

A-1

Does ITG Specialist survey?

Yes

Complete Form 2503 and send to Group Manager

Does Manager concur?

Yes

Close to CPM Review

Analyze cause for survey

Does CPM Review concur?

Yes

Send file to CPM Classification analyst

No

Return to ITG Specialist for action

Send to Group

Yes

Need to return to Group?

Discuss with Group Manager

Contact Tribe for concurrence

Mail Publications 1 and 3114, and Notice 609

Does Tribe concur?

No

Document declination in file and prepare closing letter

Send File to CPM Review through Group Manager

CPM Review analyzes cause and mails letter

Forward to CPM Classification Analyst

Is entity active?

No

Document in file

ITG Specialist conducts Compliance Check using Template to document

ITG Specialist conducts an interim closing conference and prepares a closing letter customized from the Template

File forwarded to Group Manager for review

Group Manager approve?

No

Send file to CPM Review

Does CPM Review concur?

No

Discuss with Group Manager

Return Case to Group?

Yes

CPM Review prints and mails closing letter

Input into QMS Access file and send file to CPM Classification analyst

Is follow-up action necessary?

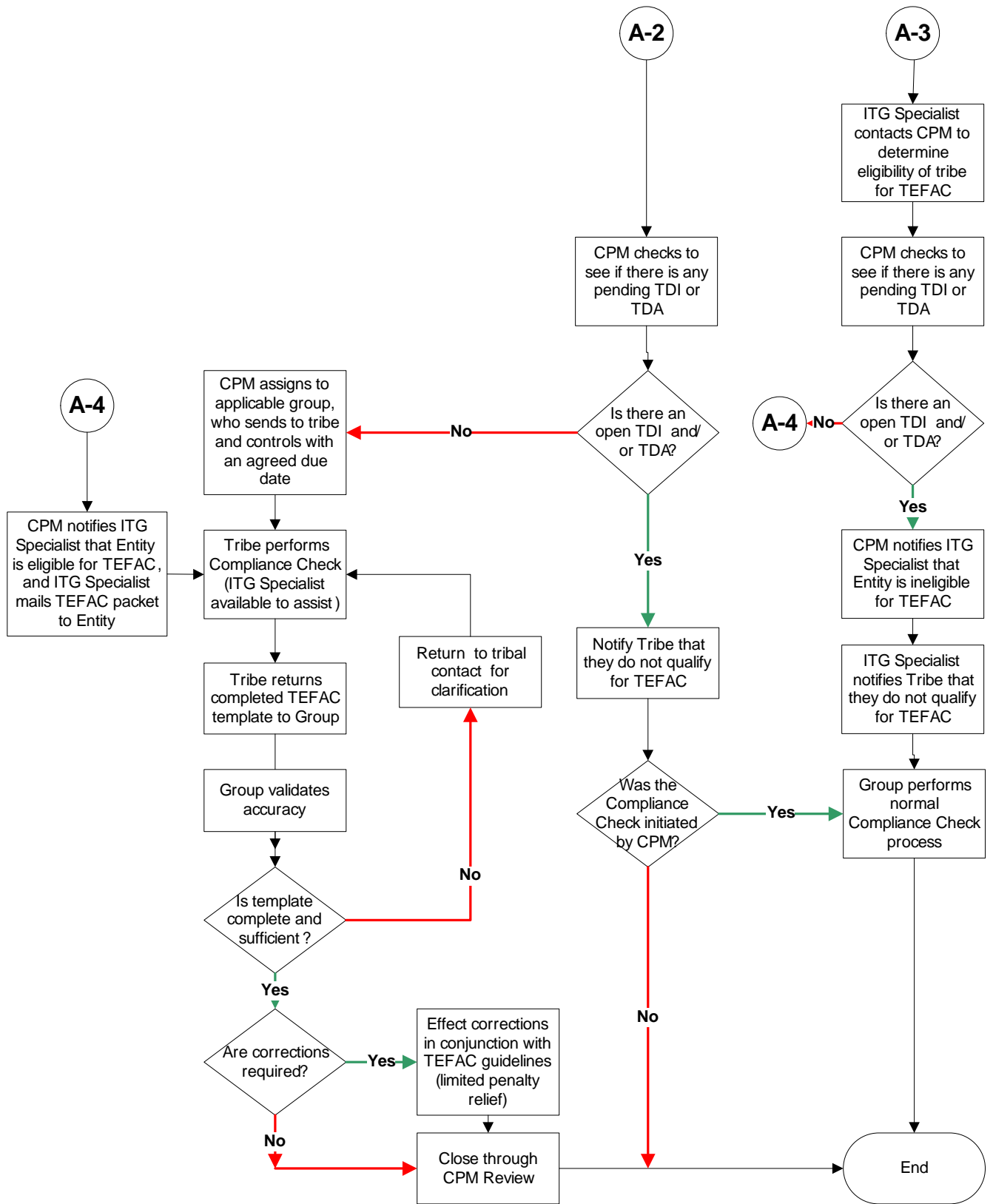
Yes

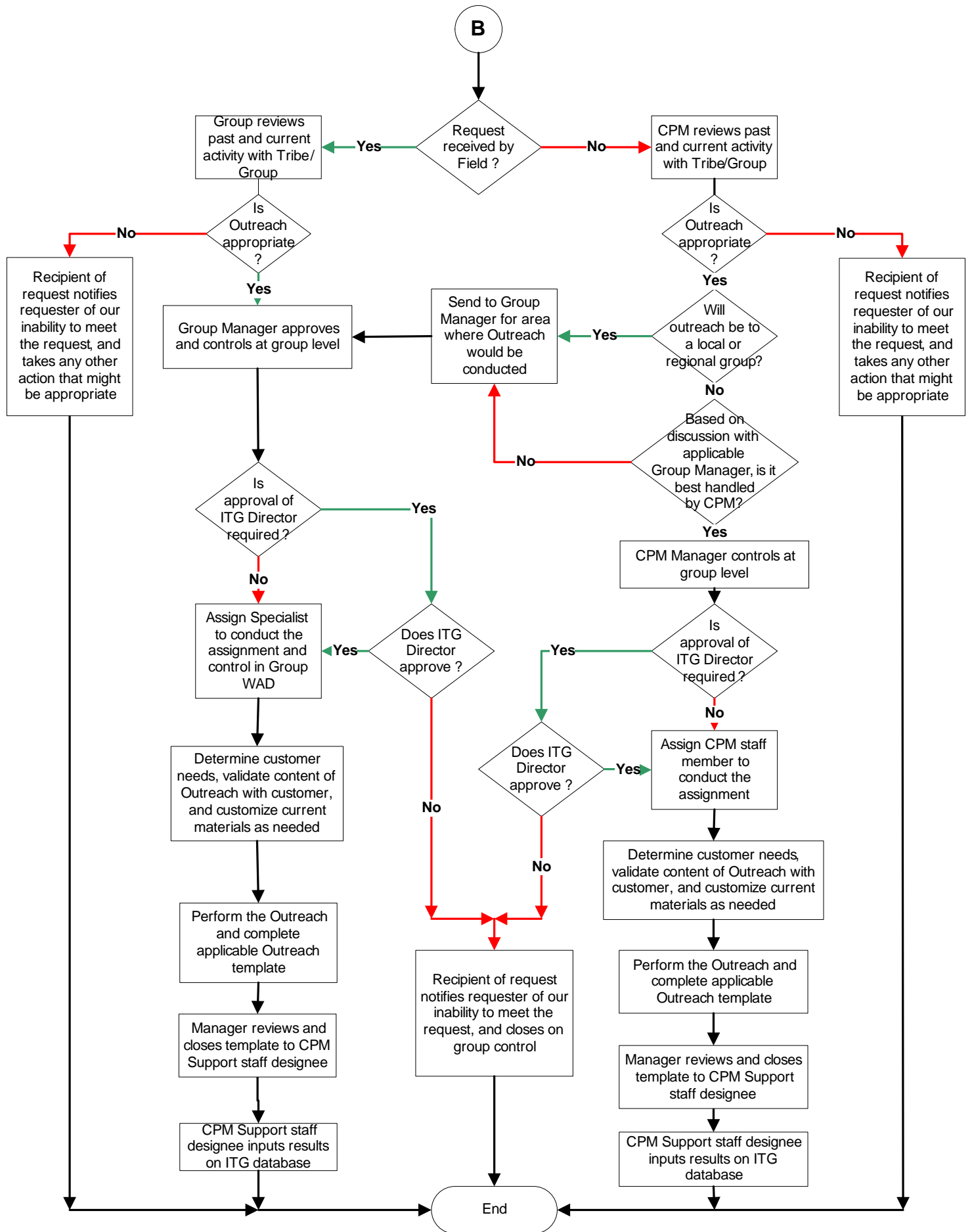
C-5

No

Close on ITG Database

End





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

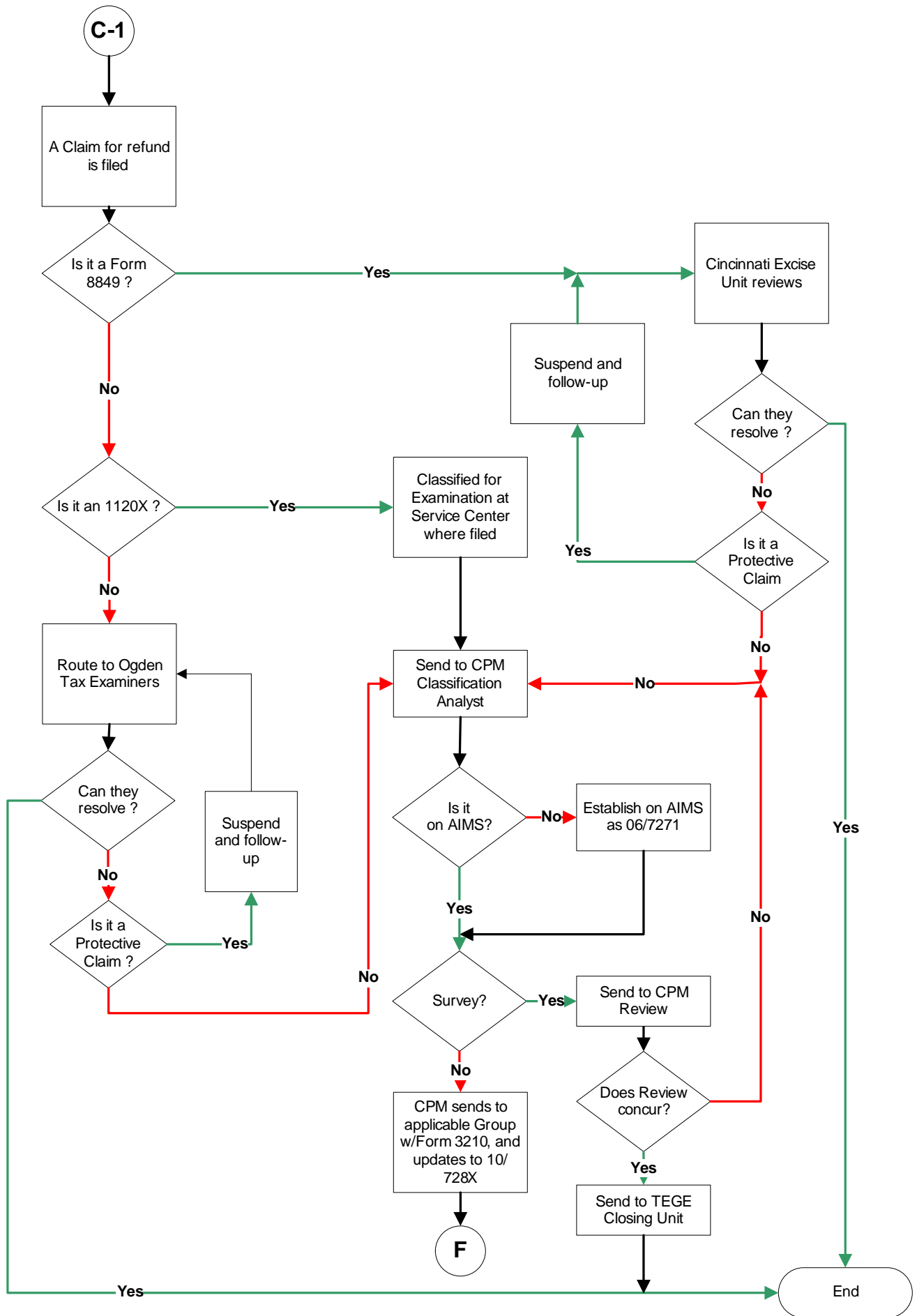
CPM Support staff designee inputs results on ITG database

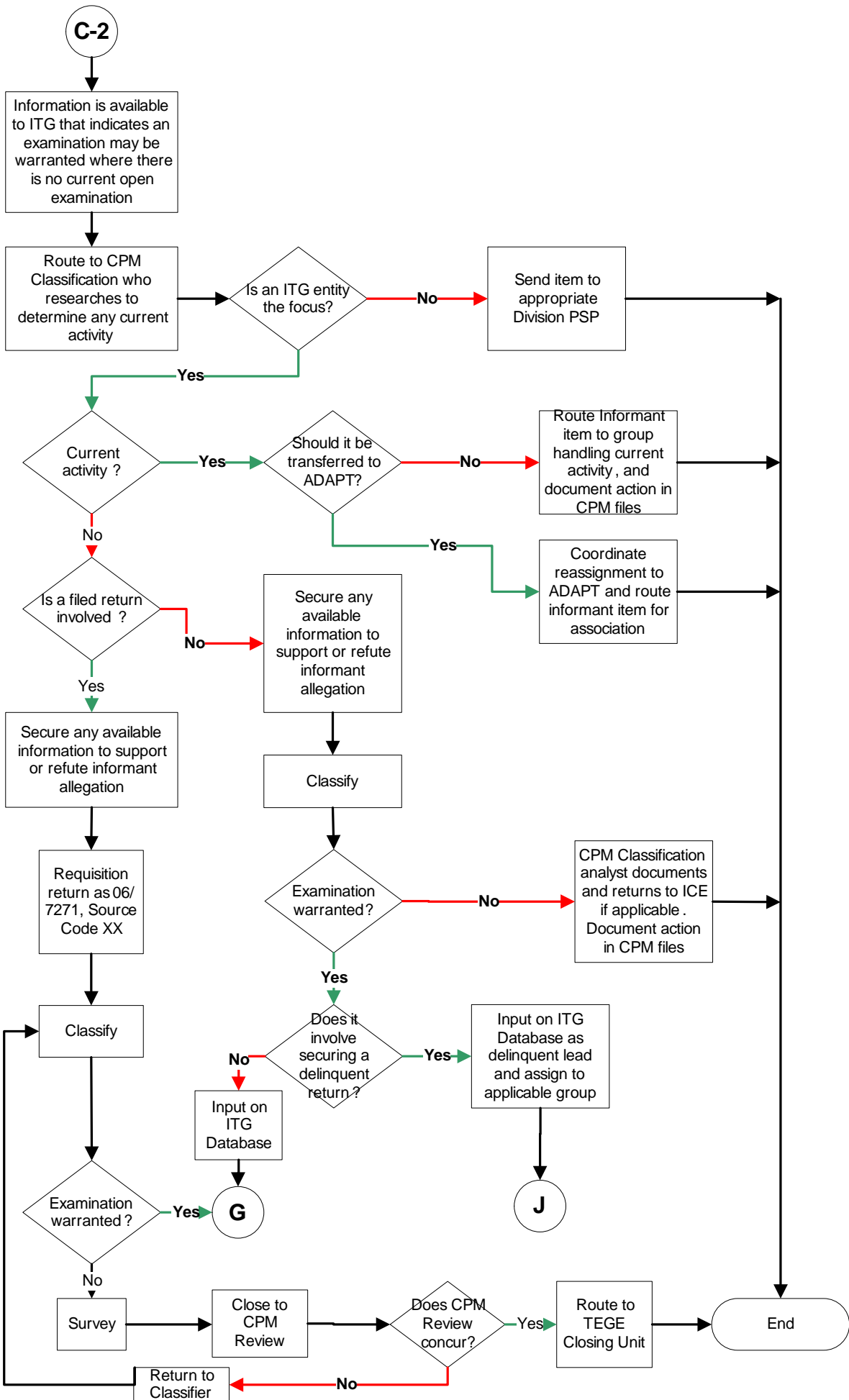
Manager reviews and closes template to CPM Support staff designee

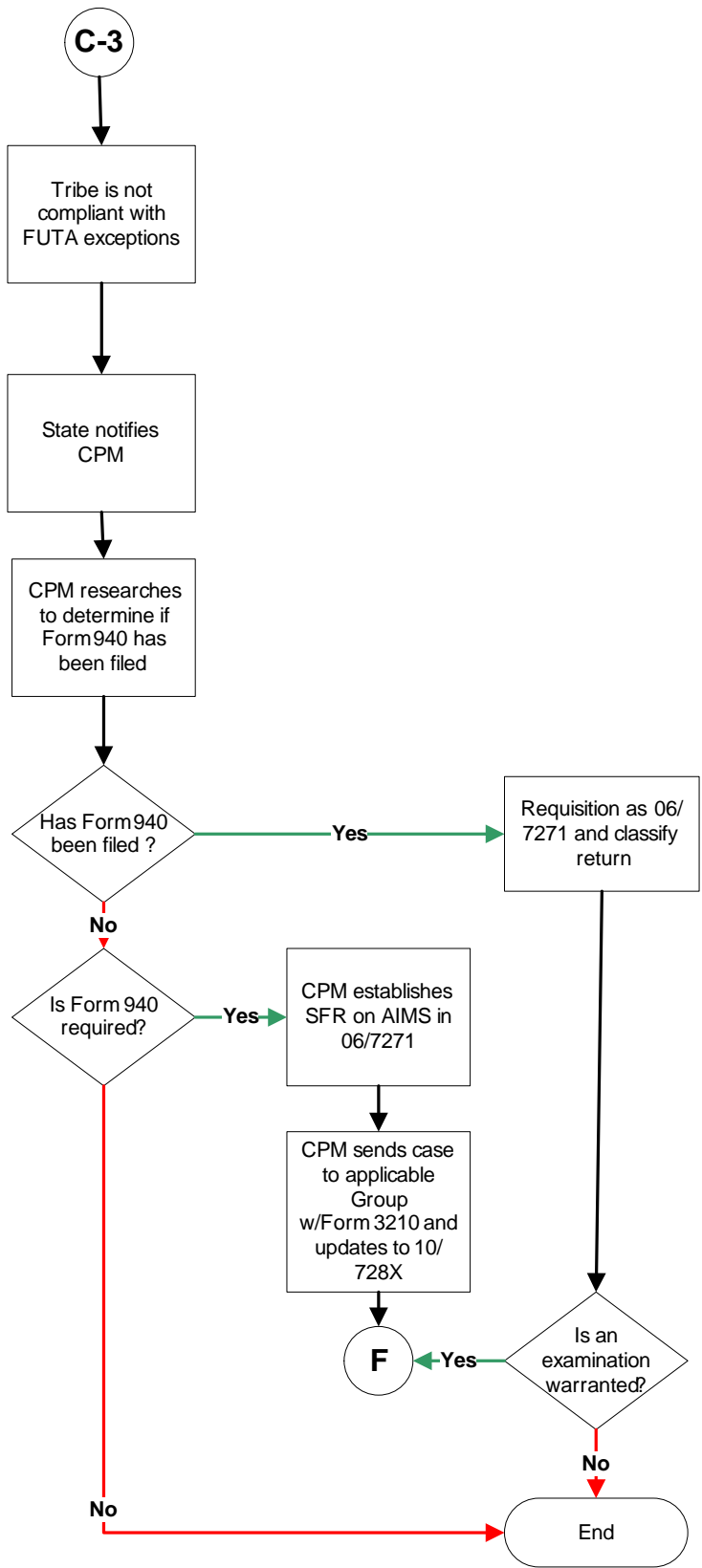
CPM Support staff designee inputs results on ITG database

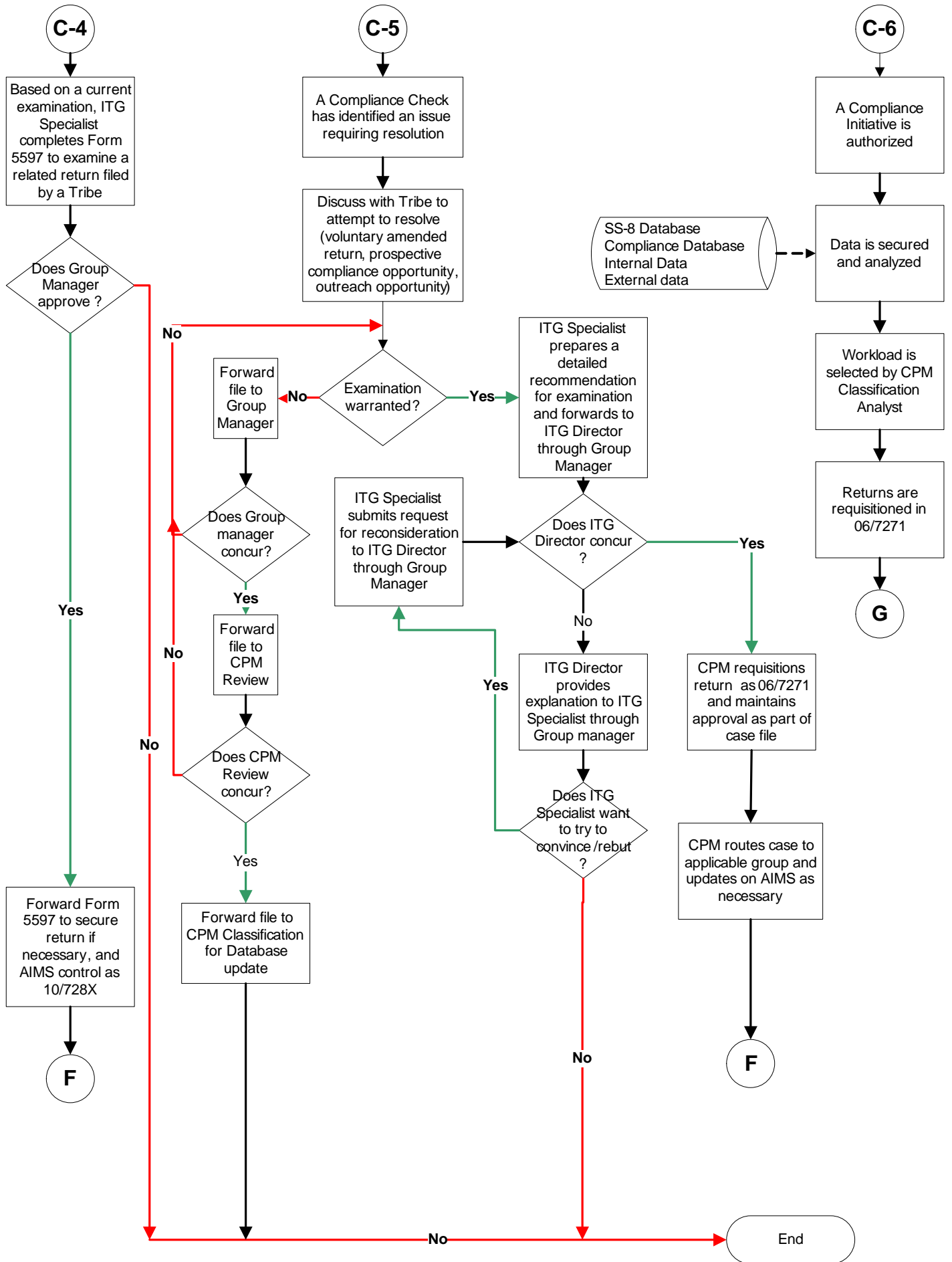
Recipient of request notifies requester of our inability to meet the request, and closes on group control

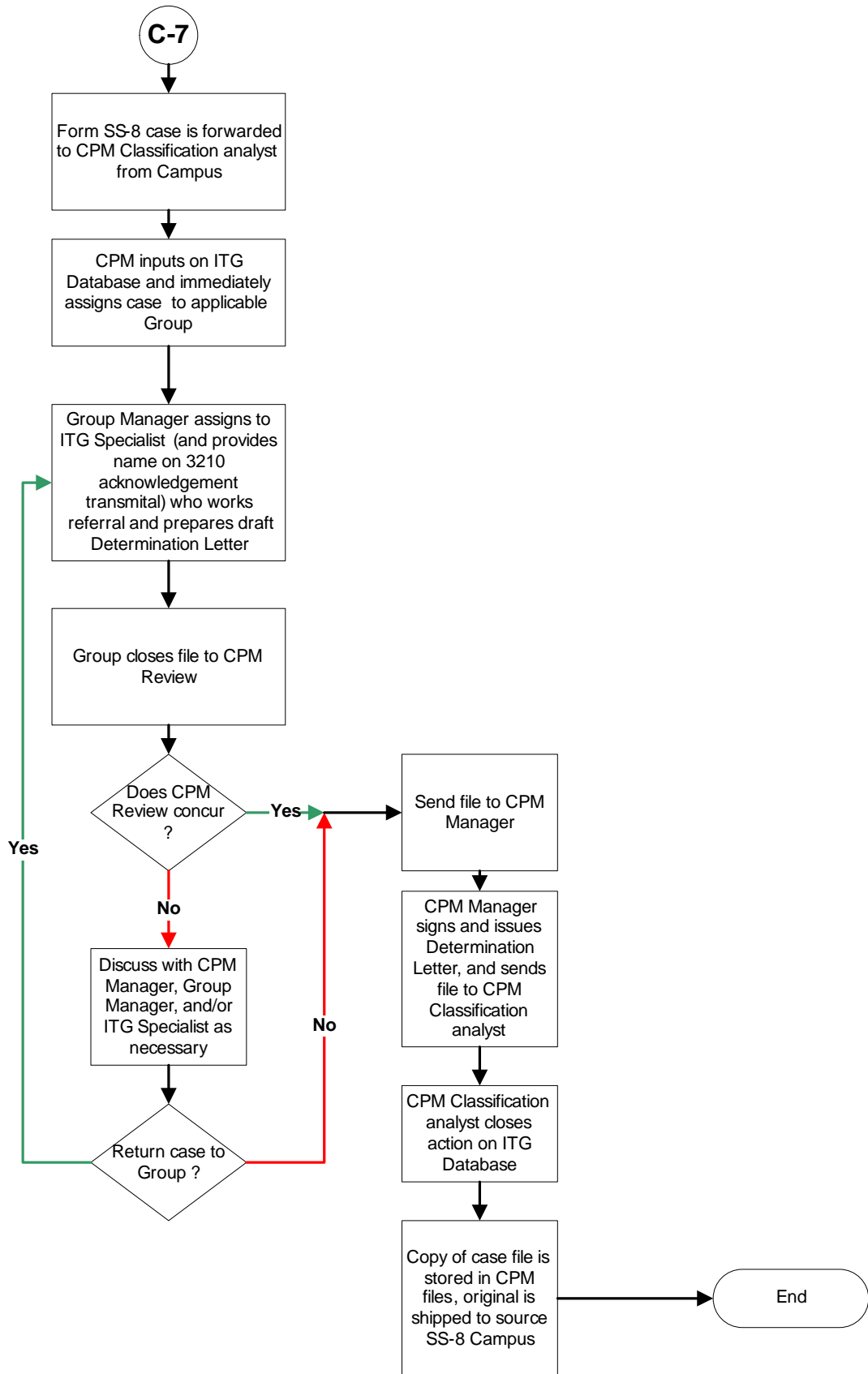
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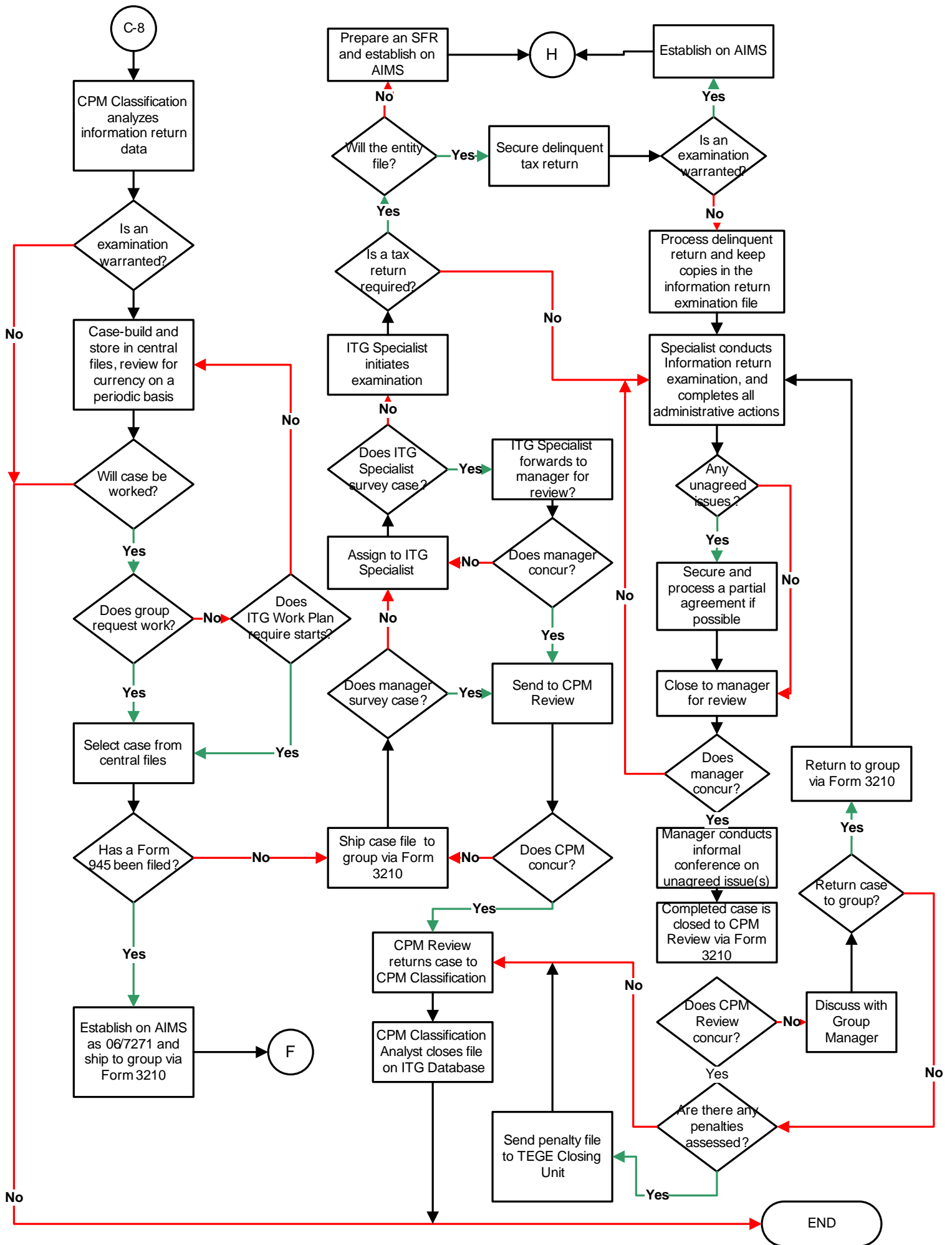


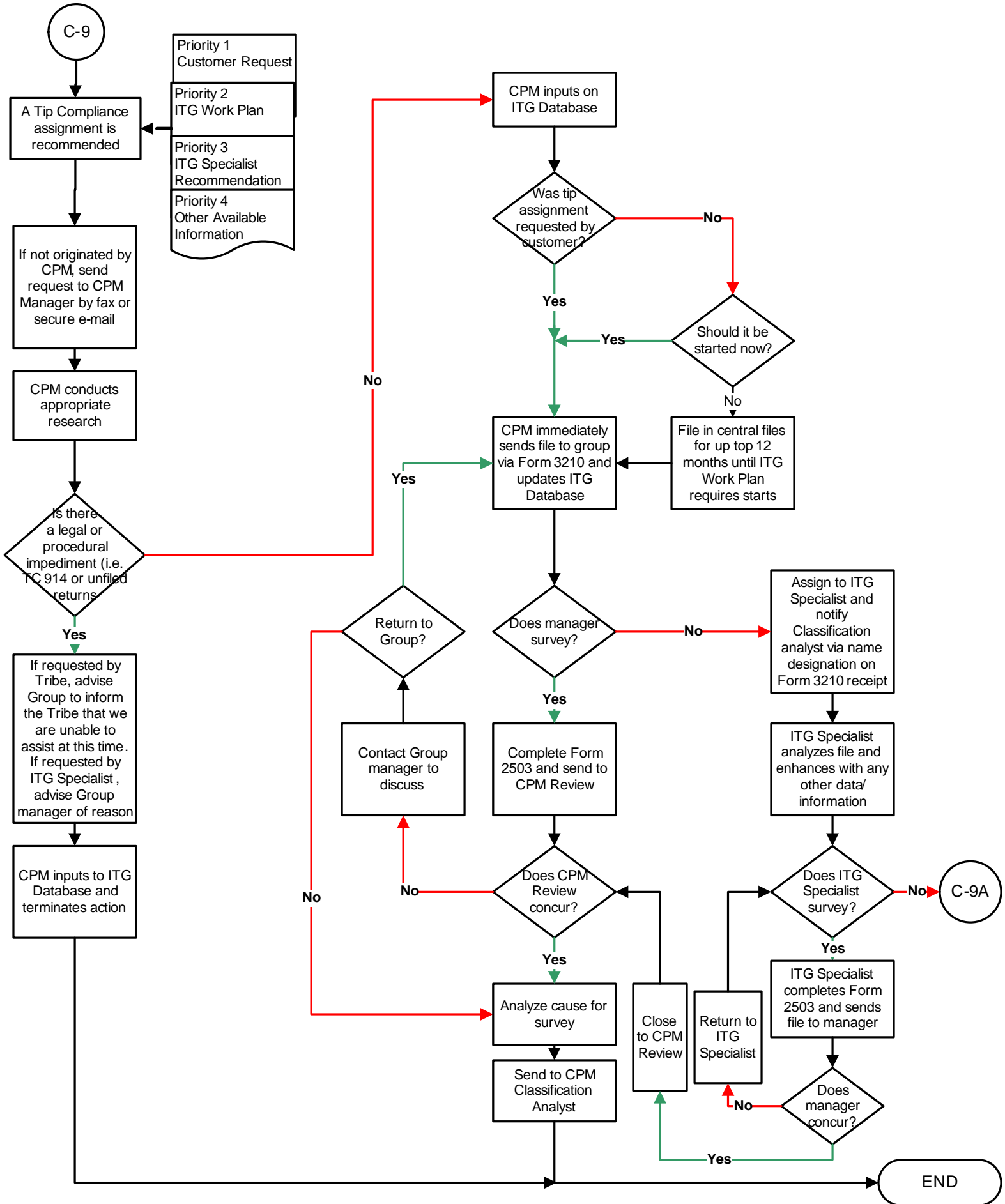


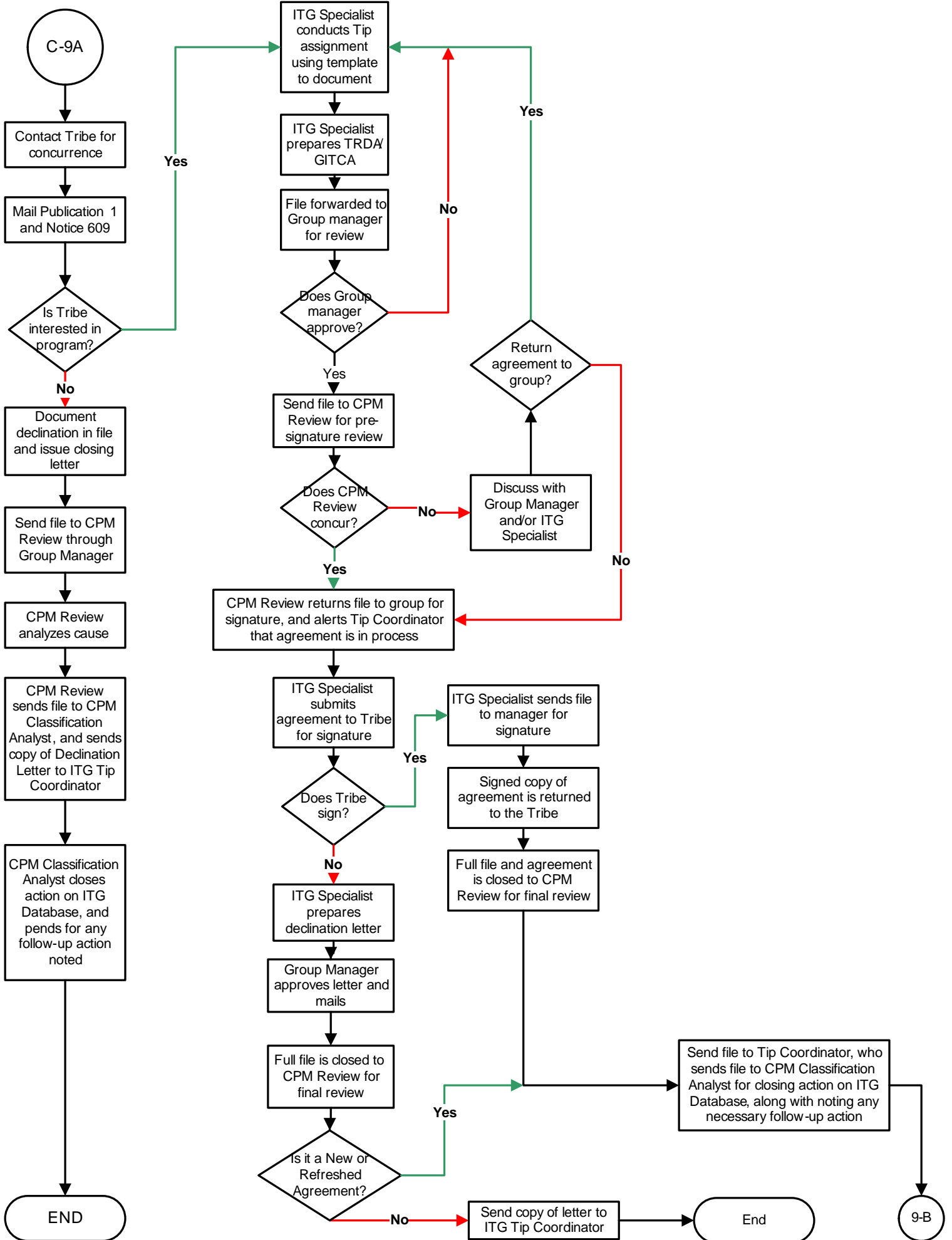


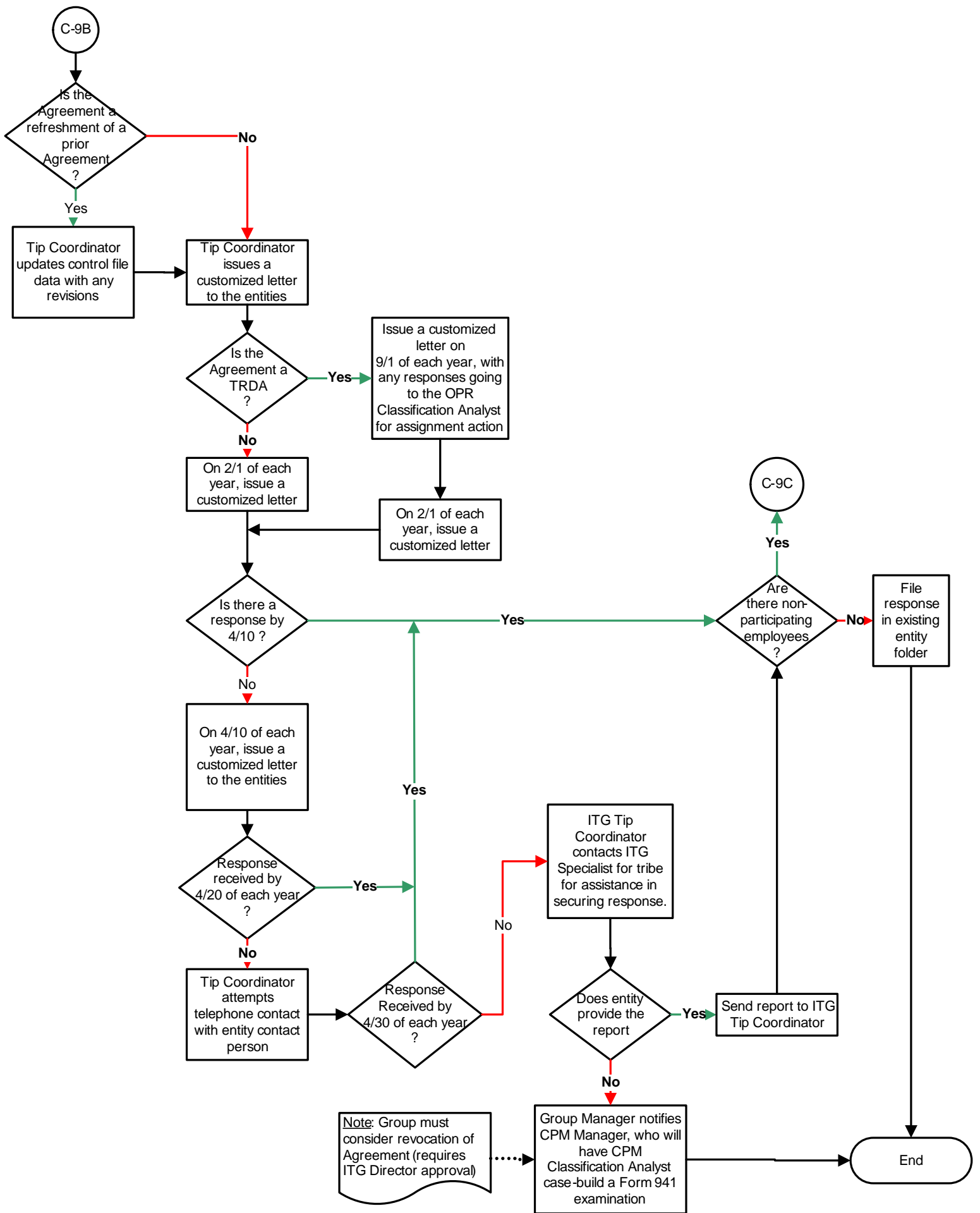


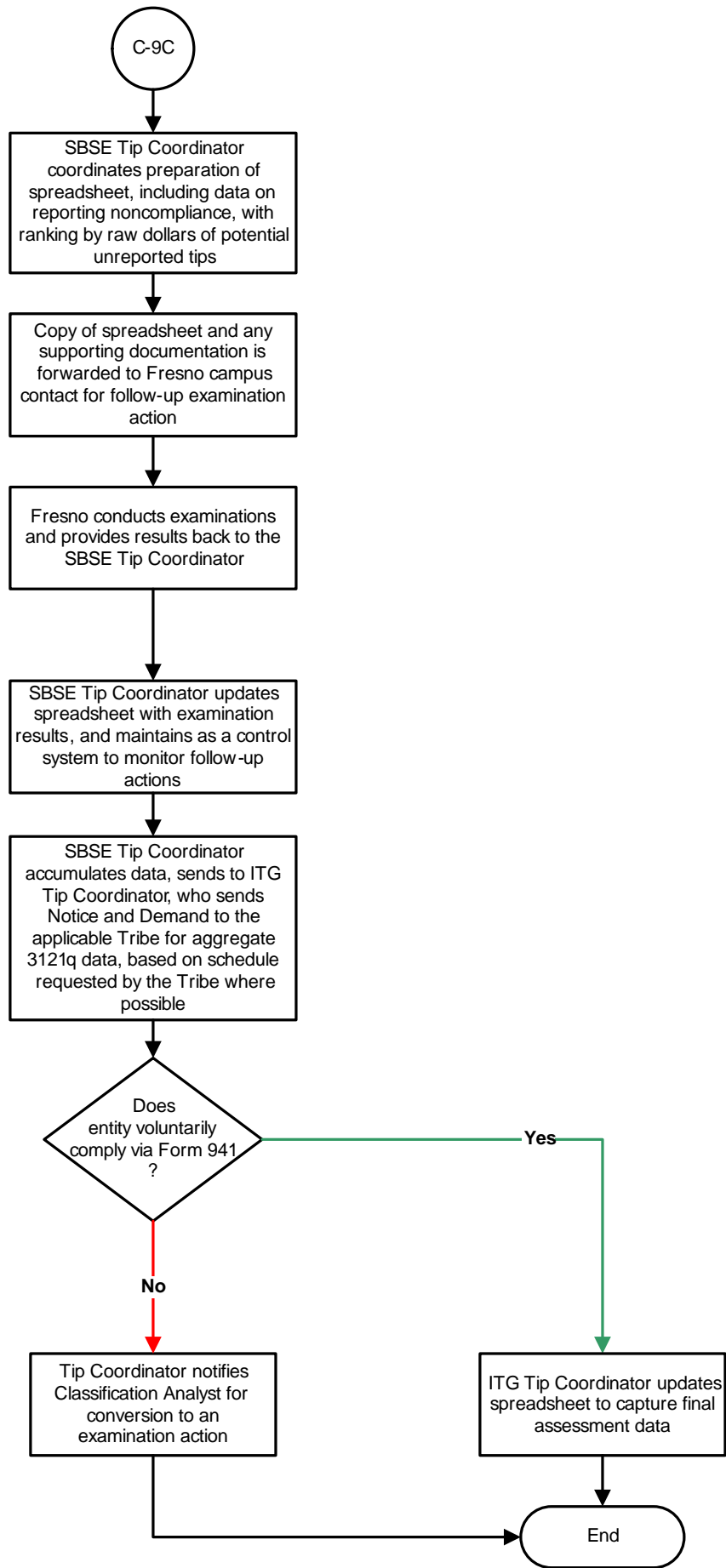


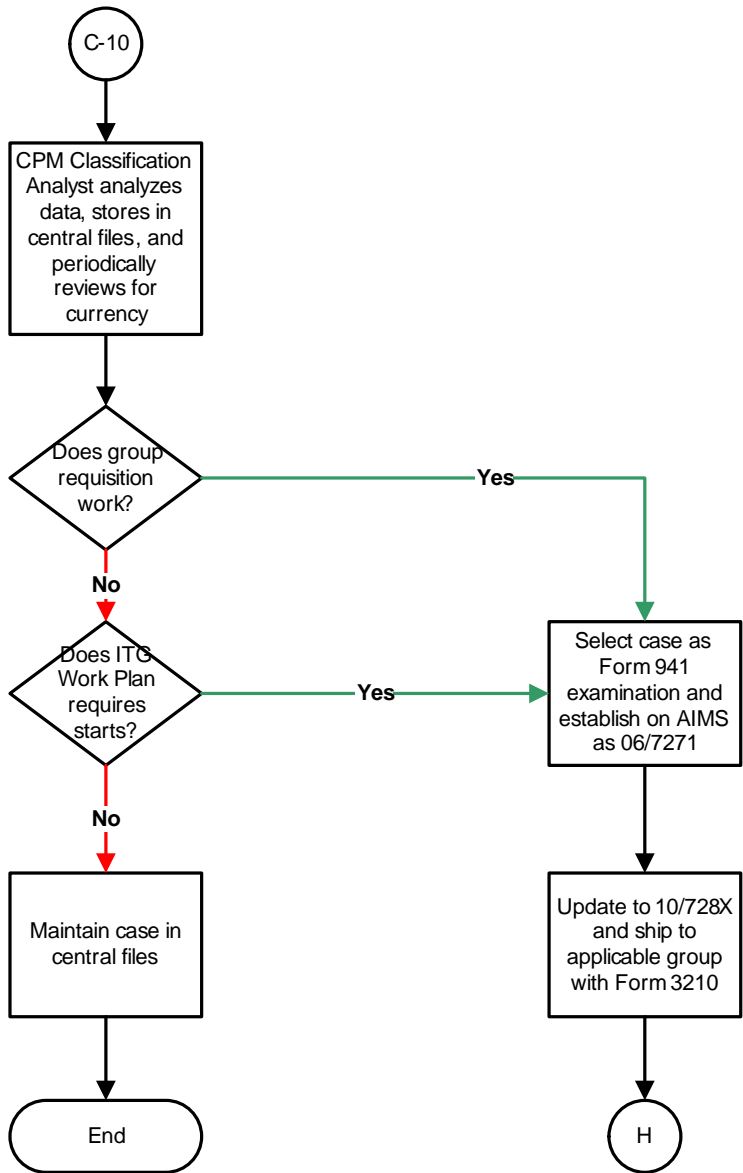


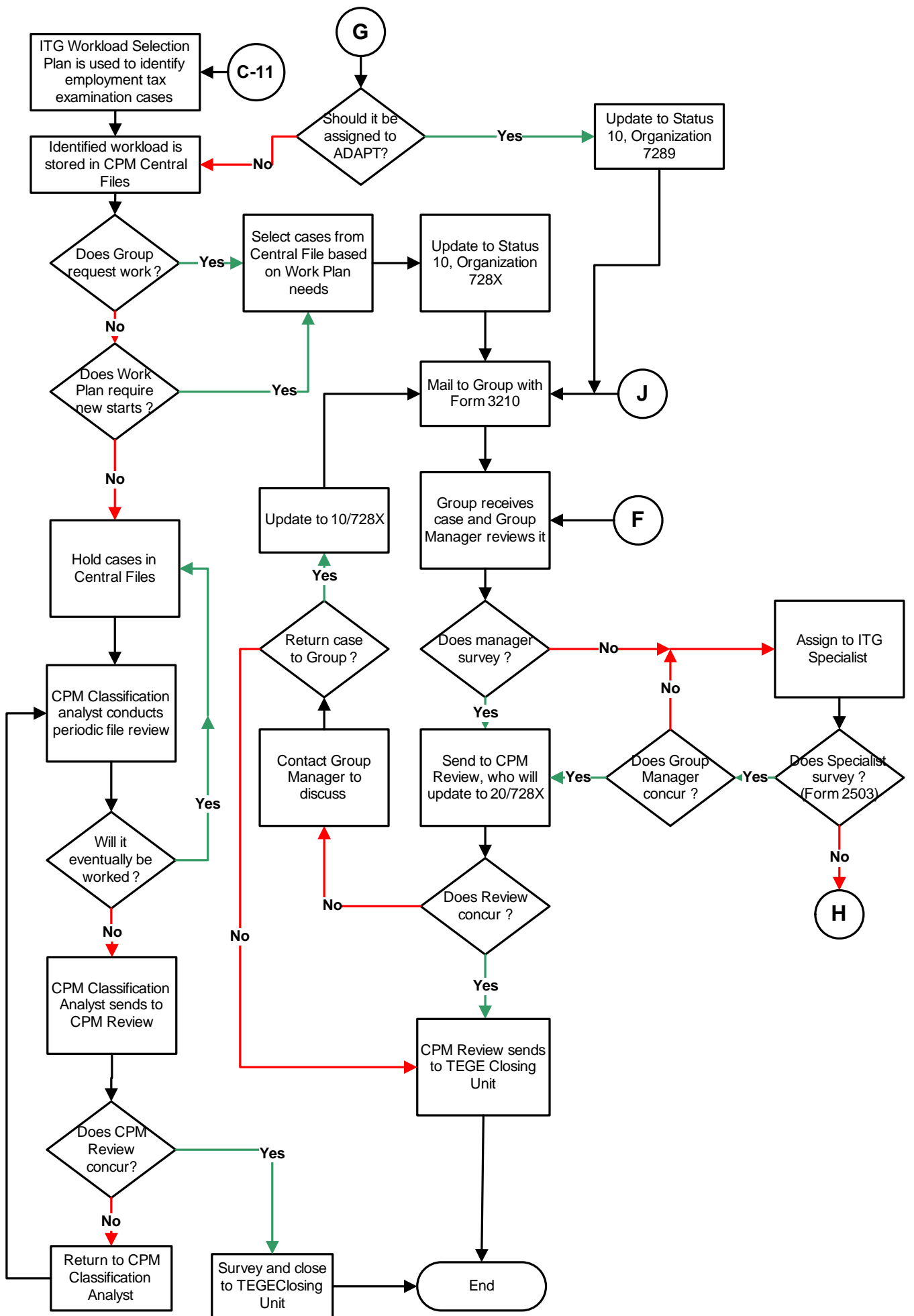


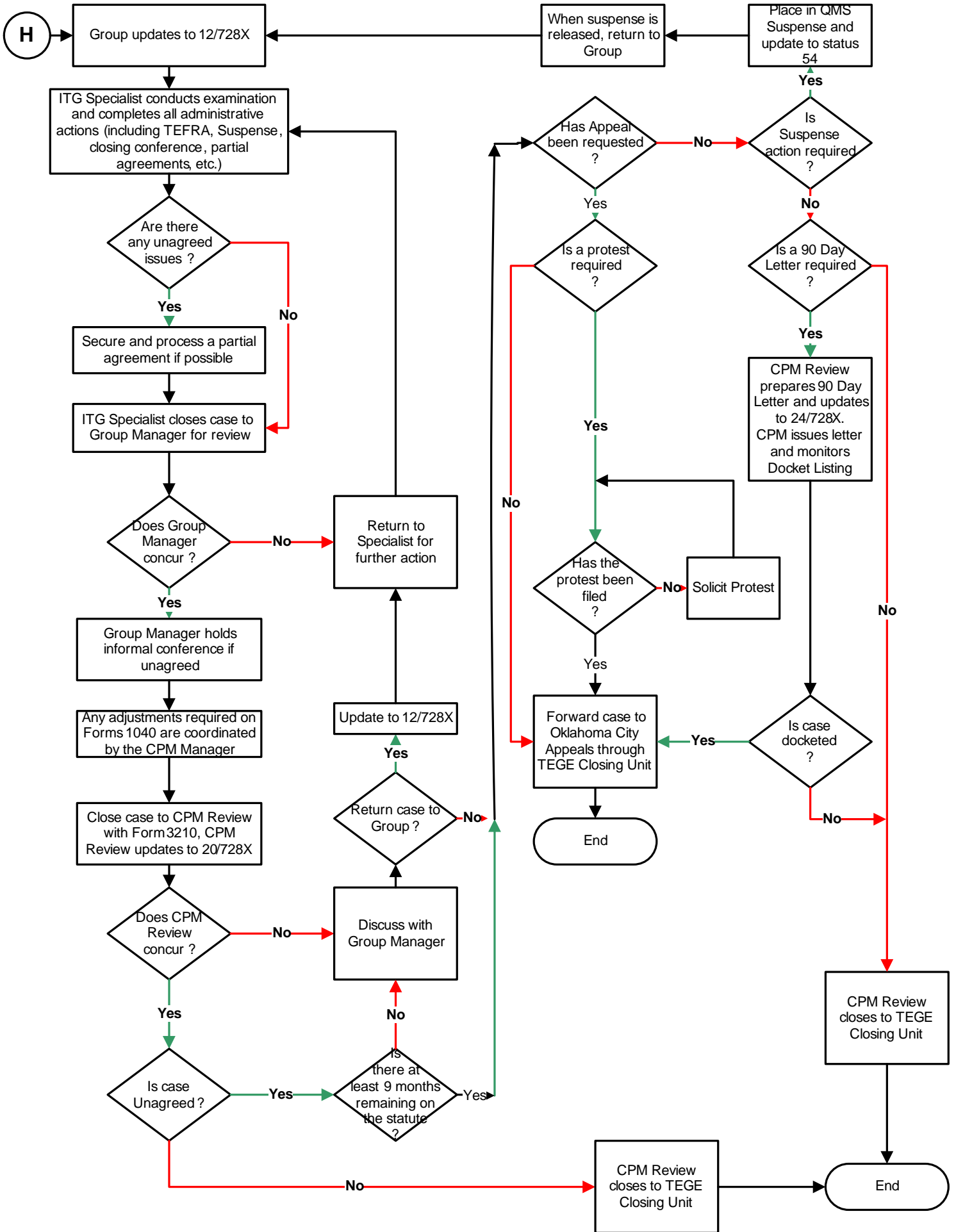












H

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

End

Is case docketed?

CPM Review closes to TEGE Closing Unit

End

When suspense is released, return to Group

Place in QMS Suspense and update to status 54

CPM Review closes to TEGE Closing Unit