



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
ATLANTA, GA 30308

FEB 05 2001

WAGE AND INVESTMENT DIVISION

MEMORANDUM FOR ACS, TOLL-FREE & ADJUSTMENTS CSR'S
ACCOUNTS MANAGEMENT DIVISION 1 + 2
& COMPLIANCE SERVICES DIVISION

FROM: Accounts Management Implementation Team
Austin Campus

SUBJECT: Use of Wrap Time

The Accounts Management Implementation Team has received questions about the meaning of Section 6 (Auto Available) of the Customer Service 2000 MOU, particularly about the appropriate use and who determines appropriate use of wrap time. We provide this memo to clarify the meaning of this section. The appropriate use of wrap time is defined in Sections 6B, C, and D.

A CSR may encourage the taxpayer to remain "on-line" to provide necessary information while taking any closing action related to the call to avoid unnecessary callback. A CSR may use wrap time on a call if the taxpayer does not wish to remain on line. The CSR should use enough wrap time to complete accurately any remaining closing actions before taking the next call. What is "enough" depends on the number and the complexity of the remaining necessary closing actions; "enough" cannot be determined statistically.

The unit manager may discuss the proper use of wrap time in general or on a specific call with the CSR. Generally, a workgroup manager and one or more CSRs could discuss best practices for, or examples of, efficient wrap time use. Specifically, a workgroup manager and a CSR could discuss whether the CSR should have used wrap time during a specific call or whether any closing action the CSR took during wrap time on the call was necessary.

CSRs should use wrap time efficiently as this displays good time utilization. Although CSRs should use wrap time efficiently, this does not suggest or impose any numeric standard for maximum wrap time per call or maximum wrap time per closing action.

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