



Office of the Chief  
Records Officer for the  
U.S. Government

***Sent Via Email. No Hard Copy to Follow.***

September 13, 2023

Tracee Taylor  
Department of the Treasury  
Internal Revenue Service  
Records & Information Management  
1111 Constitution Avenue, NW  
Washington, DC 20224

Dear Tracee Taylor,

We have received your report dated September 5, 2023, regarding a box of Internal Revenue Service (IRS) records shipped via UPS (United Parcel Service) that were lost in transit from the Tax Assistance Center (TAC) in Takoma, WA, to the Submission Processing Center (SPC) in Austin, TX.

According to your report, in July 2023, an IRS TAC employee sent one Form 1040 (U.S. Individual Income Tax Form) and two Forms W-7 (Application for IRS Individual Tax Identification Number, ITIN) via UPS to the IRS SPC in Austin, TX. The employee properly wrapped the documents and sent them with a Form 3210 (Document Transmittal) in accordance with packaging requirements. When 10 days passed without acknowledgment of receipt, the IRS TAC employee sent another delivery confirmation request to the SPC. The TAC employee could not locate delivery information and initiated a UPS (investigative) claim. These records could not be recreated and attempts to positively identify the taxpayers to inform them of the loss and have them recreate the documents have been exhausted. The package whereabouts is still unknown, and the IRS and UPS consider the records lost.

Based on the information we received in your report, NARA considers this matter resolved. I appreciate your attention to this matter. Please let us know if the box is found so we can update our records. If you have any questions or wish to discuss further, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov).

Sincerely,

A handwritten signature in blue ink that reads "Laurence V. Brewer". The signature is written in a cursive style with a prominent initial "L".

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government