

# DROP-OFF RETURNS IN THE HUB

To find available tickets for preparation, click on **ALL CLIENTS** and then navigate to **Tax Prep: Ready for Prep**.

Hub Status	Assigned To	Means
<b>Tax Prep: Ready for Prep</b>	<b>AVAILABLE</b>	Ready for volunteers to self-assign and work on!  <i>Is it the right return for you?? Check modifiers for certifications and other details.</i>
After preparation, move the ticket to <b>Quality Review: Ready for QR</b> and assign it to <b>WAITING</b> .		

To find available tickets for quality review, click on **ALL CLIENTS** and then navigate to **Quality Review: Ready for QR**.

Hub Status	Assigned To	Means
<b>Quality Review: Ready for QR</b>	<b>AVAILABLE</b>	Ready for volunteers to self-assign and work on!  <i>Is it the right QR for you?? Check modifiers for certifications and other details.</i>
After quality review, move the ticket to <b>Quality Review: Ready for Call</b> and assign it to <b>WAITING</b> .		