Drop-Off

What is Drop-Off?
The CTC Drop-Off Program is a tax preparation service that allows clients to drop off their tax documents and return at a later date to review and sign the prepared return at any of our sites. CTC staffs Drop-Off with managers and volunteers, similar to the other tax preparation sites.

Which Clients are Eligible for Drop-Off?

- Clients who are eligible for regular CTC services who don't want to (or can't) wait at a site to have their return prepared.
- Clients with advanced returns that are within CTC scope when there are no advanced preparers available in the site to prepare the return.
- Clients with returns requiring other specialized certifications, such as HSA or military, and no tax preparers with that certification are available at the site.
- Clients with returns for tax years 2010 through 2013.
- Clients with state tax returns. (This is new. We would prefer to prepare both the federal and state returns for a client. Exceptions to this would be (1) if the federal return is substantially completed at the site before realizing the need for a state return and the client wants it e-filed quickly; or (2) the client simply wants the federal return immediately and prefers to allow Drop-Off to prepare the state return at a later date. If Drop-Off prepares both the federal and state returns, both will be E-filed (unless otherwise directed by the return). Otherwise, the state return will be prepared as a paper return.

How Do We Let Clients Know About Drop-Off?

- If you have a room full of people waiting, tell them about Drop-Off!
- Greeters and Navigators will inform clients of the Drop-Off option when they arrive.
- There will be signage at each site.
- If your site is busy, you can switch between normal intakes and Drop-Off intakes. Remember that the whole reason we have Drop-Off is to lessen the amount of time a client is waiting at a site.

When Will We Begin Preparing Drop-Off Returns?

- Returns can be sent to Drop-Off beginning the first day of tax preparation at each site.
- Returns requiring any of the following levels of certification may be sent to Drop-Off beginning on the first day of the tax season:
  - Basic
  - Advanced
  - HSA
  - Military
  - State Returns
- Drop-Off stops accepting returns a week before the end of the tax season.

How Long Does It Take Drop-Off to Prepare a Return?
Generally, within three to five business days. However, if we have questions or need additional documents from the client, the timing will depend on their response. During peak periods, we often need the entire five-day period; otherwise, the turnaround is typically quicker.

How Many Returns Does Drop-Off Prepare?
About a thousand returns. We try to increase Drop-Off production each year. Currently, it runs at about 5% of total CTC tax returns. Remember that the greater the number of difficult returns that are sent to Drop-Off, the more of the remaining returns that can be prepared on site and the quicker the flow of clients through the site.

How Does the Drop-Off Process Work?
At the Tax Sites:

- Promote Drop-Off program as a convenient alternative for clients.
- Identify interested clients.
- Intake
    - Intake must be done by someone who is at least Basic Certified. In most cases, this means Intake staff or tax preparers.
    - Use the set of Drop-Off Intake Sheets that have been cut to allow scanning (see below).
    - Fully complete Intake/Interview Sheet, paying special attention to the sections for dependents and for health insurance.
    - Identify all tax documents, including account summaries for college students.
    - Feel free to make any notes on the Intake Sheet that may be helpful.
    - Ask client to complete the Drop-Off consent form and include it with tax information.
    - Do not prepare a brown processing envelope—Drop-Off will do that. However, do provide client with a white client envelope.

- **Scanning the Return**
    - This is a new process for Drop-Off returns.
    - Scanning should be done at the completion of the Intake process.
    - Use the cover sheet so that the scanned document can be identified as a Drop-Off return from your site.
    - Include all materials in a SINGLE scan, including Social Security cards, photo IDs, Intake Sheet, tax documents, student account summaries, receipts, etc. (If SS cards are fragile, feel free to copy them first and scan the copies, but remember to write the numbers below the image of the card. Copied SS cards can be difficult to read.)

- **After the Scan**
    - Scans will be saved to a file on a designated computer at each site.
    - The Manager (or the Manager's designee) will periodically transfer the scanned files to the Google Drive folder. Transfers must be made at least once per day.
    - Instructions for scanning will be posted at each site.
    - There is no need to name the files at this point. Drop-Off staff will name the files.

- **Drop-Off Return Preparation**
    - Drop-Off volunteers and staff will:
        - Prepare the brown processing envelope.
        - Identify certification level needed.
        - Prepare and quality review the return.
        - Call client with questions.
        - Call to inform client that the return is complete.
    - All Drop-Off returns will be prepared under the Drop-Off site on Taxslayer.

- **Completed Returns**
  - Client will return to your site to pick up the completed return.
  - Open the return under the Drop-Off site on Taxslayer.
  - Read Notes to see any special instructions, such as to add bank information for direct deposit or to print state return as well as the federal return.
  - Add a Note confirming client pickup.
  - For E-filed returns, scan the signed 8879 and transfer to Google Drive.
  - For Paper returns, print two copies, make sure return is signed and provide mailing envelope.
  - A couple of notes on State returns:
    - Taxslayer will insert a “State Return” section just above the “Questions” section in the E-File section. If you see it, remember to print the state return. (Use One Copy Federal and State print set and select the pages you need.) For Paper returns, print two copies of the federal return and two copies of the state return. We will try to identify the mailing address and will send that to you in the Taxslayer Notes section or by email.
    - If the federal return was prepared and E-filed at the site, the state return must be a paper return. Open the return under your site—we added the state return to your federal return. Print two copies and give client the mailing address we provide you.

- **Miscellaneous**
  - Clients will return to your sites with additional documents in response to questions from Drop-Off. When they do, just scan the documents using a cover sheet. When this happens, remember to add a Note to their Taxslayer return to note the date they brought the information and anything else they might have provided verbally.