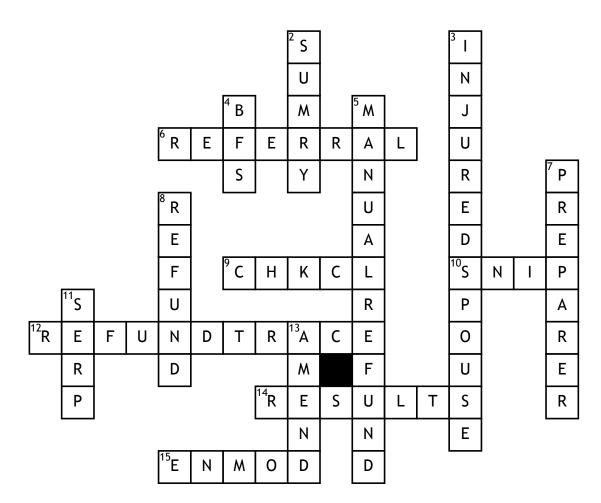
Name: _____ Date: _____

Refunds and Research





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Across

- **1.** X1020 is Accounts _____
- **6.** You must prepare a _____ if TP's issue has passed the normal timeframe.
- **9.** Whick 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

- 14. The _____ screen allows you to research ERINV and Unpostables, when you can't locate the return.
- **15.** Used to find out if a letter has been issued, ie 12C
- **16.** Looking for helpful information

Down

- 2. Which CC gives an overview of active modules on TP's account?
- **3.** TP will file Form 8379 to safeguard their portion of a refund, if thet are an

- **4.** Who do we refer TP to, when they have a TOP offest?
- 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 year11. The system we use to do most research
- **13.** Form 1040X is used to _____ TP's original return.