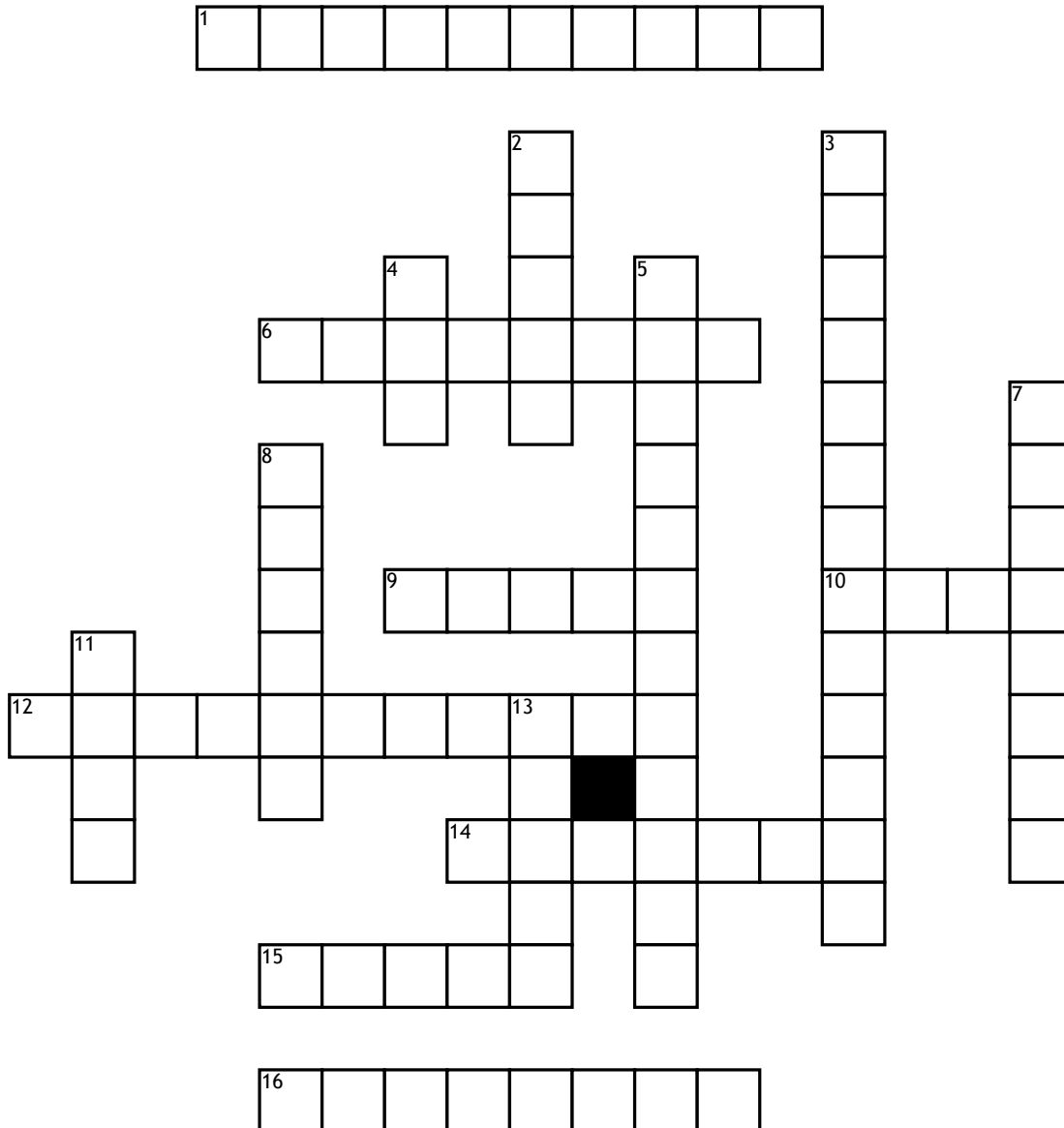


# Refunds and Research



**Across**

- 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 \_\_\_\_\_.

- 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 they 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 year
- 11. The system we use to do most research
- 13. Form 1040X is used to \_\_\_\_\_ TP's original return.