners (based on IRS IRM 7.21.10, Exempt Organizations Determinations Processing, Processing EO Correspondence Requests) and cases requiring technical assistance are referred to Exempt Organizations Determinations Quality Assurance (EODQA) for review and input. Case activities are memorialized on a case history within ECM and capture date, employee name and SEID, actions, follow-up date, and case time. All case actions are saved in ECM, including (Adobe PDF) scanned images of correspondence received from/sent to the customer.

### Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
1	0	1	0

GAO Approval

## Outline of Records Schedule Items for DAA-0058-2021-0008

Sequence Number
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1	Exempt Organization Correspondence Case Data Disposition Authority Number: DAA-0058-2021-0008-0001
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## Records Schedule Items

Sequence Number					
1	<p><b>Exempt Organization Correspondence Case Data</b></p> <p>Disposition Authority Number      <b>DAA-0058-2021-0008-0001</b></p> <p>EO Correspondence case data consists of taxpayer requests for (public) information, copies of returns and can also include name and address changes, confirmation of tax-exempt status, erroneous revocations, reinstatement of tax-exempt status, corrections to determination letters and to the EO Master File, and other miscellaneous inquiries. The Enterprise Case Management (ECM) platform maintains SQL database records of EO Correspondence. Unit Data includes Business Case ID, Requester Name, Requester Street Address, Requester City, Requester State, Requester Country, Requester Zip, Requester Phone Number, Requester Fax Number, Requester Relationship, Exempt Organization Name, Exempt Organization EIN, Exempt Organization Street Address, Exempt Organization City, Exempt Organization State, Exempt Organization Zip, Group, Issue Code, Request Date, Received Date, Date Created, Status, Case Creator, Expedite Indicator, Duplicate Indicator, Media Referral Indicator, Technical Referral Indicator, Misrouted Mail Indicator, Request Type, Source, Comment Field, Affiliation Code of Organization on IDRS, Quick Closure, and Ruling Date. ECM also includes IRS employee assignment and data collected by tax examiners to respond to EO correspondence inquiries. All ECM request types, issue codes and dispositions (Release 1) will be updated as needed.</p> <p>Final Disposition                      <b>Temporary</b></p> <p>Item Status                                <b>Active</b></p> <p>Is this item media neutral?            <b>Yes</b></p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?      <b>Yes</b></p> <p>Do any of the records covered by this item exist as structured electronic data?                            <b>Yes</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Manual Citation</th> <th style="width: 50%;">Manual Title</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;"><b>Document 12990, RCS 24, item 87</b></td> <td style="padding: 5px;"><b>Records Control Schedule (RCS) 24, Tax Administration - Tax Exempt and Government Entities (TE/GE)</b></td> </tr> </tbody> </table> <p>Disposition Instruction</p>	Manual Citation	Manual Title	<b>Document 12990, RCS 24, item 87</b>	<b>Records Control Schedule (RCS) 24, Tax Administration - Tax Exempt and Government Entities (TE/GE)</b>
Manual Citation	Manual Title				
<b>Document 12990, RCS 24, item 87</b>	<b>Records Control Schedule (RCS) 24, Tax Administration - Tax Exempt and Government Entities (TE/GE)</b>				

Cutoff Instruction	Cut off on case closing date.
Retention Period	Destroy 6 year(s) after cutoff
Additional Information	
GAO Approval	Not Required

## Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

## Signatory Information

Date	Action	By	Title	Organization
06/03/2021	Certify	Tracee Taylor	IRS Records Officer	Privacy, Governmental Liaison and Disclosure - Records and Information Management
01/05/2022	Return for Revision	Rania Mahmoud	Appraisal Archivist	National Archives and Records Administration - Records Management Services
01/07/2022	Submit For Certification	Tracee Taylor	IRS Records Officer	Privacy, Governmental Liaison and Disclosure - Records and Information Management
01/07/2022	Certify	Tracee Taylor	IRS Records Officer	Privacy, Governmental Liaison and Disclosure - Records and Information Management
06/08/2022	Submit for Concurrence	Rania Mahmoud	Appraisal Archivist	National Archives and Records Administration - Records Management Services
06/09/2022	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
06/10/2022	Concur	Laurence Brewer	Chief Records Officer	National Records and Archives Administration - National Records and Archives Administration
06/14/2022	Approve	Debra Wall	Deputy Archivist	National Archives and Records Administration - ND Archives I Office