



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

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

February 15, 2024

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 February 8, 2024, regarding a package of Internal Revenue Service (IRS) records shipped via UPS (United Parcel Service) that were lost in transit from the Georgetown Tax Assistance Center (TAC) in Cincinnati, Ohio, to the IRS Service Center (TAS) in Austin, TX.

According to your report, in October 2023, an IRS TAC employee sent a package containing a Form 1040 (U.S. Individual Income Tax Form)(no SSN listed), a Form W-7 ITIN request form, copies of the taxpayer's passport pages, and a Field Assistance-Document Action Sheet Form 14686 via UPS to the IRS TAS in Austin, TX. UPS picked up the package on October 24, 2023, but after the sending office did not receive a Form 3210 (Document Transmittal acknowledging the package's receipt) within the expected 15 days, IRS requested UPS investigate the package's status. The UPS customer service department verified that the UPS driver received the package, but it was never delivered to the UPS distribution warehouse. IRS has made successive attempts with the UPS and the Austin Service Center to locate the package and it is considered lost.

There was not enough information recovered on the IRS system to definitively identify the taxpayer to request replacement documents and the employees involved with the shipping and receiving followed current IRS mailing guidelines for shipping PII and tracking. IRS notification of this incident has been reported to TIGTA and the IRS's Incident Management Office for further investigation.

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 R. Brewer". The signature is written in a cursive, flowing style.

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