

DABC Guide for Virtual (Valet) VITA



- We only prepare Current Year tax returns via Virtual VITA.
- We conduct a robust interview to avoid missing info.
- We ensure that the intake sheet is legible.
- We make copies of photo ID and Social Security Cards, along with copies of any other documents that the client does not trust us to hold.
- We have the client sign a Consent Form to allow us to transport the documents from the Intake Site to our Preparation Site.

Intake Steps:

STEP 1 When a Virtual Site begins operations it is common for there to be a large number of clients waiting. Explain to the clients that this is a Valet service. Many clients are expecting to do their tax returns on the spot and may be alarmed. Explain that clients will have to return to the Valet site to retrieve and sign a copy of the completed tax return (usually 1 week later). Some clients may choose not to participate.

STEP 2 Have the clients sign-in by the order they arrived. Have them indicate whether they are Dropping Off a new tax return or if they are Picking Up a finished tax return. Instruct the clients to complete the Intake Sheet, form 13614-C.

STEP 3 Interview the client on the Intake Sheet information. Correct entries for legibility and ensure that all fields are filled – **contact information (phone, email) is very important**. Complete the Gray areas for dependents and health care questions. Verify as you go that the client has the necessary documents.

STEP 4 Begin an EITC Folder for the client. Add the completed intake sheet and client documents (or copies), along with Consent Form 14446 completed by the client. If the client is missing any information, give the EITC Folder to the client – DABC does not hold onto incomplete client information. Complete the Label on the EITC Folder by adding the date, the Intake Site name, the client name, and the primary taxpayer SSN.

STEP 5 Instruct the client to return at the designated time (usually 1 week) – it is better if they come during the last half of the shift to avoid the initial rush. Transport the EITC Folder to the Preparation Site and put it in the appropriate Site Box.

Preparation Steps:

STEP 6 Remove the folder from the Site Box. Verify that the Label on the EITC Folder contains complete information so that it will be returned to the correct Site.

STEP 7 Prepare the tax return in TaxWise. Contact the client if necessary to obtain missing information. Once tax preparation is finished, mark the Prep box on the EITC label. Return the EITC Folder to the appropriate Site Box.

STEP 8 A different volunteer must Quality Review the tax return. Then run Diagnostics and Create the E-File. **Print the tax return, treating it as if the client was sitting in front of you:** put the Intake Sheet back into the EITC Folder, then staple the tax return and put it with the client's documents into a Client Envelope. Nest the full Client Envelope into the EITC Folder, and mark the QR box on the Label. Return the EITC Folder to the appropriate Site Box.

Drop-Off Steps:

STEP 9 Verify the identity of the client with Photo ID. You should have a complete tax return in the Client Envelope. Remove it from Client Envelope and Quality Review the tax return with the client so that they can verify their information. Explain the federal and state refund or balance due amounts and how those can be received or paid.

STEP 10 If corrections are required, mark those corrections with a permanent marker on the front of the EITC Folder, then attach a visible note to the EITC Folder (eg, a Post-It note that juts out of the top) marked "Corrections" – these corrections will be made at the preparation site. If the corrections would change the calculations of the tax return, instruct the client to return when a new copy of the tax return is ready.

STEP 11 Have the client sign the Federal and State E-File Signature pages within the tax return, instructing them of their responsibility for the information on the return. Put the signed tax return and supporting documents back into the Client Envelope. Mark the Signatures box on the Label.

STEP 12 Return the EITC folder to the preparation site. It will be empty except for the Intake Sheet and Form 14446. The Label will be completed with the drop-off date, Intake Site name, client Name, and all the boxes will be filled: Prep, QR, Signatures. The tax return is now ready to be E-Filed.

Common Pitfalls:

- The client has incomplete information (for example, they forgot Direct Deposit routing/account numbers). They can take their EITC Folder and return later.
- The client has 1099-Misc income (Self-Employment) but hasn't figured business expenses. They will need to figure expenses and mileage or visit our SuperSite.
- Low Income or Disabled clients may ask us for help preparing a Colorado PTC. We need a copy of photo ID, and need to know their total income for the year (including SSI), cost of rent or property taxes, and cost of heating the home.