U.S. CITIZEN REVIEW CHECKLIST

❑ **FIND YOUR CLIENT IN THE HUB**
- Change the status of the client to “Reviewing,” edit the message to your liking and send.
- Review the client notes tab and client documents

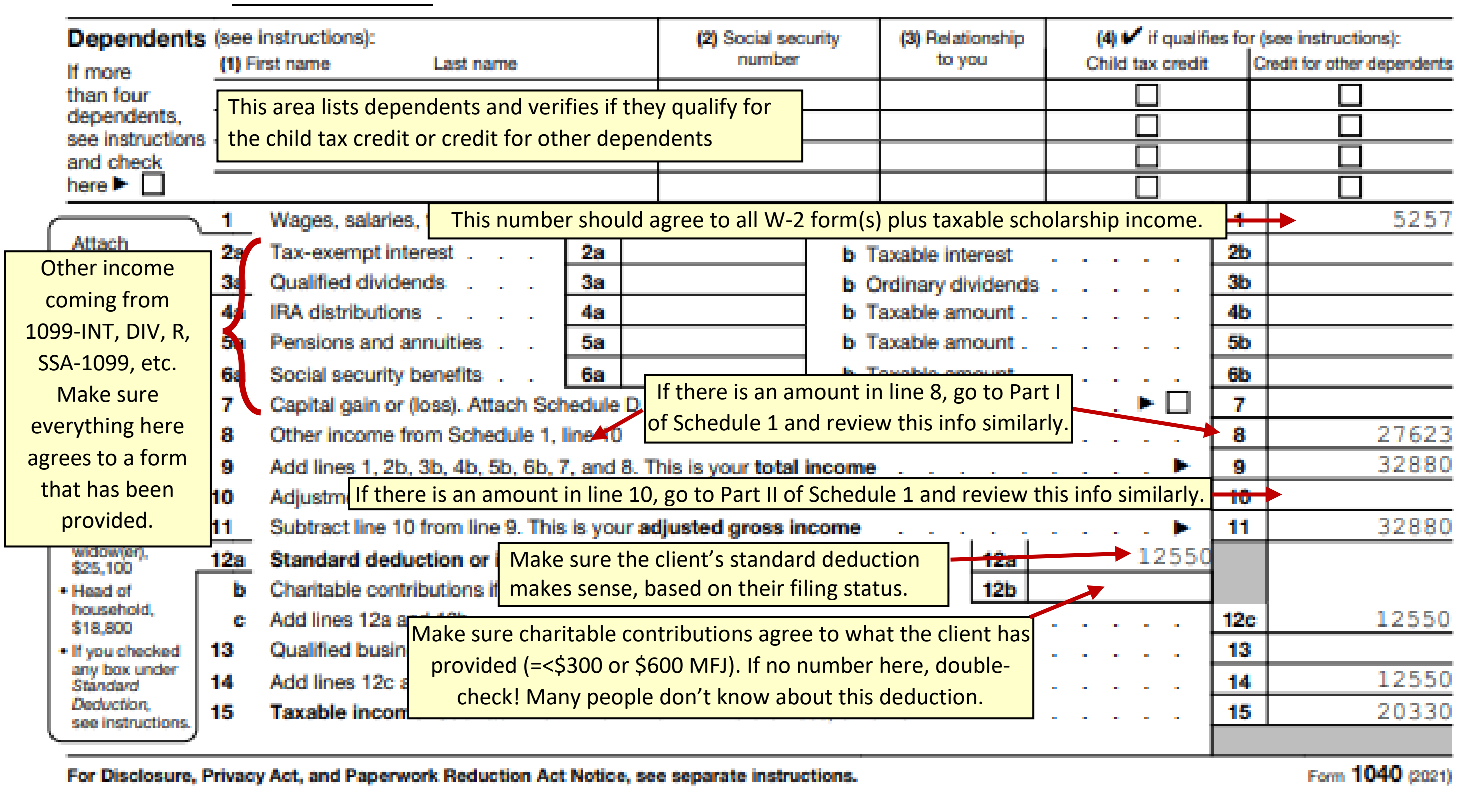
❑ **REVIEW THE CLIENT’S INFO AND FORMS TO GET AN IDEA OF WHAT YOU EXPECT TO SEE**
- Add up all sources of taxable income
- Add up total withholding on all documents
- Determine what deductions/credits/etc. the client is eligible for

❑ **OPEN QUALITY REVIEW PRINT SET**
- Go to client search and choose this print set using the print pull-down menu

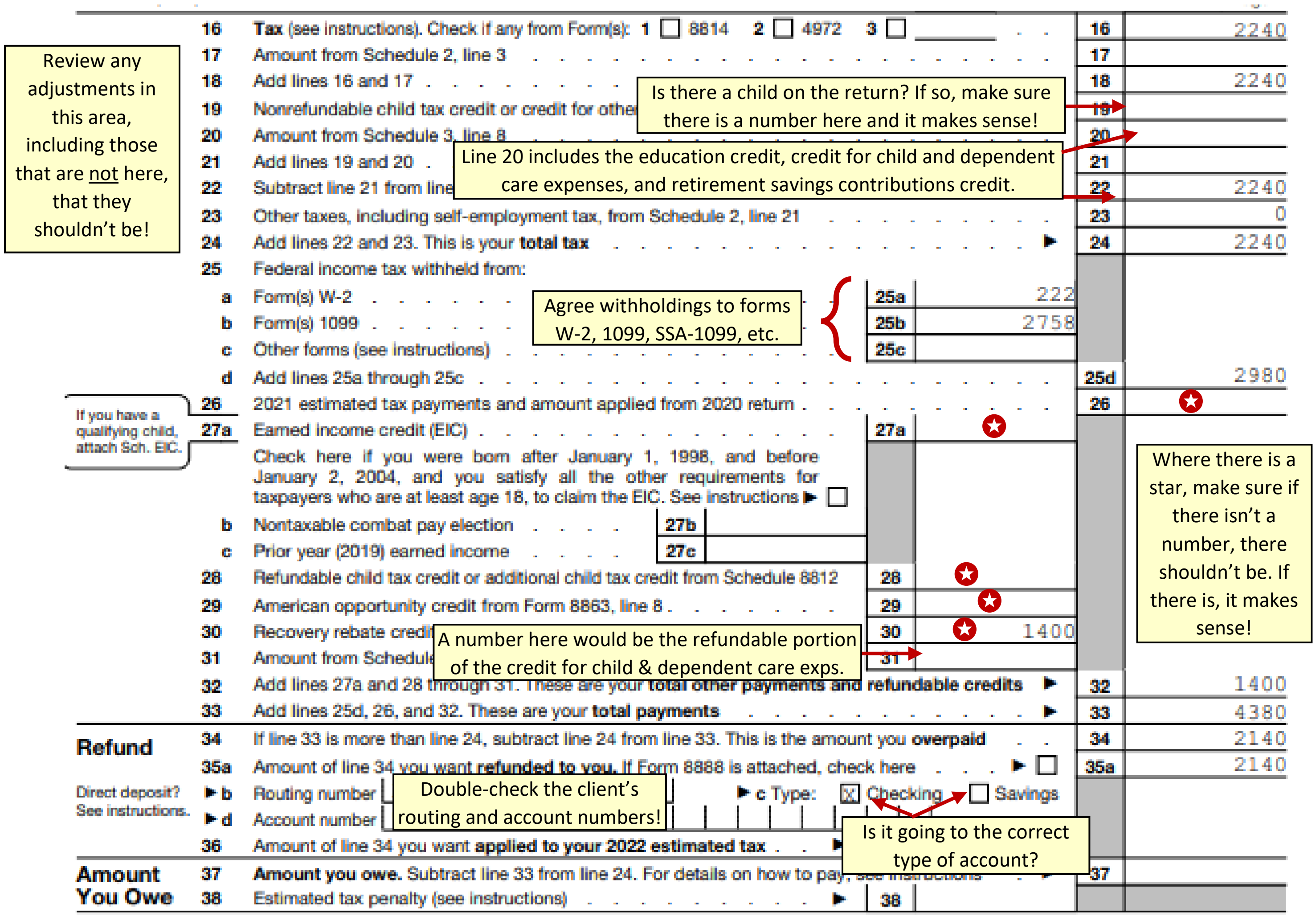
❑ **VERIFY THE CLIENT’S PERSONAL INFORMATION AT THE TOP OF THE FIRST PAGE:**
- Name (first, last in proper order), address, SSN, birthdate

❑ **COMPARE EVERY DETAIL OF THE W-2 TO THE MOCK-UP ON THE NEXT PAGE**
- And other forms presented here as applicable

❑ **REVIEW <u>EVERY DETAIL</u> OF THE CLIENT’S FORMS GOING THROUGH THE RETURN**



➢ **MAKE NOTE OF ERRORS YOU NEED TO FIX WHEN YOU GO INTO THE RETURN!**



16	Tax (see instructions). Check if any from Form(s): 1 ☐ 8814 2 ☐ 4972 3 ☐	16	2240
17	Amount from Schedule 2, line 3	17	
18	Add lines 16 and 17	18	2240
19	Nonrefundable child tax credit or credit for other dependents	19	
20	Amount from Schedule 3, line 8	20	
21	Add lines 19 and 20	21	
22	Subtract line 21 from line 18	22	2240
23	Other taxes, including self-employment tax, from Schedule 2, line 21	23	0
24	Add lines 22 and 23. This is your **total tax**	24	2240
25	Federal income tax withheld from:		
a	Form(s) W-2	25a	222
b	Form(s) 1099	25b	2758
c	Other forms (see instructions)	25c	
d	Add lines 25a through 25c	25d	2980
26	2021 estimated tax payments and amount applied from 2020 return	26	
27a	Earned income credit (EIC) — Check here if you were born after January 1, 1998, and before January 2, 2004, and you satisfy all the other requirements for taxpayers who are at least age 18, to claim the EIC. See instructions ☐	27a	
b	Nontaxable combat pay election	27b	
c	Prior year (2019) earned income	27c	
28	Refundable child tax credit or additional child tax credit from Schedule 8812	28	
29	American opportunity credit from Form 8863, line 8	29	
30	Recovery rebate credit	30	1400
31	Amount from Schedule 3, line 15	31	
32	Add lines 27a and 28 through 31. These are your **total other payments and refundable credits**	32	1400
33	Add lines 25d, 26, and 32. These are your **total payments**	33	4380
Refund 34	If line 33 is more than line 24, subtract line 24 from line 33. This is the amount you **overpaid**	34	2140
35a	Amount of line 34 you want **refunded to you.** If Form 8888 is attached, check here ☐	35a	2140
b	Routing number — c Type: ☒ Checking ☐ Savings		
d	Account number		
36	Amount of line 34 you want **applied to your 2022 estimated tax**	36	
Amount You Owe 37	**Amount you owe.** Subtract line 33 from line 24. For details on how to pay, see instructions	37	
38	Estimated tax penalty (see instructions)	38	

If you have a qualifying child, attach Sch. EIC.

Direct deposit? See instructions.

- ❑ **GO THROUGH THEIR STATE RETURN**
  - Make sure it starts with their federal adjusted gross income
  - Double-check that their withholding agrees to the appropriate forms.
  - The only items you should see as adjustments on the state return is for the property tax credit (only if they are over 65 and/or have a dependent), and/or a credit for contributions to a ct higher education trust.
- ❑ **CLOSE THE PRINT SET AND GO INTO THE RETURN**
  - Make sure you correct any and all errors, then review the print set again to make sure it's correct
- ❑ **GO TO THE SUMMARY/PRINT PAGE AND CLICK ON "VIEW/PRINT RETURN" IN THE TOP ALMOST-RIGHT-HAND CORNER.**
  - Click on "print your 2021 tax return."
  - Download the tax return and save it where you can retrieve it to share with the client.

- ❑ **NAVIGATE TO THE E-FILE SECTION**
  - See what type of federal return is being filed. MOST returns should be able to be e-filed, but be sure this is the case!
  - Skip the Fee Summary
  - Bank section – you've already checked the account numbers, now just check that the bank name is correct.
  - Verify the client's ID information
  - If you are not sure that they have consented to the Global Carryforward and Relational Office disclosures, check again or continue.
  - The custom questions are INSANE. But they are anonymous so if your client didn't already answer, do not waste a ton of time with these. Answer to the best of your knowledge only the questions that are required.
- ❑ **SEE WHAT TYPE OF STATE RETURN IS BEING FILED**
  - See what type of state return is being filed. MOST returns should be able to be e-filed, but be sure this is the case!
- ❑ **WHEN YOU LEAVE THIS PAGE, IF ANYTHING ELSE IS MISSING/WRONG YOU WILL BE PROMPTED**
- ❑ **ON THE SUBMISSION PAGE:**
  - Ignore the taxpayer and reviewer signatures. This is documented in the Hub.
  - Mark any appropriate return tags
  - Mark the return as Approved and Complete. DO NOT FILE. Leanne will do this once the client' signature has been received.
  - Click "Save & Exit."

- [ ] **FIND YOUR CLIENT IN THE HUB**
    - Change the status of the client to "Ready for call" and add the message: *Your tax return review is complete! Please expect a call, shortly, from a California exchange.*
    - Navigate to the client's profile page and use the call feature to call them.

Greeting:

Hi, this is ________ from GetYourRefund. Is this _________?

Great! Before I discuss any personal information with you, I would like to confirm that I am speaking with the right person.

Could you please tell me the last four digits of your social security number?

Okay.

(if applicable) *Before we get started, I just have a few things I would like to confirm with you / ask you / etc.*

OR

Okay. We have completed your tax return based on the information you provided.

You should be expecting a refund from the federal government of $_______, which will be ________ (direct deposited into your checking/savings account, or mailed to you a paper check, whatever applies).

OR

Unfortunately, you do have a balance due of $_____ to the federal government. Is this something you were expecting?

Then explain to them why they have a balance due, or simply ask Leanne to explain it.

Once that uncomfortable situation is finished, go on to do the same with the state return.

If they do owe money, ask them how they would like to pay. This is also something Leanne can handle if you aren't comfortable.

Then:

I will be sending you a copy of your return, but before I do that, do you have any questions or concerns I can help you with?

Deal with that answer, then

Okay, so what will happen next is I will upload a copy of your tax return to your client portal. I will then send you an email/text with a link to your return and instructions as to how to approve your return for e-filing.

Once you have reviewed your return and given your permission, we will e-file the return on your behalf.

And that's it! If you have any additional questions or concerns, feel free to reach out to us via email hello@getyourrefund.org or text message 58750.

Have a wonderful evening!

- [ ] **Now, upload the client's return to the Hub, using the document type "Final Tax Document."**
- [ ] **Also, upload a blank form 8879, using the document type "Form 8879 (Unsigned)."**
- [ ] **Change the client's filing status to "Signature Requested" and edit the outgoing message as needed.**
- [ ] **Send, and you are all done!**