

REQUEST FOR RECORDS DISPOSITION AUTHORITY <i>(See Instructions on reverse)</i>		LEAVE BLANK (NARA use only)	
		JOB NUMBER N1-058-07-8	
TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NWML) 8601 ADELPHI ROAD, COLLEGE PARK, MD 20740-6001		DATE RECEIVED 5/17/07	
1. FROM (Agency or establishment) Department of the Treasury		NOTIFICATION TO AGENCY	
2. MAJOR SUBDIVISION Internal Revenue Service		In accordance with the provisions of 44 U.S.C 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approval" or "withdrawn" in column 10.	
3. MINOR SUBDIVISION Appeals Division			
4. NAME OF PERSON WITH WHOM TO CONFER Tracee Taylor	5. TELEPHONE 202-283-9291	DATE 5/10/07	ARCHIVIST OF THE UNITED STATES [Signature]
5. 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 on the attached <u>2</u> pages(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE 5/9/2007	SIGNATURE OF AGENCY REPRESENTATIVE [Signature] Daniel W. Bennett		TITLE IRS Records Officer National Office, OS:A:RE:SC Washington, DC 20224
7. ITEM NO.	8. DESCRIPTION OF ITEM OF PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	IRM 1.15.10 Records Control Schedule for Appeals New Item 35: Appeals Customer Service (ACuServ) System (See attached)		

At 9/13/07 copies sent to Agency, NARA, NR

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1 IRM 1.15.10, New Item 35
Appeals Customer Service (ACuServe) System

Description:

ACuServ is used to track correspondence with taxpayers regarding account problems of all types regarding closed Appeals cases. It is used to record the receipt of Appeals Customer Service tasks, record any actions taken and follow-ups set on the tasks, and record the closing of the tasks. ACuServ enables Customer Service Representatives (CSR) or Appeals Account Resolutions Specialists (AARS) to keep inventory control over Taxpayer Advocate and other closed Appeals cases with account issues.

Background:

The Appeals Account Resolutions Specialists (AARS) team currently operates two distinct programs: (1) Resolution of Appeals Closed Case referrals, which are cases closed from Appeals and have account related problems such as, erroneous refunds, levy/lien issues, excess collection issues, and account freezes, and; (2) Nationwide customer service line operated by the Fresno AARS Team which handles inquiries for every type of case; open, unassigned, assigned, closed, and not yet in Appeals. Inquiries about open cases are referred to the Officer assigned to the case. Inquiries on cases not in Appeals jurisdiction are directed to the appropriate area for assistance. Inquiries regarding closed cases fall into two categories: problems with the closing actions or disagreement with the Appeals decision. The AARS team is not in a position, however, to overturn Appeals case decisions. If all actions have posted to IDRS (Integrated Date Retrieval System) correctly there is nothing for the AARS to resolve. The customer service line is open 5 days/week, 7am-3pm PST.

ACuServ is an Intranet web-based system used to log contacts with the taxpayer and to track the handling of these AARS tasks. It is also a time accounting system to track various types of general outreach and education activities. There are three permission levels for access to ACuServ including, varying add, update, and view-only rights.

a. Inputs:

Referrals originate from the Taxpayer Advocates Office, taxpayer, taxpayer's representative, Appeals Officer, District Counsel attorney, or potentially anybody who had been previously involved in the actual Appeals case that has closed, and who recognizes there is an account issue that requires resolution. Referrals can take the form of email, regular mail, fax, or telephone. Inputs include manually entered information about the taxpayer and his/her case, the IRS employee working the case, and some system-generated auditable information such as the login and logoff of users. All taxpayer data is obtained through contact with the taxpayer or from his/her representative. Once that information is received, the CSR or AARS can research other IRS systems to resolve the account issues.

Superseded by job / Item number:

DAA-GRS-2017-0003-0002

Date (MM/DD/YYYY):

07/28/2017

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Disposition: Temporary. Cutoff hardcopy case documentation at the end of the quarter in which the case/referral is closed. Destroy one year after cutoff.

b. System Data

ACuServ has five primary modules: (1) add task; (2) update task; (3) view task; (4) generate report; and (5) administration.

Data includes information about the nature of the referral, case description, and other case specifics such as opening/closing dates, source of the case, and tax years associated with the case. Taxpayer information includes name, tax identification number, and contact information. Employee information consists of name, telephone number, and badge ID number. Data regarding the quality of IRS customer service in handling referrals are accounted for in the system, as well as login information for audit trail purposes to identify authorized users accessing ACuServ.

Disposition: Temporary. Delete 6 years after case is closed.

c. Outputs:

Electronic and paper outputs including follow-up reports, closure reports, action date reports, and reports to track trends in the sources of inquiries received.

Disposition: Temporary. Delete/destroy 6 years after case is closed.

d. System Documentation:

Technical documentation, certification and accreditation (C&A) documentation, record layout and codes.

Disposition: Temporary. Delete/destroy when superseded or obsolete.

Superseded by job / item number:

DAA-0058-2016-0002-0019

Date (MM/DD/YYYY):

05/18/2019

Superseded by job / item number:

DAA-6RS-2017-0003-0002

Date (MM/DD/YYYY):

07/2017

Superseded by job / item number:

DAA-6RS-2013-0005-0003

Date (MM/DD/YYYY):

01/2017