

# Down Time?

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The tax sites may have a lull at various points in the season. If you find yourself with some down time, here are some suggestions of how to make the most of this time and help out:

**Certify UP.** The Health Savings Account certification takes an hour or so to both review the materials and take the test. You can also try military. Both of these trainings/tests are available through [Link & Learn](#).

**Help tidy up your site.** The sites can always use sprucing up and disinfecting. Neaten up the piles of chaos and the workstations, wipe down the common areas, check the break rooms or restrooms.

**Check the supplies.** Make sure the green bags are stocked. See if we have enough envelopes, pens, staplers, and all the other necessities. Let the manager know if we need any supplies.

**Help the manager.** Review envelope contents, alphabetize, file, or match up documents. Just ask the manager on duty what needs doing.

**Offer the intake person a break.** That can be the most thankless of tasks and she or he may appreciate a few minutes of fresh air.

**Backwards QR.** Go over the returns you've prepared that day for anything that seems awry. Triple check i.d.'s, numbers, signatures, problematic names, dates, spellings, income, child tax credit, EIC, and anything else you can think of.

**Learn from the rejects.** Ask your manager for information about your site's rejected returns. Learn why they were rejected and how it could have been avoided.

**Go back to your resources.** Now that you've been doing taxes a while, things that you read in the beginning of the season will make a lot more sense. Look over your manuals to reinforce what you know and spruce up on what you don't know. Don't forget about the ["Volunteer Training" tab](#) on the Tax Season Resource page – there are a variety of resources there, including topics such as W-7/ITIN training, QR training, Client Liaison training, education credit practice problems and scenarios, etc.