

# ERO Reference Guide Supplement

## Record Keeping, Transmitting, and Tracking of Tax Returns at a Tax Site

The purpose of this supplement is to provide guidance to Tax-Aide Volunteers that are new to the role of Electronic Return Originator (ERO) at a site

*This is a supplement to the  
“TSO ERO Reference Guide”  
which covers many advanced  
topics that a site LC and ERO  
should be aware of*

*For a copy of the  
“TSO ERO Reference Guide”  
go to <https://bit.ly/43m8yot>*

# Table of Contents

Preface .....	3
Definitions of ERO .....	5
Local Coordinator (LC) Role and ERO Role .....	5
ERO Qualifications.....	5
ERO Responsibilities.....	6
ERO Must Meet These Timely Filing Requirements.....	6
Track All Returns.....	6
Using TSO Return Tags .....	8
Using TSO Paperless Tracking.....	9
How to Indicate Return is Ready to E-File after QR.....	9
Changing Return Status Back to “In Progress” to Fix an Error in a Completed Return .....	10
Edit Security Template .....	10
Changing Return Status back to “In Progress” .....	11
E-Filing Completed Returns.....	12
E-Filing Previously Rejected Returns.....	13
After Transmitting .....	14
Prior Year Returns .....	15
Acknowledgements.....	15
Acknowledgement Reports.....	16
IRS Acknowledgements.....	16
State Acknowledgements .....	17
Validation Issues.....	17
Reject Issues.....	18
State Returns – Unlinking from IRS Returns for Transmittal .....	18
TSO Messaging.....	19
What’s Next?.....	19
End of Season.....	20
LC Responsibilities.....	20
Attachment 1 - Example of Spreadsheet Daily Activity Log .....	21
Attachment 2--Example of Manually-kept Daily Activity Log.....	23

## Preface

The “TSO ERO Reference Guide” that is referenced on the cover of this document covers many advanced topics pertaining to the set-up and administration of the TaxSlayer software that site leaders, such as LCs and EROs, should be aware of.

In some Tax-Aide Districts, many if not all of these administrative tasks are handled by the District’s Administrative Coordinator (AC). However, there may be times that a Site LC or ERO needs to make adjustments or updates.

A high-level rollup of the topics covered in the “TSO ERO Reference Guide” are:

- Login and Passwords
- Setting up Security Templates
- Adding Preparers
- Configuring Printing
- Managing Returns
- Working with Reports
- Running Reports
- Working with Amended Returns
- Scanned Documents
- Using the Customer Portal
- Purpose of the Customer Portal
- Setting Up Customer Portal Access

It is suggested that new EROs download and save to their computers/drives the “TSO ERO Reference Guide”. Then when there is a little bit of extra time, you can scan through this document so that when and if the need arises to make some administrative updates, you are cognizant of where to find the pertinent guidance.

In addition to the “TSO ERO Reference Guide”, it is also recommended that new ERO’s watch a few of the TSO Training Videos that are available in Practice Lab. The pertinent videos are circled in the image below:

The screenshot shows the 'Practice Lab - Home' page. At the top, there is a navigation bar with 'Practice Lab', 'Hello, jimmosner\_training', 'Options -', and 'Change Language -'. Below this is a large blue banner with the title 'Practice Lab - Home' and a welcome message. A 'Go to Practice Area >' button is located below the banner. The main content area is divided into six sections, each with a list of menu items:

- Section 1: Getting Started with TaxSlayer Pro Online**
  - User Guide
  - Pro Online: Login and Passwords
- Section 2: Configuring TaxSlayer Pro Online**
  - User Guides
  - Setting up Site Information
  - Security Templates
  - Adding Preparers
  - Working with Custom Questions
  - Contingency Procedures
  - Managing Returns
  - Reports
  - Managing Returns
  - Contingency Procedures
- Section 3: Installing TaxSlayer Pro Online**
  - User Guides
  - Contingency Procedures
  - Installation and Network Configuration
  - Setting up Site Information
  - Setting up Security Templates
  - Adding Preparers
  - Custom Questions
  - Printing Configuration
  - Managing Returns
  - Updating and Transferring
  - Working with Reports
- Section 4: Preparing a Return**
  - User Guides
  - Starting a Tax Return
  - Entering Basic Income Part 1
  - Entering Basic Income Part 2
  - Entering Adjusted Gross Income
  - Entering Standard and Itemized Deductions
  - Entering Basic Credits
  - Entering Other Taxes
  - Entering Refunds, Payments and Estimates
  - Working with the Affordable Care Act
  - Completing a State Return
  - Advanced Tax Topics Part 1
  - Advanced Tax Topics Part 2
  - Printing a Return
  - Searching for Refunds
  - Completing an Amended Return
  - Completing an Amended Return
- Section 5: Electronic Filing**
  - User Guides
  - Creating the e-file
  - Electronically Filing a State Return
  - The Preparation Process
  - Submitting e-files
  - Working with Acknowledgements
- Section 6: Enhancements and Miscellaneous**
  - User Guide
  - TaxSlayer Customer Portal
  - TaxSlayer Scanned Documents
  - TaxSlayer FSA
  - TaxSlayer Enhancements
  - Practice Return 1
  - Practice Return 2
  - Practice Return 3
  - Practice Return 4
  - Practice Return 5
  - Practice Return 6
  - Practice Return 7
  - Practice Returns Puerto Rico
  - Practice Return International
  - Practice Return Military
  - Recorded Webinar 1: Desktop & Contingency
  - Recorded Webinar 2: Site Administration
  - Recorded Webinar 3: Return Preparation 1

Red circles highlight the following items in the screenshot:

- Managing Returns (Section 2)
- Reports (Section 2)
- Managing Returns (Section 2)
- Creating the e-file (Section 5)
- Electronically Filing a State Return (Section 5)
- Submitting e-files (Section 5)
- Working with Acknowledgements (Section 5)
- Completing an Amended Return (Section 4)
- Completing an Amended Return (Section 4)

## Definitions of ERO

- Electronic Return Organization (aka the site where returns are prepared and transmitted) – each site has unique Tax-Aide and IRS numbers:
  - SIDN → Tax-Aide Site Identification Number
  - EFIN → IRS Electronic Filing Identification Number
- Electronic Returns Originator (aka the person who transmits and tracks returns at/for a site)

*In the remainder of this document, the term ERO will typically refer to the person who keeps records of all tax returns prepared at a site and transmits and tracks the E-filed returns and helps resolve rejected returns.*

## Local Coordinator (LC) Role and ERO Role

- LC and ERO are two distinct roles at a Tax-Aide site – these roles do not need to be filled by the same person
- At some sites the LC also serves as the ERO
- At other sites the ERO is appointed by the LC
- The LC has the overall responsibility for a Site's Operation, including overall record keeping processes and reporting
- The ERO assists with record keeping and reporting by tracking all returns that are prepared at the site (both E-Filed and Paper), transmitting returns to be E-Filed, tracking the acceptance of the E-Filed returns (both Federal and State), and assisting in resolving E-Filed returns that were rejected

## ERO Qualifications

- Certified as an AARP Foundation Tax-Aide Counselor
- Knowledge of computers, software, and site procedures
- Proficient with TaxSlayer Online (TSO)
- Proficient with tracking data either by meticulous use of manually kept records or by using spreadsheets or a combination thereof

## ERO Responsibilities

- Establish a process to ensure all returns (paper-filed and e-filed) are tracked
- Timely transmitting e-signed Federal and State tax returns after they have been quality reviewed and marked ready for transmittal (typically within 24 hours)
- Receive and review return acknowledgements from Federal and State
- Track status of all returns from creation to acceptance
- Ensure all Rejected returns are promptly corrected, resubmitted and accepted, or converted to paper returns for the taxpayer to mail
- Report statistical accomplishments as required (typically End of Year)
- Answer questions and address anomalies that occur during return preparation and electronic filing
- Do not retain any taxpayer data unless required by the IRS or State law

## ERO Must Meet These Timely Filing Requirements

- IRS and State taxing agencies require all returns to be e-filed within three calendar days after the site has all necessary information to e-file the return
- Retrieve acknowledgements timely (preferably within 48 hours of transmission)
- Promptly work rejects that can be corrected by the IRS-certified volunteer
- Timely notify taxpayers (attempted within 24 hours) if rejects cannot be corrected
- Promptly notify taxpayers if any other problems with tax return processing

## Track All Returns

- Track all TAXPAYERS, including those whose returns were:
  - Paper filed
  - Out of Scope
  - On Hold
  - Question and Answer

## AARP Foundation Tax-Aide

- Prior year returns must be tracked separately from current year returns
- Consider setting up a QR routine for the ERO process to verify that every taxpayer's return has been transmitted and accepted by all agencies
- It is highly recommended to use Return Tags and Notes in TSO and ensure that they are kept up-to-date
- The LC is responsible for putting **Site Activity Log** procedures in place and ensuring all volunteers understand how to implement them → see sample **Activity Reporting & Quality Review Tracking Log** at the Tax-Aide Portal LIBRARIES>TAX-AIDE: SERVICE DELIVERY MODELS>SITE ACTIVITY LOG

AARP Foundation Tax-Aide Site Activity Log  
Counselor \_\_\_\_\_

Page \_\_\_\_\_

Date(s)	DO NOT REMOVE - REQUIRED FOR ALL SITES										Drop-off Return Location of Documents Please insert date unless other entry is requested	Scan Model Return Please insert date	Comment Examples: Service Type if multiple service types used 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							
	Paper Return Tracking	Activity Reporting	E-File Tracking	ERO Only		Drop-off Return		Scan Model												
Site ID#	Federal Return (Current Year)	Federal Return (Prior Year)	Federal Return (Amended)	Standard QMB Return	Question & Answer QMB	Counselor's Initials	Quality Reviewer's Initials	Ready for Return to Taxpayer	Federal / State to be e-Filed	MTRK to be e-Filed	8879 Signed by all taxpayers	Federal Sent / Acknowledged	State Sent / Acknowledged	MTRK Sent / Acknowledged	of (State Preparation Y or N)	Requested/Destroyed	Requested/Destroyed	Requested/Destroyed	Requested/Destroyed	
Service Type: <input type="checkbox"/> In-person <input type="checkbox"/> Drop-off <input type="checkbox"/> One Visit Scan <input type="checkbox"/> Two Visit Scan <input type="checkbox"/> No Site Visit <input type="checkbox"/> Multiple Service Types	Taxpayer Last Name, First Name(s)																			
1																				
2																				
3																				
4																				
5																				
6																				
7																				
8																				
9																				
10																				
11																				
12																				
Totals:																				

**CAUTION – Neither paper logs nor electronic logs may contain Taxpayer identifiable data such as SSNs, phone numbers, or any other personal information**

- How an ERO uses the Site Activity Logs varies by personal preference, for example:
  - At the end of the day at a site, the ERO collects all the Site Activity Logs from the Tax Counselors and Quality Reviewers, as well as the Check-In list compiled by the welcoming Client Facilitator (Greeter)
  - At home, the ERO compiles a master Daily Activity Log of all the day's activities by copying all the data on the Check-In list and all the individual Activity Logs onto one master Daily Activity Log for the day – this can be

either a spreadsheet or a paper version – see Attachments 1 and 2 for examples of a Daily Log kept on a spreadsheet and a Daily Log kept manually on a paper copy of the log

- It is HIGHLY recommended to organize the master Daily Activity Log by Last Name and sorted alphabetically
- When compiling the master Daily Activity Log from all the individual logs received from the Tax Preparers and Quality Reviewers, make sure you understand which Taxpayer's returns are ready to E-file and which are not
- The master Daily Activity Log is used to track the Transmittals, Acceptance, and Rejection of all e-filed returns
- The master Daily Activity Log can also be shared with the LC when Activity Reporting needs to be done
- ***It is HIGHLY recommended that new EROs get guidance from one or two experienced EROs to learn best practices and methods for tracking returns***

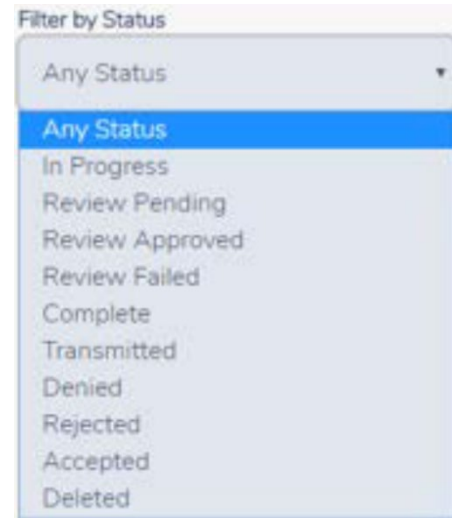
## Using TSO Return Tags

- Tags are typically defined by the District's Administrative Coordinator (AC) and can be selected for use by the Site's LC and/or ERO
  - If a site desires to have site-specific Tags, the LC/ERO should coordinate with the AC to set up such Tags
- Tax Counselors apply (or remove) a Tag to define return's status
- Returns can be filtered according to the Tags applied to them
- Examples of Tags: Ready for Review, Hold for More Info, Amended Return, 8879 not signed, State-only return, etc.



## Using TSO Paperless Tracking

- To quickly see the status of various returns at the Site, TSO has filters that can be used to get a quick picture of which returns are at certain stages of completion
- A return’s current status is automatically changed by TSO at each stage
- All returns of the same status can be grouped together
- Filter the client list by a specific status, or click on the Status column to sort the client list



## How to Indicate Return is Ready to E-File after QR

- Typically, this step is done by the QR person after they print the taxpayer’s copy of the return
  1. The “Mark Complete” must be checked
  2. The “Approved” link must be clicked
  3. Optional, but highly recommended is to use a “Ready to E-file” return tag
  4. Then click on the “Save & Exit” link – see the note in the illustration

**Return Status Tag(s)**  
Select the tags below to sort returns from below.

Ready to File

Reviewed by Steve

**Return review status**  
Select the status of the return below

**PENDING REVIEW**

Approved

Failed

**Transmit Return**  
E-file the completed tax return

Select one:

Mark tax return ready for review

Mark tax return as complete

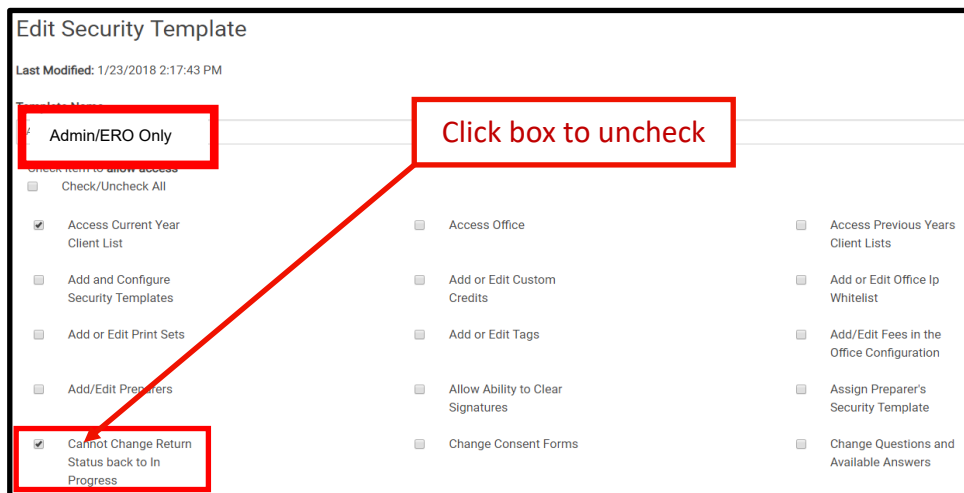
People that have Transmit permission (ERO) will see the “Save and Transmit Return to IRS” link at the lower righthand corner -- Do Not click it at this time (unless you really want to transmit it right away). For tracking purposes, it may be preferable to transmit all

## Changing Return Status Back to “In Progress” to Fix an Error in a Completed Return

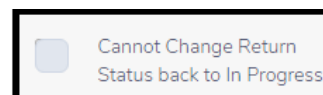
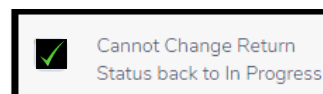
- There may be situations when it becomes necessary to move a return from “Complete” back to “In Progress” in order to correct an error
- Limit this feature only to EROs and LCs
- It is accomplished via the security template that is assigned to them
- Default in the security templates is set to NOT allow this change
- The Site Admin (typically the AC) must configure security template to allow this change

### Edit Security Template

- Go to the Welcome screen in TSO, then click “Select” on the Configuration line, then click “Select” on the Security Templates line, then TSO displays the Security Templates page
- Click Edit for the security template you want to change (i.e., Admin/ERO Only), then TSO displays the Edit Security Template page



- Default setting which prohibits the user from changing the return status:
- New setting to give permission to make a change:



## Changing Return Status back to “In Progress”

- Example of a return from the client list that has the status of “Complete”



- The user with the appropriate Security Template, will “Select” the return and navigate to the Submission page in the E-file section of the return. This is an example of what the screen will look like



- Click Yes to change the status back to “In Progress”. This is an example of what the screen will look like after clicking Yes:



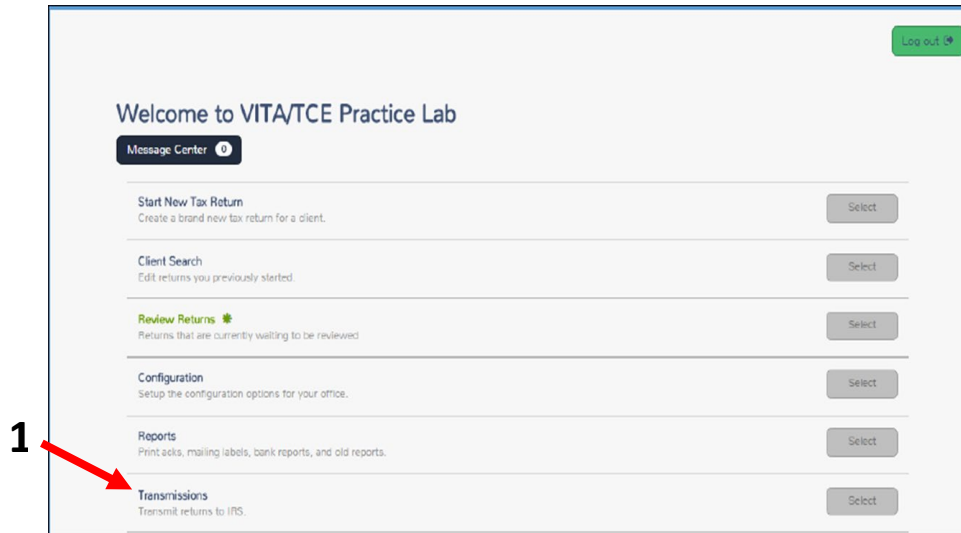
- Save and Exit the return
- This is an example from the client list after the status has been changed



- Once the status of the return has been changed back to “In Progress” the error needs to be corrected, and the return then continues the process of being checked and marked “Complete”

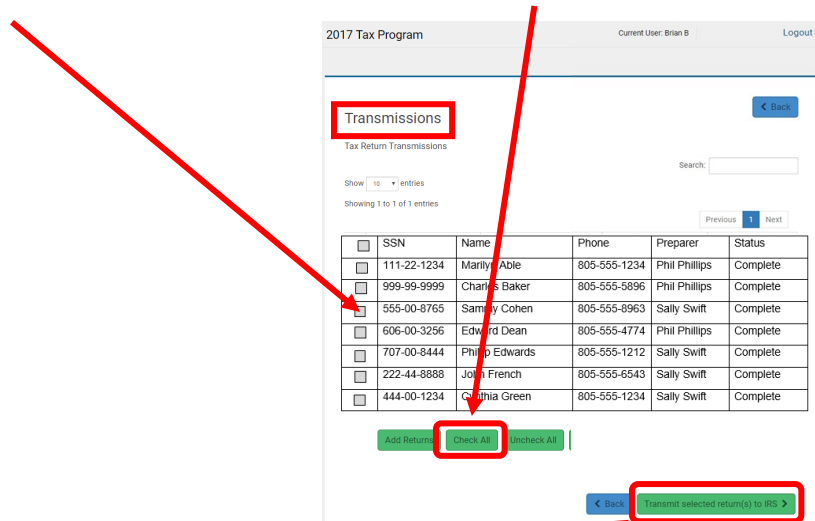
## E-Filing Completed Returns

- Select “Transmissions” from the TaxSlayer welcome page



- At the Transmissions page (see the illustration on the following page), click on the heading of the “Name” column to sort alphabetically by last name
  - If you are keeping a spreadsheet master Daily Activity Log or if you created a paper master Daily Activity Log, it is a good idea to sort the day’s list of taxpayers on your Log alphabetically by last name, then you can compare it to the alphabetized listing on the Transmissions page to ensure that all that need to be sent are listed in the queue of returns to be transmitted
  - If you see that your Log either contains names that are not on the Transmission page or that the Transmission page has names that you don’t have on your Log, then you need to figure out the cause of the discrepancies before you go any further
    - If a return is missing from the list, go back into the return to be sure the Complete box was checked
      - Only those that have been marked "Complete" in TSO will appear in the Transmissions page list
    - If a return should NOT be submitted, then uncheck the Complete box on the return E-file page

- After verifying against your master Daily Activity Log which returns are to be transmitted, select each return to submit (or, “Check All”)

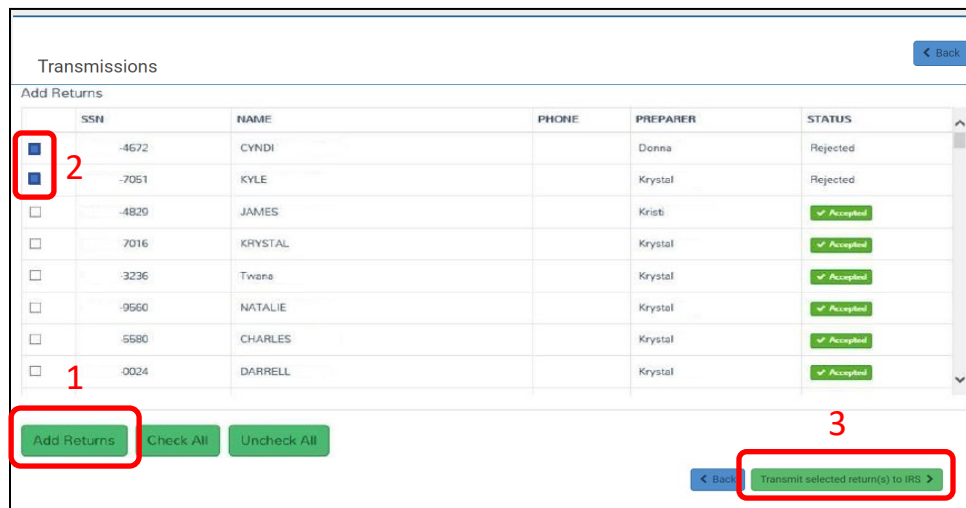


- Click “Transmit selected return(s) to IRS”
- Taxpayer’s tax return status automatically changes after transmitting

400-00-0152	Mary Test	(706) 868-	Christopher	In Progress
400-00-0560	John Taxpayer	(706) 651-	Christopher	Transmitted
400-00-1239	First Last	(706) 586-	Christopher	In Progress

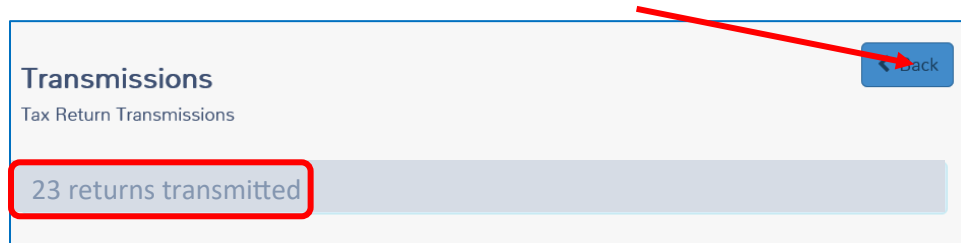
## E-Filing Previously Rejected Returns

1. Select “Add Returns”
2. Select the returns to retransmit
3. Click “Transmit selected return(s) to IRS”



## After Transmitting

- After transmitting return(s), the “Tax Return Transmissions” page shows the number of returns submitted



- After E-filing the day's returns, immediately generate and save a copy\*\* of the transmitted returns – REPORTS>FEDERAL TRANSMISSION REPORTS>RETURNS TRANSMITTED – and save as an Excel / Google Sheets file
  - This must be done before IRS generates an Acknowledgment Report
- Open the downloaded and saved report, sort the file alphabetically by Last Name, and save the file
- Use this report to verify that all the returns that needed to be transmitted were in fact transmitted, and then later when the IRS acknowledgement report is created, verify that all transmitted returns received an IRS Acknowledgment
- Click “Back” to return to the Welcome page

**\*\* CAUTION – If you download and save reports from TSO, keep in mind that no Taxpayer identification information, such as full SSN, can be saved to local computers. Thus, if a report has the full SSN, it cannot be downloaded and saved. If it has only the last four digits of the SSN, it can be used, but it should be controlled at all times and deleted/destroyed once it is no longer needed.**

## Prior Year Returns

- After transmitting all of the current year returns (Federal and State), repeat the transmittal processes for all prior tax years (if necessary)
- For each of the prior tax years, you will also need to repeat the following steps for Acknowledgments, Validation, and Rejects

## Acknowledgements

- Acknowledgements from the IRS typically take a couple of hours
- Acknowledgements from the State typically take overnight
- Because of the different timeline for these acknowledgements, you may want to wait 24 hours or so after transmitting to check the status of acknowledgements
- TSO automatically changes return's status as it is accepted or rejected
- Acknowledgement Reports also shows the status of returns
- Review reports for Rejected returns to be corrected and resubmitted
- Save IRS Acknowledgement report **\*\*** to an Excel / Google Sheets file
- Sort alphabetically by Last Name
- Compare with Transmittal Report to verify that all returns transmitted received an acknowledgement

**\*\* CAUTION – If you download and save reports from TSO, keep in mind that no Taxpayer identification information, such as full SSN, can be saved to local computers. Thus, if a report has the full SSN, it cannot be downloaded and saved. If it has only the last four digits of the SSN, it can be used, but it should be controlled at all times and deleted/destroyed once it is no longer needed.**

## Acknowledgement Reports

- Select “Reports”
- View:
  - IRS Acknowledgements
  - State Acknowledgements  
*(on a separate report screen)*
  - Rejected Returns
  - Validation Errors

<b>Federal</b>
<b>Accepted Returns</b> List of accepted returns.
<b>IRS Acknowledgements</b> View federal acks.
<b>Federal Non-accepted Returns</b> List of federal returns with status other than accepted.
<b>Federal Returns Not Transmitted</b> List of federal non-transmitted returns.
<b>Old IRS Acknowledgements</b> View Old IRS Acknowledgements.
<b>Old Validation Errors</b> View Old Validation Errors.
<b>Rejected Returns</b> List of rejected returns.
<b>Returns Transmitted</b> List of transmitted returns.
<b>Validation Errors</b> View returns with pending validation errors.
<b>Extension Report</b> View Extension (Form 4868) Information Per Return.

## IRS Acknowledgements

- Review each acknowledged return
  - If accepted – Accepted and Date shown in Status Column
  - If rejected – Rejected and Date shown in Status column and reason shown in Reject Code column
- Print PDF for more information
- Export to Excel to build a Tax Year log

**IRS Acknowledgements**

Search by:

Efin	SSN	Last Name	Status	Reject Code
2855		MATHIESEN	Accepted - 02/01/16	N/A
7722		SHEPARD	Accepted - 02/01/16	N/A
6407		MIXON	Accepted - 02/01/16	N/A
5750		GIBSON	Accepted - 02/01/16	N/A
0224		RIDLEY	Accepted - 02/01/16	N/A
8908		LONG	Accepted - 02/01/16	N/A
6525		FIELDS	Accepted - 02/01/16	N/A
1839		WIMPEY	Accepted - 02/01/16	N/A
9383		BEARDEN	Accepted - 02/01/16	N/A
7051		COCHRAN	Rejected - 02/02/16	

Document Id: DOC257617051ID1040A  
Each 'DependentSSN' and the corresponding 'DependentNameControlTxId' that has a value on Line 6c(2) of the return, ms.  
Data Value: 1308

Print HTML   Print PDF   Export to Excel   < Back

All acknowledged returns are listed with status

Accepted

Rejected

Description of Reject



## State Acknowledgements

- Follow the same procedures as outlined above for the IRS Returns for reviewing State Return Acknowledgements and Rejections

## Validation Issues

- A Validation issue is where the return is rejected by TSO for some reason – it has not even made it to the IRS yet – it got stopped at TSO due to some type of error
  - To search for returns rejected by TSO, click select on Validation Errors line for list
  - Review each return rejected from the TSO Processing Center.
    - If the TSO Processing Center rejected the return, a reason for the validation error will be displayed in the Help column.
  - To print your Validation Errors report, click “Print PDF”.



The screenshot shows a table titled 'Validation Errors'. The table has columns for Efin, SSN, Last Name, State, Error Message, and Help. A red box highlights the 'Help' column, and a red arrow points to the text 'Example of a validation code' which is positioned above the 'Help' column.

Efin	SSN	Last Name	State	Error Message	Help
1		Morris	KY	02/10/2016	Direct Deposit Return does not contain Bank Account Information

- If a validation issue only affects a State Return, once the issue is resolved then only the State Return should be retransmitted

## Reject Issues

- A Reject issue is where the return was rejected by either the IRS or the State for a reason – ALL reject issues MUST be resolved by the site leadership (LC / ERO)
- Identify error and correct it
- New Form 8879 signatures if:
  - SSN or name changed, or
  - >\$50 change in total income or AGI, or
  - >\$14 change in total tax, federal tax withheld, refund or amount due
- Advise taxpayer of changes and provide a corrected copy
- If it cannot be E-filed, convert to paper – the taxpayer must then mail the return
- Provide feedback to Counselor/QR (*Note: TSO Messaging is secure*)
- If a reject issue only affects a State Return, once the issue is resolved then only the State Return should be retransmitted

IRS matches the first four letters of the last name with the SSN as stored in the IRS database – if there is a disparity in the E-Filed return, the return will be rejected

## State Returns – Unlinking from IRS Returns for Transmittal

- There are times when only the State return needs to be transmitted, such as after correcting a validation/reject issue or when transmitting a Property Tax Refund Return after the Federal and State returns have already been E-Filed
- To do this, the State return needs to be “unlinked” from the IRS return
- On the last E-file screen, check the box to “Only transmit the state return”

### Return Details

Determine how the taxpayer wants to pay their taxes due or receive their refund.

Return Details	Fee Summary	State ID License	Taxpayer Consent	Custom Questions	Custom Credits	Submission Page
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ERO \*

Main Default ERO

EFIN \*

582355

### Federal return

How would the client like to send their tax return?

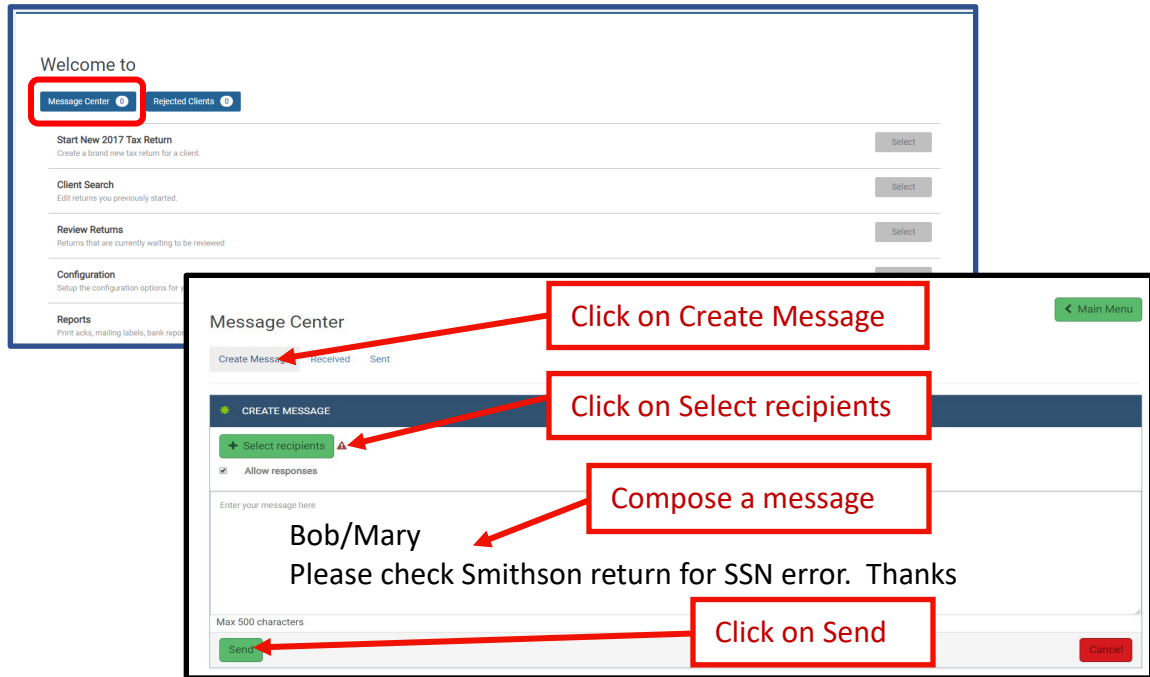
Federal refund - \$5,502 \*

E-file: Paper Check

Only transmit the state return(s)

## TSO Messaging

- To send a secure message to a Counselor, QR or LC click on “Message Center” on the Welcome screen



## What's Next?

- In some Districts or Sites, the ERO person has additional responsibilities in TaxSlayer to administer the following:
  - Creating Return Tags
  - Managing Security Templates
  - Assigning volunteers to certain Security Templates
- The ERO person should not assume that they have permission to administer these aspects without receiving explicit direction and training from the District's AC
- At some point – for situational awareness - you may want to review the “TSO ERO Reference Guide” that is referenced on the front page of this document, it covers the advanced tasks that need to be performed by District AC or by a knowledgeable site ERO

## End of Season

- Tax Counselors and Quality Reviewers will be deactivated at the end of the Tax Season to prevent access to TSO
- Exceptions:
  - District Administrative Coordinator (AC)
  - Local Coordinator
  - Depending upon District policy, the ERO could remain activated throughout the off-season to assist with resolving return issues that may arise

## LC Responsibilities

- Everything!
- Answer questions and address anomalies that occur during return preparation and electronic filing
- Report statistical accomplishments as required
- Be sure no taxpayer data has been retained unless required by the IRS or State law
- Verify that all returns started in TSO are accounted for monthly and at the end of the season

**Remember → Security of taxpayer data is everyone's responsibility**

# AARP Foundation Tax-Aide Activity Log for TY22

17 March 2023 \_\_\_\_\_ Date

Each Counselor (whether Preparer or Quality Reviewer) tracks their activities on their daily sheet and turns it in to the LC at the end of their shift.

\_\_\_\_\_ Counselor

Merriam Park	Site	Service Type on this day: _____ In-Person (Taxpayer remained with the Preparer/Reviewer) _____ Drop-off (Taxpayer was separated from their tax documents)	Return Tracking for In-Person or Same-day Drop-Off										E-file Tracking			Disposition of Documents <small>Insert Date unless other entry is requested</small>		
			1) Preparer's Initials	2) Question & Answer ONLY	Paper Return Tracking			Quality Review Tracking				ERO ONLY						
			3) Federal Return (Current Year)	4) Federal Return (Prior Year)	5) Federal Return (Amended)	6) State/Local Return ONLY	7) Quality Reviewer's Initials	8) 8379 Signed by all Taxpayers	9) Documents Returned to Taxpayer	10) Federal / State to be e-filed	11) M1PR to be e-filed (enter 0 if none)	12) Comment Examples: NNTF - No Need to File OOS and 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) Paper Return and Reason 8453 and Reason form is attached for mailing 8379 HOLD - Signature(s) Needed (and/or state equivalent) Taxpayer HOLD (e.g., Incomplete Return or Taxpayer Will Return)	Federal - Sent / Acknowledged	State - Sent / Acknowledged	M1PR - Sent / Acknowledged	Returned to Taxpayer	Shredded / Destroyed	Checklist Filed
1	Al [REDACTED] Carol						GK	X	X	X	4/14	M1PR Later	S/A	S/A	4/13			
2	Al [REDACTED] Genevieve						CS	X	X	X	0	She does her own M1PR	S/A	S/A				
3	Al [REDACTED] Thomas						AP	X	X	X	0		S/A	S/A				
4	Be [REDACTED] Hable						GK	X	X	X	X		S/A	S/A	S/A			
5	Be [REDACTED] Richard & Christina						SW	X	X	X	0		S/A	S/A	S/A			
6	Co [REDACTED] Pearl						GK	X	X	X	X	Taxpayer Deceased	S/A	S/A	S/A			
7	C [REDACTED] Kevin & Sarice						AP	X				OOS - Some type of mortgage credit						
8	Do [REDACTED] Dealls						AP						S/A	S/A				
9	E [REDACTED] Bonnie						TF						S/A	S/A	4/13			
10	G [REDACTED] Dana						KP	X	X	X	X		S/A	S/A	S/A			
11	G [REDACTED] Lisa						CS	X	X	X	X		S/A	S/A	S/A			
12	G [REDACTED] Janice						SW	X	X	X	3/31	M1PR Later	S/A	S/A	4/1			
13	H [REDACTED] Barbara						CS						S/A	S/A				
14	J [REDACTED] Frances						SW	X	X	X	X		S/A	S/A	S/A			
15	L [REDACTED] Jody						TF	X	X	X	3/31		S/A	S/A	4/1	Paper Paper		

Reject -- IND-317-01 Incorrect Data-- A Dependent SSN in the return must not be the same as the Primary or Spouse SSN on another return.  
M1PR on 3/31.

## AARP Foundation Tax-Aide Activity Log for TY22

17 March 2023 \_\_\_\_\_ Date

Page \_\_\_\_\_

Each Counselor (whether Preparer or Quality Reviewer) tracks their activities on their daily sheet and turns it in to the LC at the end of their shift.

\_\_\_\_\_ Counselor

Merriam Park	Service Type on this day: _____ In-Person (Taxpayer remained with the Preparer/Reviewer) _____ X Drop-off (Taxpayer was separated from their tax documents)	Taxpayer (include people who were helped with questions and answers only) Last Name, First Name(s)	Return Tracking for In-Person or Same-day Drop-Off										E-file Tracking			Disposition of Documents		
			1) Preparer's Initials	2) Question & Answer ONLY	Paper Return Tracking			Quality Review Tracking				12) Comment Examples:			ERO ONLY			Insert Date unless other entry is requested
			3) Federal Return (Current Year)	4) Federal Return (Prior Year)	5) Federal Return (Amended)	6) State/Local Return ONLY	7) Quality Reviewer's Initials	8) 8879 Signed by all Taxpayers	9) Documents Returned to Taxpayer	10) Federal / State to be e-filed	11) M1PR to be e-filed (enter 0 if none)	12) Comment Examples:	Federal -- Sent / Acknowledged	State -- Sent / Acknowledged	M1PR -- Sent / Acknowledged	Returned to Taxpayer	Shredded / Destroyed	Checklist Filled
							GK	X	X	X	X	NNTF - No Need to File ODS and 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) Paper Return and Reason 8453 and Reason form is attached for mailing 8879 HOLD - Signature(s) Needed (and/or state equivalent) Taxpayer HOLD (e.g., Incomplete Return or Taxpayer Will Return)	5/A	5/A	5/A			
16 L [Redacted]		Temesgen					GK	X	X	X	X		5/A	5/A	5/A			
17 L [Redacted]		Larry & Junella					GK	X	X	X	Mailed	M1PR Later	5/A	5/A	5/A			
18 M [Redacted]		Colleen					TF	X	X	X	X		5/A	5/A	5/A			
19 N [Redacted]		Fabiula					NH	X	X	X	0	<b>REJECT - 80000-300-01- PrimarySSN and PrimaryNameControl must match the E-File Database</b> Returned to site on Fri Mar 31, flipped names, retransmitted and accepted	5/A	5/A				
20 C [Redacted]		Mary					JM	X	X	X	X	FNF	5/A	5/A	5/A			
21 P [Redacted]		Richard					JM			X		Amended 2022	5/A					
22 P [Redacted]		Daniel					NH	X	X	X	X		5/A	5/A	5/A			
23 P [Redacted]		Gordon					AP	X	X	X	X		5/A	5/A	5/A			
24 R [Redacted]		[Redacted] Javier					GK	X	X	X	0		5/A	5/A	5/A			
25 R [Redacted]		Edward					KP	X	X	X	4/7	M1PR Later	5/A	5/A	4/B			
26 S [Redacted]		Carol					CS	X	X	X	4/14	M1PR Later	5/A	5/A	4/15			
27 T [Redacted]		Yolanda										No documentation of SSN   Returned on 3/24						
28 W [Redacted]		Theresa					AP	X	X	X	X		5/A	5/A	5/A			
29																		
<b>Total:</b>			2	0	0	0	1						26	26	18			

AARP Foundation Tax-Aide Site Activity Log

Peggy S. PR

		DO NOT REMOVE - REQUIRED FOR ALL SITES										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 Service Type if multiple service types used					
Date(s)	Site ID#	Service Type: <input checked="" type="checkbox"/> In-person <input type="checkbox"/> One Visit Scan <input type="checkbox"/> No Site Visit <input type="checkbox"/> Drop-off <input type="checkbox"/> Two Visit Scan <input type="checkbox"/> Multiple Service Types	Taxpayer Last Name, First Name(s)	Paper Return Tracking				Activity Reporting			E-File Tracking			ERO Only			
				Federal Return (Current Year)	Federal Return (Prior Year)	Federal Return (Amended)	State/Local Only Return	Question & Answer Only	Counselor's Initials	Quality Reviewer's Initials	Ready For Return to Taxpayer	Federal / State to be e-filed	MIPR to be e-filed	8879 Signed by all Taxpayers	Federal Sent / Acknowledged	State Sent / Acknowledged	MIPR Sent / Acknowledged
2-29-24	SP Library		Lundahl, Jim										X	X	X		
			Buck, Diane					PS					X	X	X		
			Johnson, Cindy					PS					X	X	X		
			Bacon, J+S					PS					X	X	X		
			Ericson, Albert					PS					X	X	X		
			Wiser, Bev					PS					X	X	X		
			Moss, Nancy					PS					X	X	X		
			Moss, Nancy					PS					X	X	X		
			Stewart, Paul					PS									
10																	
11																	
12			Bates														
			Totals:														

Reject IF Pin  
hold for signature

2022

verified as complete