21.3 Taxpayer Contacts

originally filed and any tax resulting from subsequent adjustment (e.g., an examination). Advise taxpayer this is an information notice and a response is not required.

- (1) A CP 41/ TRNS41, *Unresolved Manual Refund Freeze*, is an **internal** notice generated when:
 - a. An unresolved manual refund freeze (-X Freeze) is present on the Master File for more than seven cycles.
 - b. The account is not in zero balance because an adjustment did not post within the seven cycles.
 - c. The notice shows the manual refund created the balance due condition.
- *Exception:* A TC 840 in Blocking Series 600–609 suppresses the CP 41 / TRNS41 for 20 cycles. A TC 840 in Blocking Series 9XX with a Julian date under 400 bypasses the-X Freeze and issuance of the CP 41 / TRNS41.
- (2) The CP 41/ TRNS41 is forwarded to the Files function. The manual refund document is pulled and the case is forwarded to Customer Service to be worked.
- (3) Refer to IRM 21.5.6.4.48, -X Freeze, for procedures.
- (1) A CP 42, Secondary SSN Offset Notice, is issued to notify taxpayer of an offset of an overpayment for the return that is the subject of the notice to satisfy a Federal tax obligation for a joint return for another tax year on which the taxpayer was the secondary SSN. **Be aware of disclosure criteria.** Refer to IRM 21.1.3.2, General Disclosure Guidelines.

21.3.1.5.28 (09-12-2017) CP 42 Secondary SSN Offset Notice

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