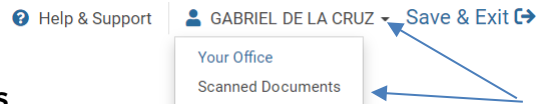


IN-PERSON EXIT INTERVIEW CHECKLIST


1. Log into TaxSlayer, confirm year reviewing, and click Review Returns.
2. Locate client's tax return and click Select.



3. Open and review client's scanned documents

- Check to see that the *Ladder Up Client Agreement* and *Form 14446* has been signed and dated.
- Verify that all tax documents are correct for year and taxpayer.

4. Review all section tabs within the Tax Return (Left Menu Bar):

- Basic Information: Confirm that **Filing Status** is correct (see *TAP Guide: Filing Status*)
- Basic Information: Confirm **Personal Information**, use the client (and spouse) SS Cards/ITIN and Form 13615-c to confirm all fields are correct.
 - o **Note** - If spouse information fields are not present, review Filing Status again.
- Basic information: Confirm **Dependents/Qualifying Person** by verifying 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).
- Basic Information: Confirm **IRS Identity Protection PIN**: If taxpayer or spouse have an Identity Protection PIN, enter it here. (IP PINS change every year.)
- Basic Information: Confirm **Recovery Rebate Credit** questions.
- Federal Section: Review each section **Income, Deductions, Other Taxes, Payments & Estimates, and Miscellaneous Forms** for accuracy
 - o **Note** - In the **Deductions** section, **Credits Menu**; Double check the responses to the EIC Checklist questions. Education Credits, Child Care Credit and Mortgage Interest Credit are found here.
- Health Insurance: Review answer to question about Marketplace Insurance, if Yes, check answers on next page, then verify that the numbers in APTC section match the bottom of the client's Form 1095-A
- State Section: Click Edit icon  to enter State information. Review each section as needed.
 - o **Note** - If e-filing a state return, client will need to provide ONE of three items: Driver's License/State ID information, State AGI from prior year, or IL Signature PIN (see 2020-2021 Retrieving IL-PIN document for directions). If this information is not entered, the State e-file will reject.
- Summary/Print: This section will show a quick summary of the return and reason for EIC status, DO NOT print return yet. Click Continue.
- E-File: Return Type verify Federal Return Type; E-file or Paper Return with how client wants refund or payment, click Next.
 - o Only current tax year and two-year-prior returns can be e-filed. Amendments from 2019 and forward years can be e-filed.
- E-file: Tax Preparation and E-file Information, review email addresses, click Next.
 - o **Note** - Preparer Fee and Electronic Fee must be \$0.00 and Taxpayer, Spouse and ERO PINs are autogenerated.
- E-file: State Return(s), verify return type with refund or payment method, click Next.
- E-file: Taxpayer Bank Account Information Verify any Direct Deposit information.

IN-PERSON EXIT INTERVIEW CHECKLIST

- If the client is splitting their refund or purchasing a savings bond, confirm account and/or savings bond information.

E-file: **Third Party Designee Info**, this information must be blank, click Next.

E-file: **Questions**, ensure all questions from the **Supplemental Intake** and **Form 13614c** have been entered, click Next.

E-file: **State ID (Optional)**, optional area, verify if information entered, click Save.

- Click on any errors and correct and save.

5. Submission Page

Print return, select one copy – Federal and State.

6. Review the printed version of tax return with the client(s).

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: e-file vs. paper file.
- 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 any errors or changes were made, make sure to *shred the incorrect version* of the return and print a new filing copy and new signature pages before proceeding.

- **Note** – Print one copy for e-file returns, two copies for paper file returns.
- If E-filing, also select print Signature Documents.

Return/Transmit Status click approved if return is correct, then mark Is Complete.

Return Tag(s), update any additional returns tags, then click **Save and Exit Return**

7. Assemble the client's return.

For e-file clients:

- Have Taxpayer and Spouse sign both copies of **Form 8879** and **IL-8453**, Ladder Up and the client keep a signed copy of each e-file form.
- Fill out the tax records envelope and thank the client for using Ladder Up's services.

For paper file clients, assemble the mailing copy for the client:

- Staple a copy of all W-2 and 1099 forms that show withholdings to the middle of the first page of both the Federal and Illinois returns.
- Have the client (and spouse, if filing jointly) sign the returns to be mailed.
- Place the Federal and Illinois returns in separate envelopes and apply the correct mailing labels, which are available in the site binder.
- Fill out the tax records envelope and thank the client for using Ladder Up's services.

8. Final Steps: Store E-file Pages

- Store the signed E-file pages into the tax site's client box. Locate signed consent and staple together.

9. Fill out a feedback sheet, if necessary, provide to Site Manager at end of shift.