

ERO/Transmitter Training

Outline

- **Primary Duty**
- **Responsibilities**
- **Qualifications**
- **Efile Process**

Primary Duty

- **Electronically file Federal and State tax returns with the IRS and State tax agencies using TaxWise software after returns are Quality Reviewed and signed by the taxpayer(s)**

Responsibilities

- **Establish a process to insure all returns are promptly submitted**
- **Track status of all returns from creation to acceptance**
- **Receive return acknowledgments**
- **Ensure all rejects are promptly corrected and accepted, or returns converted to paper**

Responsibilities (cont)

- **Responsible for reporting statistical accomplishments as required**
- **Answer questions and address anomalies that occur during return preparation and electronic filing**
- **No taxpayer data to be maintained unless specifically authorized**

Qualifications

- **Be a certified AARP Foundation Tax-Aide Volunteer Counselor**
- **Be, or become, proficient with TaxWise Online**
- **Have basic knowledge of personal computers, software, and electronic communication systems**
- **Maintains close working relations with counselors, LC, TC and others on e-filing of returns. In many cases the LC is the ERO/Transmitter**

Track Returns from Submittal to Acceptance

- Use Activity Reporting, Quality Review Tracking Log -OR-
- Use Return Stage -OR-
- Use Paperless Tracking

Use Activity Reporting, Quality Review ERO Tracking Log

- Use Tracking Log to track status of federal and state returns, questions asked, paper returns or pending completion
- Tracking Log is available on the [Volunteer ShareNet] [Site Portal Application Support][Activity Reporting][Site Activity Log]
- Site can modify form if needed to meet local needs

ERO Tracking Log

- Also, site may use ERO Tracking Log to indicate status of return if not ready for e-file, for example:
 - 8879 HOLD – Waiting for second signature on Form 8879
 - Taxpayer HOLD – Taxpayer needs to return with additional information to complete the return, etc.)

ERO Tracking Log

Activity Reporting, Quality Review & ERO Tracking Log

Page

| Activity Reporting | | | | | E-file Tracking | | | | | |
|--------------------------------|------------------------------|-----------------------------|----------------------------|---------------------------|-------------------------|--------------------------------|----------------------------------|---------------------------------|--|--|
| Type of Service | | | | | 6) Counselor's Initials | 7) Quality Reviewer's Initials | 8) Federal / State to be e-Filed | 9) 8879 signed by all Taxpayers | ERO ONLY Federal Return Sent/Acknowledged State Return Sent/Acknowledged | 10) Comment Examples: NNTF - No Need to File OOS - Reason (why return is Out of Scope) Amended Tax Year Prior Tax Year (use a separate line for each year) Federal Only (no State Return) Reason for Paper Return 8453 - Reason form is attached for mailing 8879 HOLD - (and/or state equivalent) Signature(s) Needed Taxpayer HOLD - incomplete return - taxpayer will return |
| Check for PAPER FILED ONLY | | | | | | | | | | |
| 1) Federal Return (Current Yr) | 2) Federal Return (Prior Yr) | 3) Federal Return (Amended) | 4) State/Local ONLY Return | 5) Question & Answer ONLY | | | | | | |
| | | | | | | | | | | |

Return Stage

- **Helpful in tracking return status**
- **Helpful in keeping the ERO/Transmitter informed on status of each return**
- **All volunteers can update Return Stage each time a return is changed**

TWO Site Paperless ERO Tracking

- **Efile tracking can be paperless using TWO [All Returns]**
- **Can sort by[TIN][NAME][US e-File][State e-File][Stage] [Date][Username]**
- **When return prepared, Quality Reviewed, e-Files created and Return Stage set, information shown in [Active Return]**

Return Diary Information

- Taxpayer Diary key for communication
- Used to record information about returns (and taxpayers)
- Select [Taxpayer Diary] in return and enter relevant information.
- Icon by TIN on ribbons can be selected to access information. Additional information can be added.
- Note: Information carries over from previous year. Can delete information in the diary as needed

Diary Initiated In the Return



TWO Diary Information

Active Returns

| TIN | Name | US e-file | State e-file | Stage |
|------------|------------|--------------------------|-------------------------------|-----------------------|
| [REDACTED] | [REDACTED] | Accepted | | EFILE - READY TO FILE |
| [REDACTED] | [REDACTED] | Accepted | Create Failed | SEE DIARY INFORMATION |
| 11-01-4062 | KENT, KARL | Created | Created | EFILE - READY TO FILE |
| [REDACTED] | [REDACTED] | Accepted | | EFILE - READY TO FILE |

[add a note](#)

[save](#)

johnng: Saturday 3/16/2013 @ 10:48:29 AM

Partial year Arizona. Could not create AZ e file so paper filed AZ and created Federal e file.

E-file Process

1. Quality Reviewer reviews return with taxpayer and explains that taxpayer is ultimately responsible for return
2. Taxpayer(s) sign Form 8879
3. E-file created and Return Stage set [Efile – Ready to File]
4. Return transmitted after items 1 – 3 completed
5. For rejects, correct mistakes and re-transmit
 - If more info required from taxpayer, have original counselor, if available, contact taxpayer

Ensure All Intended E-file Returns Are Transmitted

- Check Return Stage, set if necessary
 - Active Returns Window in TWO
- Complete ERO Tracking Log to see that all completed returns are accounted for
- Or check Active Returns log

Now Wait

- Federal and state acceptance estimated timeframes
 - 15 – 60 minutes – Federal returns
 - Time varies for State returns
- Review acceptances/rejections – If using ERO Tracking Log, update
- Correct rejects
- Provide feedback to all counselors

State Returns

- **State returns submitted together with federal are held until federal return is accepted. Can then transmit State – Preferred**
- **State returns can also be submitted on their own by checking [unlinked] on state return.**
 - **Note: If state accepted and federal rejected may have to amend state return**

A Return Was Rejected!

- **Correct error**
- **New 8879 signatures needed if :**
 - **SSN or name changed -OR-**
 - **Change in total income or AGI is \$50 or more -OR-**
 - **Change in total tax, federal tax withheld, refund or amount due is more than \$14**

Rejected Return (cont)

- Advise taxpayer of change and provide a corrected copy
- If cannot be e-filed, convert to paper
 - The taxpayer must mail the return
- Provide feedback to counselor, quality reviewer and LC

End of Season Actions

- Since returns will continue to be available to preparers, to protect taxpayer information:
 - Move returns to the Admin user
 - Change all users to return preparer. Exceptions
 - ✱ Administrator
 - ✱ Select Administrator user(s) as backup
 - Deactivate counselors who will not be returning

End of Season Actions

- **Computers returned to custodian (AARP computers) and person receiving shipment (IRS computers)**
- **Person who received IRS shipment must**
 - **Run WIPEDISK on computers**
 - **Return computers to IRS depot**

ERO/Transmitter Training

Questions?



Comments...

