

## How to Client-Review and Close Drop-Off Returns

Drop-Off clients will be notified that their tax return is complete. They will return to Prosper North, Prosper South or to their original Intake site. In most cases, a Site Manager, Tax Specialist or Drop-Off staff member will complete the client review and “close” the tax return in the Hub and in TaxSlayer.

**Note:** Some Drop-Off returns with specialized characteristics (such as those requiring **Military** or **International** certification), the client review will be performed by telephone and the client will return to the tax sites only to sign for their return or pick up Paper copies. See below for more information.

### Prepare to Review the Tax Return

1. Confirm the identity of the taxpayer. Ask to see a photo ID for the primary taxpayer (and spouse if applicable).
2. Ask if the taxpayer brought the Client Envelope they received during Intake. If not, you will need to prepare a new one.
3. Locate the client’s ticket in the Hub.
4. Confirm that the status of the Hub ticket is **Quality review: Signature requested** and that the ticket is assigned to **Waiting**.
5. Note whether the return includes a state income tax return or any other special circumstances, as indicated by the ticket label modifiers.

**Note:** In addition to other [modifiers](#), note especially these Drop-Off ticket modifiers:

<b>+SIG ONLY</b>	(Signature Only) For Drop-Off tickets when a client review has been completed over the phone and only the client signature is needed on Form 8879 and any state e-file authorizations for e-file tax returns.
<b>+NOTES</b>	For Drop-Off tickets and others when there are especially critical notes to read before preparation, quality review, or client review.

**Use caution!** Remember that the client can see the content of your screen (including notes and comments as well as tax return information) on the monitor that faces them.

6. Click to open the Hub ticket.

7. Click on the **Notes** tab and read through any notes. Look for specific instructions about the client review, outstanding issues or questions, and whether bank information must be added to the tax return in TaxSlayer.

**Note:** Please read slowly and carefully!

8. In TaxSlayer, navigate to the client's return.
9. From the **Client Status** screen, verify that the return status is **Complete** and review any Notes.

## **Review the Tax Return with the Taxpayer**

1. Be sure that you have confirmed the identity of the taxpayer.
2. Review the return with the taxpayer(s).
  - a. Review all of the basic information on the return (e.g., primary, secondary, dependents, filing status).
  - b. Review income, taxes, and credits.
  - c. Review the final outcome: tax due, refund owed and discuss the timeline for e-filing/ mailing and IRS processing
  - d. For state returns, take note of whether the state tax return may be e-filed or must be a Paper return that is mailed to the IRS.
  - e. Answer any questions.

## **Finalize the Return: E-FILE Returns**

1. Print the federal tax return using "**FC EFILE PRINT SET.**"
2. If there is a state return, print the return using the **ONE COPY - STATE ONLY** print set.

**Note:** Alternately, the **State** section of the return in TaxSlayer has a print icon that offers the same print set.

3. **Save** and **Exit** the return in TaxSlayer.
4. Advise the taxpayer that they are responsible for the information on the tax return(s).
5. Obtain client signatures on BOTH copies of **Form 8879 and any state tax return e-file authorizations.**

6. Prepare the Client Envelope by placing inside one copy of all printed federal and/or state tax returns, one copy of the signed **Form 8879** or other e-file authorizations, and any other client tax documents.
7. Give the Client Envelope to the client.
8. Explain the next steps in the process to the client: transmitting, notification of Acceptance or Rejection (and follow up), payment or refund timing, etc.
9. Prepare the Hub ticket for transmitting:
  - a. Upload the signed **Form 8879** and any state e-file authorization forms to the Hub ticket.
  - b. Change the status of the ticket to **Final steps: Ready to file** and assign the ticket to **“DO Manager”** Add a note in the ticket that the return was reviewed with the client (along with any other pertinent notes about steps taken or information confirmed) and which forms were signed and uploaded.
  - c. Store the signed **Form 8879** and any state e-file authorization forms in the **“Drop-Off”** file folder in the tax site file cabinet.

## **Finalize the Return: PAPER Returns**

### **Take Note!**

- If the return is Married Filing Separately (MFS), review [this document](#) to edit the return and prepare it for the client.
- If the return is for an ITIN applicant, review [this document](#) for instructions on preparing the return for the ITIN referral and appointment.

1. Print the federal tax return using **“FC PAPER PRINT SET.”** This will print two (2) sets of the tax return.
2. If there is a state return, print the return using the **ONE COPY - STATE ONLY** print set. Be sure to print two (2) copies of any state return - one to be mailed to the IRS and one for the taxpayer’s records.

**Note:** Alternately, the **State** section of the return in TaxSlayer has a print icon that offers the same print set.

3. **Save** and **Exit** the return in TaxSlayer.
4. Advise the taxpayer that they are responsible for the information on the tax return.
5. Prepare the printed federal tax return for mailing to the IRS:

- a. Instruct the taxpayer(s) to sign one copy of the printed return. (If MFJ, both parties must sign before mailing.)
  - b. Staple one copy of all **Form W-2s** (and any **Form 1099s** showing federal withholding) to the left-hand side of the first page of **Form 1040**. (For 2018 returns only, staple to the second page.)
  - c. Fold the tax return and place it within a pre-addressed envelope to the IRS. Be sure to select an envelope with the correct address if the taxpayer will include a payment for taxes due.
  - d. Remind the taxpayer to add postage before mailing.
6. Prepare any printed state tax returns for mailing:
- a. Instruct the taxpayer(s) to sign one copy of the printed return. (If MFJ, both parties must sign before mailing.)
  - b. Staple one copy of all **Form W-2s** (and any **Form 1099s** showing state withholding) to the left-hand side of the first page of the state return.
  - c. Fold the tax return and place it within an envelope. Check the ticket Notes or the state tax return itself for the correct mailing address.
  - d. Remind the taxpayer to add postage before mailing.
7. Prepare the Client Envelope: Place one copy of the final federal tax return and any state tax return(s) in the Client Envelope.
8. Give the Client Envelope to the client.
9. Explain the next steps in the process to the client: mailing the return, payment or refund timing, etc.
10. Close out the Hub ticket:
- a. Change the status of the ticket to **Final steps: Filed by mail** and assign the ticket to “**DO Manager.**”
  - b. Add a note in the ticket that the return was reviewed with the client (along with any other pertinent notes about steps taken or information confirmed) and which returns were released to the client.

## **Finalize the Return: Taxpayer Will Not File and the Tax Return Has Been Completed**

If the taxpayer decides not to proceed with a completely prepared and quality reviewed return, follow these steps.

1. In the Hub, change the status of the ticket to **Final steps: Filed by mail** and assign the ticket to **“DO Manager.”**
2. Make a note in the Hub ticket that the client decided not to file and give a brief explanation why.
3. Add a TaxSlayer note in the tax return that the client decided not to file and give a brief explanation why
4. Verify that the TaxSlayer return type is **Paper**.
5. Return all printed tax and identity documents to the client, if applicable.

### **Finalize the Return: Taxpayer Will Not File and the Tax Return Is In Progress**

In cases when the client decides not to file a federal or state tax return partially prepared by Drop-Off, follow these steps.

1. Change the status of the Hub ticket to **Final steps: Not filing** and assign the ticket to **“Complete.”**
2. Add a note in the Hub ticket that the return is in progress and the client chose not to proceed. Provide a brief explanation.
3. Add a TaxSlayer note in the tax return that the client decided not to proceed and give a brief explanation why
4. Verify that the TaxSlayer return type is **In Progress**.