<u>GYR – VALET ASSISTER CHECKLIST</u>

<u>DO NOT send a client home to retrieve missing documentation before quickly screening their paperwork for scope.</u>

1. Gather and verify the client's tax documents, IDs, and SS Cards/ITINS for everyone on the return.
   - Please reference the Mini Manual for all expired ITINS.
   - If they are Self-Employed, please make sure to complete the "**Self-Employment Tax Document Checklist**" form.
2. Make client fill out the Supplemental intake sheet and sign Ladder Up's consent forms.
3. While the client is filling out the paperwork, you can begin the intake questionnaire on Ladder Up's unique link in Get Your Refund.
   a. Ask and answer all the questions based on the client's responses.
   b. When you reach the "**Do you have any time preferences for your interview phone call?**" – Type in the date and time slot they would like for their QR call.
   c. Saturday clients get booked for <u>Tuesday</u> and Wednsday clients get booked <u>Friday</u>.
      i. **Time slots**: 10am-1pm and 4pm-7pm.
   d. <u>**Skip**</u> the upload documents section (This is scanned later in the process).
4. Once you finish the intake questionnaire, a ticket is automatically created in the Hub.
5. Find and click on the client's ticket in the **All Clients** tab and go to **Documents** to review the 13614-C form.

If there are any changes that need to be made in the 13614-C form, you currently cannot update the form directly in the Hub. Instead, you will have to make changes manually, and upload the correct form. Follow the steps below:

- Open the Form 13614-C in the web browser and type in the boxes directly.
- When all changes have been made, right click on the page, and select "**Save As**" which will let you download the Form 13614-C with changes.
- Go back into the Hub, upload the new Form 13614-C by clicking "**Select Files**" in the documents tab within the client's ticket.
- Rename the old forms by adding **OLD** in front of the document and archive the document so that it will not be referenced in the future.

6. Under the client's profile, navigate to the **Documents** tab to add the client's tax documents, IDs, and SS Cards/ITINs for everyone on the return.
7. To scan IDs and SS Cards/ITIN letters, follow the steps below:
   a. Scan ID and SS Card at same time in the lower part of the scanner, make multiple files for additional people on return.
   b. Click the XPSA icon in the app, click Scan. When scan is complete software will prompt for file name, enter clients name with ID at end. (ex. gwilliamsID)

   c. If client has ITIN letter(s), there is no need to copy or scan separately. You will scan it with the rest of the documents.

8. To scan the client's tax documents, follow the steps below:
   a. Insert all documents into scanner face down. (Scanner scans 2-sided)
      i. Separate any attached pages (Supplemental Intake)
   b. If scanner app is not open in lower right of screen, click the up arrow near the time, and click the OT logo.
   c. Click the DM6440 icon in the app, click Scan. When scan is complete software with prompt for file name, enter clients name. (ex. Gwilliams)
   d. Open client file scans, detail review for completeness and legibility.
9. Navigate back to the Hub. Select **Add document**. Fill out the sections below:
   a. <u>Display Name:</u> Name the document. (Ex: Tax Docs)
   b. <u>Document Type:</u> Select an option from the drop-down menu.
   c. <u>Tax Return:</u> Select what tax year its correspondence to.
   d. Select **Choose File** once you are ready to upload the documents. Documents you scanned are saved in the desktop of the laptop in the Client Scans folder.
   e. Click **Save**. Do not exit the client's ticket.
10. Inform the client they will receive a text message and/or email confirmation with their client ID to log into the client portal through Get Your Refund which they will need to receive their final tax return and sign the e-file pages after their QR call.
   a. Clients won't have a username and password for the client portal, but instead will authenticate into it by entering a verification code texted or emailed to them, then providing their SSN4, ITIN4, or their GetYourRefund client ID (ticket number).
11. Change the client's ticket status to "**Ready for prep**" under the <u>Tax prep</u> section from the drop-down menu on the top right corner of the Hub and click **Update** to change the status.
   a. If you need to change the client's ticket certification level, you will find it next to the tax year.
      i. BAS – Basic and click the green check mark.
      ii. ADV – Advanced and click the green check mark.
12. Click back to the **All Clients** tab on the Hub.