QUALITY REVIEW CHECKLIST

1. **TaxSlayer:**

- ❑ Log into TaxSlayer, then click **Select** on the **Client Search** line.
- ❑ Locate the client. **(Search by: Last Name or Last 4 SSN).**
- ❑ Click **Select** on the client to open the client's return.
- ❑ Review client documents.
  - o Check to see that the ***Ladder Up Client Agreement*** and ***Form 14446*** (Drop-off Sites only) has been signed and dated.
  - o Verify that all tax documents are correct for the tax year and taxpayer.
- ☐ *Basic Information*: Confirm that **Filing Status** is correct (see *Mini Manual: 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. Ensure all questions are appropriately answered.
  - o Note – If spouse information fields are not present, review Filing Status again.
- ☐ *Basic information*: **Dependents/Qualifying Person** verify that dependency was properly determined for every dependent 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. (Use current year PIN for all years)
- ❑ *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**, you will find the: Education Credits, Child Care Credit, and Mortgage Interest Credit.
- ❑ *Health Insurance:* Review answer to question about Marketplace Insurance, if Yes, check answers on next page, then verify that the numbers in APTC section to 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 **Retrieving IL-PIN** document for directions). If this information is not entered, the State e-file will reject.
- ☐ *Summary/Print:* **Tax Return Summary** – This section will show a quick summary of the return and reason for EIC status, **DO NOT** print return yet. Click **Continue.**
- ☐ Warnings on Tax Return: Fix any errors on the tax return, if necessary. Click **Continue.**
- ☐ *E-File*: **Return Details –** Verify Federal and State Return Type; E-file or Paper Return with how client wants refund or payment, click **Continue.**
  - o Only the current tax year and two-year-prior returns can be e-filed.
- ☐ *E-file*: **Fee Summary** –Verify all fees are set to $0. Click **Continue.**

QUALITY REVIEW CHECKLIST

- ☐ *E-file*: **Bank Account** – Verify Direct Deposit information.
  (Reference the Mini Manual for Bank Routing Numbers, if needed).
    - If the client is splitting their refund or purchasing a savings bond, confirm account and/or savings bond information. (Form 8888)
- ☐ *E-file:* **State ID License** – Verify the client's ID information here. This section is optional.
- ☐ *E-file:* **Taxpayer Consent** – Verify the **Accept** option is selected for both sections.
- ☐ *E-file:* **Custom Questions –** Verify all answers from the **Supplemental Intake** and **Form 13614c**, click **Continue**.
- ☐ *E-file:* **Custom Credits – Skip this section.** Click **Continue.**
- ☐ *E-file:* **Submission Page** – **Print** the client's return.
    - Click TAXPAYER COPY PRINT and select **Print Return**.
- ☐ **Review the return with the client, line-by-line. 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).
    - ☐ What to do if money is owed.
    - ☐ How to check their tax return's status on the IRS Website (*Where's my Refund*).

2. **Print** SIGNATURE DOCUMENTS or copy E-file signature pages from already printed return.
    - ☐ Client (and Spouse) must sign both copies of **IRS Form 8879** and **IL Form 8453**.
    - ☐ Ladder Up MUST keep one original signature copy of both forms.
3. **Update Return Status Tag(s) on TaxSlayer:**
    - ☐ If the client return must be paper filed, update the tag to "**Paper File Needed**".
4. **Update Transmit Return** Status to **Mark tax return as complete.**
    - ☐ Update **Review Status** to **Approved.**
    - ☐ **Save and Exit Return**.
5. **Final Steps:**
    - ☐ Complete necessary fields on the Tax Record envelope and return all taxpayer documents and copies to envelope.
    - ☐ Complete "Tax Years Completed" line on top of Ladder Up Client Agreement.
    - ☐ Gather signed Ladder Up Client Agreements and signed E-File Signature Pages, Staple the paperwork together and place in designated area selected by the Site Manager.