

The DABC Step-by-Step Quality Guide



STEP 1 Check the “Need QR” box for the EITC folder with the lowest number. Find the clients in the waiting area and bring them to your station.

STEP 2 Greet each client with a smile. Introduce yourself and ask them for the following documents.

- A government-issued ID: Driver’s license, Colorado ID card, Passport, etc
 - If the client has no photo ID, a site coordinator can make an exception only in special circumstances (eg, for the elderly)
- Social Security cards, including cards for dependents
 - Acceptable substitutes for a social security card include:
 - Documentation from the IRS or SS Administration
 - Social Security Benefits statement (SSA-1099)
 - Other documentation at a Site Coordinator’s discretion

STEP 3 Review the tax return for accuracy, making changes as needed. The supporting documents should be in the EITC folder. Let a Site Coordinator know about serious mistakes so that the volunteer who prepared the return can be coached. Check that the grayed areas of form 13614 are complete and initial Part VIII.

STEP 4 When the return is complete in TaxWise, run the Diagnostics tool. Review any errors and correct them. Then run diagnostics again.

STEP 5 When diagnostics says that there are no errors detected, the return is complete. If it is a paper return, jump to Step 11. If E-Filing, continue at Step 6.

Now is a great time to begin a dialogue about Asset Building, beginning with telling the taxpayer about their Federal and State refunds. If the taxpayer elects to purchase Savings Bonds, complete Form 8888. Then go back to Step 4.

STEP 6 Click the E-File box at the bottom of the Diagnostics window. This handles both Federal & Colorado if the client is E-Filing both. If it is a paper return, this option will not be available. Use the Print Return button at the top of the TaxWise window (not the Print button in the Diagnostics window). Print a full copy for the Taxpayer. This will include the Gen Use and Consent Use forms.

STEP 7 These extra two pages are for our records. Have the taxpayers sign the consent forms. Put them in the EITC folder on the right. Mark the Prep Use fields in TaxWise to indicate if the taxpayer gave consent or not. Create the E-Files again.

STEP 8 The full copy of the tax return is for the Taxpayer's records. Staple the Federal return together and staple the Colorado return separately. The taxpayer should not mail in these documents. Included are the Permissions to E-File (**8879 & DR-8453**). The taxpayers **do** have to sign the Permissions to E-File for the Federal and State return. Advise the client that by signing they acknowledge responsibility for the tax return. Once signed, put the complete returns in the Client Envelope for the taxpayer.

STEP 9 Keep one copy of any documents that show withholding in the EITC folder. For most W-2s we keep the copy marked "Submit with Federal Return." If the form is not perforated, use scissors. If there are no extra copies, make some. The client should retain one copy of each W-2 for their records – put them in the Client Envelope with the tax returns.

STEP 10 Complete the label on the EITC Folder by circling E for E-File. Make sure that the correct tax year is marked. Remind the client that all services are Free, then explain that if they wish to donate to the organization they can do so by mail or online. Put the folder in the "E-File" box.

Paper Returns:

STEP 11 Click **Print Return** at the top of the TaxWise window. Adjust the Copies to print **2** full copies. This will cause the printer to print 2 Federal copies and 2 State copies. Two are for the taxpayer's own records and two are for the taxpayer to mail in.

STEP 12 Staple the four tax returns separately. Put one copy of the Federal return and one copy of the State return in a Client Envelope.

STEP 13 Attach to the front of the remaining Federal return a copy of any taxpayer documents that show Withholding. Use the copy of the W-2 that says "For the Federal tax return." Have the taxpayers sign and date the 1040 page 2. Then put the complete return in an IRS envelope and instruct the client to address it and mail it with a stamp.

STEP 14 Attach to the front of the remaining State return a copy of any documents that show Withholding. Use the copy of the W-2 that says "For the State/Local tax return." Have the taxpayers sign and date the 104 page 3. Then put the complete return in a Colorado envelope and instruct the client to address it and mail it with a stamp.

STEP 15 Complete the label on the EITC Folder by circling P for Paper. Remind the client that all services are Free, then explain that if they wish to donate to the organization they can do so by mail or online. Put the folder in the "Paper" box.