Duplicate Return Reject: Transcript Request Process

When your client receives this reject code:

Reject Information

Federal Rejects

State	Reject Code	Reject Description
FD	IND-452	Duplicate Condition: In an original return, the Primary SSN in the Return Header must not be the same as the TIN of a previously accepted electronic Individual return filed for the same tax period. *** Additional Information: xxx-xx- ***

Step 1: Make sure the reject gets added to Quickbase as shown below:

∨ Services

Year *	Service Type *	☐ Needs Thank You Outbound Text
2022 ✕ ▾	Rejected Return ✕ ▾	

Stage *	Status *	Reject Code*
In Production ✕ ▾	Pending ✕ ▾	IND-452 ⇕
		Select up to 20 choices

Step 2: Call the client and ask them if they have already filed a return for the tax year that got rejected.

Step 3: If they say yes, change both federal and state returns to **paper** in **TaxSlayer** and change the **2022 tax return service status** in **Quickbase** to "**No Service Needed**" and the **2022 rejected return service stage and status** to "**Final Outcome**" - "**Reject Complete**".

Step 4: If they say they did not already file, ask the client if they would like our Low Income Taxpayer Clinic to help get the reject resolved.

> If they say no to LITC assistance, have the client return to the site with their client envelope with all their documents to paper file. **Do not schedule them an appointment** as we don't want to double count them in Quickbase. Have the client return as a walk-in.

> If they say yes to LITC assistance, follow these steps:

> **Step 1**: Have the client return as a walk-in. **Do not schedule them an appointment.**

> **Step 2**: When the client returns to the office, complete this Google Form with your client's information. Complete it in its entirety. Don't skip any questions or put that you don't know any of the answers. This form can also be found linked on each of your Quickbase Homepages under "**Site Admin Reports**".

Site Admin Reports

Today's Appointments   Today's Cancelled Appts   Ready to E-File   Daily Report   Rejected Returns

LITC Client Application

Step 3: Log into Sharefile using your tax site login and find the "**VITA - LITC**" folder on the Shared Folders page. All information needs to be put into this folder and <u>nowhere</u> else. The LITC department does not have access to your tax site folder so **do not** put any client information that they need in there.

Step 4: In the "**VITA - LITC**" folder in Sharefile, click on the "**_Requested Transcripts**" folder and create a folder with your client's name (no folder template needed). Scan and upload the client's ID and social security card to the folder you created. If you don't have a snapscan scanner and don't know how to use your printer (HL-L2390DW) as a scanner, 1) let us know so we can teach you how to, and 2) send the client an upload link to their folder and have them take a photo of their ID and social security card and upload it.

Step 5: Upload a PDF of their rejected tax return and a screenshot / PDF print out of their reject code to the folder you created for the client.

Step 6: Wait for one of the LITC staff to upload your clients Form 8821, 7216 and analysis engagement letter to their folder in Sharefile. Once received, have the client sign all three documents with a **BLACK** pen. Scan and upload the signed copies to the clients Sharefile folder. Use your printer and make a copy of the signed documents. Give the copy to the client and keep the original signed documents in a safe secure place at your tax site. A program manager will collect these copies every so often to take to Northwest as LITC needs the originals.

Step 7: Once all copies have been uploaded, inform the client that it could take roughly 24-72 hours for transcripts to be received and we will have more information or instructions for them at that point.

Step 8: Return to the rejected return service in Quickbase, and add "**Transcripts Requested**" along with the reject code.

Step 9: After the reject has been resolved, return to the rejected return service in Quickbase and change the stage and status to "**Final Outcome**" - "**Reject Complete**"