3 CHAPTER: PERFORM SEARCHES IN IRMS

3.1 Overview

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.



Note: The windows containing customer information are 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 customer 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 customer or SSN (Social Security Number) for an individual customer.

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.

Search By External ID Name Address Name and Address	FEIN:	
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Search Criteria By External ID Fields

The table below identifies the fields on the Customer Search window when External ID is selected in the Search By area.

Field	Field Type	Description
FEIN	Required for a business customer	The FEIN (Federal Employer Identification Number) of the business customer.
SSN	Required for an individual customer	The SSN (Social Security Number) of the individual customer.

Search for a Customer By External ID

To execute a Customer Search using the External ID, the following steps are performed:

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

Search Criteria		
Search By © External ID © Name © Address © Name and Address	FEIN:	SN:
		Clear Search Close

Step 2: Enter the business customer's FEIN OR

Enter the individual customer's SSN.

Note: You do not need to enter the dashes in the External ID number; IRMS automatically adds the dashes while you type.

Step 3: Click the **Search** button. IRMS performs the search and displays the matching Customer Profile window.

Perform Searches in IRMS Version 1.0

Individual Customer Profile Window

The illustration below is the individual Customer Profile window.

Customer		
Customer		
SSN:	222-22-2222 Entity Type: Individual	
Name:	JOHN DOE	
Street:	600 E. MAIN STREET	
City:	RICHMOND State: VA	•
Zip:	23238 Undeliver	able
	Last Address Update: 08/15/2004 16:4	1:23
		Close

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 customer resides.
City	System Generated	The city in which the customer resides.
State	System Generated	The state in which the customer resides.
Zip	System Generated	The zip code in which the customer 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 customer 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.

đ	Customer Profile - XYZ GORP	<u> </u>
Γ	File Customer Help	<u> </u>
[Customer	
	Customer	
	Type: Type:	
	Legal Business XYZ CORP	
	Primary NAICS:	
	Street: 600 E. MAIN STREET	
	City: FAIRFAX State: VA VA	
	Zip: 22033 Undeliverable	
	Last Address Update: 08/17/2005 08:19:35	
	Close	

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.
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 customer resides.
City	System Generated	The city in which the customer resides.
State	System Generated	The state in which the customer resides.
Zip	System Generated	The zip code in which the customer 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 customer was updated.

3.2.2 Customer Search by Name

The Name option in the Search By area performs a search based on the business customer's Legal Business Name or Trading As Name, or the individual's full 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				
ſ	Search By	Legal Business Name:			
	C External ID		or		
Ш	• Name	Trading As Name:			
Ш	C Address		or		
Ш	🔘 Name and	_	(Last Name)	(First Name)	(MI)
Ш	Address	Individual:			
li				Clea	r Search Close
1					

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

Search for a Customer By Name

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

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

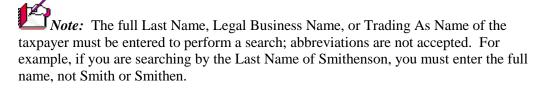
Search Criteria Search By © External ID © Name © Address © Name and Address	FEIN: Or SS	N:	
			Clear Search Close

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 customer's name.

Search Criteria				
Search By	Legal Business Name:			
C External ID		or		
🖲 Name	Trading As Name:			
C Address		or		
O Name and		(Last Name)	(First Name)	(MI)
Address	Individual:			
			Clear	r Search Close

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

Enter the individual customer's **Last Name** AND **First Name** (if known) AND **MI** (if known).



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. IRMS performs the search and displays one of the following three results:

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

Result	Action
	Microsoft Internet Explorer Image: Content of the second seco
2. One match found	IRMS displays the Customer Profile.
Name: Street: City:	222-22-2222 Entity Type: JOHN DOE 600 E. MAIN STREET 600 E. MAIN STREET RICHMOND State: VA 23238 Undeliverable Last Address Update: 08/15/2004 16:41:23 Close
3. Multiple matches found	The Customer List Window opens and displays all customers matching the search information you entered.
	Select the appropriate customer in the list and click OK to open the Customer Profile.

	lt Action					
icrosoft Internel	ustomer List - Microsoft Internet Explorer					
ile 'Customer 'Help '						
	Street					
SSN	City, State, ZIP Code	Locality				
111-22-3333	600 MAIN STREET FAIRFAX, VA 23226	FAIRFAX COUNTY -51059				
NE 222-33-4444	500 MAIN STREET FAIRFAX, VA 23226	FAIRFAX COUNTY - 51059				
333-44-5555	300 MAIN STREET FAIRFAX, VA 23226	FAIRFAX COUNTY - 51059				
	Customer ssn 111-22-3333 NE 222-33-4444	Customer ' Help ' Street SSN City, State, ZIP Code 600 MAIN STREET 111-22-3333 FAIRFAX, VA 23226 INE 500 MAIN STREET 222-33-4444 FAIRFAX, VA 23226 300 MAIN STREET				

3.2.3 Customer Search By Address

The Address option in the Search By area performs a search based on the customer'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.

Search Criteria		
Search By C External Name Address Name and Address	City: Zin Code:	 State: Virginia 💌 FIPS: 💽
		Clear Search Close

Search Criteria By Address Fields

Field	Field Type	Description
Street	Required	Street address on which the customer resides.
Street 2	Optional	Additional street, suite, or P.O. Box information.
City	Required	City in which the customer resides.
State	Required	State in which the customer resides.
Zip Code	Optional	Zip code in which the customer resides.
FIPS	Optional	Name and code of the locality in which the customer 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.

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

Search for a Customer By Address

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

- **Step 1:** From the IRMS desktop, select <u>**Tax Information: Customer Search**</u>. The Search Criteria window opens and displays the External ID search option by default.
- **Step 2:** Select the **Address** option in the Search By area. The fields on the Search Criteria window change to allow for the entry of the customer's address.

Search Criteria			
Search By C External ID Name Address Name and Address	Street: City: Zip Code: International	 State: Virginia FIPS:	•
		Clear	Search Close

Step 3: If conducting a search using an international address, select the International checkbox.

Step 4: 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 5: 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: The full Street address of the taxpayer must be entered to perform a search; abbreviations are not accepted. For example, if you are searching 123 Main Street, you must enter the full address, not 123 Main St.

Note: 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 6: Click Search. 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.			
	search information. Microsoft Internet Explorer No matching records were found. OK			
2. One match found	IRMS displays the Customer Profile.			

Result	Action	
Customer		
Customer		
SSN	: 222-22-2222 En	tity Type: Individual
Name	: JOHN DOE	
Street	: 600 E. MAIN STREET	
	1	
City	RICHMOND	▼ State: VA ▼
Zip	: 23238	Undeliverable
	Las	t Address Update: 08/15/2004 16:41:23
		Close
3. Multiple matches	The Customer List Window o	pens and displays all customers matching the
found	search information you entere	
	Customer Profile.	er in the list and click OK to open the
🏄 Customer List - Mid	rosoft Internet Explorer	
File	Customer Help .	
Customer List		
	Chan a b	
Customer FEIN	Street SSN City, State, ZIP Code	Locality
DOE, JOHN	600 MAIN STREET	
	111-22-3333 FAIRFAX, VA 23226	FAIRFAX COUNTY -51059
DOE, JOSEPHIN	E 500 MAIN STREET	
	222-33-4444 FAIRFAX, VA 23226	FAIRFAX COUNTY - 51059
DOE, JANE	300 MAIN STREET 333-44-5555 FAIRFAX, VA 23226	FAIRFAX COUNTY - 51059
		-1
T		
		OK Cancel

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 customer'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					
Search By C External ID Name	Legal Business Name:	a)r		
C Address © Name and Address	Individual: Street:	a (Last Name))r ,	(First Name)	(MI)
	City: Zip Code:		•	State: Virginia FIPS:	•
		International		Clear	Search Close

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 customer (when not entering a Trading As Name)	The Legal Business Name of the business customer.
Trading As Name	Required for business customer (when not entering a Legal Business Name)	The Trading As Name of the business customer.
Last Name	Required for individual customer	Last Name of the individual customer.
First Name	Optional	First Name of the individual customer.
MI	Optional	Middle Initial of the individual customer.
Street	Required	Street address on which the customer resides.
Street 2	Optional	Additional street, suite, or P.O. Box information.
City	Required	City in which the customer resides.

Field	Field Type	Description
State	Required	State in which the customer resides.
Zip Code	Optional	Zip code in which the customer resides.
FIPS	Optional	Name and code of the locality in which the customer 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 customer's name and address, the following steps are performed:

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

Search Criteria	Search Criteria			
Search By © External ID © Name © Address © Name and Address	FEIN:	or SSN:		
				Clear Search 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 customer's name and address.

Search Criteria					
Search By	Legal Business Name:				
C External ID		or			
C Name	Trading As Name:				
C Address		or			
Name and		(Last Name)	(First N	ame)	(MI)
Address	Individual:				
	Street:				
	Γ				
	City:		State:	Virginia	-
	Zip Code:			IPS:	-
			•		
		International			
				Clear	Search Close

- Step 3: Enter the business customer's Legal Business Name or Trading As Name OR
- **Step 4:** Enter the individual customer'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: The full Name and Street address of the taxpayer must be entered to perform a search; abbreviations are not accepted. For example, if you are searching for John Smithenson at 123 Main Street, you must enter the full name and address, not John Smithen at 123 Main St.

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. 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.
	Microsoft Internet Explorer X No matching records were found. OK
2. One match found	IRMS displays the Customer Profile.
Name: Street: City:	222-22-2222 Entity Type: JOHN DOE 600 E. MAIN STREET 600 E. MAIN STREET RICHMOND Image: State: VA 23238 Image: Undeliverable Last Address Update: 08/16/2004 16:41:23 Close
3. Multiple matches found	The Customer List Window opens and displays all customers matching the search information you entered.
	Select the appropriate customer in the list and click OK to open the Customer Profile.

🗳 Customer List -	Microsoft Interne	t Explorer	
File	• Customer	· Help ·	
Customer List			
Customer		Street	
FEIN	SSN	City, State, ZIP Code	Locality
DOE, JOH		600 MAIN STREET	
	111-22-3333	FAIRFAX, VA 23226	FAIRFAX COUNTY -51059
DOE, JOSEI		500 MAIN STREET	
	222-33-4444	Fairfax, VA 23226	FAIRFAX COUNTY - 51059
DOE, JANE	333-44-5555	300 MAIN STREET	FAIRFAX COUNTY - 51059
	353-44-0000	Fairfax, va 23226	
<u> </u>			