TSS Checklist

Resource for Volunteer Use

Start Here:

- Login to The Hub
- Click on the "Assigned Clients" tab
- Sort your client list oldest to newest by clicking on the column header "Consented at Date"

❑ Click on the taxpayer's name to open their ticket.

❑ Change the Stage and Status to "Intake", "Reviewing".

    ❑ Open the "TY 2020 13614C with 15080.pdf" - This is the most complete 13614-C in the documents list, even though other 13614-C's might be present.

❑ Has the taxpayer uploaded all ID documents for themselves and everyone listed on the 13614-C?

Confirming Client's Identity Guide

- ➢ Did the client upload a valid photo ID for themselves?
- ➢ Did the client upload a valid photo of themselves holding their photo ID?
- ➢ Did the client upload a photo of their social security card, ITIN paperwork, 1099-SSA or social security letter?
- ➢ Is the return a joint return?
  → If so, is there a valid photo ID for the spouse?
  → If so, is there a valid photo of the spouse holding their photo ID?
  → If so, is there a photo of the spouse's social security card or ITIN paperwork, 1099-SSA or social security letter?
- ➢ Are there dependents listed on Form 13614-C?
  → If so, is there a photo of each dependent's social security card or ITIN paperwork, 1099-SSA or social security letter?

See Reverse Side for Next Steps

- ❑ The taxpayer has provided a phone number to be reached for the interview.
- ❑ The taxpayer has provided last year’s return.
- ❑ Did the taxpayer choose Direct Deposit?
  - ➢ If yes, did they submit their account information? Found on client’s profile page.
  - ➢ If no, use “Info Requested” status to request that the client upload a **picture** of their account and routing number. <u>This is the MOST secure way to obtain this information.</u>
- ❑ Check which years the taxpayer needs to file for and organize and rename documents accordingly.
  - ➢ *“2020_W-2.pdf” is easier to work with than "ScreenShot 2020-12-06 at 10.15.18 PM.pdf”*
- ❑ **If any information is missing, send a message to the client requesting the necessary information, and change the status to “Info Requested”.**
- ❑ Change the status to “Ready for Call” and <u>unassign yourself</u> to the ticket.