MAP 26
TI & PAWS

NOTE: ((* * *)) = Indicates confidential and/or proprietary information that has been deleted.

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26.1 INTRODUCTION	TI and PAWS are the systems used to record account information and Notices of Proposed Assessment for personal income tax payers. They are available on the FTB mainframe system. Both TI and PAWS are proprietary systems, and the specifics of the systems are not disclosable to the public. Rev. 7/17

26.2 TAXPAYER INFORMATION SYSTEM (TI)	The Taxpayer Information System (TI) is the system that we use to keep track of account information for **personal income taxpayers**. It is available on the mainframe system. Some of the information that is kept in TI includes: • Returns filed • Payments made • Refunds paid • Notices issued Access is granted to auditors to view account information. Generally, auditors are not authorized to make changes to the system. If changes are needed, auditors may contact Audit Business Support for assistance in making the change. TI is a proprietary system that is considered confidential. The specifics of how the TI system operates are not disclosable to the public. The complete TI manual is available on the FTBNet at TI Manual. When auditors place a hold on a taxpayer's TI account or request a transaction to be keyed on the system, adding notes to the entity's Taxpayer Folder explaining the action enables other users of the system (i.e., Collections or TSCS) to better understand the entire account when reviewing it for their job functions. Please add comments to the entity's Taxpayer Folder when: • Placing a hold on Taxpayer Accounts • When requesting a transaction be keyed on either system • When any requested action may impact the taxpayer's account or other areas of the department Refer to MAP 29.3.2 How to View, Create, or Inactivate a Comment in TPF. Rev. 7/17

26.3 TI QUICK REFERENCE

The TI QUICK REFERENCE lists the displays/screens in TI you will use most often as an Auditor. The CID column lists the Command ID you use to access a display/screen, along with any further instructions. The DESCRIPTION column lists the type of information you will find on a display or the purpose of a screen.

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26.3.1 TI Quick Reference - "Taxpayer" File

File	CID	Display/ Screen Name	Description
Taxpayer	((**))	Taxpayer Information Display	• Taxpayer's name and address • Taxpayer status • Indicates if taxpayer has liens, comments, taxpayer penalties, agency offsets, or homeowner exemptions.
	((******))	Comments Window	• All comments should be viewed in the entity's Taxpayer Folder. For instructions on how to View a Comment in TPF, refer to the Global Help for TPF.
	((******))	Taxpayer Calendar Year Display	• Current and 3 previous calendar tax years. • Pending items (suspense credits & proposed assessments) for the next tax year and calendar tax years. • Total amount the taxpayer owes.
	((******))	Taxpayer Other Year Display	• All fiscal tax years and tax years more than 4 years old.

			• Pending items (suspense credits & proposed assessments) for other tax years. • Total amount the taxpayer owes.
	((******))	Taxpayers With Duplicate SSAN Display	• Identifies if more than one taxpayer is using the same SSAN or FEIN. • Lists all taxpayers using that SSAN or FEIN and their unique TP ID assigned by TI.

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26.3.2 TI Quick Reference - "Tax Years" File

File	CID	Display/ Screen Name	Description
TAX YEARS	((********))	Tax Year Information Display	• Information for a specific tax year. • Filing status • Return due, date/file date • Tax year holds • Indicates if taxpayer has liens, suspense credits, or proposed assessments for this specific tax year.
	((********))	Tax Year Current Values Display	• Detailed monetary information for a specific tax year. • Shows only current values for monetary items (no history). • Tax, credits, payments, refunds, penalties, interest and fees. • Line select items for more detail.
	((*********))	Tax Year Monetary Display	• Detailed monetary information for a specific tax year. • Lists everything that created or changed the tax year. • Shows current values & history for monetary items. • Tax, credits, payments, refunds, penalties, interest and fees. • Line select items for more detail.

	((**))	Tax Year History of Activity Display	• Lists everything that created or changed the tax year in chronological order.

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26.3.3 TI Quick Reference - "Returns" File

File	CID	Display/ Screen Name	Description
RETURNS	((**))	Returns Received Display	• Returns received for the last 5 years for a taxpayer. • Shows if multiple and amended returns were filed. • Lists returns received, but not yet updated to TI.
	((*********))	Return Information Display	• Return information for a specific tax year. • Paragraph codes if a RIN was mailed. • Payment processed with the return (remit).
	((*************))	Accepted Values Display	• Monetary items keyed from the return (historical information). • Shows the changes FTB made to the return during processing.

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26.3.4 TI Quick Reference - "Refunds" File

File	CID	Display/ Screen Name	Description
REFUNDS	((**))	Refunds Scheduled Display	• Lists all refunds issued or scheduled for a specific taxpayer within the last 4 years. • Shows current process year first. You must then hit ENTER to get a complete list of all refunds.

	((******))	Refund Information Display	• Detailed information for a specific refund. • Name & address that was on the refund. • Trace information.

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26.3.5 TI Quick Reference - "Agency Offsets" File

File	CID	Display/ Screen Name	Description
AGENCY OFFSETS	((**))	Agency Offset Information Display	• Shows agency offset information for a specific taxpayer, such as liens for other federal, state or local taxes or child support payments.

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26.3.6 TI Quick Reference - "Payments" File

File	CID	Display/ Screen Name	Description
PAYMENTS	((**))	Payments Received Display	• Lists all payments sent in for a specific taxpayer. • Shows one process year at a time. • Lists payments that are applied or in suspense
	((******))	Payment Information Display	• Information for a specific payment. • Lists the TP ID's & tax years the payment was applied to.

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26.3.7 TI Quick Reference - "Suspense Credits" File

File	CID	Display/ Screen Name	Description
SUSPENSE CREDITS	((**))	Taxpayer Suspense Credits Display	• Lists all payment/credits that are in suspense.

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26.3.8 TI Quick Reference - "Proposed Assessments" File

File	CID	Display/ Screen Name	Description
PROPOSED ASSESSMENTS	((**))	Proposed Assessments Issued Display	• Lists proposed assessments issued for a specific taxpayer. • Source of audit. • Current status of proposed assessment (pending, final, protest, etc.) • Shows if more than one proposed assessment was issued on the same tax year.
	((*********))	Proposed Assessment Information Display	• Information for a specified proposed assessment. • Shows status of proposed assessment (pending, final, or protest) & what action was taken (revised, appealed, etc.) • Original notice amount and date. • Legal effective date. • Protest and appeal information.

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26.3.9 TI Quick Reference - "Transactions" File

File	CID	Display/ Screen Name	Description
TRANSACTIONS	((***))	Entity Change Screen	• All changes to contact information must be done in the entity's Taxpayer Folder.

			Refer to MAP 29.3.3 Contact Information Changes.
	((***))	Comments Input Screen	• All comments must be created in the entity's Taxpayer Folder. For instructions on how to Create a Comment in TPF, refer to the Global Help for TPF.

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26.3.10 TI Quick Reference - "Cross-Reference" File

File	CID	Display/ Screen Name	Description
CROSS-REFERENCE	((**))	Name Cross-Reference Input Screen	• Search for a taxpayer by name. • Can be used to search for taxpayers, estates or trusts. • Provides access to Taxpayer Window, Return Window, or Payment Window for additional information on a specific taxpayer ((*****)).
	((**))	Address Cross-Reference Input Screen	• Search for a taxpayer by address. • Provides access to Taxpayer Window, Return Window, or Payment Window for additional information on a specific taxpayer ((*****)).

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26.4 PAWS

The PAWS system is used to input and release Notices of Proposed Assessment for Individual taxpayers. Information from the PAWS system is updated to TI after the Notices are released from PAWS.

Audit Business Support generally inputs the Notices. However, some audit units input their own Notices into PAWS.

The PAWS Reference Guide is available on the FTBNet.

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26.5 PIT REVIEW TI/MAINFRAME SCREENS

The following table contains references to the various files that are available on the Mainframe system regarding personal income taxpayer's accounts. It may be used as a reference for auditors working with PIT taxpayers.

Select the appropriate display for detailed review:

FILE	**ACRONYM**	**ACCESS**
1. NOTICE DISPLAY (mainframe)	((***))	((********))
2. CLAIMS FILE (mainframe)	((*****))	((********))
3. ACCOUNTS RECEIVABLE (mainframe)	((*********))	((***********))
4. COLLECTIONS FILE (mainframe)	((**))	((************))
5. TAXPAYER INFORMATION DISPLAY ((**)) CALENDAR YEAR DISPLAY ((**)) OTHER YEARS DISPLAY	((**))	((**))((*****))((*****))
6. RETURN INFORMATION DISPLAY ((**)) = ACCEPTER VALUES	((**))	((**))((**********))
7. TAX YEAR INFORMATION DISPLAY TAX YEAR CURRENT VALUES TAX YEAR HISTORY TAX YEAR MONETARY	((**))((**))((**))((**))	((************))((**********))((**********))((**********))
8. PROPOSED ASSESSMENT INFO.	((**))	((**))
9. SUSPENSE CREDITS DISPLAY	((**))	((*********))

10. PAYMENT INFORMATION DISPLAY	((**))	((**))
11. REFUND	((**))	((**))
12. INTEREST	((**))	((**))
13. PENALTIES	((**))	((**))
14. RETURN REQUEST	((***))	

Note: Files 1 – 4 will contain the historical information prior to TI conversion.

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