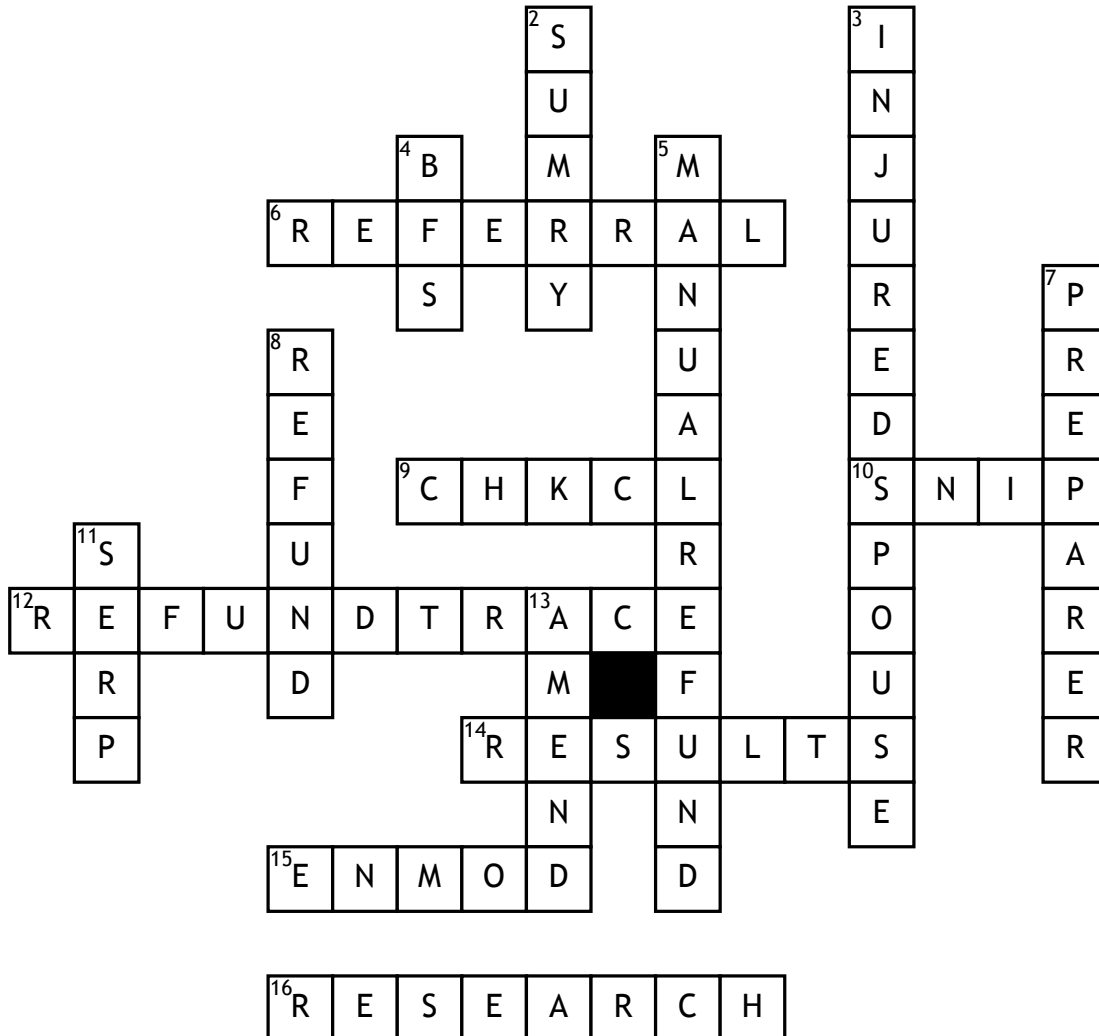


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1. X1020 is Accounts _____.
6. You must prepare a _____, if TP's issue has passed the normal timeframe.
9. Which CC is used to initiate a trace?
10. Used to research letters, so you can see what was sent to the TP
12. Form 3911 is used for a _____.

Down

4. Who do we refer TP to, when they have a TOP offset?
5. What does TC 840 indicate?
7. If a refund is a RAC/RAL, who should the TP contact, if the refund has already been sent, and TP has not received it?
8. Happens when a TP overpays their taxes for the year
11. The system we use to do most research
13. Form 1040X is used to _____ TP's original return.