<u>Virtual TAP Quality Review Checklist</u>

Important Reminder:
DO NOT DOWNLOAD ANY OF THE CLIENT DOCUMENTS, OR MOVE THEM TO YOUR HOME COMPUTER.
Quality Reviewer must perform all steps on this Checklist for every return reviewed.

<u>Part I – Quality Review</u>

Step 1. Review the Client File

- ☐ Ensure that the return you are checking is in scope for the program and **within your certification level**
- ☐ Look at client file, Modified IRS Form 13614-C, and ensure that you review any notes made by the Case Reviewer and Tax Preparer

Step 2. Review the Federal Information Worksheet in ProSeries

- ☐ <u>*Part I*</u>: Use the client (and spouse) SS Cards/ITIN to confirm everyone on the return and verify that their names and contact information have been entered correctly. Check that phone number and e-mail have been entered, as this is how we will contact the client if there are issues with their return.
- ☐ <u>*Part II*</u>: Confirm that Filing Status is correct (see *Mini Manual: Filing Status*)
- ☐ <u>*Part III*</u>: Verify that dependency was properly determined for every dependent listed (i.e. that each person passes the 4 tests – age, relationship, residency, support) and that the correct information has been entered (SSNs/ITINs based on supporting documents, date of birth, and other details).
- ☐ <u>*Part IV*</u>: Double check the responses to all the EITC questions have been entered correctly
- ☐ <u>*Part V*</u>: Make sure the Site Code corresponds to **Virtual TAP: 28**
  Note: When a client's file is transferred from the previous year, the site code remains the same. If the client came to a different TAP site than they did the previous year, then the site code must be updated.
- ☐ <u>*Part VI*</u>: Confirm E-file is checked for Federal (and State if applicable) if filing 2017, 2018, or 2019
  - Identity Protection PIN: If taxpayer or spouse have an Identity Protection PIN, enter it here
  - Date PIN Entered: If client is e-filing, enter today's date
- ☐ <u>*Part VII:*</u> *N*o values should be filled in.
- ☐ <u>*Part VIII*</u>: Verify any Direct Deposit information
  - If the client is splitting their refund or purchasing a savings bond, confirm account and/or savings bond information on Form 8888.
- ☐ <u>*Part IX*</u>*:* No values should be filled in. Ladder Up does not offer Electronic Funds Withdrawal Options. For information on options to pay an amount owed, make a note about sending the client a "Paying Your Tax Bill" handout
- ☐ <u>*Part X*</u>: If the taxpayer and/or spouse have education expenses, ensure that the proper boxes are marked
- ☐ <u>*Part XI*</u>: No values should be filled in – All Virtual VITA clients are screened for full-year Illinois Residency as part of the intake process.
- ☐ <u>*Part XII*</u>: No values should be filled in.

Step 3. Review all client's tax documents

- ☐ Verify that all tax documents have been entered into ProSeries correctly.
- ☐ Verify that all documents entered into ProSeries correspond to the correct tax year and the correct taxpayer.

Step 4. Address any red errors on the Federal and Illinois returns

- ☐ Verify the correct state is filled in (if at a site with multiple states installed on some computers) and remove or correct Indiana and Wisconsin if they were added in error.
- ☐ If necessary, re-launch the Education Expense Optimizer

Step 5. Review Form 1040 in ProSeries to verify that:

- ☐ All income is entered
- ☐ All appropriate credits have been calculated
- ☐ Refund or taxes owed is consistent with the taxpayer's situation

- ☐ Related to health insurance, check that the numbers on the bottom of the client's Form 1095-A match the bottom of their Form 8962 so that the Premium Tax credit is calculated properly

Step 6. Print a PDF of the Filing Copy by going to the top left-hand corner and clicking *File > Print*. Make sure that "Printer" is unchecked and "**File (PDF)"** is checked.

Step 7. Return to your Freshdesk tab, and "Add Note" that includes:

- ☐ QR Name
- ☐ QR Computer #
- ☐ ProSeries File Name

Step 8. Save and close out of the client's file in ProSeries by going to the top left-hand corner and clicking *File > Close Client*.

Step 9. EXECUTE SCENARIO "Invite to QR Call Appointment" in the client's Freshdesk ticket (or if the client has a Spanish tag on their client file, please use "**Invite to QR Call Appointment – SPANISH**" instead). This will push a notification to the E-file Team, and automatically send the client an invitation to schedule their QR Call appointment.

Part II – QR Caller - Phone Appointment and Review Draft of Return with Client

Step 9. Log into Zoho and review the client file and draft of the tax return prior to the call.
A password-encrypted copy of the 1040 PDF will already have been e-mailed to the client. A copy can be found in the shared Z:/Drive folder "**PDF Print"**

Step 10. Call the client using CoreNexa App downloaded on your phone or computer.

- ☐ Ask for client by name and confirm that this is still a good time.
- ☐ Introduce yourself with your first name, and indicate that you are calling from Ladder Up.
- ☐ Confirm that the client received an e-mailed copy of the draft tax return.

Step 11. Ask the client to open up their copy of the tax return using their assigned password
Remind the client: no dashes, all lower case. Password in the example below would be: 123456789chicago60601

- ☐ SSN or ITIN without dashes (Ex: 123-45-6789)
- ☐ City as shown on Primary Residence (Ex: Chicago)
- ☐ Five-digit Zip Code (Ex: 60601)

Step 12. Review the draft of Form 1040 with the client, line-by-line over the phone. Have the client verify that personal information is correct (names and SSN/ITIN for all people on the return, mailing address, any account numbers). Be sure to also explain the following:

- ☐ The client is responsible for the information on the return.
- ☐ How the return is being processed and next steps (once they confirm that the information is correct, Ladder Up will send the client pages to sign electronically so that we can file their return on the client's behalf)
- ☐ How much the refund is or how much money is owed.
- ☐ How the refund will be received – by direct deposit or paper check in the mail. (Note that Illinois will not issue checks < $5).
- ☐ If money is owed, make a note in Freshdesk to e-mail the client *Paying Your Tax Bill* handout.
- ☐ **If any errors or changes were made during the review process with the client,** open up the ProSeries file in the folder "Quality Reviewed" and make sure to make changes directly to the client's ProSeries File, save and close.

Step 13. In your Freshdesk tab, EXECUTE SCENARIO to let E-File Team know the call is complete.

- ☐ If no changes were made, execute scenario **"Ready for E-File Signature Pages"**
- ☐ If any errors or changes were made during the review process with the client, execute scenario **"Updated ProSeries File During QR Call"**