

B

Request received by Field?

Group reviews past and current activity with Tribe/Group

CPM reviews past and current activity with Tribe/Group

Is Outreach appropriate?

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Recipient of request notifies requester of our inability to meet the request, and takes any other action that might be appropriate

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Group Manager approves and controls at group level

Send to Group Manager for area where Outreach would be conducted

Will outreach be to a local or regional group?

Based on discussion with applicable Group Manager, is it best handled by CPM?

Is approval of ITG Director required?

CPM Manager controls at group level

Assign Specialist to conduct the assignment and control in Group WAD

Does ITG Director approve?

Is approval of ITG Director required?

Determine customer needs, validate content of Outreach with customer, and customize current materials as needed

Assign CPM staff member to conduct the assignment

Perform the Outreach and complete applicable Outreach template

Determine customer needs, validate content of Outreach with customer, and customize current materials as needed

Manager reviews and closes template to CPM Support staff designee

Perform the Outreach and complete applicable Outreach template

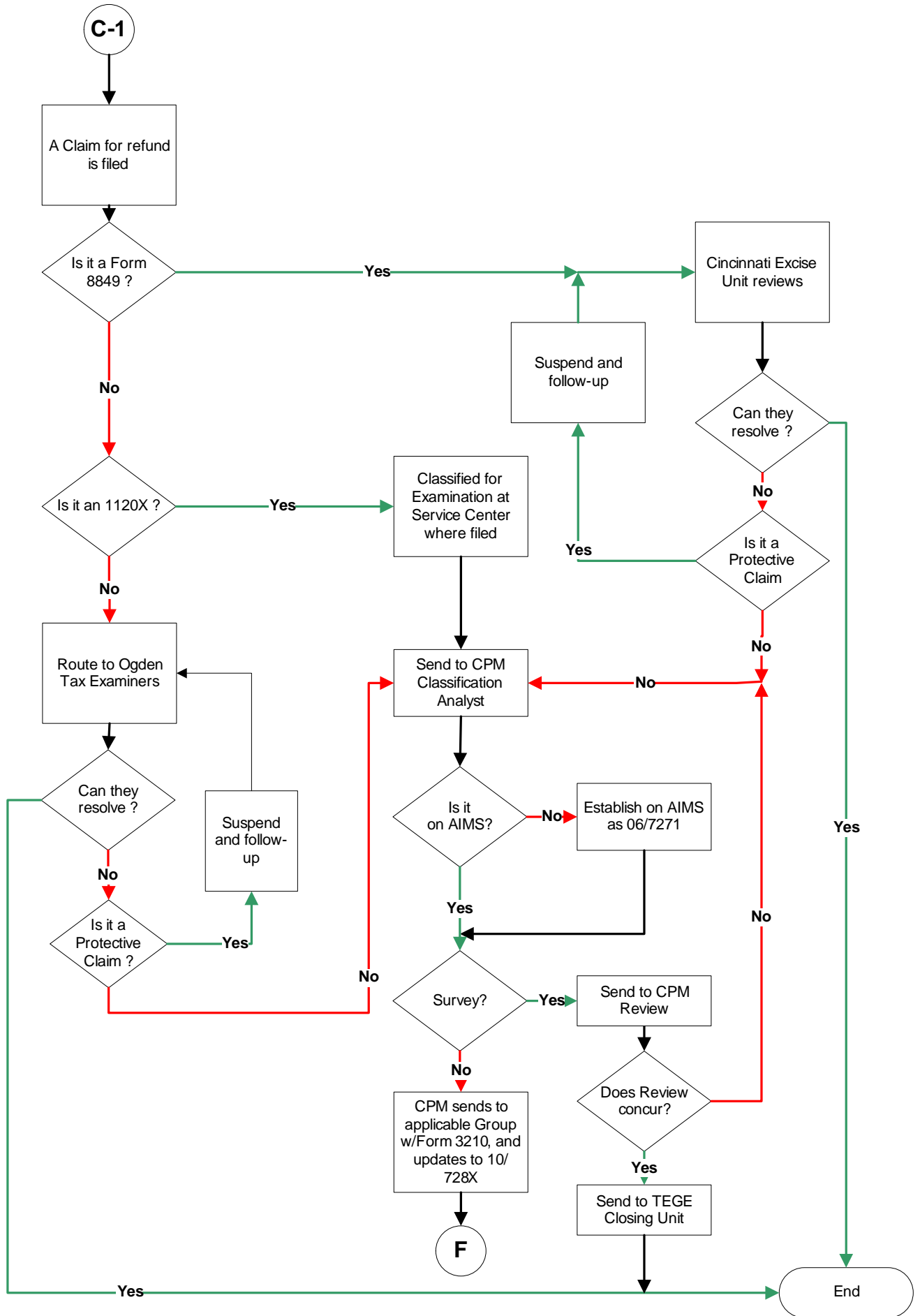
CPM Support staff designee inputs results on ITG database

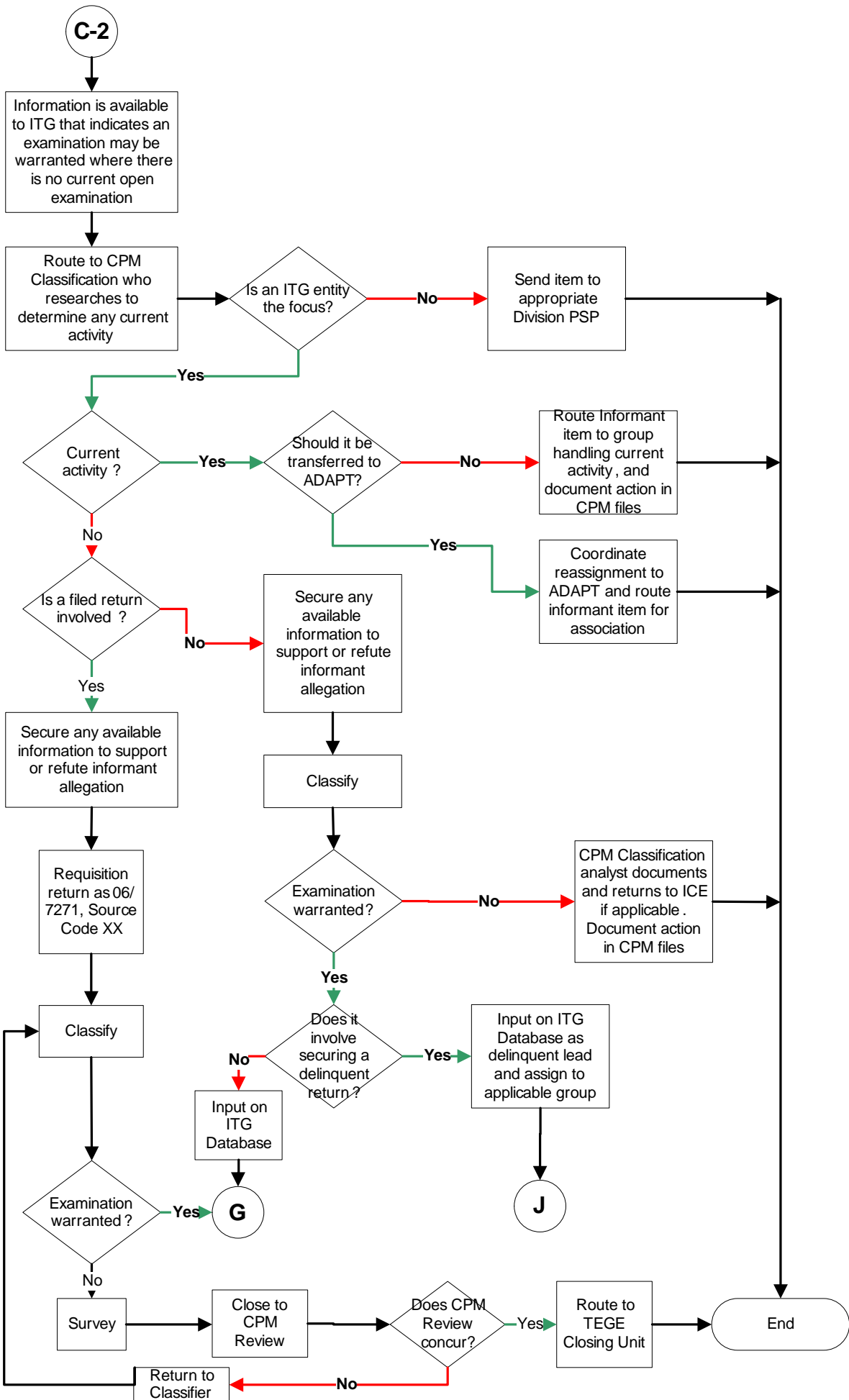
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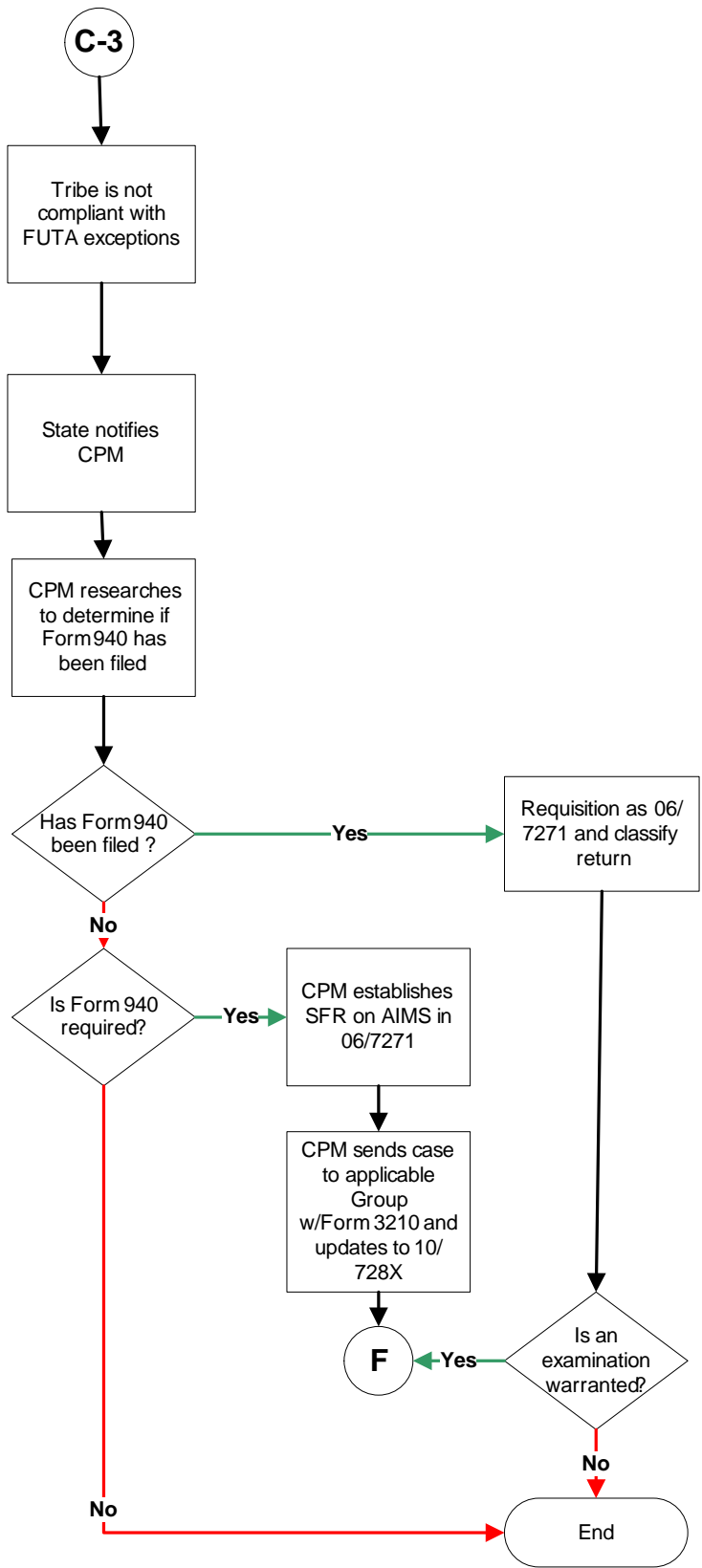
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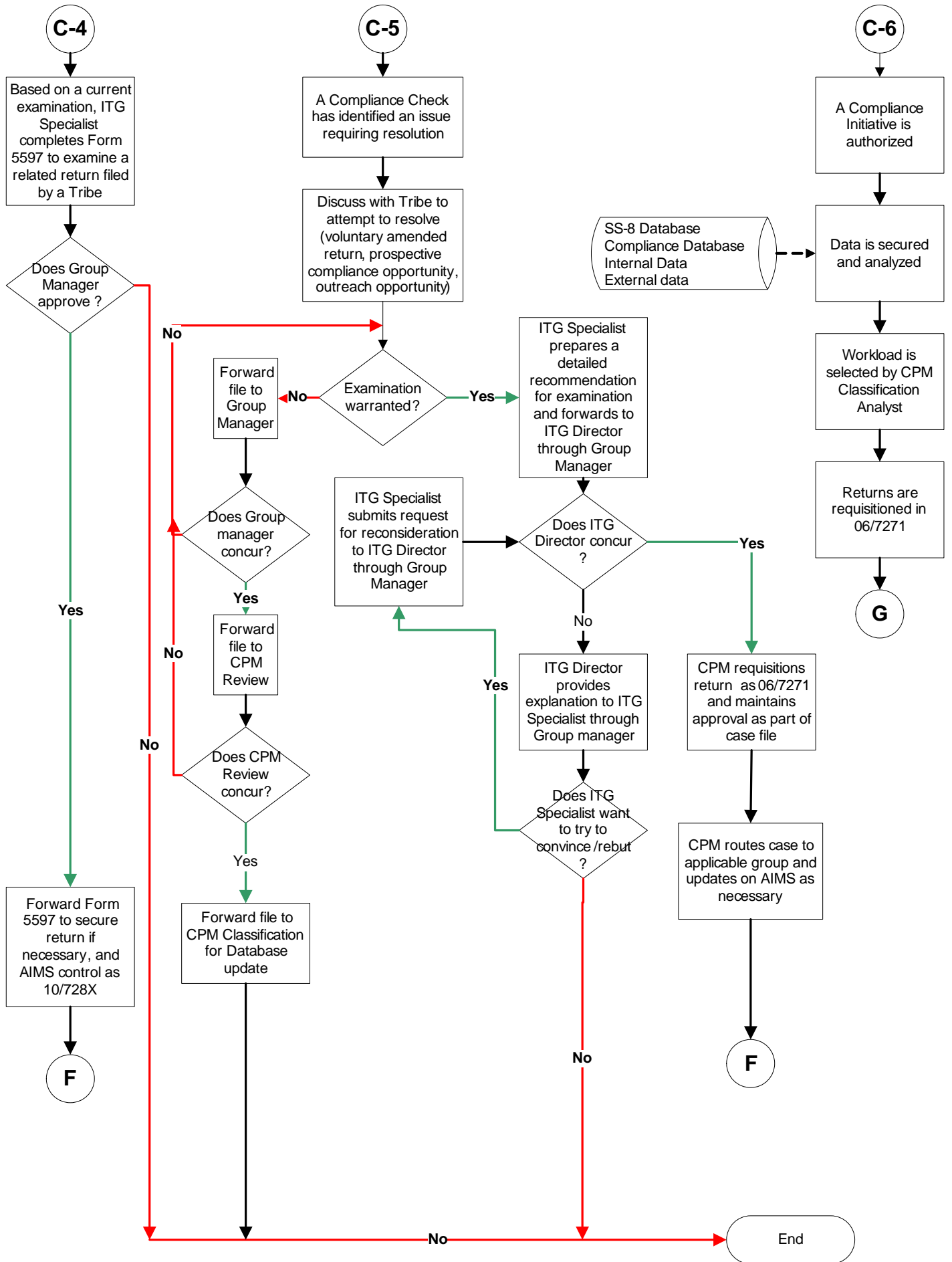
Recipient of request notifies requester of our inability to meet the request, and closes on group control

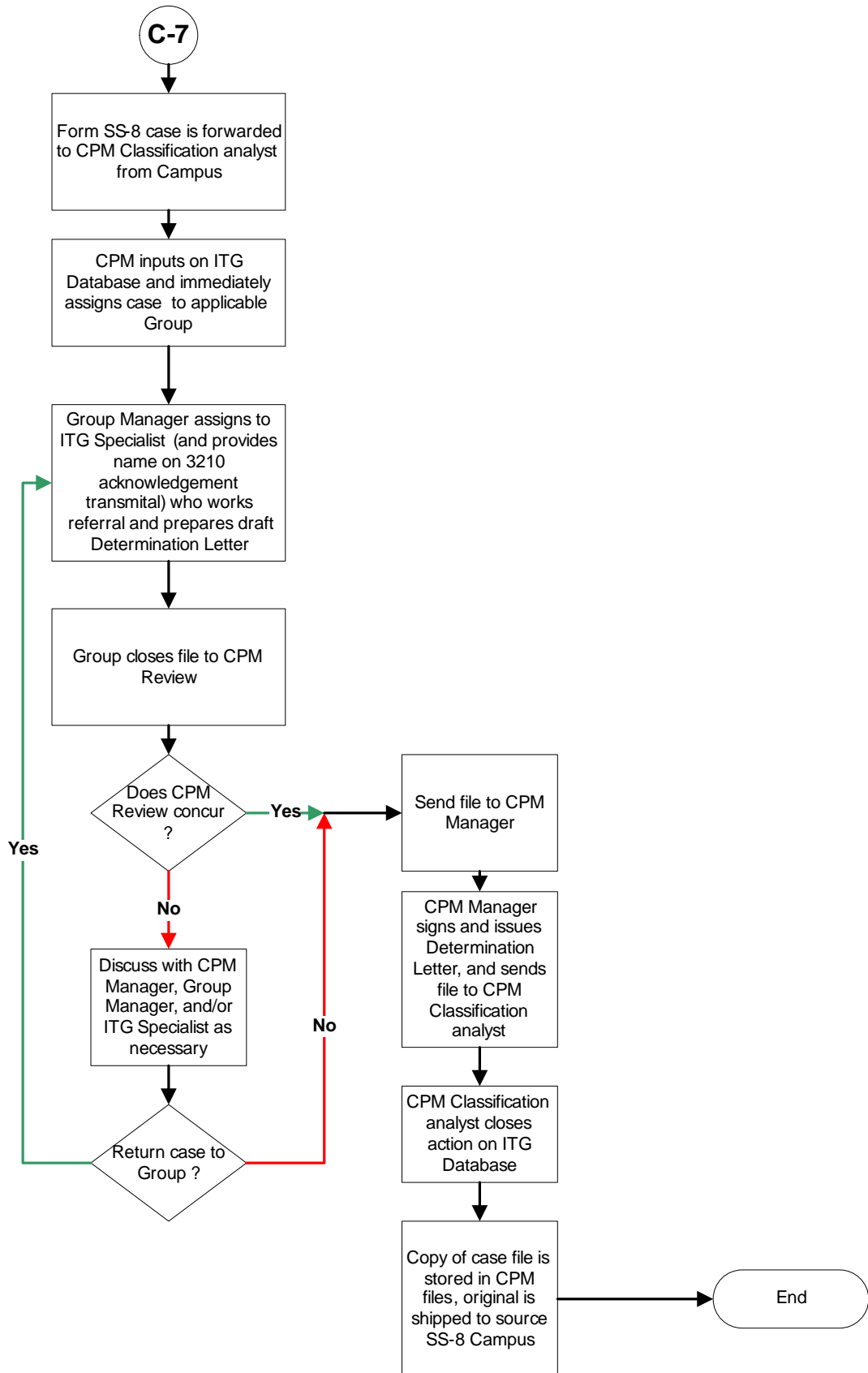
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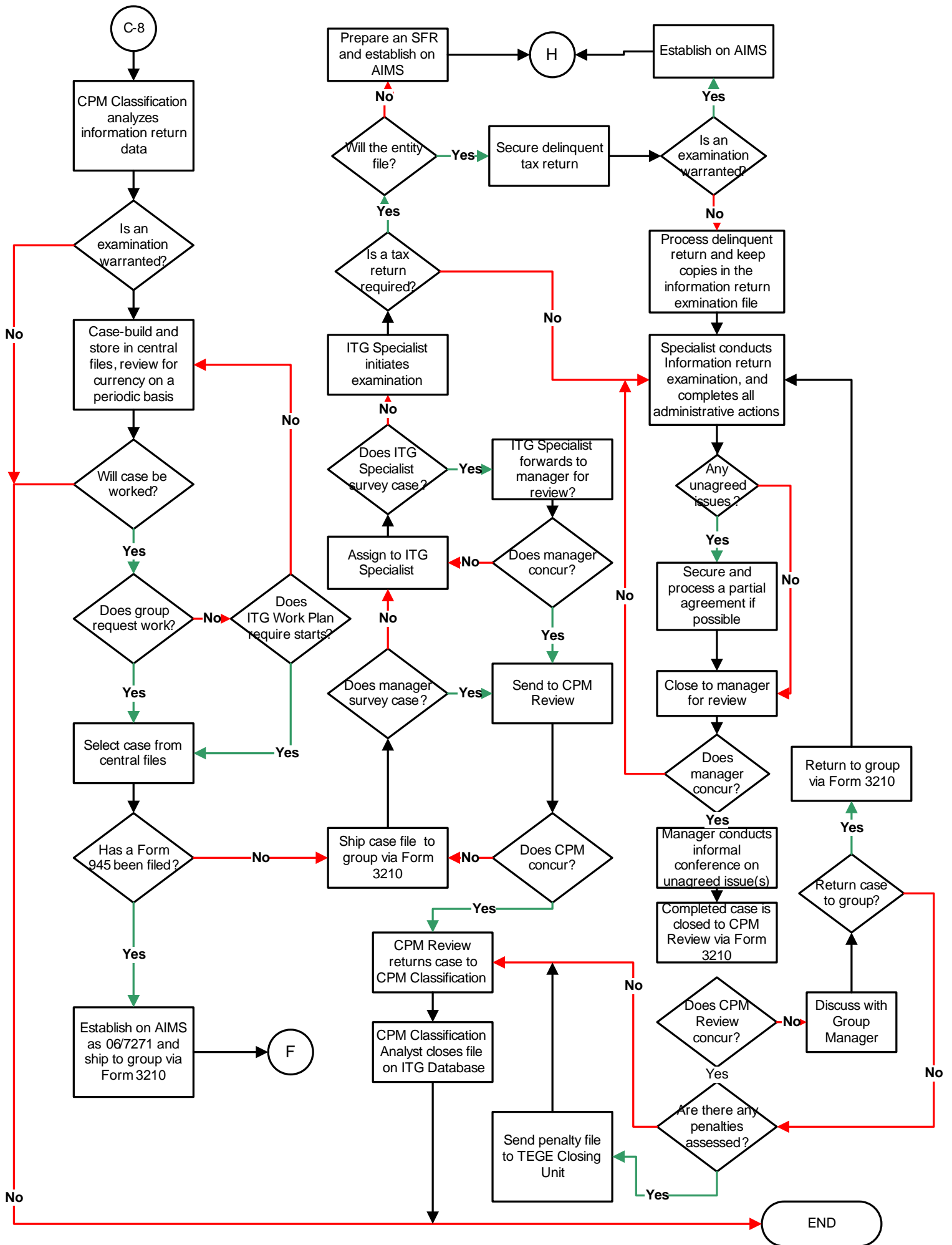


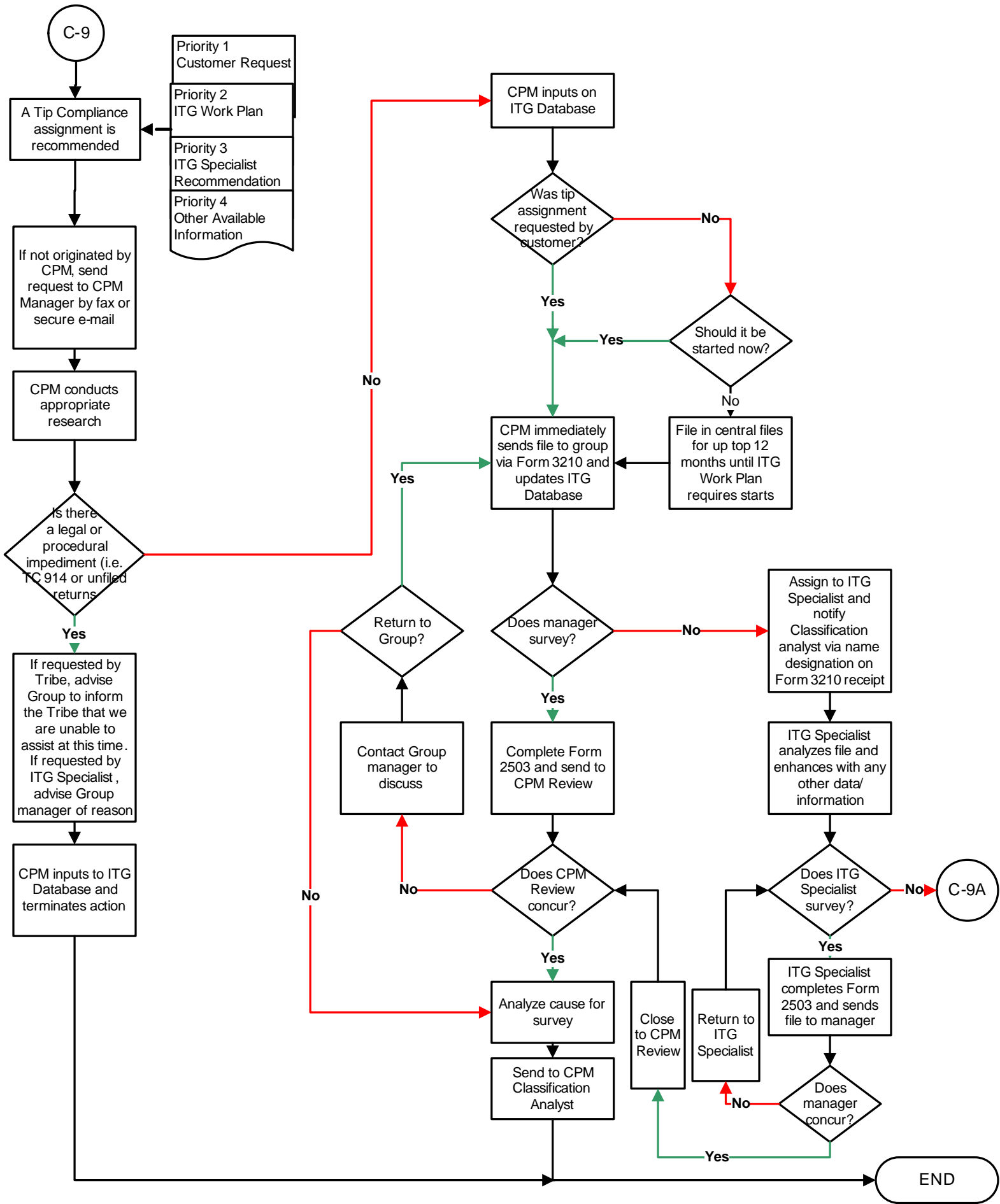


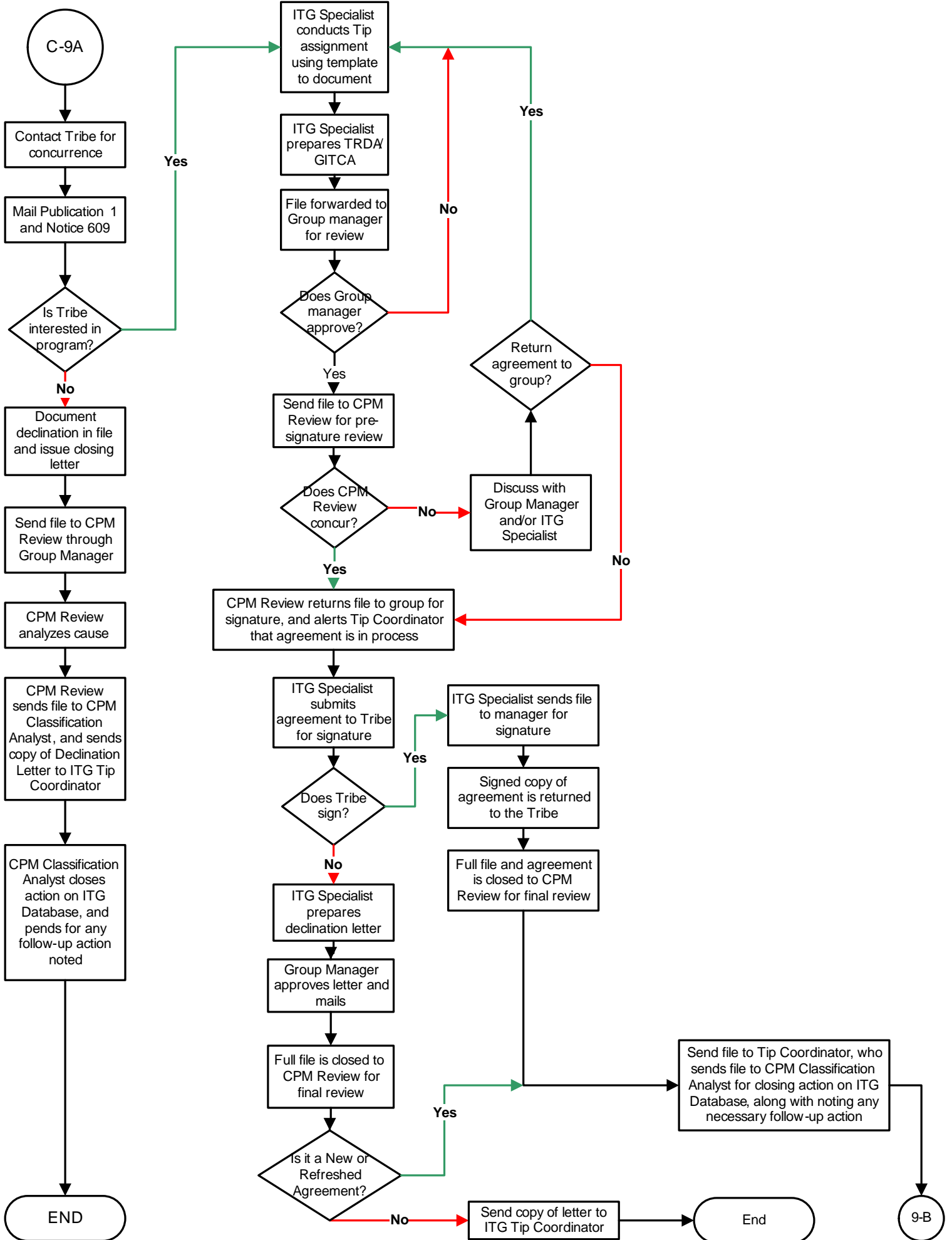












C-9A

Contact Tribe for concurrence

Mail Publication 1 and Notice 609

Is Tribe interested in program?

Document declination in file and issue closing letter

Send file to CPM Review through Group Manager

CPM Review analyzes cause

CPM Review sends file to CPM Classification Analyst, and sends copy of Declination Letter to ITG Tip Coordinator

CPM Classification Analyst closes action on ITG Database, and pends for any follow-up action noted

END

ITG Specialist conducts Tip assignment using template to document

ITG Specialist prepares TRDA/ GITCA

File forwarded to Group manager for review

Does Group manager approve?

Send file to CPM Review for pre-signature review

Does CPM Review concur?

CPM Review returns file to group for signature, and alerts Tip Coordinator that agreement is in process

ITG Specialist submits agreement to Tribe for signature

Does Tribe sign?

ITG Specialist prepares declination letter

Group Manager approves letter and mails

Full file is closed to CPM Review for final review

Is it a New or Refreshed Agreement?

Return agreement to group?

Discuss with Group Manager and/or ITG Specialist

ITG Specialist sends file to manager for signature

Signed copy of agreement is returned to the Tribe

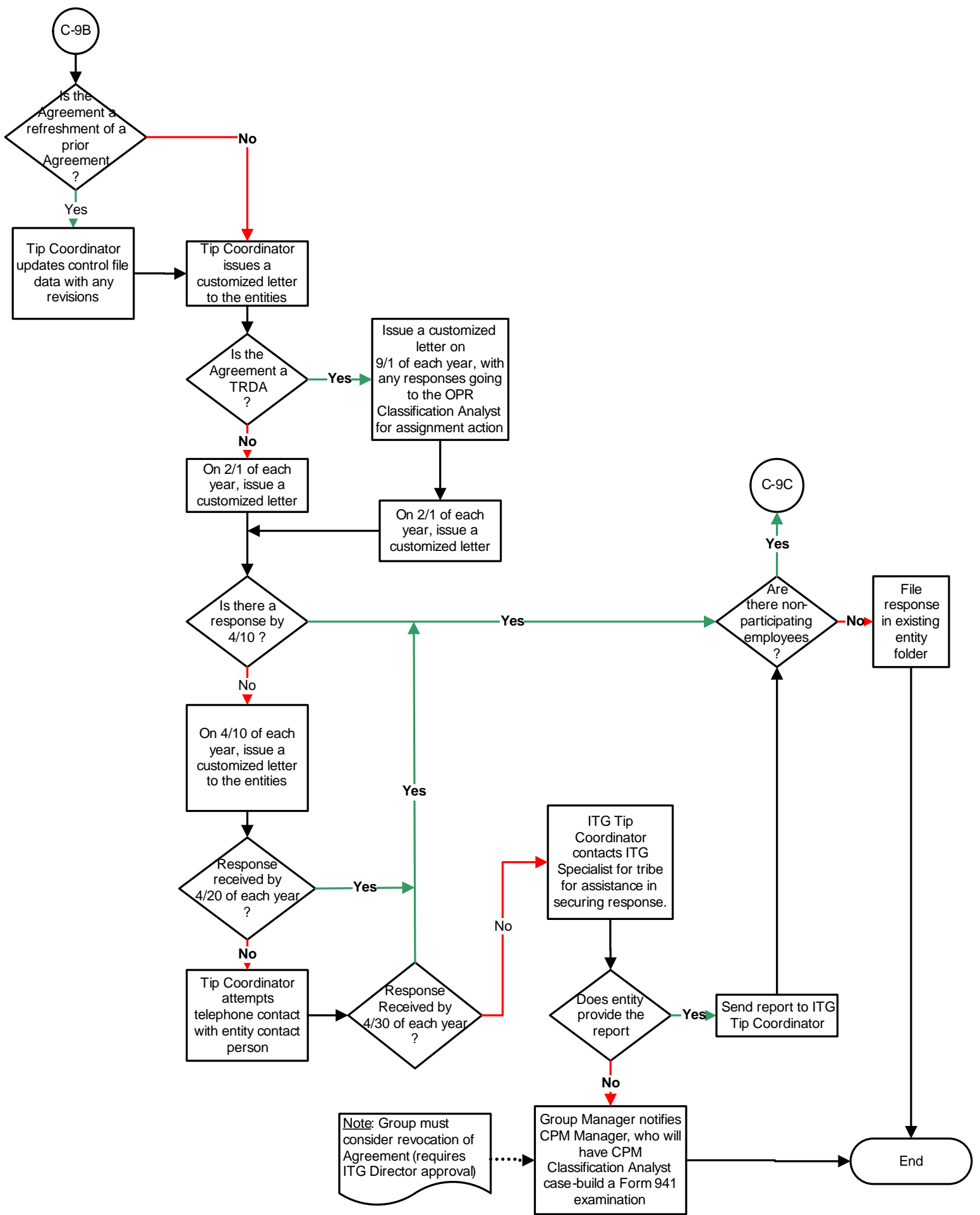
Full file and agreement is closed to CPM Review for final review

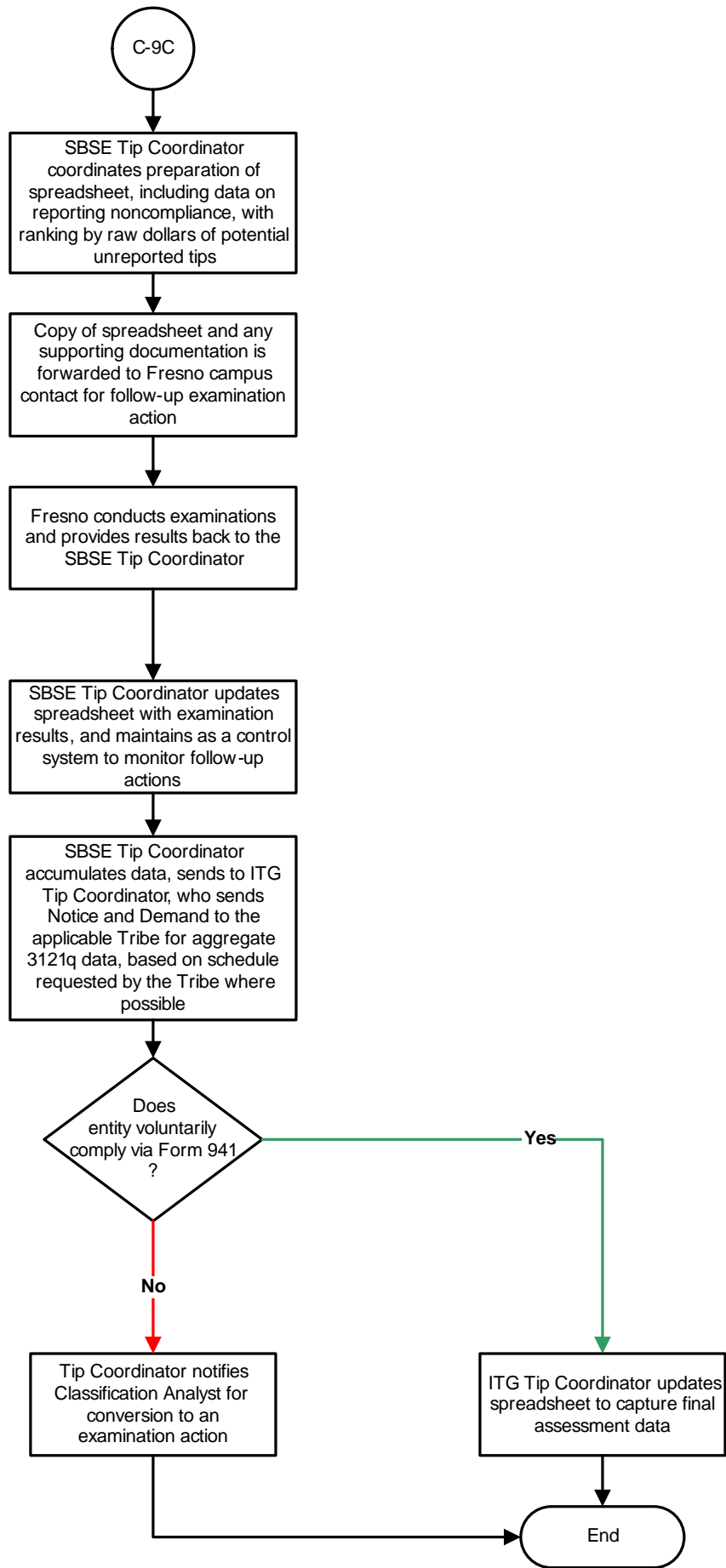
Send file to Tip Coordinator, who sends file to CPM Classification Analyst for closing action on ITG Database, along with noting any necessary follow-up action

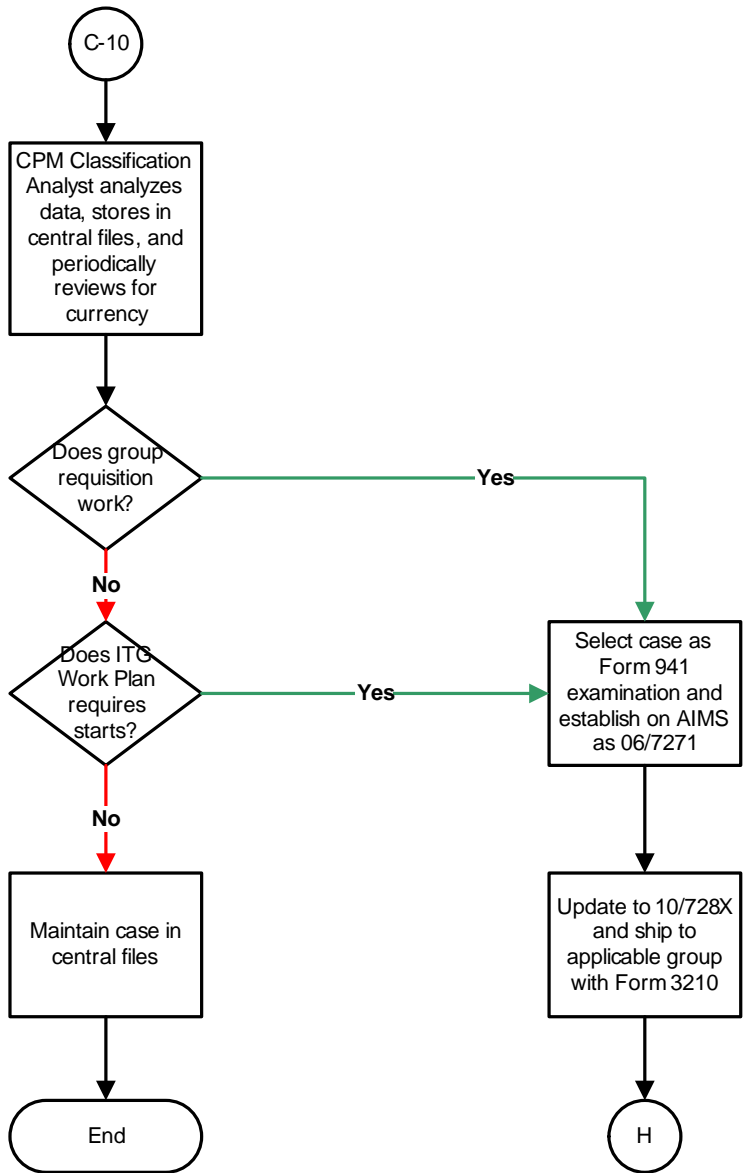
Send copy of letter to ITG Tip Coordinator

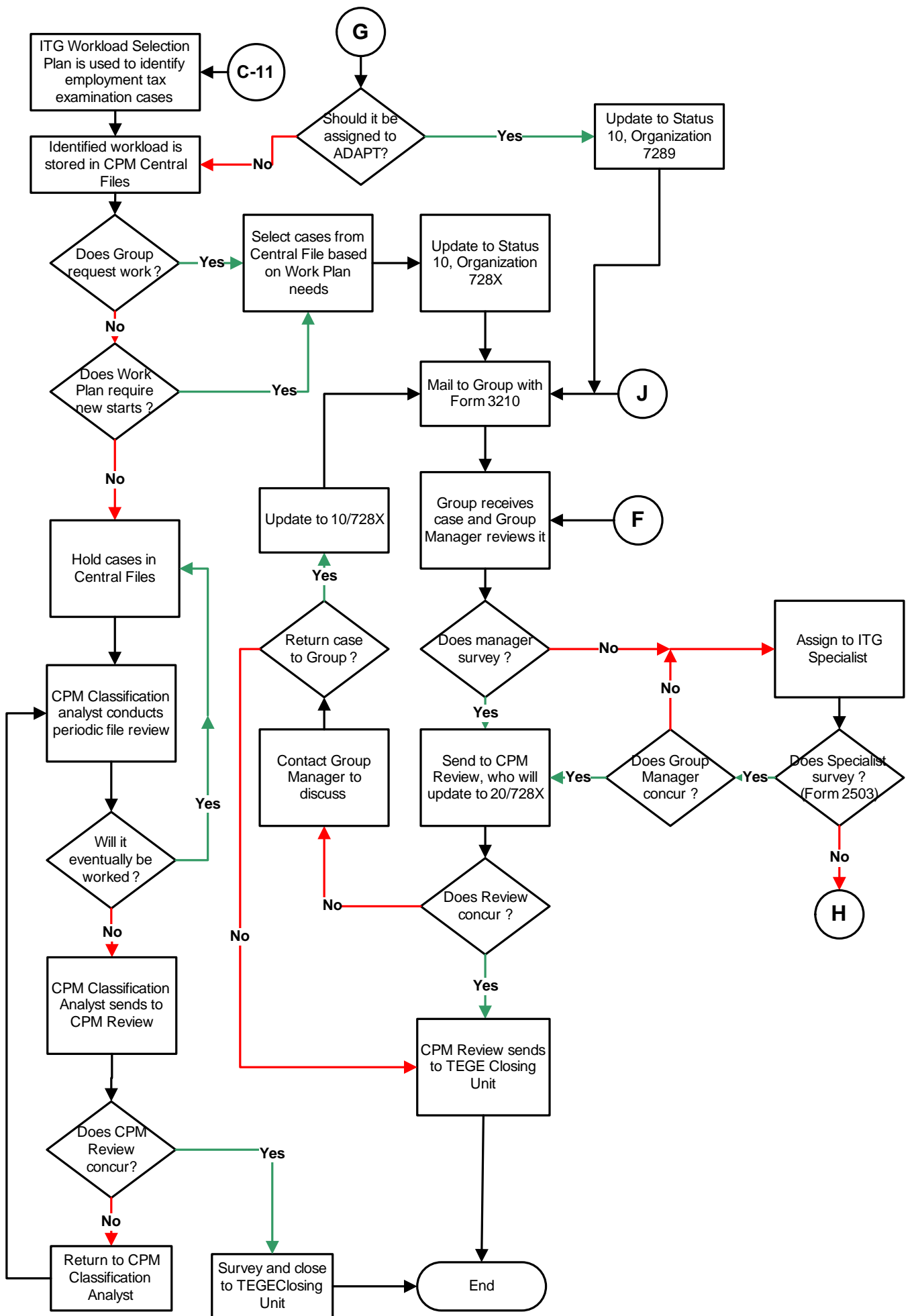
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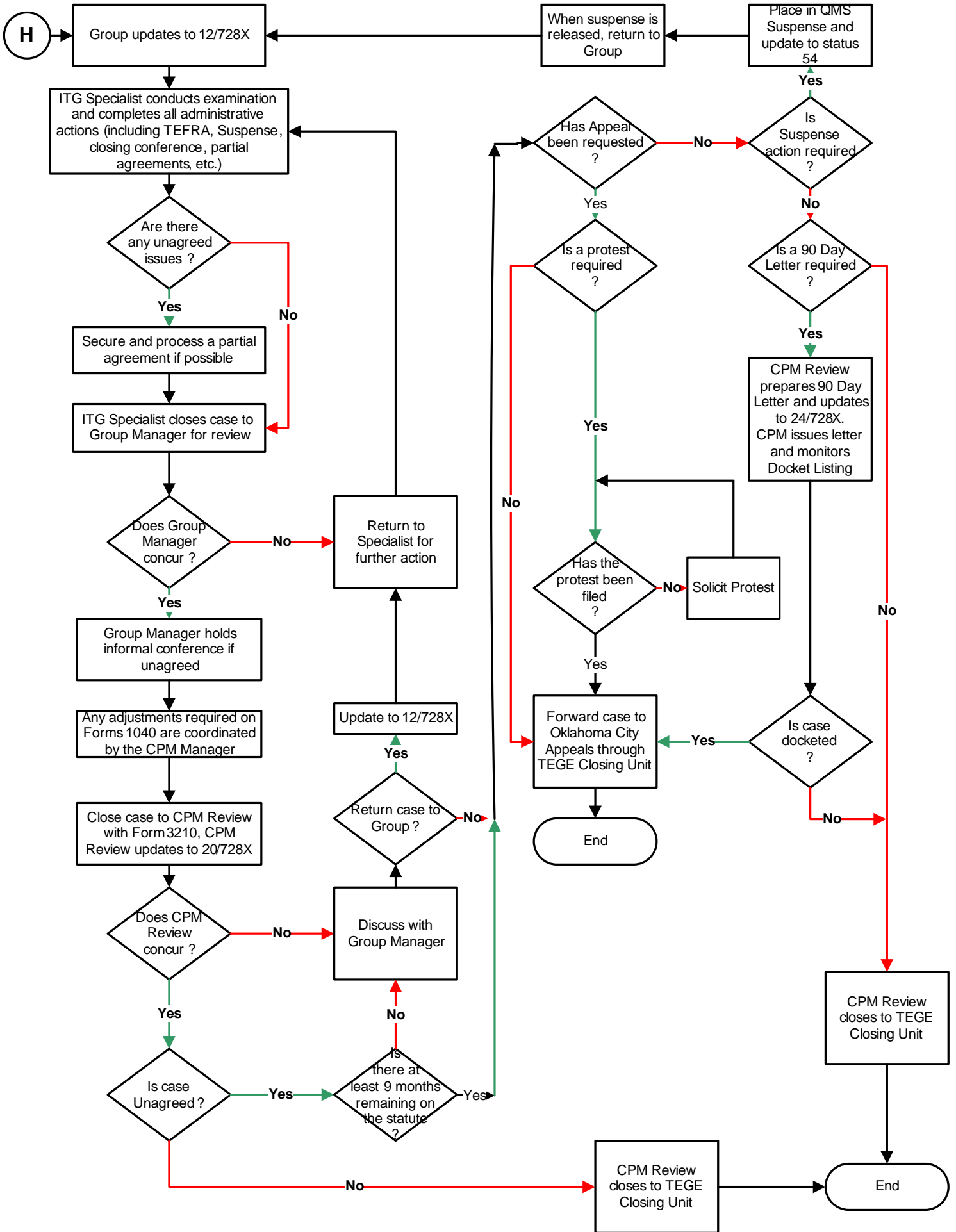
9-B











H

Group updates to 12/728X

ITG Specialist conducts examination and completes all administrative actions (including TEFRA, Suspense, closing conference, partial agreements, etc.)

Are there any unagreed issues?

Secure and process a partial agreement if possible

ITG Specialist closes case to Group Manager for review

Does Group Manager concur?

Return to Specialist for further action

Group Manager holds informal conference if unagreed

Any adjustments required on Forms 1040 are coordinated by the CPM Manager

Close case to CPM Review with Form 3210, CPM Review updates to 20/728X

Does CPM Review concur?

Discuss with Group Manager

Is case Unagreed?

Return case to Group?

Update to 12/728X

Has Appeal been requested?

Is Suspense action required?

Is a protest required?

Is a 90 Day Letter required?

CPM Review prepares 90 Day Letter and updates to 24/728X. CPM issues letter and monitors Docket Listing

Has the protest been filed?

Solicit Protest

Forward case to Oklahoma City Appeals through TEGE Closing Unit

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