



DEPUTY COMMISSIONER

DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, DC 20224

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MEMORANDUM FOR ALL SERVICES AND ENFORCEMENT EMPLOYEES

FROM: Sunita Lough *sunita lough*  
Deputy Commissioner, Services and Enforcement

SUBJECT: (1) Approval to Accept Images of Signatures and Digital  
Signatures  
(2) Approval to Receive Documents by Email and to Transmit  
Documents to Taxpayers using SecureZip

As part of our response to the Coronavirus COVID-19 situation, we're taking several immediate steps to protect employees while still delivering on our mission-critical functions. We are maximizing the ability to execute on critical duties in a remote working environment where employees, taxpayers and their representatives are working from alternate locations. With this memorandum, pursuant to IRM 1.11.2.2.4 (When Procedures Deviate from the IRM), we are implementing a temporary deviation that allows IRS employees to accept images of signatures (scanned or photographed) and digital signatures on documents related to the determination or collection of tax liability. We are also implementing a temporary deviation that allows IRS employees to accept documents via email and to transmit documents to taxpayers using SecureZip or other established secured messaging systems. This memorandum is effective upon issuance.

The categories of documents included in the scope of this memorandum are: extensions of statute of limitations on assessment or collection, waivers of statutory notices of deficiency and consents to assessment, agreements to specific tax matters or tax liabilities (closing agreements), and any other statement or form needing the signature of a taxpayer or representative traditionally collected by IRS personnel outside of standard filing procedures (for example, a case specific Power of Attorney). Questions on whether this memorandum applies to a specific form or document should be addressed to the applicable Business Operating Division's policy office.

### Signatures

The IRS will accept images of signatures (scanned or photographed) in one of the following file types: tiff, jpg, jpeg, pdf, Microsoft Office suite, or Zip.

The IRS will accept Digital Signatures that use encryption techniques to provide proof of original and unmodified documentation on one of the following file types: tiff, jpg, jpeg, pdf, Microsoft Office suite, or Zip.

### Additional Methods to Receive Documents Electronically

To eliminate mailing documents to the extent possible, IRS employees should use all existing and previously allowable means of receiving and transmitting documents, such as, eFax or established secured messaging systems.

The choice to transmit documents electronically is solely that of the taxpayer. If the taxpayer is not able to eFax the executed document or to provide it through established secure messaging, the taxpayer may use email with attachments to transmit the document to the IRS if the following steps are taken:

1. Using existing policies for taxpayer contacts, authenticate the identity of the taxpayer or representative by phone to ensure they are authorized to send and receive taxpayer information. In addition, verbally verify the email address.
2. Advise the taxpayer or representative by phone that communications via unencrypted email over the internet are not secure. Explain that, except for minimal identifying information in the body of the email, for example, name, last four digits of a TIN, they should keep sensitive information out of the subject line and body of emails, as much as possible, and should use password-protected encrypted attachments via SecureZip as much as possible. The document must be in one of the file types specified above.
3. The taxpayer or representative must include a statement, either in the form of an attached cover letter or within the body of the email to the effect, "The attached [name of document] includes [name of taxpayer]'s valid signature and the taxpayer intends to transmit the attached document to the IRS." If a taxpayer fails to include this statement, request it in a follow up telephone call. Retransmitting attachments is not required.
4. After you receive the document via email, make a notation in the work activity record of the case file about step 2 and include the document as well as the email or cover letter, as appropriate, in the casefile.
5. If a taxpayer transmits a document that requires your manager's signature, such as, an executed Form 872, immediately forward the document via an encrypted email to your manager for the manager's signature.

### Transmitting Documents Electronically to a Taxpayer

If the taxpayer or representative does not have fax capability or the IRS employee does not have eFax capability, an IRS employee, with the taxpayer's consent, may transmit documents to the taxpayer with SecureZip or other IRS established secured messaging systems. If using SecureZip, the IRS employee must take the following steps:

1. Follow the same procedures in (1), above, AND ask the taxpayer or representative to send you a test email to confirm the email address, with a statement indicating "[Name of taxpayer] consents to receiving [name of documents] by SecureZip."
2. Inform the taxpayer or representative by phone call that you will be transmitting the document through a password-protected SecureZip attachment.
3. Keep sensitive information out of the subject line and body of emails; instead use password-protected encrypted attachments.
4. Transmit the documents in accordance with the instructions provided on <http://it.web.irs.gov/news/20120713HTLSecureZIPtips.htm>
5. Create a password that is 12 characters, include upper and lower-case letters, a symbol, and a number. Inform the taxpayer or representative of this password via telephone. **Do not transmit the password via email.**
6. Make a notation in the activity record in the case file regarding the process used.

### Other Procedural Requirements and Important Reminders

Follow existing procedures and include any forms or publications that must accompany signature documents.

Employees are prohibited from using personal email accounts for IRS government work.

For further information regarding this deviation, please contact your Business Operating Division's policy office.

Cc: Independent Office of Appeals

Taxpayer Advocate Services

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