

Site Basics

1. Signing in Clients.

Print the schedule, have the sign-in sheet and schedule ready.

Walk-ins

If you have an open appointment, you must take walk-ins. Take the client's with an appointment first, let the walk-ins know that they will have to wait until the next available appointment slot.

Take clients as soon as possible! If there is a staff member or volunteer that is ready, even before we typically start the day or during lunch, they must take the client.

2. Volunteers

Check to see if you have any volunteers. If so, have their set-up ready for them:

- i. Step-by-step
- ii. Have a name tag ready with the correct certification level (red- advanced) (blue-basic). If this is a new volunteer, please check their ID!
- iii. Sign them into Cervis. Document is on the Resource Page.
- iv. Have their laptop ready and signed in.
- v. They must get the first client.
- vi. Volunteers may need time between clients, make sure to ask them if they are ready for the next one

3. Staff

When you have new staff at your site, please go over how the site works with them

- a. How to sign clients in
- b. Who updates QB
- c. Method on keeping track of clients
- d. What logins and passwords to use
- e. Where to get supplies and equipment
- f. Be respectful

4. Envelopes

Make sure you have enough pre-addressed envelopes. If not, you may print some using mailing labels and print sets found in the [site manual](#) in [Tab13: Tax Site Documents](#) in the ["Mailing Labels" Folder](#)

5. Materials and Supplies

Ink toners and drums must be ordered, therefore you must tell a site supervisor when you are down to your last toner (not including the one you just put in the printer) and when you put the last drum into the printer.

Brother drums and toner are recycled so DO NOT THROW THEM AWAY, instead keep them. you will return the old ones when the new ones are delivered. SW and Oakland have delivery services, all other sites must drop off their used items at one of these sites. As a general rule, assume it will take up to 2 weeks for you to get supplies from the time you order them, so order supplies at least 2 weeks in advance of when you think you might run out.

Email the site supervisors a list of supplies you need.

6. Clients leaving documents at the tax site

Make sure to contact the client as soon as possible. We want to make sure they get their documents back. Please do not shred them. If you cannot get a hold of the clients, send a letter to the client letting them know we have their document at the site. Leave the

documents in a sealed manila envelope with the client's name on it. Make sure to keep the envelope in a secure location.

7. Equipment Issues

If you are having difficulty with laptops, scanners, printers or the internet, contact Kassi immediately. Some things do not have to be taken care of urgently, in this case send an email to Kassi and CC the VITA supervisors.

8. Site Hours

If clients need to return for whatever reason, let them know we can help them between 9 AM to 3 PM (Main Library from 10 AM to 4 PM). This means 2 staff members must be at the tax site during this time. Do not leave before. All other staff members should leave when they are done with their work. Make sure to let clients know what days we are at the sites.

9. Site Coordinator Update

Any tax law updates will be found in our weekly site coordinator updates. These must be reviewed with staff once they are uploaded. Anything new is uploaded into the Site Manual.

10. Supplemental Intake and worksheets

Only fill these out if it is necessary for the return. The goal is to have all the necessary information for the quality reviewer ready.

Taxslayer

1. Notes

Header: Date

Body: notes, including initials

Example:

Create New Note

Title

Description

[Print PDF](#) [Export CSV](#) [Save](#)

Please include notes for the following situations:

1. Client is missing information. Leave a detailed note of everything the client is missing and if the return has been reviewed.
2. Client refuses to file.
3. Client was a reject- explain why the return was a reject.

4. Unique circumstances that will affect the return next year. This includes if the client claimed the AOC, they had unique income that does not carry forward, anything that will help the preparer next year.
5. Injured spouse form

2. Tags

- a. Paper Return- Mark if return is paper. Include a note as to why it is paper.
- b. Missing information- Avoid starting a return that is missing information. Too many returns with this can cause confusion when the client actually returns. When using this tag, please leave a detailed note on what the client is missing.
- c. Client doesn't want to file- When the client refuses to file. Return will be deactivated.
- d. No need to File- Client refused to file because there is no need to do so.
- e. [Delete this return](#)- For site supervisors to deactivate the return.
- f. Amended return- Returns that have been amended.
- g. Mail- mailed the client a return that needs to be signed.
- h. Needs Signatures-Used if return has been quality reviewed, just missing signatures. For married couples missing spouse signatures. Also if rejected return and amount due/refund changes. If the total income or AGI changes by more than \$50, or the Total tax, federal withholding, refund, or amount owed changes by more than \$14, the client MUST re-sign their tax return before resubmission. Any time we add or remove anything to a tax return, we should be giving the client a correct copy of their tax return. This can be through Ssharefile, mailed, or they can come back to the site to pick it up. See Pub [1345](#).
- i. Needs quality review- Return not reviewed yet. Do not use this for every return, only use this if the client is going to return to the site.
- j. LITC- If LITC client
- k. City Tax due- Client owes taxes to any taxable city. Helps us with grant reporting

3. Passwords

When you need to update the password, use the original password and advance one letter each time. For example, if the password was GenericPassword123, the updated password would be GenericPassword123a.

4. End of Day

Go to Client Search, enter today's date, and search returns both by Create Date and Modified Date so you do not miss any returns before e-filing.

Search By:

Last 4 SSN

Date From:  **Date To:**  **Date Type** Create Date

Show By Return Tag Any Tag **Show By Status:**

Password Access

- a. Access to DTE, PTA, ShareFile, CFR card, and site coordinator login are limited to site coordinators. The only login staff should use is for Quickbase and tax preparer TS logins.
- b. Do not do returns in site coordinator login to preparer taxes.
- c. Do not give any passwords to volunteers.
- d. Do NOT leave passwords laying around

Rejected Returns

When you first log in, you will see a Rejected Clients box for your Site. Use this to track Rejects, because it will also show cases that are only rejected by the State. Many rejects go through several steps before resolution. Keep track of them on a spreadsheet.

For Duplication rejects and all rejects that affect Federal only, retransmit the Michigan by itself as soon as possible. These include:

IND-181-01 No IPPIN

IND-180-01 Wrong IPPIN

IND-996 Wrong Dependent IPPIN

IND-183-01 No Spouse IPPIN

S2-F1040-147 First Time Homebuyer loan repayment

It takes 24-30 hours for the State to either accept or reject these. Once the State is accepted, the Office Client List will show this client as "Accepted". The Federal will still be "Rejected".

IPPIN-related Rejects

There are several ways to fix an IPPIN reject:

Mailing a paper copy of the Federal return is the simplest, but also takes the longest to yield the client his refund. Use this as a last resort.

If the client thinks she might have received an IRS letter, ask her to try to find it.

If the client really can't find the IPPIN, the best fix is to create an account at IRS.gov, or use an existing one. On the IRS.gov home page, enter "Identity Protection" into the search box in the upper right.

E-filing state returns

Please let a supervisor know if there is a return you would like to send only the state return.

Preparer-Error Rejects

These are from incorrect names or SSN's of primary taxpayers, spouses, or dependents; wrong employer or payer EIN's; wrong routing numbers. Call the client and review the information.

Needs Form 8862

Required if the EIC or CTC was reduced or disallowed in the prior year. Find Form 8862 in the Credits section, Claiming Certain Credits after Disallowance.

If the client has no dependents in the tax year in question, enter "365" for the number of days the client lived in the US during the tax year, and "no" to the Qualifying Child question—assuming these are both true. Save and exit, retransmit.

If there are dependents, answer all the questions for each child. Call the client to verify the answers. If each child lived with the taxpayer for more than half the year, and you didn't check any boxes, you're done. Save and exit, retransmit.

Needs Form 8962, from Form 1095-A data

Three causes of this reject:

1. Client has a 1095-A and doesn't bring it.
2. Client has a 1095-A and brings it. The intake question, "...have health coverage through the Marketplace...", just doesn't register.
(Don't just say Marketplace. Say Obamacare. Say Affordable Care Act. Say "Do you have a Form 1095-A?").
3. Client did not have ACA coverage, and the reject is bogus.

For the first two, have the client bring the 1095-A. Often the Federal refund or amount due will change by enough to require a new 8879. For the IRS mistake, just check one of the boxes in the Health Insurance section, saying that no one on the return had ACA coverage. Save, exit, Retransmit.

Duplication Reject

Ask the client if they have already filed in some way. It's worth it to probe a bit, because EIP pre-file, or playing around with TurboTax, or seeing a less-than-scrupulous preparer, can result in a filing that our client may not be aware of.

If they did not file, change the return into paper in TaxSlayer and QuickBase with a detailed note and that will keep TaxSlayer updated on rejects. Submit a transcript request form and talk to Chelsea or Fran so they can guide you on the next steps. Make sure to fill out the client information in the Duplicate Rejections spreadsheet.

Unable to Reach Client

1. If they don't answer, leave a message, including your name and extension. Explain that their \]
2. [return is rejected and it will not be filed until they call you back. Mail the client a letter to let them know that we tried to reach them by phone but no answer after attempting to reach them 2 times. See below for a sample letter. Make sure to check your "Go To Connect" or your office voicemail daily for messages and call the client back ASAP.
3. Turn the return into paper in both Taxslayer and Quickbase with a detailed explanation of what you have done. The note should include the reason it was rejected and if the client picked up the return or not. Make sure when the client picks up the return to add another note.

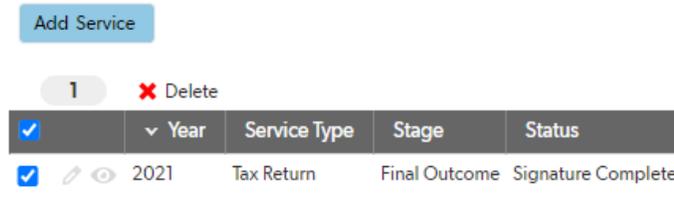
Maintaining Taxslayer up-to-date

- a. Filter by Status > In Progress > All returns in this status must have a note as to why they are here. Make sure to add the needed tags. If a client returns that was originally in progress, the site coordinator must be made aware of this. We do not want any clients to be missed. If there is time, call clients that are missing information. We can reschedule them or deactivate their return.
 - i. If a return needs to be deactivated, add them to [this spreadsheet](#) with the reason they are being deactivated.
- b. Paper returns- Make sure to include a note as to why this return is paper filed and a tag.

QuickBase

- a. Updating QB throughout the day, not at the end of the day. Tax preparers can update QB if you feel comfortable doing so.
- b. When updating a client's status on QB, make sure all services are listed under their appointment.
- c. Delete duplicate Services for the same day, for example a client has 2 2020 services.

Services



✓	▼ Year	Service Type	Stage	Status
✓	2021	Tax Return	Final Outcome	Signature Complete

- d. Client returns with missing information, but makes another appointment.
Leave the original appointment in the system as missing information, and the new appointment will be their updated status.
- e. QB statuses
 - i. Missing information- drop down menu someday, for now use quick notes:
 1. W-2
 2. SSC
 3. 1099-R
 4. 1099-G
 5. SSA-1099
 6. Self-Employment
 - ii. Rescheduled- Avoid using this
 - iii. Refused- Client did not want to file a return.
 - iv. OOS explanation- one sentence explanation.

Staff Issues

Contact a VITA supervisor through EMAIL, not text, if you are having issues with staff:

1. Tardiness, no show
2. Work performance does not meet agency expectations
3. Staff does not follow rules

Sharefile

Use sharefile whenever you are sharing client's personal information:

1. Documents to LITC
2. A copy of client's documents
3. Emailing clients

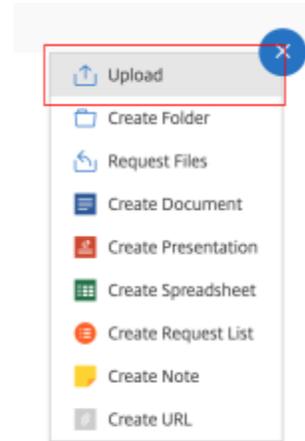
To begin, select the Folder you need. There are site specific folders that should be used to request client's documents or email client documents. To share documents with LITC use the VITA- LITC folder.

Sharing Documents

To share a file with someone, use the + button on the right corner, create a new folder with the title of the client's full name and last four digits of their Social security number.

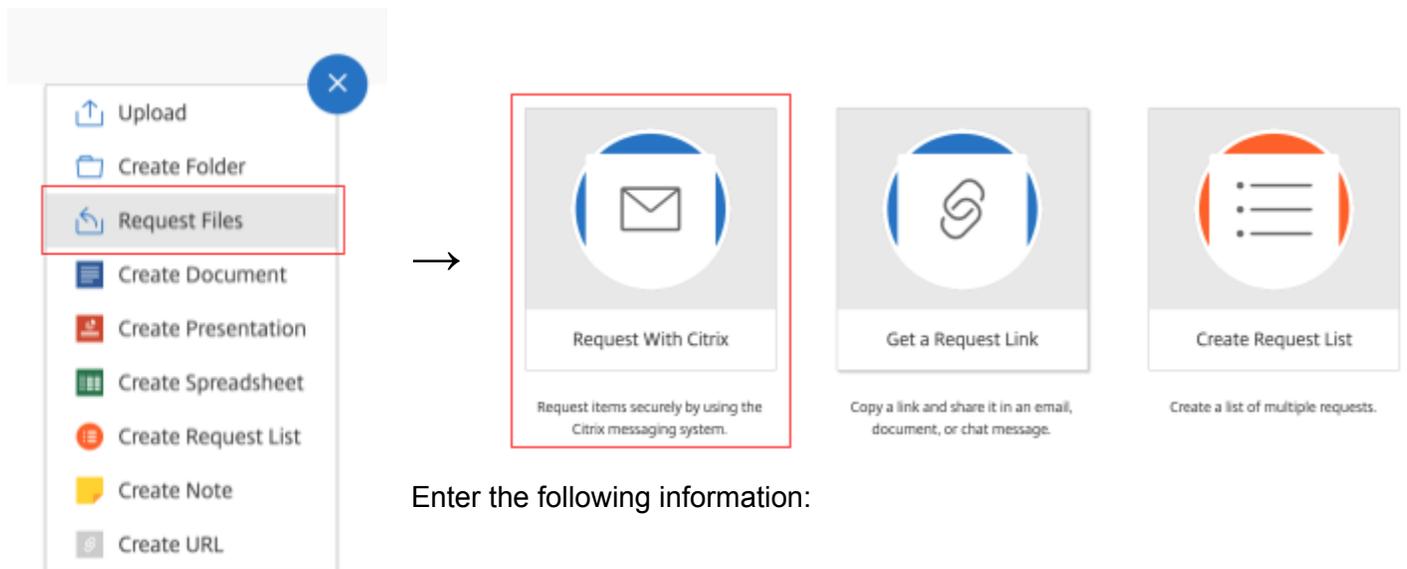


Upload the documents to this folder. Select the documents you want to send > Share > Email with Citrix. Make sure you are using the correct email address. If this is your first time sending something to this email, send a test email first to make sure it's been received



Obtaining (Request) Documents

While inside the "Tax Documents" folder, click the blue plus sign on the top right corner. Select "Request Files" from the menu. When the three choices listed below appear, Select "Request with Citrix."



Enter the following information:

Recipients:

Enter Taxpayers verified email address →

Subject line: "Tax Documents" →

Message:

Use the generated email script that AAS provides.

Request With Citrix

Recipients: * Required

Select...

Subject:

Message:

Character limit: 3999

[Edit Message Options](#)

Send Cancel

Click "Send" →

Requesting Transcripts for Clients

1. Create a folder in Sharefile in "_ Requested Transcripts" with the clients name
2. Upload the clients Social Security Card and Photo ID (If MFJ upload taxpayer AND spouse ID and SSC) to the folder.
3. Complete the [Transcript Request Form](#).
 - a. Make sure the form states exactly why the transcripts need to be pulled
4. Let Chelsea know you need the transcript and have done steps 1-3
5. Print the Form 8821 that Chelsea uploads to their folder
6. Have the client sign the 8821
7. Make a copy of the 8821
 - a. The client gets the copy
 - b. The **ORIGINAL** goes in a folder at your site specifically for these forms
8. Scan and upload the 8821 into the folder you created in step 1
9. Wait until you receive the transcripts from LITC and then schedule your client an appointment to return for tax preparation

Note: If a client comes in with an IRS letter stating they owe money or another action needs to be taken for their return to process, do not complete the Transcript Request Form and complete the [LITC Client Application Form](#) instead. Upload any letters, relevant tax documents and signed tax returns to the folder you created in Sharefile. Inform Chelsea and wait for further instructions as additional forms may need to be signed. Make sure originals are kept of any form or letter sent for signature.

End of Day Procedures

1. Review Taxslayer

- a. Go to “client search”
 - b. Put in today’s date for start and end
 - c. Look at “in progress” (complete, review, approved, etc.)
 - d. Clients should either be efiled or paper. If they are “in progress” (or one of the other statuses) there should be a note and tag on the return
 - e. Repeat this process for date type: “modified” to make sure any clients who came back that day are in the appropriate status
2. Review Quickbase
 - a. Make sure everyone is in the correct status for the day.
 - b. You can use the daily report to help with this
 3. CERVIS
 - a. If you had volunteers, make sure their hours were logged
 4. Email HR (and Site Supervisors) your Site Coordinator Checklist
 - a. Do inventory of COVID Supplies
 5. Make sure the Site is cleaned Up
 - a. Tables cleaned off
 - b. Laptops put away
 6. Do Inventory (does not need to be done every day but should be done regularly, maybe once a week)
 - a. Email Site Supervisors if you need supplies
 - b. Email Kassie and Site Supervisors if you need toner/drums
 7. Lock up the site (if applicable)

The custom questions and amounts need to be filled out completely

Amended Returns

TaxSlayer-Amended Tax Return – Form 1040X

- File after the original return has been processed by the IRS or State
- Make sure you have copy of Original Return Filed
- Make sure “**Original Federal Return Information**” is correct
 - Original maybe Auto Filled for returns previously E-filed at our tax sites
- Go to “**Explain Changes**” for Federal explanation of changes
- Federal amendment can be electronically filed
- Enter “**Amend State Return**” from original return
 - Click “**Amend State**”
 - Go to “**Amended Return**”
 - Select “**YES**” for AMD
 - Then “**Review and Complete Amended Schedule**”

- Fill in the Information from the Original 1040 State return
 - Go to “**Reasons for Amending**”
 - **ONLY** go to “**Dependent Chart**” if the number of dependents has changed from the Original Return
 - Go to “**Explanation of Changes**”
 - Note: Credit Only Returns- Don’t file MI 1040 or AMD check the Amended Return Box at the top of the MI-CR, MI-CR2, and MI-CR
 - State and City amendment should be paper filed
- Go to “**City of Detroit Return**” and select “**Heading Information**”
 - Answer “**YES**” for the question “**Would you like to amend your City of Detroit return?**”
 - Enter “**Refund or Amount paid**” if applicable
 - Enter “**Explanation of changes**”

How to Print Form 1040X and AMD Schedule (Michigan)

- “**Print Amended Return**” in the Amended Tax Return Section
 - Make sure client Signs **Form 1040X, Forms 1040, and MI 1040**
 - Make sure to attach documents that support the changes
 - Make sure the “**AMD Schedule**” for the State prints off

****Note:** If you are amending a return that was not done by AAS, enter the return in Taxslayer correctly then enter the incorrect information from the original copy in the Amended Tax Return Section under “Original federal return information”

Amending State Returns not done by AAS:

- Enter all the basic information and income information into TaxSlayer as a normal return.
 - If the HHC or HPTC were omitted in the original return, do not amend the return, just simply do 1040CR or MI-1040-CR7 and mail them out.
 - If amendment is for credits, a new MI 1040CR or MI-1040-CR7 should be completed with the Amended Return box on the top page 1 checked. Do not file a new MI-1040 or Schedule AMD. If applicable, include a copy of property tax statements or lease agreements, and a copy of your heat statement.