

3 CHAPTER: VIEW CUSTOMER PROFILE INFORMATION

3.1 Overview

You can access IRMS to view select taxpayer information about businesses in your locality or up to 20 adjacent localities, and individuals regardless of their locality. A member of a local Commissioner of the Revenue's office can access Sales Tax and Use Tax information for businesses regardless of the locality. Your Memorandum of Understanding (MOU) determines the extent to which you can access taxpayer information.

IRMS houses demographic data about each taxpayer, such as name, address, and Social Security Number (SSN) or Federal Employer Identification Number (FEIN). You can view this information on the Customer Profile window in the IRMS Web application. You can also access certain bank account and business location information from the Customer Profile window.



Note: The windows containing taxpayer information are for display only. The information cannot be modified without contacting TAX.

3.2 Customer Search

A Customer Search is performed to access the Customer Profile window in IRMS. Customer information can be obtained by entering search criteria for **one** of the following Search By options:

- **External ID** - searches on FEIN or SSN
- **Name** – searches on taxpayer name
- **Address** – searches on domestic or international address
- **Name and Address** – searches on name and domestic or international address

The default Customer Search option is External ID.

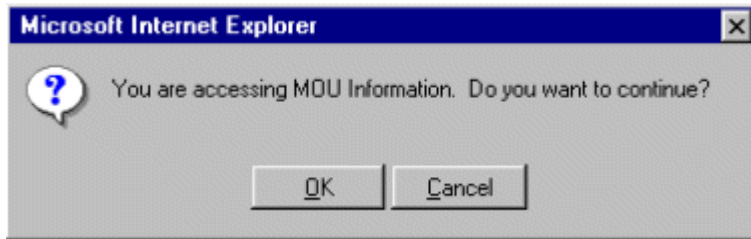
3.2.1 Customer Search By External ID

The External ID option in the Search By area performs a search based on the FEIN (Federal Employer Identification Number) for a business taxpayer or SSN (Social Security Number) for an individual taxpayer.

Search Criteria By External ID Window

The window below shows the Search Criteria window with the External ID option selected in the Search By area.

Step 3: Click the **Search** button. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



Step 4: Click **OK**. IRMS performs the search and displays the matching Customer Profile window.

Individual Customer Profile Window

The illustration below is the individual Customer Profile window.

Individual Customer Profile Window - Fields

The table below lists the fields in the individual Customer Profile window and provides a brief description of each.

Field	Field Type	Description
SSN	System Generated	The taxpayer's Social Security Number.
Entity Type	System Generated	The type of taxpayer (i.e., Individual Income).
Name	System Generated	The name of the taxpayer associated with the Social Security Number.
Street	System Generated	The street address on which the taxpayer resides.
City	System Generated	The city in which the taxpayer resides.
State	System Generated	The state in which the taxpayer resides.

Field	Field Type	Description
Zip	System Generated	The zip code in which the taxpayer resides.
Undeliverable	System Generated	When checked, indicates past attempts to deliver mail to this address have failed and no newer address is available.
Last Address Update	System Generated	The last date on which the address saved in IRMS for the taxpayer was updated.

Business Customer Profile Window

The illustration below is the Customer Profile window for a C Corporation. The Customer Profile window may vary slightly depending on the business type.

Business Customer Profile Window – Fields

The table below lists the fields in the Customer Profile window for a business and provides a brief description of each.

Field	Field Type	Description
FEIN	System Generated	The Federal Employer Identification Number of the business.
SSN	System Generated	The Social Security Number if the business owner is an individual and does not have an FEIN.
Entity Type	System Generated	The type of taxpayer, (i.e., Partnership, Corporation, etc.).
Legal Business Name	System Generated	The name under which the business is legally registered.

Field	Field Type	Description
Primary NAICS	System Generated	(North American Industry Classification System) - a 6-digit code classifying establishments by the type of activity in which they are primarily engaged.
Street	System Generated	The street address on which the taxpayer resides.
City	System Generated	The city in which the taxpayer resides.
State	System Generated	The state in which the taxpayer resides.
Zip	System Generated	The zip code in which the taxpayer resides.
Undeliverable	System Generated	When checked, indicates past attempts to deliver mail to this address have failed and no newer address is available.
Last Address Update	System Generated	The last date on which the address saved in IRMS for the taxpayer was updated.

3.2.2 Customer Search by Name

The Name option in the Search By area performs a search based on the business taxpayer's Legal Business Name or Trading As Name, or the individual's name.

Search Criteria By Name Window

The window below shows the Search Criteria window with the Name option selected in the Search By area.

Search Criteria By Name Fields

The table below identifies the fields on the Customer Search Window when Name is indicated in the Search By Group Box.

Field	Field Type	Description
Legal Business Name	Required for business taxpayer (when not entering a Trading As Name)	The Legal Business Name of the business taxpayer.

Field	Field Type	Description
Trading As Name	Required for business taxpayer (when not entering a Legal Business Name)	The Trading As Name of the business taxpayer.
Last Name	Required for individual taxpayer	Last Name of the individual taxpayer.
First Name	Optional	First Name of the individual taxpayer.
MI	Optional	Middle Initial of the individual taxpayer.

Search for a Customer By Name

To execute a Customer Search using the taxpayer's name, the following steps are performed:

Step 1: From the IRMS desktop, select **Tax Information: Customer Search**. The Search Criteria window opens and displays the External ID search option by default.

The screenshot shows the "Search Criteria" window. In the "Search By" section, the "External ID" radio button is selected. To the right, there are two input fields: "FEIN:" and "SSN:", separated by the word "or". At the bottom right, there are three buttons: "Clear", "Search...", and "Close".

Step 2: Select the **Name** option in the Search By area. The fields on the Search Criteria window change to allow for the entry of the taxpayer's name.

The screenshot shows the "Search Criteria" window with the "Name" radio button selected. The "Search By" section now includes "Legal Business Name:" and "Trading As Name:" with corresponding input fields. Below these, there are three input fields for "Individual:" labeled "(Last Name)", "(First Name)", and "(MI)", with "or" between the first two. At the bottom right, there are three buttons: "Clear", "Search...", and "Close".

Step 3: Enter the business taxpayer's **Legal Business Name** or **Trading As Name** OR Enter the individual taxpayer's **Last Name** AND **First Name** (if known) AND **MI** (if known).



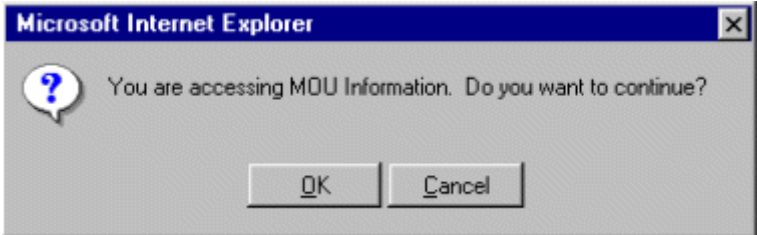
Note: You can search on part of the Last Name, Legal Business Name, or Trading As Name of the taxpayer by using a wildcard character (the symbol *) after the characters

that you know, provided that you enter at least 4 characters. The more characters you enter, the faster the search and the smaller the result list. For example, if you are searching for the Last Name of Smithenson, you may enter Smith*. However, this would produce an excessively long result list because the name Smith is so common.




Note: Name searches are not case sensitive, which means you can use any combination of upper and lower case letters to perform the search. For example, you can enter SMITHEⁿSON or smithenson or Smithenson and get the same results.

Step 4: Click **Search**. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



Step 5: Click **OK**. IRMS performs the search and displays one of the following three results:

Result	Action
1. No matches found	IRMS displays the message “No matching records were found.” Click OK to return to the Search Criteria window and enter different search information.
	
2. One match found	IRMS displays the Customer Profile.

Result	Action
--------	--------

Customer

Customer

SSN: 222-22-2222 Entity Type: Individual

Name: JOHN DOE

Street: 600 E. MAIN STREET

City: RICHMOND State: VA

Zip: 23238 Undeliverable

Last Address Update: 08/15/2004 16:41:23

Close

<p>3. Multiple matches found</p>	<p>The Customer List Window opens and displays all taxpayers matching the search information you entered.</p> <p>Select the appropriate taxpayer in the list and click OK to open the Customer Profile.</p>
---	--

Customer List

Customer	Street	Locality
FEIN	SSN	City, State, ZIP Code
DOE, JOHN	111-22-3333	FAIRFAX COUNTY - 51059
DOE, JOSEPHINE	222-33-4444	FAIRFAX COUNTY - 51059
DOE, JANE	333-44-5555	FAIRFAX COUNTY - 51059

OK Cancel

3.2.3 Customer Search By Address

The Address option in the Search By area performs a search based on the taxpayer’s domestic or international address.

Search Criteria By Address Window

The windows below show the Search Criteria window with the Address option selected in the Search By area, as well as the window when the International checkbox is selected.

The screenshot shows a window titled "Search Criteria". On the left, under "Search By", there are four radio button options: "External ID", "Name", "Address" (which is selected), and "Name and Address". To the right of these options are several input fields: "Street:" with two text boxes, "City:" with a dropdown menu, "State:" with a dropdown menu showing "Virginia", "Zip Code:" with a text box, and "FIPS:" with a dropdown menu. Below these fields is an unchecked checkbox labeled "International". At the bottom right of the window are three buttons: "Clear", "Search...", and "Close".

Search Criteria By Address Fields


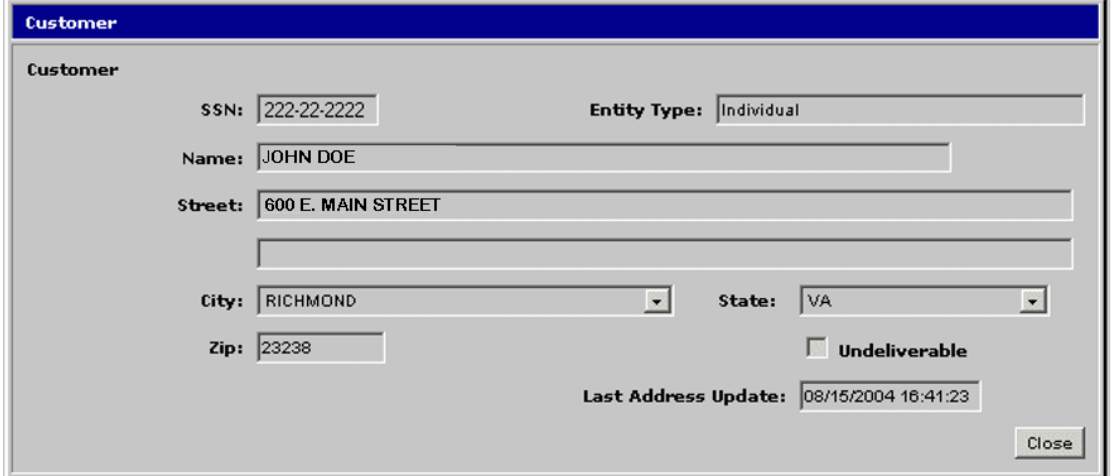
The table below identifies the fields on the Search Criteria window when the Address option is selected in the Search By area.

Field	Field Type	Description
Street	Required	Street address on which the taxpayer resides.
Street 2	Optional	Additional street, suite, or P.O. Box information.
City	Required	City in which the taxpayer resides.
State	Required	State in which the taxpayer resides.
Zip Code	Optional	Zip code in which the taxpayer resides.
FIPS	Optional	Name and code of the locality in which the taxpayer resides.
International	Optional (for international address only)	Indicator that, when checked, displays the fields necessary to search for an international address.
Country	Required (for international address only)	Country associated with the international address.
Province	Optional (for international address only)	Province associated with the international address.
Postal Code	Optional (for international address only)	Postal Code associated with the international address.

Search for a Customer By Address

To execute a Customer Search using the taxpayer's address, the following steps are performed:

Step 1: From the IRMS desktop, select **Tax Information: Customer Search**. The Search Criteria window opens and displays the External ID search option by default.

Result	Action
1. No matches found	IRMS displays the message “No matching records were found.” Click OK to return to the Search Criteria window and enter different search information.
	
2. One match found	IRMS displays the Customer Profile.
	
3. Multiple matches found	The Customer List Window opens and displays all taxpayers matching the search information you entered. Select the appropriate taxpayer in the list and click OK to open the Customer Profile.

Result	Action

3.2.4 Customer Search by Name and Address

The Name and Address option in the Search By area performs a search based on the taxpayer's name and domestic or international address.

Search Criteria by Name and Address Window

The windows below demonstrate the Customer Search window with the Name and Address option selected in the Search By area, as well as the window when the International checkbox is selected.

Search Criteria By Name and Address Fields

The table below identifies the fields on the Search Criteria window when the Name and Address option is selected in the Search By area.

Field	Field Type	Description
Legal Business Name	Required for business taxpayer (when not entering a Trading As Name)	The Legal Business Name of the business taxpayer.
Trading As Name	Required for business taxpayer (when not entering a Legal Business Name)	The Trading As Name of the business taxpayer.
Last Name	Required for individual taxpayer	Last Name of the individual taxpayer.
First Name	Optional	First Name of the individual taxpayer.
MI	Optional	Middle Initial of the individual taxpayer.
Street	Required	Street address on which the taxpayer resides.
Street 2	Optional	Additional street, suite, or P.O. Box information.
City	Required	City in which the taxpayer resides.
State	Required	State in which the taxpayer resides.
Zip Code	Optional	Zip code in which the taxpayer resides.
FIPS	Optional	Name and code of the locality in which the taxpayer resides.
International	Optional (for international address only)	Indicator that, when checked, displays the fields necessary to search for an international address.
Country	Required (for international address only)	Country associated with the international address.
Province	Optional (for international address only)	Province associated with the international address.
Postal Code	Optional (for international address only)	Postal Code associated with the international address.

Search for a Customer By Name and Address

To execute a Customer Search using the taxpayer's name and address, the following steps are performed:

Step 1: From the IRMS desktop, select **Tax Information: Customer Search**. The Search Criteria window opens and displays the External ID search option by default.

The screenshot shows the 'Search Criteria' window. The 'Search By' section has four radio button options: 'External ID', 'Name', 'Address', and 'Name and Address'. The 'External ID' option is selected. To the right of these options are two input fields labeled 'FEIN:' and 'SSN:', separated by the word 'or'. At the bottom right of the window are three buttons: 'Clear', 'Search...', and 'Close'.

Step 2: Select the **Name and Address** option in the Search By area. The fields on the Search Criteria window change to allow for the entry of the taxpayer's name and address.

The screenshot shows the 'Search Criteria' window with the 'Name and Address' option selected. The 'Search By' section now includes 'Name and Address' as the selected option. The form fields are: 'Legal Business Name:' (text box), 'Trading As Name:' (text box), 'Individual:' (text box with sub-fields for '(Last Name)', '(First Name)', and '(MI)'), 'Street:' (text box), 'City:' (dropdown menu), 'State:' (dropdown menu with 'Virginia' selected), 'Zip Code:' (text box), and 'FIPS:' (dropdown menu). There is also an unchecked checkbox labeled 'International'. At the bottom right are three buttons: 'Clear', 'Search...', and 'Close'.

Step 3: Enter the business taxpayer's **Legal Business Name** or **Trading As Name** OR

Step 4: Enter the individual taxpayer's **Last Name** AND **First Name** (if known) AND **MI** (if known).

Step 5: If conducting a search using an international address, select the **International** checkbox.

Step 6: Enter the **Street** address AND/OR

Enter the **Additional Information**, if needed AND

Enter the **City** AND

Enter the **State** (if different from the default value of Virginia) OR the **Country** (if the **International** checkbox has been selected).

Step 7: Enter the **Zip Code** AND

Select the appropriate locality's **FIPS** code, if known OR

If the **International** checkbox has been selected:

Enter the **Province** if known and needed, AND/OR

Enter the **Postal Code**.

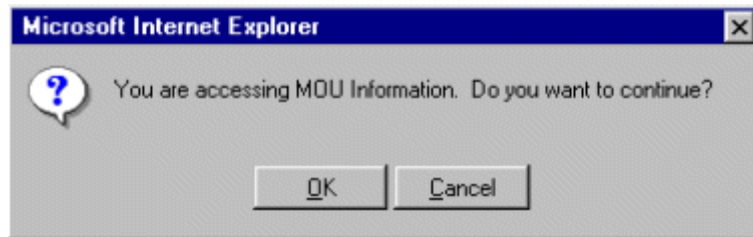


Note: You should not abbreviate the Name and Street address of the taxpayer. For example, if you are searching for John Smithenson at 123 Main Street, you should enter the full name and address, not John Smithen at 123 Main St. However, you may use a wildcard in the Name and Street address, provided that you enter at least 4 characters. So you could enter John Smithen* at 123 Main St* in this example. The more characters you enter, the faster the search and the smaller the result list.



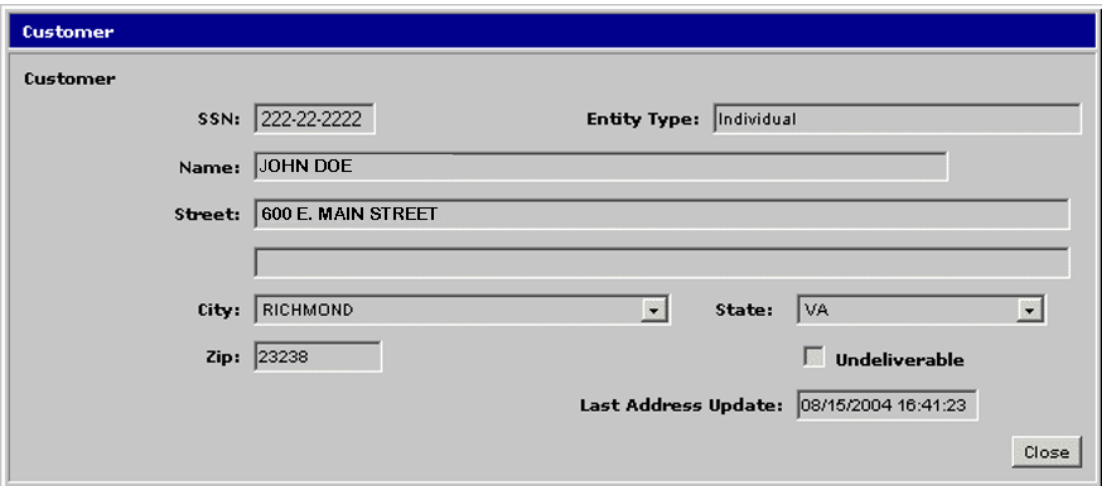
Note: Name and address searches are not case sensitive, which means you can use any combination of upper and lower case letters to perform the search. For example, you can enter 123 main street or 123 MAIN STREET or 123 Main Street and get the same results.

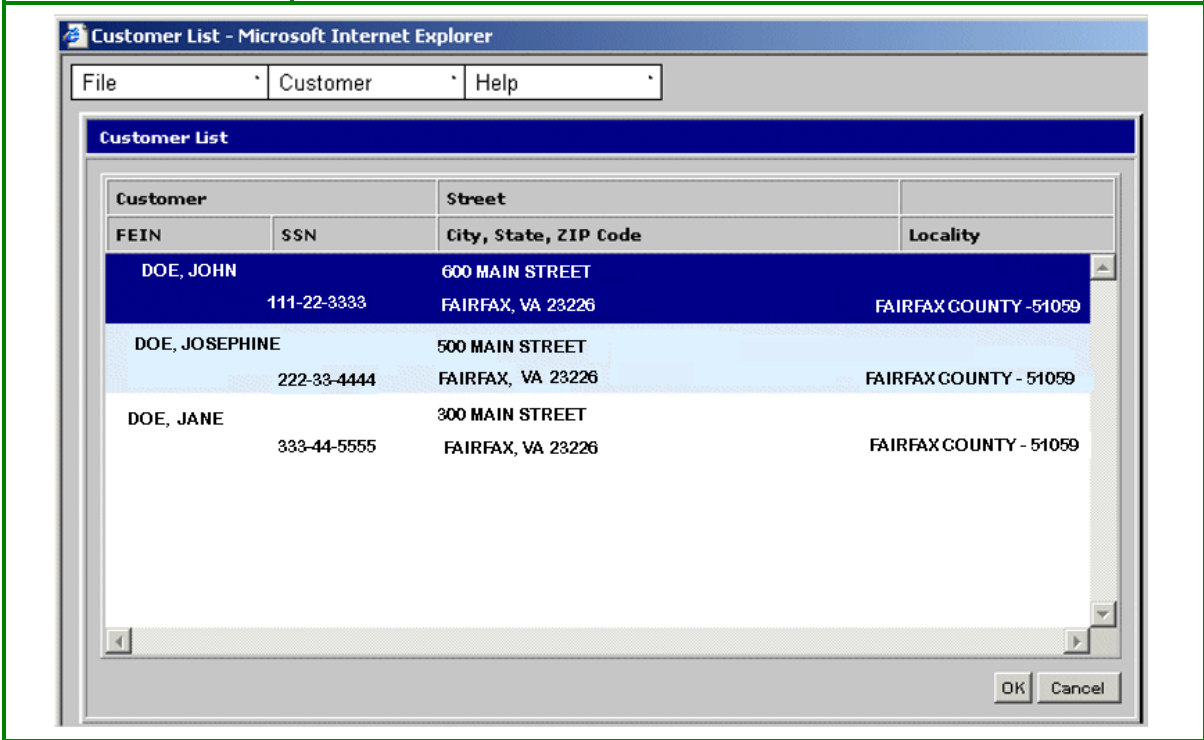
Step 8: Click **Search**. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



Step 9: Click **OK**. IRMS performs the search and displays one of the following three results:

Result	Action
1. No matches found	IRMS displays the message "No matching records were found." Click OK to return to the Search Criteria window and enter different search information.
2. One match found	IRMS displays the Customer Profile.

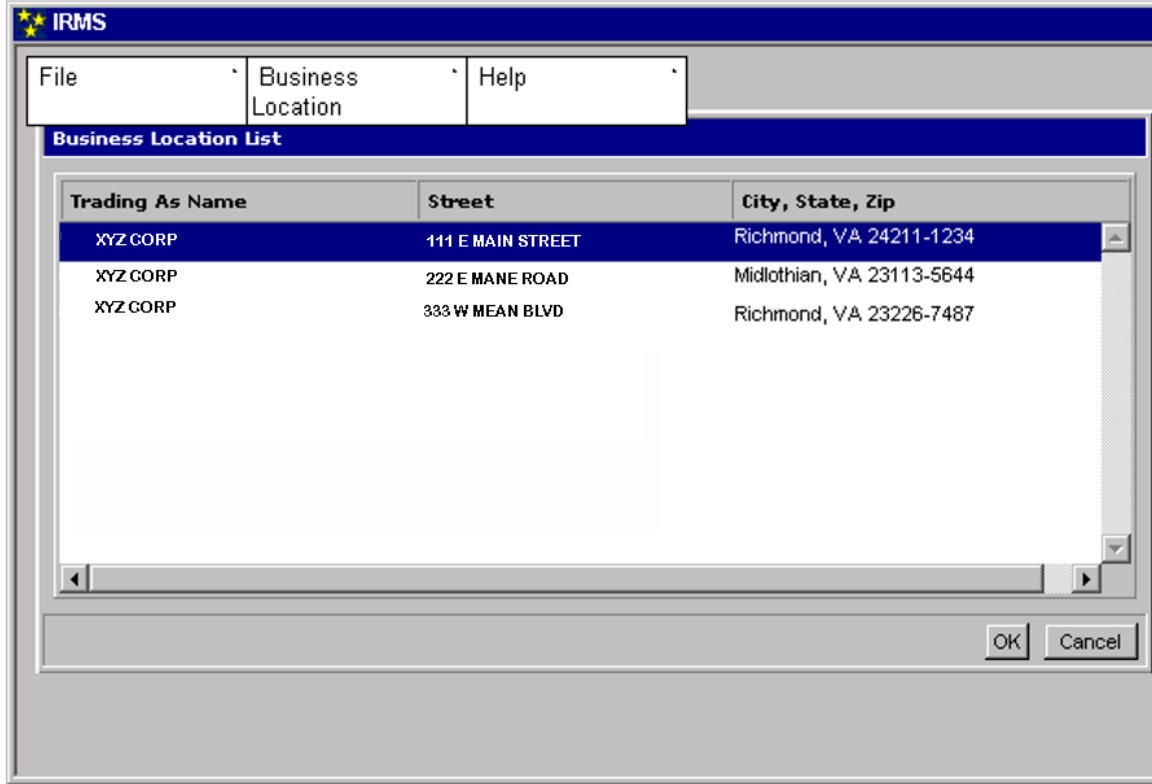
Result	Action
	
<p>3. Multiple matches found</p>	<p>The Customer List Window opens and displays all taxpayers matching the search information you entered.</p> <p>Select the appropriate taxpayer in the list and click OK to open the Customer Profile.</p>



3.3 View Business Location Information

Business Location List Window

The illustration below is the Business Location List window. This window only displays if there is more than one business location in the system.



Business Location List Fields

The table below lists the fields in the Business Location List window and provides a brief description of each.

Field	Field Type	Description
Trading As Name	System Generated	The Trading As Name of the business taxpayer.
Street	System Generated	The street address of the business location.
City, State, Zip	System Generated	The city, state, and zip code for the business location.

Business Location Information Window

The illustration below is the Business Location Information window.

Business Location Information

Trading As Name: XYZ CORP

Street: 600 E. MAIN STREET

City: FAIRFAX State: VA

ZIP: 22033

Locality 1: Fairfax County - 51059 Locality 2:

Locality 3: Undeliverable

Tax Account Associations

Tax Account	Start Date	End Date
30-987654321F-001 Withholding	07/01/2005	00/00/0000

NAICS Codes

NAICS Code	Description

Close

Business Location Information Fields

The table below lists the fields in the Business Location Information window and provides a brief description of each.

Field	Field Type	Description
Trading As Name	System Generated	The Trading As Name of the business taxpayer.
Street	System Generated	The street address of the business location.
City	System Generated	The city of the business location.
State	System Generated	The state of the business location.
Zip	System Generated	The zip code for the business location.
Locality 1	System Generated	A pre-assigned number to identify cities, counties, and towns in the Commonwealth of Virginia. Automatically assigned by IRMS.
Locality 2	System Generated	Second Locality.
Locality 3	System Generated	Third Locality.
Undeliverable	System Generated	Indicator that, when checked, indicates past attempts to deliver mail to this address have failed and no newer address is available.
Tax Account	System Generated	The tax account number and type associated with the business location.
Start Date	System Generated	The date the business location became associated with the tax account.
End Date	System Generated	The date the business location association ended with the tax account.
NAICS Code	System Generated	NAICS Code associated with the business location. The NAICS (North American Industry Classification System) Code is a 6-digit code classifying establishments by the type of activity in which they are primarily engaged.
Description	System Generated	A text description of the NAICS Code (i.e. General Freight Trucking).

View Business Location Information

To view business location information for a taxpayer, the following steps are performed:

Step 1: From the IRMS Main window, select **Tax Information: Customer Search**. The Search Criteria window opens.

Search Criteria

Search By

- External ID
- Name
- Address
- Name and Address

FEIN: or SSN:

Clear Search... Close

Step 2: Enter the taxpayer's SSN/FEIN.

Step 3: Click **Search**. A pop-up message window displays telling you that you are accessing MOU information and asking you if you want to continue.

Microsoft Internet Explorer

? You are accessing MOU Information. Do you want to continue?

OK Cancel

Step 4: Click **OK**.
The Customer Profile window opens.

Customer Profile - XYZ CORP

File Customer Help

Customer

- Tax Account
- Business Location...
- Bank Account...
- Bill Summary...

FEI: SSN: Entity Type: C Corporation

Legal Business Name: XYZ CORP

Primary NAICS:

Street: 600 E. MAIN STREET

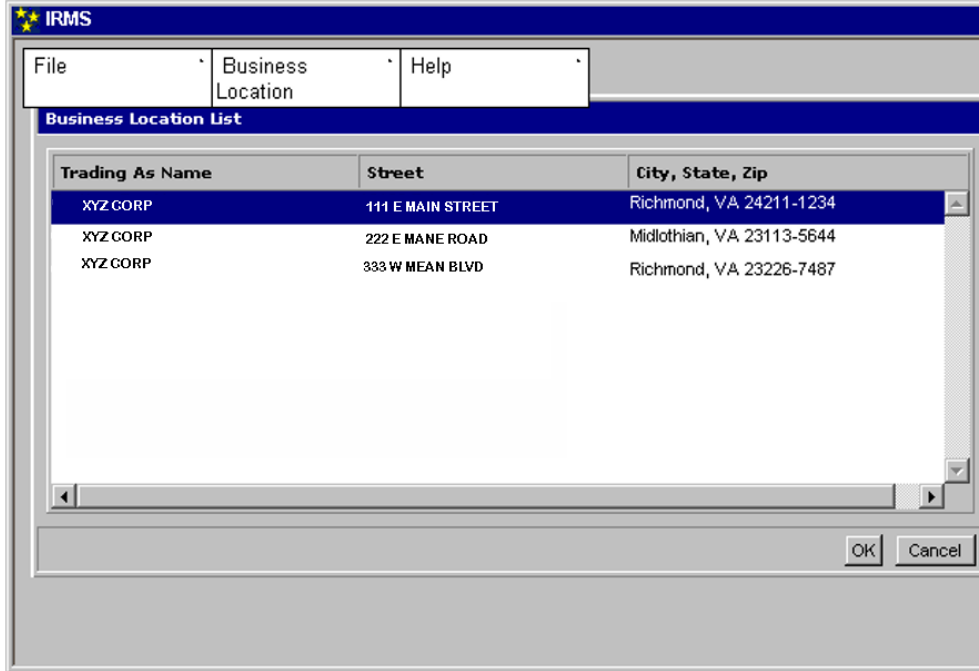
City: FAIRFAX State: VA

Zip: 22033 Undeliverable

Last Address Update: 08/17/2005 08:19:35

Close

Step 5: From the Customer Profile window, select **Customer: Business Location**.
If only one business location exists for the taxpayer, the Business Location Information window opens. If more than one business location exists for the taxpayer, the Business Location List window opens.



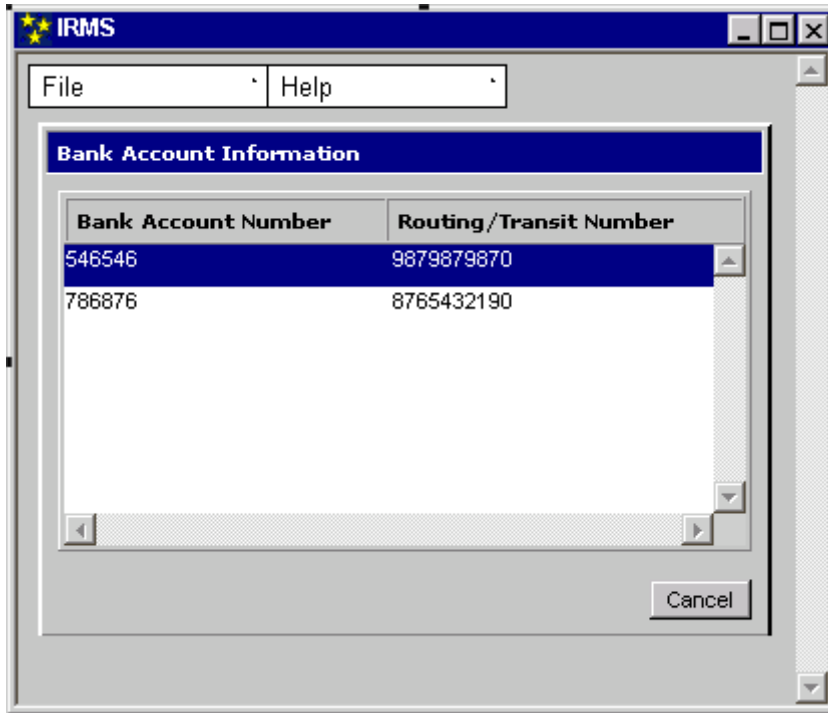
3.5 View Bank Account Information

Bank Account information for individual and business taxpayers is created and updated in two ways:

- Automatically when taxpayers file their tax due direct-file return
- Manually by a TAX Representative upon the taxpayer’s request or when registering a Tax Account Electronic Funds Transfer (EFT)

Bank Account Information Window

The illustration below is the Bank Account Information window.

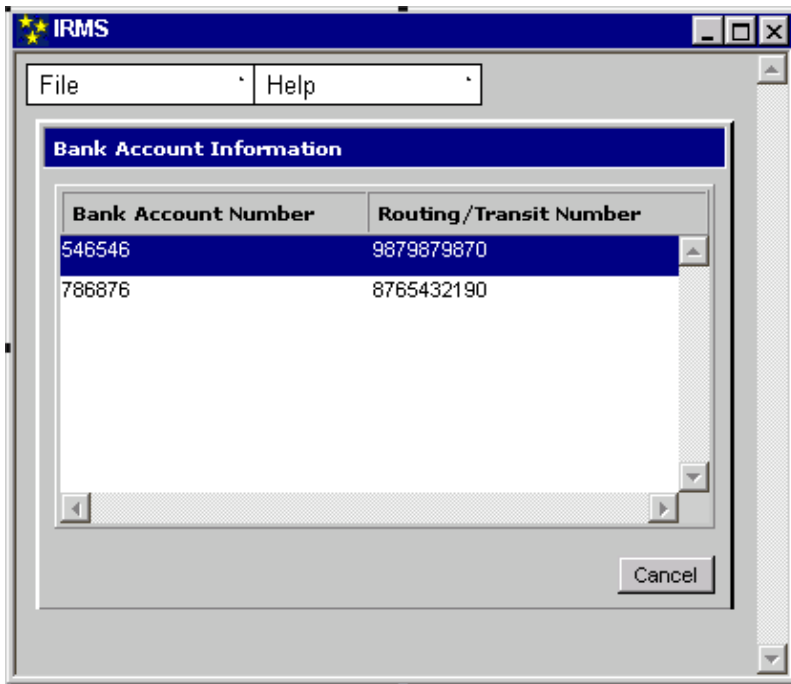


Bank Account Information Window - Fields

The table below lists the fields in the Bank Account Information window and provides a brief description of each.

Field	Field Type	Description
Bank Account Number	System Generated	The number of the taxpayer’s bank account.
Routing/Transit Number	System Generated	The routing/transit number that identifies the taxpayer’s bank.

Step 5: From the Customer Profile window, select **Customer: Bank Account**.
The Bank Account Information window opens.



Step 6: Click **Cancel** to exit this window and return to the Customer Profile window.