



Tax Year 2011  
**VOLUNTEER**  
e-file Administration Guide



Form 1040  
Department of the Treasury  
U.S. Individual Income Tax Return  
For the year Jan. 1-Dec. 31, 2011  
Your first name and last name  
If a joint return, spouse's first name and initial  
Home address (number and street), if you have a P.O. box, see page 14  
Last name  
Last name  
Filing Status  
Check one box:  
1  Single  
2  Married filing jointly (even if only one spouse has income, enter spouse's name here.)  
3  Married filing separately. Enter spouse's name here.  
4  Yourself. If someone can claim you as a dependent:  
c Dependents:  
(1) First name  
If more than four dependents, see page 17.

Internal Revenue Service  
United States Department of the Treasury

Life's easier with EITC  
More money back when you file your taxes. See if you qualify.

Are You Eligible for the EITC?  
The EITC Assistant can help you find out if you qualify. Call 1-800-829-1040.

Changes For 2011  
Income limits and other changes may affect your eligibility.

Businesses  
Individuals  
Form 1040  
Form 1040EZ  
Form W-4  
Form 1040 Sch. A(B)  
Form W-9  
More Forms and Publications

IRS e-file  
consider it done

on Recovery Tax Provisions for  
assistance to small businesses on net lo  
prepare and electronically file yo

# How to Get Technical Updates?

Updates to the volunteer training materials will be contained in Publication 4491X, VITA/TCE Training Supplement mid-December. To access this publication, in the upper right hand corner of [www.irs.gov](http://www.irs.gov), type in “Pub 4491X” in the search field.

During the tax season Volunteer Tax Alerts will be issued periodically. Type “volunteer alerts”, in the search field to access all tax alerts.



## Volunteer Standards of Conduct VITA/TCE Programs

The mission of the VITA/TCE return preparation programs is to assist eligible taxpayers in satisfying their tax responsibilities by providing free tax return preparation. To establish the greatest degree of public trust, volunteers are required to maintain the highest standards of ethical conduct and provide quality service.

All VITA/TCE volunteers (whether paid or unpaid workers) must complete the Volunteer Standards of Conduct Training and sign Form 13615, Volunteer Standards of Conduct Agreement prior to working at a VITA/TCE site. In addition, return preparers, quality reviewers, and VITA/TCE tax law instructors must certify in tax law prior to signing this form. This form is not valid until the site coordinator, sponsoring partner, instructor, or IRS contact confirms the volunteer's identity and signs the form.

As a volunteer in the VITA/TCE Programs, you must:

- 1) Follow the Quality Site Requirements (QSR).
- 2) Not accept payment or solicit donations for federal or state tax return preparation.
- 3) Not solicit business from taxpayers you assist or use the knowledge you gained (their information) about them for any direct or indirect personal benefit for you or any other specific individual.
- 4) Not knowingly prepare false returns.
- 5) Not engage in criminal, infamous, dishonest, notoriously disgraceful conduct, or any other conduct deemed to have a negative effect on the VITA/TCE Programs.
- 6) Treat all taxpayers in a professional, courteous, and respectful manner.

Failure to comply with these standards could result in, but is not limited to, the following:

- Your removal from all VITA/TCE programs and designation on the IRS volunteer registry to bar future work;
- Deactivation of your sponsoring partner's site VITA/TCE EFIN (electronic filing ID number);
- Removal of all IRS products, supplies, loaned equipment, and taxpayer information from your site;
- Termination of your sponsoring organization's partnership with the IRS;
- Termination of grant funds from the IRS to your sponsoring partner; and
- Referral of your conduct for potential TIGTA and criminal investigations.

TaxWise® is a copyrighted software program owned by CCH Small Firm Services (CCH) All screen shots that appear throughout the official Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) training materials are used with the permission of CCH Small Firm Services. The screen shots used in this publication—or any other screen shots from TaxWise or its affiliated programs—may not be extracted, copied, or distributed without written approval from the IRS SPEC Office of Education and Product Development.

### Confidentiality Statement:

**All tax information you receive from taxpayers in your VOLUNTEER capacity is strictly confidential and should not, under any circumstances, be disclosed to unauthorized individuals.**

## **IRS Mission Statement**

Provide America's taxpayers with top quality service by helping them understand and meet their tax responsibilities and by applying the tax law with integrity and fairness to all.

## **Purpose Statement**

Publication 3189, *Volunteer e-file Administration Guide*, is designed as a resource guide to assist volunteer *e-file* administrators in implementing the correct electronic filing procedures at a volunteer *e-file* site. This publication provides guidance on IRS standards for volunteer sites, administrative procedures in using the TaxWise products (Desktop and Online), and samples of the types of *e-file* documents needed to successfully operate a volunteer *e-file* site.

**For the purpose of this manual TaxWise refers to the Desktop product and TWO refers to the TaxWise Online product.**

The information contained in this publication was the latest information available at the time of publication. Updates and changes will be issued, if needed.

This document consists of 14 sections:

- Highlights for Filing Season
- Guidelines
- Security
- Signature Methods and IRS Recordkeeping
- Ordering Software
- TaxWise Online Pre-Filing Season
- TaxWise Online Filing Season
- TaxWise Online Post-Filing Season
- TaxWise Pre-Filing Season
- TaxWise Filing Season
- TaxWise Post-Filing Season
- Exhibits
- Glossary
- Index



## Table of Contents

Highlights for Filing Season .....	7
Guidelines .....	15
Position Description .....	15
Privacy, Confidentiality, Guidelines, and Standards of Conduct .....	15
General Guidelines .....	16
<i>e-file</i> Quality Review .....	16
Recommended Minimum Operating System Requirements .....	19
Security .....	21
Protection of the Information .....	21
Protection of Equipment .....	24
Signature Methods and IRS Recordkeeping .....	25
Signature Methods for <i>e-file</i> Returns .....	25
Practitioner PIN Method .....	25
Self-Select PIN Method .....	26
Rejected Returns .....	28
Recordkeeping Requirements .....	28
Record Retention Requirements .....	28
Frequently Asked Questions .....	30
Form 8453, U.S. Individual Income Tax Transmittal for an IRS <i>e-file</i> Return .....	31
State Return .....	32
Document 9282-E (Business Reply Label-Austin) .....	32
Ordering Software .....	33
EFIN Application Process .....	33
Form 8633, Application to Participate in IRS <i>e-file</i> Program .....	35
Form 8633 Completion .....	35
Acceptance to the <i>e-file</i> Program .....	36
Sanctioning .....	36
TaxWise Software Ordering .....	37
IRS/CCH License Agreement .....	38
Exception One: Base Site with Ad-Hoc Visits .....	38
Exception Two: One-Day Sites .....	38
Exception Three: Multiple Sites .....	39
TWO Template Sharing .....	39
Quick Alerts .....	39
Reports .....	40
TaxWise Online Pre-Filing Season .....	41
Enhancements and Key Features of TaxWise Online .....	41
Communication Speed for TaxWise Online .....	42
Setting Up TaxWise Online .....	43

## Table of Contents (continued)

TaxWise Online Filing Season .....	53
TaxWise Online Homepage .....	53
Using the Carry Forward Function.....	53
Password Reset .....	54
State Help.....	55
Quality Review.....	56
Running Diagnostics and Creating an e-File .....	56
Setting the Return Stage.....	57
Print Sets.....	58
Printing Returns.....	59
Viewing Acknowledgements.....	61
Rejects.....	62
Fixing Rejects.....	63
Deleting Returns.....	64
Restoring Deleted Returns.....	65
Generating Reports.....	66
Support and Resources .....	66
TaxWise Online Post-Filing Season .....	67
TWO End of Season Procedures.....	67
TWO Security .....	67
TaxWise Pre-Filing Season.....	69
System Requirements for TaxWise Tax Year 2011 Products .....	69
What's on the TaxWise Install CD .....	70
Before Installing TaxWise.....	70
Installing TaxWise Software Product.....	71
CCH-Small Firm Services-Client ID.....	71
Setup for TaxWise.....	73
Registering the Software.....	78
Transmitting Returns for Multiple EFINS .....	79
Prior Year Software EFIN and Registration Codes.....	80
Setting Tax Form Defaults .....	81
Most Commonly Linked Forms and Schedules .....	86
User Name and Password Security.....	88
Setting Print Packet Defaults .....	90
Downloading Federal Updates .....	93
Downloads and Updates of State Software .....	94
Transferring Federal and State Updates to Non-Transmitting Computers.....	96
Restoring Prior Year Data .....	96
Prior Year Carry Forward .....	98
Support Site/Knowledge Base .....	98
TaxWise Staff Support.....	99
TaxWise Filing Season.....	101
Backing Up Returns.....	101
Restoring Returns .....	108

## Table of Contents (continued)

Deleting Returns on Non-Transmitting Computers.....	112
Transmitting Returns.....	112
Transmission Troubleshooting Tips.....	114
Getting Acknowledgements.....	115
Fixing and Resending Rejected Returns .....	116
Contacting TaxWise Customer Support.....	117
Return Explorer .....	118
Return Explorer Actions .....	119
TaxWise Reports.....	120
End of Season Procedures .....	120
TaxWise Reports.....	120
TaxWise Reports Most Commonly Used .....	120
Deleting Taxpayer Information.....	120
Backup of Information.....	120
TaxWise Post-Filing Season.....	121
End of Season Procedures .....	121
TaxWise Reports.....	121
TaxWise Reports Most Commonly Used .....	121
Deleting Taxpayer Information.....	121
Backup of Information.....	121
Saving the EIN Database for Next Year.....	122
Deletion of Software.....	122
Exhibits.....	123
Exhibit 1 – Useful Resources.....	123
Exhibit 2 – Who Do I Contact? .....	124
Exhibit 3 – Contact Information for Volunteers .....	125
Exhibit 4 – “Top 10” Reject Codes.....	126
Exhibit 5 – Completed Sample of Form 8633 and Instructions.....	127
Exhibit 6 – Sample Reject Letter .....	132
Exhibit 7 – Form 13614-C, Intake/Interview & Quality Review Sheet.....	133
Exhibit 8 – Form 8879, IRS <i>e-file</i> Signature Authorization.....	137
Exhibit 9 – <i>e-file</i> Process .....	138
Exhibit 10 – Publication 4390, VITA/TCE Computer Loan Program .....	139
Exhibit 11 – Sample e-File Submission Report .....	140
Exhibit 12 – Sample IRS Acknowledgement Report (MeF).....	141
Exhibit 13 – Form 8453, U.S. Individual Income Tax Transmittal for an IRS <i>e-file</i> Return .....	143
Exhibit 14 – MeF Forms.....	145
Glossary .....	147
Index .....	153





**Form 13614-C, Intake/Interview & Quality Review Sheet**

**Form 13615, Volunteer Standards of Conduct Agreement**

**Quality Site Requirements**

**Form 8879 Record Retention Guidance**

**Modernized e-File (MeF)**

- Amended and Prior Year Returns in MeF

**Advantages of MeF**

**Topics for Both TaxWise Online (TWO) and TaxWise**

- Chat Live Support
- Passwords
- Pre-set Defaults
- Relational EFIN
- Support Site Enhancements
- Practice Lab
- Enhancements to the Software

**TWO**

- Improved Security
- New for TaxWise Online

**TaxWise**

- New for TaxWise
- TaxWise Users Can Switch to TWO

**Facilitated Self-Assistance Model**

- FAST (Free Assisted Self-Service Tax Preparation)

## **Highlights for Filing Season**

### **Form 13614-C, Intake/Interview & Quality Review Sheet**

**All VITA/TCE sites are required to use Form 13614-C, Intake/Interview & Quality Review Sheet.** Form 8158, Quality Review Sheet, is no longer available. The electronic Form 13614-C, available through the TaxWise software interview module, may be used in lieu of the paper Form 13614-C. Partners may attach an addendum to the Form 13614-C to ask additional questions, but cannot create their own version of this form for use.

Form 13614-C is a four page form. Pages one through three are completed by the taxpayer. Taxpayer can also notate additional comments on page 3. The certified volunteer and quality reviewer complete page 4. The certified volunteer or quality reviewer can make additional notes on page 4.

Form 13614-C is a tool to ensure that a thorough intake/interview and quality review process is used to prepare an accurate tax return. All sites must have an intake/interview and quality process in place and must use Form 13614-C.

### **Form 13615, Volunteer Standards of Conduct Agreement**

All VITA/TCE volunteers must complete the Volunteer Standards of Conduct Training and complete and sign Form 13615, Volunteer Standards of Conduct Agreement, prior to working at a VITA/TCE site. By doing so, volunteers are acknowledging they have completed Volunteer Standards of Conduct Training and have read, understood, and will comply with the Volunteer Standards of Conduct. **For additional information on these standards, please refer to Publication 4299, Privacy, Confidentiality, and Standards of Conduct – A Public Trust or Publication 1084, IRS Volunteer Site Coordinator’s Handbook.**

### **Quality Site Requirements**

There are ten practices that have been identified as necessary to ensure taxpayers visiting VITA/TCE sites receive quality service and accurate return preparation. **See Guideline section “General Guidelines”.** All volunteers must read, understand and agree to follow the Quality Site Requirements.

### **Form W-2 with Individual Taxpayer Identification Numbers (ITINs)**

*“Tax Year 2011, the IRS will require the manual key entry of the Taxpayer Identification Number (TIN) as it appears on Form W-2 received from the employer for all taxpayers with Individual Taxpayer Identification Numbers (ITINs) who are reporting wages. No software package should utilize the auto-population feature regardless of the presence of an override feature to populate the TIN on the Form W-2 for these ITIN filers. Per IRS Revenue Procedure 2007-40, failure to comply with this requirement could result in a written reprimand, suspension or expulsion from the e-file program.”*

This is an IRS mandate not TaxWise. This alert will affect all tax software developers. For any individual with an ITIN who is reporting wages, volunteers will have to manually input the TIN in the designated field in the software as it appears on Form W-2.

When creating a return, a TaxWise user will start the return the same way as they do now. However, the ITIN information (TIN Field) from the Main Information sheet will not automatically carry to the Form W-2 Field in the software. Once the preparer opens the W-2 they must enter the TIN as it appears on the Form W-2 presented by the taxpayer into the Employee TIN Field.

## **Form 8879 Record Retention Guidance**

Effective for Filing Season 2012, Volunteer Income Tax Assistance (VITA)/Tax Counseling for the Elderly (TCE) volunteers are not required to retain a copy of Form 8879, IRS e-file *Signature Authorization* and supporting documents such as Forms W-2 and 1099. The taxpayer(s) must sign and date the Form 8879, after reviewing the return and ensuring the information is accurate. The volunteer should return the signed Form 8879 to the taxpayer along with a copy of their tax return. Forms 8879 are not sent to the IRS.

## **Modernized e-File (MeF)**

The Modernized e-File (MeF) system is a replacement of the current IRS tax return filing technology with a modernized, internet-based electronic filing platform. This transaction based system allows tax return originators to transmit returns electronically to the IRS in real-time, improving turnaround times. This is a major improvement over the current 1040 e-file system which processed returns in several batches per day, rather than in real time.

TaxWise began phasing in MeF in the 2010 filing season.

IRS is rolling out 1040 MeF using a three-phase strategy over three years:

- The first phase of 1040 MeF occurred in February 2010 and includes: Form 1040, Form 4868, twenty-one 1040-related forms and schedules that can be attached to the 1040.
- The second phase of 1040 MeF occurred in January 2011 and will include the same forms as the first release, and additional hardware and code optimization.
- The third phase of 1040 MeF occurs in January 2012 and will include the remaining forms filed under the current individual e-file program.

Once MeF is fully implemented, the current legacy e-file processing system program will be phased out.

## **Prior Year Returns in MeF**

MeF will allow electronic filing of prior year returns. It accepts the current tax year and two prior tax years. However, since TaxWise started participating in MeF in 2010, volunteers using TaxWise software will only be able to transmit prior year 2010 tax year returns during the 2012 filing season. E-filing of prior year returns is limited to the 21 forms and schedules available in Phase I of MeF deployment.

## **Advantages of MeF**

MeF will deliver significant values and benefits beyond the capabilities of the legacy system.

- **Faster acknowledgements:** MeF acknowledgements can be received within one to two hours during peak and less than an hour during non-peak periods. MeF returns are processed as they are received instead of being delayed in a batch system, as they are under the legacy program. This enhances customer service by allowing preparers to fix return issues in “real time.” It will be important for tax practitioners to discuss with their transmitters the response time they will experience.
- **More Explicit Error conditions:** Error explanations pinpoint the location of the error in the return and provide complete information in the acknowledgement file. Under the legacy processing, one error code may apply to multiple types of e-file error conditions. MeF error codes use simple wording to clarify each error that triggers a rejection.
- **Adobe PDF Attachments:** MeF has the ability to include Adobe PDF (Portable Document Format) files with electronically filed return beginning filing season 2012.
- **Prior year returns:** MeF will allow electronic filing of prior year 1040 returns. MeF will accept the current tax year and two prior tax years. TaxWise started participating in MeF in 2010, therefore volunteers using TaxWise software will only be able to transmit prior year 2010 tax year returns during the 2012 (tax year 2011) filing season.
- **Year round electronic filing:** Returns filed through MeF can be submitted year round unlike the legacy processing which ended electronic filing in mid October.

**NEW** Beginning filing season 2012 (tax year 2011), CCH Small Firm Services (TaxWise) will support both linked and unlinked state e-file submissions for the Modernized e-File program. The state e-file submissions will default to link for states participating in the MeF program. State returns filed are held until the Federal return is accepted. Unlinked state returns will be made available to the state agency at the time of submission. The state processes the return without knowledge of the Federal filing status.

**More information on Modernized e-File can be located at:**

[www.irs.gov](http://www.irs.gov) keyword search Modernized e-File.

**NOTE**

At the time this publication went to print, screen shots of MeF processes were not available. See Modernized e-file (MeF) in the Exhibits section for the forms included in each phase.

## Topics for Both TaxWise Online (TWO) and TaxWise

- **Chat Live Support**

Chat live with the TaxWise IRS Support Team. They cannot discuss specific taxpayer information, but can help with software questions. Chat is available from 9 am - 6 pm EST Monday - Saturday during the tax season from the internet. Click on “Chat with Support” on the left side the TaxWise Support Home page, or directly from the TWO Tool Bar.

- **Passwords**

Passwords are required for all users. The configuration will be 8 characters long for both, users and ADMIN, with a combination of at least one upper and lower case letter, and at least one numeric or special character. TWO will also require that the password be changed every 90 days and TaxWise users are encouraged to also change their password every 90 days.

- **Pre-set Defaults**

More Return Templates and Tax Form Defaults will be pre-programmed this year to make setup easier. Admin defaults in TaxWise will be automatically copied to other users unless the user is allowed to set their own unique defaults. The “print signature” box will be defaulted and will automatically print the sites SIDN and site name in the preparer signature field.

- **Relational EFIN Process**

The relational EFIN process allows partners who operate multiple sites to keep informed by accessing the production reports available at support.taxwise.com for all the sites they support. Each individual EFIN can only be included in one Relational EFIN process. Multiple levels of supervision can not include the same EFINs.

**How it works?** Partners with oversight or management responsibility for multiple volunteer sites can have their EFIN “flagged” for the relational EFIN process for each of the sites. Once identified for the relational EFIN process, the partner can access reports through the Internet at support.taxwise.com using their EFIN process.



**CCH SFS, the developer of TaxWise software, requires taxpayer consent to share individual return data through the use of the relational EFIN process. Failure to secure taxpayer consent, prevents the return from electronic filing. In order to achieve this the Regional Office Consent form is used.**

- **Support Site Enhancements**

- Email and Text Message Alerts - You can now receive instant notification via e-mail or text message to your cell phone when the Support Center is updated with new information. Simply click the Subscribe link in the header on the home page. This will take you to the Subscription Settings page where you can select the alerts you want to receive. This feature is available to all user-types – Administrators, Managers, and Users.
- Knowledge Base – Enhances key word searches and base articles.
- Community Forums – Access to the community forums has been moved to the top menu bar for easier access. This feature allows you to discuss software and tax issues with your TaxWise peers.
- Executive Blog – The blogs are updated daily and sometimes hourly during tax season. Update release dates, as well as common call issues are discussed.
- Subscribe to Hot Topics – Allows each preparer to sign up to receive email or text notifications when items are posted to hot topics.
- Subscribe to Email Blast – Allows each preparer to sign up to receive email notifications when a Customer Service email is sent.
- Download multiple states – Adds the ability to select and download multiple states from the support site.
- Chat – Allows you to chat with a TaxWise Online Support representative.

- **Practice Lab**

- The “Practice Lab” works with Link & Learn Taxes and allows access to TaxWise Online Training. Users of Link & Learn Taxes will be able to link from this program to TWO Training to complete practice exercises or prepare returns for their certification tests using the current year version of TaxWise.
- The Practice Lab also provides a link from the home page to Webinars on TaxWise Administrator and End User training for volunteers and *e-file* administrators. Lessons have been revised to include student interaction.
- Pre-recorded new user videos are available via [www.taxwise.com](http://www.taxwise.com) click on Training and CPE.
- Links to short 2-3 minute training videos are available via the Executive Blog posts and the community board forums.

- **Enhancements to the software**

- Preparer use fields will now have a separate form and allow up to 25 fields. All Preparer use fields will be stored in the database for reporting purposes (not the question) and will be accessible via the report server.
- A Taxpayer Reminder Field will also be added to the Preparer use Felid Form. Enter information you need to be aware of the following year this will automatically display when a return is started in TY 2012.
- Adds the ability to have tax refunds deposited to a personalized reloadable debit card.
- Enhancements to the Report Server to maximize the performance. The refresh threshold will give the sites the ability to see data that is a maximum of 4 hours old rather than 24 hours old.
- Specific interview pages have been added to the Interview Wizard for various states.
- Form 13614-C has been incorporated to load with each return and calculate information based on the information entered during the interview process.

**TaxWise 2011** will offer an option to “Link” State Returns with the Federal Return as we did prior to TW 2010. “Linked” state returns are held until the federal return is accepted. This eliminates the potential that a federal reject may make it necessary to amend the state return.

Transmitting “Unlinked” state returns will also still be permitted to allow filing multiple state returns and stand-alone state returns when a Federal return is not required.

**NEW** These were the new features of the TWO and TaxWise programs at the time this publication went to print.

- The ability to attach PDFs to MeF returns. Optional (scanned) electronic attachments will permit the submission of most forms that currently require the mailing of Form 8453 and will allow e-filing some returns that were previously required to be mailed.
- Interactive Interview. The preparer will be able to toggle back and forth between the interview and the tax forms.
- Added a group that can be used to require a preparer to start the return via the interview.
- Extension *e-files* can now be created during the normal diagnostic process.

**TaxWise Users Can Switch to TWO**

Using TWO will make life easier for your volunteers and data more secure for your taxpayers. For example, there will be:

- Reduced burden on volunteers
  - No installation on individual computers - program maintained by CCH Small Firm Services.
  - No updates required – updated by CCH.
  - No need to backup, restore or transmit returns – data already at CCH.
  - Carry forward of prior year taxpayer data is automatic.
  - No Encryption software required - the link to CCH is already encrypted.
  - Computers used at multiple sites, each with its own EFIN, require no special setup. Just login to the EFIN for the site where you are working.
- Improved Security
  - No data is stored locally on individual computers - CCH stores all data.
  - Intrusion detection – CCH uses software to reduce the threat of hackers.

Tax Year 2011 (FY2012) users of TaxWise (Desktop) will have the ability to carry forward prior year return data prepared using TaxWise (Desktop) to TaxWise Online.

## **Enhancements and Key Features of TWO**

- Entry level context sensitive help will be available for a majority of the entries throughout the tax forms.
- Time out reminder will display 5 minutes prior to the mandatory 20 minute logout process.
- Enhanced method of deleting forms from a return through a Delete Form window.
- Enhanced diagnostics by moving the split screen to the top of the window to more closely mimic desktop. A print return link has been added to the window when the *e-file* has been created (replaces the close this return link).
- The Override feature can be disabled at the preparer level.
- Added additional “hot key” functionality.
  - F1 – Opens program Help
  - F3 – Toggles between required/not required
  - F8 – Toggles the override feature
  - F9 – Displays link dialog box.
  - Ctrl+D - Run Diagnostics.
  - Ctrl+E – Moves the cursor to the next required entry.
  - Ctrl+I – Inserts a blank row on the Interest and Dividends statements and all Capital Gains worksheets.
  - Ctrl+R – Removes a row on the Interest and Dividends statements and all Capital Gains worksheets.
- User Defined State Print Set that allows the site administrator to manage the number of copies for state form pages.
- Displays taxpayer name in the Refund Monitor.
- Added the ability for the user to determine the number of returns to display on the Return List.
- Site Administrators will be allowed to send customized templates to sites under their control that wish to add information and/or forms to the pre-set master template. TWO allows users to send return templates to other sites that were designated during the ordering process. Volunteers must advise their relationship managers at the time the software is ordered if they wish to use this option.

## **TWO Enhancements**

1. Use the function keys F1 (Program Help), F3 (Clear or Add Red fields) and F8 (Override) keys just like Desktop.
2. A link to a page that will show the 1040 version and release notes, state version numbers and state release notes.



## **New ADMIN Password Reset Procedure**

New this year there is a simpler procedure that allows resetting your own ADMIN password for both TWO and the CCH/TaxWise Support website. As in prior years after three failed attempts to log-in the account will be locked. Then you are permitted three attempts to answer your 'Secret Question' to unlock the account. The additional option this year, after the three failed log-in attempts and three failed security question attempts is to enter the email address of the ADMIN user. If the email address matches the email address on file, a temporary password will be automatically emailed to that email address. Use this temporary password to log-in and then establish a new password for your account.

## **Facilitated Self-Assistance Model**

**FAST**, Free Assisted Self-Service Tax Preparation, is a facilitated self-assistance model of tax preparation that allows computer-savvy taxpayers to input their own return at a VITA/TCE site. Certified volunteers act as coaches, assisting taxpayers with questions and helping them with computer issues that may arise. Partners market the program to taxpayers as Free File/VITA/TCE.

Tax preparation software is supplied by members of the Free File Alliance (a group of companies that provide free tax prep software through [irs.gov](http://irs.gov)). Sites are provided with a customized link to ensure that all accepted returns are counted towards a site's accomplishments. FAST can be established as a stand-alone site or co-located with traditional VITA/TCE services.

SPEC piloted **FAST** during the 2011 filing season to determine the feasibility of the concept and to build momentum for a larger rollout in 2012. Although the program will expand in its second year, **FAST** will not be available in all states. Check with your SPEC Relationship Manager for further details about this exciting new option for tax preparation at VITA/TCE sites.

- **Position Description**
- **Privacy, Confidentiality Guidelines, and Standards of Conduct**
- **General Guidelines**
- **e-file Quality Review**
- **Recommended Minimum Operation System Requirements**

## **Position Description**

The ERO (Electronic Return Originator) is responsible for all electronic filing procedures from requesting and installing the software to end-of-the-season procedures. The day-to-day procedures of backing up return files, transmitting returns, getting acknowledgements, working rejects, and processing Forms 8879, IRS *e-file* Signature Authorization, and Forms 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return, are also part of the job description. Every *e-file* site must have at least one person who assumes the duties of the *e-file* administrator. There are forms in the Exhibit Section which may help the *e-file* administrator establish procedures for the site, including examples of information that may be needed for a particular site.

## **Privacy, Confidentiality Guidelines, and Standards of Conduct**

**All VITA/TCE volunteers must complete the Volunteer Standards of Conduct Training and complete and sign Form 13615, Volunteer Standards of Conduct Agreement prior to working at a VITA/TCE site. Form 13615 is provided through Link & Learn Taxes; Form 6744, Volunteer Test/Retest; or Publication 4299, Privacy, Confidentiality, and Standards of Conduct – A Public Trust; and strictly adheres to the Privacy Act Notice of 1974. Copies of signed and dated forms must be retained at the site or by the partner throughout the filing season. VITA or TCE grant recipient sites and their partners must retain a copy of the form until December 31st. All other sites must retain the form until the site closes.**

Taxpayers utilizing VITA/TCE site services provide personal information to the volunteers, such as names, addresses, SSNs, birth dates, and bank account information. Sharing this type of information makes them more vulnerable to identity theft. Taxpayers should be confident when visiting your sites that their information is safe. Do not openly discuss taxpayers by name in the presence of other volunteers or other taxpayers. Keep the information confidential and protect it from unauthorized individuals and misuse by keeping it locked and secure.

SPEC's IRC 7216 Policy states that all volunteer sites using or disclosing taxpayer data for purposes other than current, prior, or subsequent year tax return preparation must secure the taxpayer's consent to use and disclose the data. It is recommended that sites or partners maintain signed copies of the consent notice for three years. **For additional information on IRC 7216, please refer to Publication 4299, *Privacy, Confidentiality, and Standards of Conduct – A Public Trust*.**



**All returns prepared by volunteers through VITA/TCE must be completed while the taxpayer is present. Do not take the taxpayer's information for completion of the return outside the presence of the taxpayer. The exception is the Virtual VITA/TCE Model.**

**Exception:** In some cases, having the taxpayer present in the preparer's site is not always possible. In these cases, certified volunteers may interview taxpayers over the phone or through other electronic media, while preparing their returns. Both the Intake site and Preparation site must follow all of the requirements listed in the Quality Site Requirements (QSR). In some cases, the taxpayer information must be left at the site to be prepared and mailed to the taxpayer. Adequate security and privacy is expected to ensure taxpayer records are properly safeguarded. All Virtual VITA/TCE sites must be approved by the responsible local IRS SPEC Territory Manager to ensure all procedures are in place as described in the QSR and the taxpayer's and government's interests are properly protected. This includes the correct use of Form 13614-C, Intake/Interview and Quality Review Sheet, and security procedures for preparing all returns. For more information on the Virtual VITA/TCE Model, refer to Publication 1084, IRS Volunteer Site Coordinator's Handbook.

## **General Guidelines**

Each volunteer *e-file* site must conform to the same ERO requirements as other tax practitioners. Included in this publication are requirements for operation of a volunteer *e-file* site. Publication 1345, *Handbook for Authorized IRS e-file Providers of Individual Income Tax Returns* and Revenue Procedure 2007-40 (updated information for Publication 1345) provide detail procedures and assistance for volunteer EROs.

As a step toward improving quality at VITA/TCE sites for the 2011 filing season, this publication (Publication 3189, *Volunteer e-file Administration Guide*) must be available as a resource tool at all volunteer sites. Site coordinators will be asked to provide proof of its availability during site reviews that will be conducted throughout the filing season. As a convenience, we have included an electronic copy of Publication 3189 in the TaxWise CD and recommend downloading it to your computer.

The Quality Site Requirements (QSR) include ten practices that are necessary to ensure taxpayers visiting VITA/TCE sites receive quality service and an accurately prepared return. The QSR's are:

### **Return Preparation**

1. Volunteer Certification
2. Intake and Interview process
3. Quality Review Process
4. Reference Materials
5. Volunteer Standards of Conduct Agreement
6. Returns timely filed/delivered

### **Administrative**

7. Title VI, Civil Rights
8. Correct SIDN Used
9. Correct EFIN Used
10. Security, Privacy, and Confidentiality Guidelines

If you have specific questions on these requirements, you should communicate with your local partnership contacts, and then your local IRS SPEC Relationship Manager, if applicable.

The IRS purchases TaxWise<sup>®</sup> software for use by VITA/TCE sites to electronically prepare and transmit returns. This software is available to all VITA/TCE sites (some restrictions apply). Please contact your local SPEC Relationship Manager if you are interested in using TaxWise<sup>®</sup> software.

## **e-file Quality Review**

Accuracy of the returns prepared by volunteers is imperative. As the ERO, your experience and responsibilities put you in the best position to observe trends such as quality issues, repeat rejects, recordkeeping inconsistencies, etc. When situations like these are observed, it is the ERO's responsibility to bring them to the attention of the appropriate individuals, whether that is the site coordinator, taxpayer, or quality reviewer.

As the ERO, you can provide assistance and support to the site coordinator in several ways to ensure the accuracy of the returns:

- Assist the site coordinator in setting up a standardized quality review procedure to ensure 100% review of all returns.
- Supply the volunteers with materials such as: Publication 17, Your Federal Income Tax, Publication 4012, Volunteer Resource Guide, and Instruction booklets for Forms 1040 series. At least one copy of these resources must be available at each site, as the interview techniques and decision trees are valuable in making tax law decisions. If these materials are not available in paper, volunteers should be shown how to reference the materials in the computer software.
- Emphasize that volunteers are to prepare or correct only returns and forms they have been trained and certified to prepare or correct and that are **within the scope of the program**.
- Screen taxpayers to make sure they have the necessary information and documents and that their returns are within the scope of the volunteer program.



**All sites must use Form 13614-C, Section C, to conduct a quality review. The electronic Form 13614-C, Section C available through the TaxWise software interview module, may be used in lieu of the paper Form 13614-C, Section C.**

- Ensure that tax preparers are asking questions to determine that the taxpayer qualifies for all deductions, credits, etc. As an example, if the taxpayer is asked what his/her filing status is, he/she may say head of household, but not know the correct definition by law. The tax preparer needs to ask probing questions to ensure the taxpayer qualifies as head of household. The interview techniques and decision tree in Publication 4012 are tools that illustrate the probing questions that should be asked.
- Ensure the volunteers are running the diagnostics and making corrections for computer-prepared returns.
- **Ensure the volunteers at sites using TaxWise® software “create e-file” before printing the return. Failure to do so will result in the e-file Submission ID not being printed on the e-file documents and must be on Form 8453 prior to mailing. The e-file Submission ID is required on all electronic records.**
- All returns must be quality reviewed and discussed with the taxpayer prior to the taxpayer leaving the site. All sites must complete Form 13614-C, Section C after completing the quality review process. The electronic Form 13614-C, Section C, available through the Tax Wise software interview module, may be used in lieu of the paper Form 13614-C.

Each site may have different procedures for conducting quality reviews. There are several types of quality reviewers: designated reviewer, (preferred method); peer reviewer; or a self reviewer.

As stated previously, one of the following quality review procedures can be used:

**Designated Reviewer**—someone other than the preparer reviews the return (preferred method).

- A quality reviewer goes to the computer used by the preparer to quality review the return. The quality reviewer examines the return on the computer screen using Form 13614-C, Section C, and source documents. The quality reviewer, and the taxpayer participate in verifying, that the tax law is correctly applied based on the interview and all supporting documentation, and the return is free from errors. The quality reviewer may also ask the preparer additional questions during the quality review.

Or

- The preparer who completed the return prepares a backup of the return on a PMSD (Portable Mass Storage Device) if no LAN (Local Area Network) is being used at the site. The PMSD and taxpayer records are then transferred to a quality reviewer. (Alternatively, sites may print the return along with taxpayer records, and then taken to a quality reviewer.) The quality reviewer and the taxpayer participate in verifying that the tax law is correctly applied based on the interview and all supporting documentation, and the return is free from errors using Form 13614-C, Section C. The quality reviewer may also ask the preparer additional questions during the quality review.

**Self-Reviewer**—the preparer reviews the return.

- The preparer and the taxpayer participate in verifying that the tax law is correctly applied based on the interview and all supporting documentation, and the return is free from errors using Form 13614-C, Section C.

**Peer Reviewer**—a fellow preparer and the taxpayer participate in verifying that the tax law is correctly applied based on the interview and all supporting documentation, and the return is free from errors using Form 13614-C, Section C.

- The peer reviewer and the taxpayer participate in verifying that the tax law is correctly applied based on the interview and all supporting documentation, and the return is free from errors using Form 13614-C, Section C. The peer reviewer may also ask the preparer additional questions during the quality review.

**Exhibit 1, Useful Resources**, is a list of publications that can assist you with additional questions concerning *e-file*. Also, **Exhibit 2, Who Do I Contact?** and **Exhibit 3, Contact Information for Volunteers**, can help you while navigating the *e-file* process.

For a graphic depiction of the *e-file* Process, see **Exhibit 9**.

## **Recommended Minimum Operating System Requirements**

### **FY2012 Recommended Minimum Operating System Requirements for use of TaxWise Software**

<b>TaxWise (Desktop)</b>	<b>TaxWise Online (TWO)</b>
800 MHz processor	800 MHz processor
Windows XP Professional, Windows XP Home Edition, (with the latest service pack), Microsoft Windows Vista (32-bit operating systems only) or Windows 7	Windows XP Professional, Windows XP Home Edition (with the latest Service Pack), Microsoft Windows Vista (32-bit operating systems only) or Windows 7
512 MB of Ram	512 MB of Ram
1 GB of available hard drive space (per tax year)	
8X speed CD-Rom	
800 X 600 color monitor with 16-bit color video card	800 X 600 color monitor with 16-bit color video card
56K Internet connection (Internet access required)	High-speed internet connection (DSL, cable modem, or T1/T3)
PCL6 compatible printer	PCL6 compatible printer
Microsoft Internet Explorer 7.0 (with latest service pack)	Microsoft Internet Explorer 7.0 (with latest service pack)
Adobe Reader (version 8.1 or higher)	Adobe Reader (version 8.1 or higher)
Ethernet network card (required for network installations only)	Mouse
.net 4.0*	
	<b>Required Browser Settings:</b>
	Security Level: Medium
	JavaScript: Enabled
	Download files: Enabled



**Minimum requirements provide adequate performance for many users depending on computer configuration. While TaxWise may run on configurations with fewer resources, CCH does not guarantee performance or capability.**

\* .net 4.0 will be loaded during installation of the TaxWise software. During installation users will be directed to a link to download .net 4.0 if not already installed.

**Strongly encourage any site planning to use TaxWise Online (TWO) to run the speed test link below, from each computer at the site:**

<http://speedtest.taxwise.com>

If the results of the speed test indicate the communication speed is less than 800 kilobytes per second, TWO may not be the best product choice for your site. Communication speed has direct impact on user's satisfaction with this product. Slow communication speeds represent slow response time. Slow response time could increase the amount of time required to prepare a return.





- Protection of the Information
- Protection of Equipment

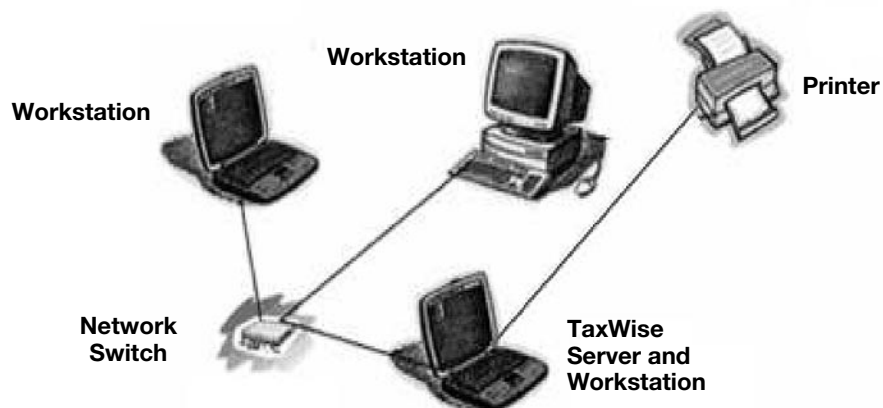
Technology comes with inherent risks. *E-file* sites are required by IRS and, if applicable, by local government to maintain certain taxpayer information. These requirements pertain to both electronic and printed data. This increases the responsibility of all volunteers and partners to be vigilant in protecting the information. Protection involves the physical protection of the equipment used as well as the protection of the electronic data.

## **Protection of the Information:**

1. **Printed media** – Ensure printed documents containing taxpayer information are secured during and after operating hours. Although a locked storage area is preferred, it may not be available while on site. Care should be taken to ensure Forms 8453, 8879, and 13614-C, along with any related information is not inadvertently revealed to others. Store paper documents away from the flow of traffic. Reports showing Submission ID Numbers and *e-file* Acknowledgements should be protected.

**Any sensitive information not returned to the taxpayer or authorized by the taxpayer to be kept for retention by the site, must be shredded or burned.**

2. **Portable Mass Storage Devices (PMSD)** – **PMSD**, such as diskette, CD, Flash Drive, Jump Drive, etc. used to backup returns must be protected. Place identification labels on the **PMSD** and establish a system to control and account for them. These devices should be stored in a **secure location** to prevent theft/loss of information. Use encryption to securely store data when available.
3. **Electronic information stored on computers** – Taxpayer information stored on computers are subject to unauthorized access. The ERO should work with the site coordinator to ensure every possible precaution is in place to protect taxpayer information and privacy. TaxWise software encrypts data stored in TaxWise; however, the same precautionary measures should be taken regardless of the software used. Use of anti-virus and firewall software is encouraged when connecting to the Internet to prevent unauthorized access.
4. **Networking TaxWise** - Many sites are now successfully using simple Local Area Networks (LANs) for improved productivity and security. Using LANs at sites is strongly encouraged for the desktop product.



A LAN provides numerous advantages, especially to the *e-file* site manager:

- Better security - only one computer actually holds the data;
- Only one computer requires TaxWise updates;
- Only one computer needs to be backed up;
- All networked computers have access to all returns when the network is running;
- Quality Review can be conducted from any one of the networked workstations;
- Printer sharing is easy as switches are not required.



**When using network printers, always set them up with a “static IP address” to insure the printer will not be “lost” by the network when a router is allowed to randomly reassign IP addresses each time the network is setup.**

5. **Encryption Software** – Since the TaxWise software now encrypts all taxpayer information, the use of separate Encryption Software may no longer be necessary. Each volunteer partner needs to assess the risk themselves to determine if they will continue to use Encryption software on the computer Hard Drives used for tax return preparation. The IRS loaned computers will continue to use the SecureDoc software to protect the whole disk on these computers because US government owned computers are still required to be encrypted.
6. **Use of Wireless Technology at volunteer sites** – IRS recommends partners/volunteers use wired connections when transmitting taxpayer information via the internet. If partners/volunteers, after assessing their individual risks, decide to use wireless devices to transmit taxpayer information to CCH Small Firm Services (TaxWise), at a minimum, partners/volunteers should use:
  1. Wi-Fi Protected Access – 2 (WPA2) certified equipment and software. WPA2 uses government strength encryption in the Advanced Encryption Standard (AES) and
  2. AES with a minimum of 256 bit encryption and
  3. WPA2 Robust Security Network (RSN) framework should be used with authentication to establish a secure wireless connection between WLAN (Wi-Fi Local Area Networks) devices and
  4. The default SSID (Service Set Identifier) should not be used. The SSID character string should not reflect names associated with VITA, TCE, IRS, or tax preparation.

Partners/volunteers are encouraged to use TaxWise Online (TWO) when using wireless devices since all taxpayer data is stored on a secure server located in the CCH Small Firm Services data center.

Partners/volunteers are expected to exercise caution to ensure taxpayer return and personal information is properly safeguarded. Partners/volunteers must have sufficient knowledge of the equipment (computer, software, routers, and wireless devices) they use to adequately assess their security risks and take reasonable steps to mitigate those risks.

7. **File Sharing** – Peer-to-peer (P2P) file sharing is a popular way to exchange or “share” files. Any software or system allowing individual users of the Internet to connect to each other and trade files is considered P2P. This includes applications that allow users to immediately communicate with each other via instant messaging and those that allow multiple computers to pool their processing power and memory to create a super computer. Use of P2P applications introduce security risks, such as:
- Exposes data/system to viruses/malicious code;
  - Places personal and/or sensitive information at risk of unauthorized access;
  - Imposes capacity constraints on computers and networks.

**Before using P2P file sharing ensure you understand the risks.**



**P2P software causes problems that may not be fully understood. Some files can be made public through the use of this software. Therefore, all volunteers must ensure that non-IRS computers are properly protected.**

8. **Password Protection** – Taxpayer information stored on computers should have password protection to ensure/prevent unauthorized access. The ERO should work with the Site Coordinator and/or volunteers to develop a system to ensure strong passwords are used and that the passwords are changed periodically or as required to ensure taxpayer information is protected. TaxWise software requires the use of a strong password.
- A strong password should have at least 8 characters and include numbers or symbols. The longer the password, the tougher it is to crack. A 12-character password is stronger than one with 8-characters.



**Avoid common words: some hackers use programs that can try every word in the dictionary. Don't use your personal information, your login name, or adjacent keys on the keyboard as passwords. Change your password regularly (at a minimum, every 90 days). Each User should have their own unique User Name and unique password. Don't use the same password for more than one user.**

- Do not post the passwords on or near equipment. Do not put passwords in an automatic script routine or program.
- Sign off or lock equipment when not in use. Use screen savers and automatic computer lock out after a preset period of inactivity.
- Ensure information is not accessible to general computer users that share equipment. The diligent use of strong passwords will protect against unauthorized access to taxpayer information.
  - **Operating System Passwords** – All sites using computers to prepare returns are to protect access to the operating system with a password that uses strong password configuration. Strong passwords are identified as a minimum of 8 characters in length and consisting of alpha, numeric and symbolic digits. Passwords should be changed periodically during the filing season.
  - **Tax Preparer Unique User Names** – TaxWise software requires volunteers preparing returns to have unique user names that are password protected. This policy helps to protect the volunteer as much as it is to protect the taxpayer. In the past the volunteer program had refunds diverted into accounts other than the taxpayer, it was difficult to pinpoint which volunteer prepared the return when the site only used one user name for all volunteers. This resulted in innocent volunteers being removed from the program.

- The volunteer’s access privileges should be limited to the activities necessary to perform their volunteer role. For instance, a return preparer should not be assigned administrative or super user rights.
- When the site uses “other” software to prepare returns similar security precautions should be followed as allowed by the software.
- When volunteers quit, resign, or are no longer working at the site, the ERO or Site Coordinator must deactivate their user names.
- The site should not use generic user names or passwords, such as “volunteer”; the site must change the password immediately when a user leaves the program.



**TaxWise “Guest” accounts must be password protected. If other software is used to electronically prepare tax returns all user and non-user accounts, such as “guest” accounts should be password protected.**

9. **Disposing of information** – All electronic media and hardware should be disposed of timely and in a manner that ensures data is not recoverable to reduce risk. Contact your local SPEC Territory office for additional guidance.
10. **Deleting Taxpayer data** - Information may not be stored on partner owned or IRS loaned equipment once the filing season activities are completed. The information on all computers (both partner owned and IRS loaned) must be deleted (securely wiped) as part of the site closing activities. Deleting the information properly will prevent unauthorized disclosure of confidential information. IRS provided software encrypts all tax return data stored on the user’s computer or on removable media.
11. **Deactivating users** - Deactivate most TWO users or ensure they only have “Return Preparer” role and move returns to ADMIN. (See TWO Post Filing Season).

## **Protection of Equipment**

Secure equipment when not in use in a controlled limited access location. When in use, ensure equipment is under the care of a volunteer at all times. The laptop computers used in the program must be kept secure. Additional safeguards to be considered to protect equipment from both theft and accidental damage, are:

1. Do not expose the laptop to extreme temperatures; i.e., by leaving the computer in a car or garage with no ventilation in the summer or no heat in the winter.
2. Handle carefully. Avoid jarring, bumping, and dropping the equipment.
3. Keep food and drinks away from the system; and do not smoke around the equipment, as these are hazardous to the system components.
4. Never leave a laptop unattended. Lock in a cabinet or unmovable container, when not in use.
5. When transporting between locations and the need arises to leave the equipment in the car, secure it in the trunk at the point of departure and not at the point of arrival. If a trunk is not available, conceal it from view.
6. When stored in a home or business, ensure it is not easily visible through windows.
7. Know the serial number, type of equipment and any identifying tags (such as a bar code) present on the equipment in the event it is lost or stolen. Law enforcement agencies will need this information to be able to provide assistance, in the event of theft or loss.

**Contact your local SPEC Territory office if any equipment that contains taxpayer data is lost or stolen. As a condition of IRS loaned equipment, the recipient of loaned equipment agrees to notify SPEC within 48 hours if equipment is lost or stolen.**

- Signature Methods for *e-file* Returns
- Practitioner PIN Method
- Self-Select PIN Method
- Rejected Returns
- Recordkeeping Requirements
- Record Retention Requirements
- Frequently Asked Questions
- Form 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return
- State Return
- Document 9282-E (Business Reply Label-Austin)

## **Signature Methods for e-file Returns**

There are two signature methods for *e-file* returns; Practitioner PIN and Self-Select PIN. Following is an explanation of each signature method along with the advantages and disadvantages of each method.

### **Practitioner PIN Method**

The Practitioner PIN method is the preferred electronic signature method for taxpayers.

#### **Why?**

- Neither the taxpayer's date of birth nor the prior year AGI is needed to use the Practitioner PIN Method.
- All taxpayers are eligible for the Practitioner PIN Method.
- Taxpayer doesn't have to be present to enter their PIN. Taxpayer can take the Form 8879 to their spouse to sign and then return the signed Form 8879 to the volunteer tax preparation site.

#### **What?**

- Practitioner PIN can be any five numbers except zeros. If filing a joint return, a PIN is needed for the taxpayer and their spouse. The taxpayers may authorize the volunteer to enter their PIN on their behalf using Form 8879, IRS *e-file* Signature Authorization.
- Requires the completion and taxpayer(s) signature(s) on Form 8879 or Form 8878 if filing Form 4868 with electronic funds withdrawal.
- Form 8879 is not required to be maintained at the site or by partners.

#### **How do you use the Practitioner PIN option in TaxWise?**

- Go to "Main Information Sheet".
- Scroll to the "Self-Select and Practitioner PIN(s)" section.
- Enter the ERO PIN "98765" (this is the designated ERO PIN for all volunteer *e-file* sites and should be set as a default).
- Check the box below the PIN field to select the Practitioner PIN method.
- Tab to "The Income Tax Return" and place an "X" in the box. (This should be set as a default.)
- In Part III, of Form 8879, the volunteer must enter the EROs signature, which should be defaulted with the site name, SIDN and current date.

**There is no requirement for last year's AGI or Prior Year PIN. Form 8879 is generated which may be taken home by the taxpayer for signature by the spouse. When the following has been accomplished, PIN(s) can be entered by the tax preparer.**

- Return has been quality reviewed. Please note it is critical for the preparer, quality reviewer, AND the taxpayer to validate SSNs and names, as well as anything on the W-2 and/or 1099 BEFORE the taxpayer leaves the site.
- The taxpayer(s) agrees with the return.
- Print the return including a copy of Form 8879 (use Form 8878, if filing Form 4868 with electronic funds withdrawal). The taxpayer(s) sign the Form 8879 (or 8878) then retains this form as their signature authorization.

## **Self-Select PIN Method**

The Self-Select PIN method is an additional electronic signature method for taxpayers.

### **Why?**

It eliminates the requirement for Form 8879, IRS *e-file* Signature Authorization, but does not eliminate the need for paperwork.

### **Who?**

The Self- Select PIN method is available to first time filers who are 16 or older on or before December 31, 2011. Primary taxpayers who are under 16 that have filed in the previous years are also eligible.

### **What?**

The Self-Select PIN method is not available to all taxpayers. The Self-Select PIN method allows taxpayers to electronically sign their *e-filed* return by physically entering their own five-digit PIN. The PIN can be any five numbers except all zeros. If filing a joint return, a PIN is needed for the taxpayer and their spouse. The taxpayer does not need to register the PIN with the IRS before filing or contact the IRS to get a PIN. If this confuses the taxpayer, suggest that they consider entering their zip code.

### **How do you use the Self-Select PIN in TaxWise?**

- Go to the “Main Information Sheet”.
- Scroll to the “Self-Select and Practitioner PIN(s)” section. Enter “98765”. (This is the designated ERO PIN for volunteer sites and can be set as a default.) Do Not check the box below it.
- Tab to the income tax return and place an “X” in the box. (This can be set as a default).
- Tab to the section where there is the Date and the Taxpayer’s PIN. Only check the “do not authorize” box or boxes for the taxpayer(s).
- After the return is completed and reviewed, return to the Main Information Sheet and see if the return qualifies for Self-Select PIN. For sites using TaxWise software, the software provides an indicator to identify the return as eligible for the Self-Select PIN.
- If the return qualifies and the taxpayer(s) chooses to use the Self-Select PIN, complete the required information. For users of TaxWise software, the required information is on the Main Information Sheet. The IRS uses the taxpayer(s) date of birth and last tax year’s original Adjusted Gross Income (AGI) or Prior Year PIN to verify identity.

### **What are the guidelines for entering the original Adjusted Gross Income (AGI)?**

When taxpayers sign their electronic tax return using the Self-Select PIN method, they must provide their original prior year AGI or prior year PIN for the IRS to validate their identity. The prior year AGI is the amount from the taxpayer’s prior year originally filed return as accepted by the IRS; it is not the amount from an amended return or a math error correction made by the IRS. In some cases the prior year AGI may have unique features as follows:

- If the prior year return was filed as married filing jointly with the same spouse, enter the same prior year total AGI amount for each taxpayer. Do not divide the amount between the taxpayers.
- If the prior year return was filed as married filing jointly with a different spouse, enter the prior year total AGI amount from the joint return filed with the ex-spouse.



- If the taxpayer did not file a prior year tax return, the prior year return was filed after December 9, 2011, the prior year AGI was zero or the taxpayer **did not need to file a prior year tax return but filed a return anyway**, the taxpayer must enter “Zero” for the original prior year AGI amount. **Do not leave this field blank**, the return will reject if the field is left blank for a zero amount.
- If the taxpayer’s AGI is negative, the negative amount should be entered.
- If the taxpayer is unsure of their original prior year AGI they may call IRS Customer Service at 1-800-829-1040.

**Removal of Form 8879 from the “Print Packets”:** The following procedures should be taken only when Self-Select PIN option is used. TaxWise® software is programmed to print Form 8879 each time the Self-Select PIN or Practitioner PIN method is used. Per instructions for Form 8879: **“If the Practitioner PIN method is not used”**, and the taxpayer enters his/her own PIN, Form 8879 does not need to be printed and retained. To eliminate the automatic print of Form 8879 when the Self-Select PIN is used, edit “Print Packets” by taking the following steps:

- Go to “Tools”.
- Select “Utilities/Setup Options”.
- Select “Setup”.
- Select “View/Edit Print Packets”.
- Highlight the “Pin Auth” form on the right side under “Selected Forms to Use”.
- Right click and choose “Remove”.



**TaxWise software users - Do not delete Form 8879 from your “TaxWise Tree”.  
The information contained in this form must be included in the e-file.**

This method allows taxpayer(s) to input a 5-digit PIN to electronically sign their return. The taxpayer(s) is not required to sign any other documentation to validate the *e-filed* return. When the following has been accomplished the taxpayer(s) enters a 5-digit PIN which qualifies as the return signature(s).

- Return has been quality reviewed.
- The taxpayer(s) agrees with the return.
- The taxpayer is eligible to use the Self Select PIN method.
- Last year’s AGI or the Prior Year PIN is entered.

#### **Advantage**

- No long-term record keeping requirements for the paperwork.

#### **Disadvantages**

- In the case of a joint return, both taxpayers must be present to enter their PIN.
- Last year’s original AGI or Prior Year PIN must also be available.
- The taxpayer(s) must physically enter their 5 digit PIN(s) using the keyboard.
- Not every taxpayer can use this PIN method to file their tax return.

## Rejected Returns

Many of the most common rejects involve the taxpayer(s) and their dependents Social Security Number (SSN) and the Employer Identification Number (EIN) that appears on the Forms W2 and Forms 1099. The IRS performs a name match on these numbers that can cause a return to be rejected. Typographical and other errors can often be easily resolved. The Taxpayer may need to be contacted to determine the correct EIN or SSN numbers, for neither the IRS nor TaxWise can resolve these rejects.

Sometimes a rejected return may contain errors that, when corrected, require substantive changes. If this occurs, a new Form 8879 signature authorization must be signed by the taxpayer(s). Substantive changes are defined as changes of more than \$50 to "Total Income" or "AGI" or more than \$14 to "Total Tax", "Federal Income Tax Withheld", "Refund" or "Amount you owe".



**Even if a new Form 8879 when using the Practitioner Pin Method, is not required, any changes to tax or refund/balance due amount should be discussed with the taxpayer and a corrected return copy provided to the taxpayer.**

## Recordkeeping Requirements

The IRS and most states require preparers to keep some files and electronic backups of returns. These must be kept confidential and in a secured location at the site or sent to the local SPEC office periodically during, and at the end of the tax season if your site does not have storage capacity. Accurate tracking of transmitted returns is necessary to ensure acknowledgements are received and rejected returns are handled in a timely manner. An *e-file* log can be utilized to track the status of returns. This log can contain taxpayer name, SSN, date completed, date transmitted, date accepted/rejected, and date taxpayer notified, if rejected. This log should be retained with e-File Submission and Acknowledgement Reports, and kept secure. If using the Practitioner PIN, "PP" will be noted in the PIN Presence Indicator under the "Sig Doc" column on the Acknowledgement Report. This signifies the use of the Practitioner PIN. If using the Self-Select PIN, SSP will be noted in the PIN Presence Indicator under the "Sig Doc" column on the Acknowledgement Report. **This signifies the use of the Self-Select PIN, and no Form 8879 is required.**

## Record Retention Requirements:

Retaining a signed copy of the Form 8879 for the **Practitioner PIN** method and Forms W-2, and W-2G and Forms 1099R for both the **Practitioner** and **Self-Select PIN methods** are no longer required.

The following documents must be retained until December 31st of the year in which the return was filed:

- IRS Acknowledgement Reports - Check to confirm IRS acceptance of federal return and signature method.
- A complete electronic backup, using a PMSD of all electronically transmitted returns, if using the Desktop version of the TaxWise software. Returns can be stored on the computer hard disk drive until the end of the filing season. Procedures for erasing the returns are included in the Post-Filing Season section of this publication.
- Any supporting documents, not included in the electronic return.
- The second copy of Form 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return, with any required attachments.

Taxpayer information may be retained either electronically or by paper when written notice has been given to the taxpayer and the taxpayer agrees to retention and use of their information. The disclosure should explain what information will be retained, how the information will be used, that the information will be protected, and how long the information will be retained. The information should be properly disposed of once it is no longer needed. Proper disposal consists of shredding, burning or destroying PMSD containing personal sensitive information for security purposes. See Publication 4299 for more information.

**There are two options for retention.** Each partner and local IRS SPEC Territory office will discuss and determine which method is used.

**Option 1** – The partner is required to store the above until the end of the calendar year in which the return was filed. Appropriate disposal methods, such as shredding or burning of paper records and physical or magnetic destruction of disks, should be used to dispose of data at the end of the calendar year.

**Option 2** – The partner will ship the second copy of Form 8453 with attachments, IRS Acknowledgement Reports and a PMSD of all electronically transmitted returns, if using the Desktop version of the TaxWise software, to their local SPEC Territory Office. Prepaid labels are available from your local SPEC office.

- Prior to committing to Option 1, the SPEC Territory office will evaluate the level of security afforded documents while in the partner's possession. Sufficient security is required to prevent unauthorized access to the data. The IRS SPEC Territory office will determine if Option 1 is approved after the security is evaluated.

IRS Publication 1345, Handbook for Authorized *e-file* Providers of Individual Income Tax Returns, provides instructions to Electronic Return Originators (ERO) for securing and maintaining required documentation used in IRS *e-file*. Since many volunteer EROs supporting the VITA/TCE program do not have secure storage space, for these required documents, we provide the option of sending them to the IRS.

The following documents are required to be maintained through 12/31. If mailing retention documents to your **local IRS Territory Office**, your IRS Relationship Manager can provide this address to you. If you do not know who your IRS Relationship Manager is, please send an email to [partner@irs.gov](mailto:partner@irs.gov) for the address. If you have secure storage space to retain these documents for the required period you do not need to send them to the local IRS Territory Office.

- IRS Acknowledgement Reports – Check to confirm IRS acceptance of federal return and signature method. \*

- Complete copy of the electronic portion of the return, i.e. master backup devices (CD, flash drive, thumb drive). \*
- Copy of Form 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return and supporting documents not included in the electronic return.
- Copy of signed IRS *e-file* consent to disclose forms.

\*Does not apply to TaxWise Online users.

## **Frequently Asked Questions**

**1. If a taxpayer signs a joint return using a PIN, does the spouse also have to use a PIN?**

Yes. When a taxpayer files a joint return using electronic signatures (PINs), both the taxpayer and their spouse must sign using a PIN. Both taxpayers can choose any five digits except all zeros.

**2. Can a taxpayer enter a spouse's PIN if he/she is unavailable?**

No. Each taxpayer must enter his/her PIN.

**3. Does a taxpayer have to use the same PIN that was used the prior year?**

No. The taxpayer may choose any five digits except all zeros.

**4. Can a taxpayer use the same PIN the following year?**

Yes, or a taxpayer may choose any five digits except all zeros.

**5. Can a taxpayer give their PIN verbally to an ERO to enter it in their electronic return?**

Yes, if using the Practitioner PIN Method. The taxpayer may give their PIN to the ERO verbally. However, the taxpayer must also sign Form 8879. An ERO cannot transmit the taxpayer's return or release it for transmission until they receive the signed form from the taxpayer.

**6. Are Forms 8879 mailed to the IRS Processing Center?**

No. The retention of the Form 8879 is no longer required.

**7. Are Forms W-2, W-2G, and 1099-R retained when either the Practitioner PIN or Self-Select PIN methods are utilized?**

No. The retention of these forms is no longer required.

## **Form 8453, U.S. Individual Income Tax Transmittal for an IRS e-file Return**

Form 8453 will be used to transmit specific supporting documents that cannot be *e-filed*. Those paper forms, schedules, and supporting documents include:

- Form 1098-C, Contributions of Motor Vehicles, Boats, and Airplanes (or acceptable documentation/required Donor Documentation);
- Form 2848, Power of Attorney and Declaration of Representative (only for an electronic return signed by an agent);
- Form 3115, Application for Change in Accounting Method;
- Form 3468, Investment Credit (if Historic Structure Certificate is required);
- Form 4136, Credit for Federal Tax Paid on Fuels (if certificate and/or reseller statement is required);
- Form 5713, International Boycott Report;
- Form 8283, Noncash Charitable Contributions, Section A (if statements required) or Section B, Donated Property;
- Form 8332, Release of Claim to Exemption for Child of Divorced or Separated Parents (or similar statement);
- Form 8858, Information Return of U.S. Persons With Respect to Foreign Disregarded Entities;
- Form 8864, Biodiesel and Renewable Diesel Fuels Credit (if certificate and/or reseller statement is required);
- Form 8885, Health Coverage Tax Credit;
- Schedule D-1, Continuation Sheet for Schedule D (Form 1040) (or acceptable substitute) if the taxpayer elects not to include their transactions on the electronic STCGL/LTCGL Records;
- Worksheets 1 through 4 from Pub. 517, Social Security and Other Information For Members of the Clergy and Religious Workers.

The Form 8453 is only to be used when the additional forms or supporting documents are required to be attached to the return. Form 8453 is to be mailed to the Austin Submission Processing Center within three business days.

Below is the shipping location for these documents. If you have secure storage space to retain these documents for the required period you do not need to send them to the IRS.

	<b>Form 8453 and attachments</b>
Mailing Address	Internal Revenue Service Attn: Shipping and Receiving, 0254  Receipt and Control Branch Austin, TX 73344-0254
Shipment Confirmation	Include Form 3210, Document Transmittal, if you want a return receipt. This step is optional.
Mailing Labels	Use pre-printed mailing labels, Document 9282E, Catalog Number 33261H. Mailing labels can be ordered from the National Distribution Center (NDC).
When to Mail Items	Mail forms 8453 within 3 business days after receiving the IRS acknowledgement.
Retention Period	Through 12/31

## **State Return**

State rules may differ; contact your state Volunteer *e-file* Coordinator for instructions on the handling of any state signature documents for recordkeeping requirements, or contact your local SPEC office.

## **Document 9282-E (Business Reply Label – Austin)**

**For all locations, Form(s) 8453 with its attachments are to be sent within 3 days from the acceptance of the return(s) that included this form to:**

**Austin Submission Processing Center - Volunteers use Business Reply**

- EFIN Application Process
- Form 8633, Application to Participate in IRS *e-file* Program
- Form 8633 Completion
- Sanctioning
- TaxWise Software Ordering
- IRS/CCH License Agreement
- Exception One: Base Site with Ad-Hoc Visits
- Exception Two: One-Day Sites
- Exception Three: Multiple Sites
- TWO Template Sharing
- QuickAlerts
- Reports

## **EFIN Application Process**

To use any professional software product you must apply to become an Electronic Return Originator (ERO) and receive an EFIN. There are two methods to obtain an EFIN. The preferred method for obtaining an EFIN is the on-line *e-file* Application. This application is available at the [www.irs.gov](http://www.irs.gov) website via e-services. Each individual listed as a responsible official must register for e-services prior to submitting the *e-file* application electronically.

An alternate method for obtaining an EFIN is to complete and mail the paper Form 8633. Form 8633, *Application to Participate in the IRS e-file Program*, can be accessed from the IRS website at [www.irs.gov](http://www.irs.gov). Enter "Form 8633" in the search engine to download the application.



**Be aware that if your EFIN is inactive for two years, it will be placed in inactive status and possibly reassigned to another Authorized IRS e-file Provider.**

### **Accessing e-Services**

**Partners gain access to e-services by using the Registered User Portal (RUP) through the [www.irs.gov](http://www.irs.gov) website.**

**Begin at [www.irs.gov](http://www.irs.gov).**

1. Click on the Tax Professionals tab located at the top of the home page.
2. Click on the "e-services for Tax Pros" link in the menu on the left.
3. On the screen titled e-services - On-line Tools for Tax Professionals select either "Login" or "Registration Services."
4. Select "Login" if already registered in e-services or "Registration Services" if the partner has not registered for e-services.

**The e-services process involves collecting personal data for the sole purpose of authenticating the user's identity. The required elements for the registration process are:**

- Legal name (verified with IRS & Social Security Administration (SSA) records)
- Social Security Number (verified with SSA records)
- Date of birth (verified with SSA records)
- Telephone number
- e-mail address
- Adjusted Gross Income (AGI) from either the current year or prior year filed tax return (verified from IRS records)
- Username. Select a preferred username. Read the rules for selecting a username
- Password and PIN. Select a password and PIN. Read the helpful hints on selecting a secure, unique password and PIN
- A reminder question to recover a forgotten username/password
- Home mailing address (verified from IRS records). If you have moved since you last communicated with the IRS, update the information when registering.

Registering for e-services is a two-step process. Step one is a one-time automated process which cannot be completed without the above mentioned items. The user should have this information available before continuing the registration process. Step two is a confirmation code that will be mailed to the Partner's home address within seven to ten business days. The partner must confirm registration within 28 days to complete the registration process.



Once the registration is confirmed, the partner will have access to the on-line *e-file* application. To access the IRS *e-file* application:

- Log in to e-services using your login and password,
- Click on “application”
- Click on “*e-file* application”

### **Advantages of e-Services**

- Available 24 hours a day, 7 days a week.
- Can be accessed from just about any computer with an Internet connection.
- Can be saved in progress and an acknowledgement of completion sent via e-mail.
- Can be updated and retained electronically.
- Reduces processing time of the *e-file* application.
- Allows for more than one Responsible Official for each site.
- New and revised applications can be submitted year round.

### **A Responsible Official:**

- Is responsible for the ERO at the designated volunteer site, is the first point of contact with the IRS and has authority to sign revised *e-file* applications.
- The Responsible Official can be the partner, *e-file* administrator, site coordinator, IT person, etc.
- Must ensure that IRS *e-file* rules are adhered to at each location he/she oversees.
- Must be a United States citizen or legal resident alien and have reached the age of 21 as of the date of the application.
- May be responsible for more than one office or site.

### **Completion of the *e-file* Application**



**Volunteers/Partners applying to become an ERO are exempt from the IRS suitability process.**

Before the partner is able to submit the *e-file* application, they must obtain a **Site Identification Number (SIDN)** from their local SPEC Office. AARP sites will obtain SIDNs from their state Admin Specialist. Once the SIDN is obtained the application can be completed. The following information is required when completing an application:

- Identify as ‘new’ or ‘revised’
- Check the box for Volunteer Organization
- Firm name must contain program type (VITA/TCE/AARP), site name and SIDN
- “doing business as” (DBA) should be the name of the site followed by the SIDN
- Business address should be the physical location of the site
- Mailing address if different from the physical address
- If site is not open 12 months, enter the Territory Office address and telephone number
- Contact name/phone number should be the partner’s
- Alternate contact/phone number should be the Territory Office (i.e. Atlanta Territory Office)
- Only the Electronic Return Originator should be checked “yes”
- Check the box that matches your “not-for-profit” service
- Form 1040 should be selected
- Responsible Official information needs to be completed
- Signatures are required for the responsible official and the application

## **Form 8633, Application to Participate in IRS e-file Program**

The Responsible Official can choose to use Form 8633. **Please contact your local IRS SPEC Relationship Manager to determine the procedure used for completing Form 8633. Be sure you have the latest revision of the Form 8633** (See **Exhibit 5**, Completed Sample of Form 8633 and Instructions). Form 8633 is available via the IRS' website (www.irs.gov; enter "Form 8633" in the search engine to download the application) or call 1 800-TAX-FORM and reference the form/catalog numbers.

- **Security policy requires SSN and Date of Birth for the Responsible Official on all new and revised applications.**
- Security features advance the integrity of the *e-file* system.
- The personal information you provide on the application will be protected in the same way that we protect all taxpayer information, because IRS strives to ensure public trust is protected.
- Documents and/or information that has been given to the IRS and used for tax administration purposes by the IRS does become "return information" protected by 26 U.S.C. section 6103.
- However, the IRS may be compelled to disclose information to the public under the Freedom of Information Act (FOIA) 5 U.S.C. 552. The information that may be released could include the Responsible Official's name, the firm name, and the business address, **but not the SSN and Date of Birth of the Responsible Official.**

***E-file* applicants should contact their local IRS SPEC Relationship Manager to ensure the accuracy and completeness of Form 8633 prior to submission.**



**Sponsors should review and update the *e-file* applications (Form 8633) yearly to ensure accuracy. The EFIN holder or Responsible Official is the only person able to obtain specific information regarding returns filed by the site.**

## **Form 8633 Completion**

- New *e-file* partners should work closely with their SPEC Relationship Manager when completing Form 8633, *Application to Participate* in the IRS *e-file* Program.
  - New volunteer partners must be input into the SPECTRM database and receive the SIDN before submitting a new Form 8633.
  - An SIDN must be on all new or revised VITA/TCE submissions of Form 8633 **or the application will be rejected by Andover**. The SIDN on Form 8633 provides Andover with confirmation that an applicant is authorized to participate as a VITA/TCE *e-file* provider.
- Improved Security
  - No data is stored locally on individual computers - CCH stores all data.
  - Intrusion detection – CCH uses software to reduce the threat of hackers.
- Line 1c – For processing of applications, Andover wants the SIDN to be with the Legal Name.
- Line 1g – Enter the SPEC Territory Office address on this line. This will prevent site from being closed for undeliverable mail, allow better control of site information and may alert SPEC of inappropriate use of EFIN/SIDN/SPEC procedures.

- The SPEC Territory office should be listed on Lines 1h and j of Form 8633. See Exhibit 5 in the Exhibits section.
  - **Line 1 h – Is firm open 12 months a year?**  
Check the applicable box (YES or NO) indicating whether their site is open 12 months a year. If the answer is NO, enter the physical address, and telephone number of the SPEC Territory Office. **NOTE:** The year round address field is not populated by the Third Party.
  - **Line 1 i & j – Primary/Alternate contact name**  
Enter a primary & alternate contact name, phone number and fax number (if applicable) of a person that will be available to answer questions from IRS regarding their site during the processing year. The IRS SPEC Territory Office should also be listed as an Alternate Contact if the site is not open year-round, in order for Andover to allow SPEC to make inquiries/changes by phone to the EFIN/application.

**Submit completed Form 8633 to your local SPEC Relationship Manager. A paper Form 8633 must have original signatures. They cannot be faxed or emailed.**



**When using e-Services to revise or request an EFIN, be sure to advise your local SPEC Relationship Manager.**

## **Acceptance to the e-file Program**

Once the IRS receives your application to become an Electronic Return Originator (ERO), we will review each application and make a determination of acceptance. See Publication 3112, IRS *e-file* Application and Participation, for information on the review process and acceptance to participate.

Once accepted into the IRS *e-file* program, an Electronic Filing Identification Number (EFIN) will be assigned to the responsible official. It is the responsibility of all participants to protect this identification number. It is your key to *e-file*. Your role as an ERO includes but is not limited to:

- Electronically sending the return to a transmitter that will transmit the return to the IRS. Currently CCH Small Business Services (CCH), the developer of TaxWise Software, serves as the transmitter for all volunteer sites using IRS provided software.
- Timely originating the electronic submission of returns.
- Ensuring that any rejects are properly corrected in a timely manner.
- Submitting any required supporting paper document to the IRS.
- Providing copies to taxpayers.
- Retaining records and making records available to the IRS.
- Accepting returns only from taxpayers and Authorized IRS *e-file* Providers.

## **Sanctioning**

Violations of the IRS *e-file* requirements may result in a warning or the sanctioning of an ERO. The failure of a ERO to comply with any requirement or provision outlined in Publication 3112 or Publication 1345, IRS *e-file* Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns or Rev Procedure 2007-40 which is updated information for Pub 1345, could result in sanctioning by the IRS. Sanctioning may be a written reprimand, suspension or expulsion from participation from IRS *e-file*, or other sanctions depending on the seriousness of infractions. For more information refer to Publication 3112.

Additionally, Volunteer EROs, identified on Form 8633 EFIN application, as a request for a VITA, TCE, or Military Base EFIN, must comply with the IRS SPEC Quality Site Requirements, see General Guideline section for a list of the Quality Site Requirements. Failure to comply with the Quality Site Requirements could result in removal from the IRS SPEC volunteer *e-file* program and suspension of the EFIN.

## **TaxWise Software Ordering**

Only SPEC Territory Offices can place orders for TaxWise software. Sites wanting to use TaxWise software should contact their local SPEC Relationship Manager. Software orders can be placed annually October through January.

SPEC offers two software products for partner use: TaxWise Desktop (CD version), which loads to users' computers/servers or TaxWise Online (TWO), a web-based application. The choice of products is made at the time the software order is placed and cannot be changed once it has been utilized.

***Sites transmitting for multiple EFINS must be identified when the software order is made to ensure receipt of transmitting EFIN(s), also known as XMIT Codes. (See the section, Transmitting Returns for Multiple EFINS in - TaxWise Pre-Filing Season.)***

Site administrators responsible for management of multiple sites may request and view reports in TaxWise for all Electronic Filing Identification Numbers (EFINs) or sites for which they are responsible through use of a "Relational EFIN". Using the Relational EFIN allows you to pull up reports for several sites at once without having to log in and out of the individual site. Sites Administrators wishing to use the Relational EFIN process should notify their local SPEC Territory Office. (For more information on Relational EFINs see Relational EFIN in the section titled Highlights For Filing Season.)



**All sites will receive a TaxWise CD regardless of whether they selected to use Desktop or TaxWise Online. For TaxWise Online users the registration code received will only activate the TaxWise Online application.**

**How to request relational EFIN access?** At the time the software is ordered you should notify your local SPEC Relationship Manager of all the sites for which you provide management support or oversight. The SPEC Relationship Manager will identify your EFIN and list each of the sites you are requesting "relational" EFIN access for when placing the software order. If the request is not completed at the time the software order is placed it must be completed prior to the start of *e-file* for the sites. Do not confuse "relational EFIN" with "transmitting for multiple EFINS". See "TaxWise Pre-Filing Season" section for information on transmitting for multiple EFINS. The relational EFIN only permits access to production and other statistical management reports available through TaxWise.

## **IRS/CCH License Agreement**

The license agreement between IRS and CCH is a “site” license. A site is defined as a physical location. Each site must have its own unique EFIN (Electronic Filing Identification Number). The site license permits all computers located at the site to be loaded with TaxWise.

CCH has agreed to allow sites to share a license if they meet one of the exceptions shown below.

**Reminder: For sites using TaxWise (CD version), only one computer can serve as the transmitting computer for the EFIN, regardless of whether they meet the exception. CCH will not permit transmissions from multiple computers with the same EFIN.**

### **Exception One: Base Site with Ad-Hoc Visits**

A site serves as a base site, but offers free tax preparation to taxpayers in underserved communities on an ad-hoc basis.

#### **Criteria for using exception one:**

1. Volunteers work at a “base” site.
2. Assistance is provided on an “ad-hoc” basis at a remote location.

Examples of sites that would qualify under this exception:

- In addition to providing tax preparation at their base site located in Palestine, TX, volunteers also service two small towns. Tax preparation services are provided through an arrangement with the local library, community, or senior center, and are offered on an appointment only or as needed basis. The volunteer does not have set days or hours when they will arrive at the two small towns. Visits to the towns, outside of the base site, are ad-hoc in terms of both frequency and location. All transmissions of returns are performed by one computer located at the base site.
- A team of taxpayers serve customers who either live in remote areas or who cannot travel to existing sites (homebound.) Tax preparation services are provided on an appointment only or as needed basis. All transmissions of returns are performed by one computer located at the base site.

### **Exception Two: One-Day Sites**

A partner or coalition who operates a tax preparation site also offers free tax preparation services at a one or two day site.

#### **Criteria for using exception two:**

1. Partner or Coalition operates a regular tax preparation site.
2. Site opened less than one week during filing season.

Examples of sites that would qualify under this exception:

- A special event hosted by a partner or coalition using the computers and volunteers from their regular tax site. Transmissions of all returns are done from one location, one computer. Example – Kroger Midnight Madness.
- Free tax preparation services offered in conjunction with a community function such as a Financial Literacy Conference. Transmissions of all returns are done from one location, one computer.

## **Exception Three: Multiple Sites**

Exception 3 applies when one ERO (Electronic Return Originator) with multiple sites transmits all returns and receives all acknowledgements. To qualify for this exception, each site managed by the ERO must place an order for software. Sites using this exception must be identified in SPECTRM at the time the software is ordered. (Note: The ERO will receive only one copy of the TaxWise CD.)

### **Criteria for using Exception Three (applies to TaxWise Desktop users only):**

- ERO transmits returns prepared at all sites from the same transmitting computer.

Example of sites that would qualify under this exception:

An ERO operates a base site on Monday and Saturday. On Tuesday, he prepares returns at Main Street Senior Center. On Thursday, he prepares returns at Central Street Senior Center. Each site has fixed hours. The ERO is responsible for transmitting all returns from one computer.

**Sites should contact their local SPEC Relationship Manager for assistance in determining if one of the above exceptions applies to their site.**

## **TWO Template Sharing**

In TaxWise On-Line (TWO) tax form defaults are created using a Template. A Master Template is included in the software that can be modified for local use. This modified template can be shared with other sites. To share a template the EFIN of the site creating the modified template must be listed in the "Template Subscriber" field of the software order form.

## **QuickAlerts**

QuickAlerts is a **free** online service that disseminates *e-file* messages to all subscribers. The messages keep the subscriber up to date on events that impact *e-file* Transmitters, Authorized *e-file* Providers and *e-file* Software Developers.

### ***Why Should You Subscribe?***

There are three categories that provide all around *e-file* information which is certain to enhance your filing season. These categories are found on the **Subscription Screen**.

- **Alerts** – Processing delays, programming issues, changes to any filing season procedure, PATS testing changes.
- **General Notifications** – Seminars, Conferences, and *e-file* publication changes.
- **General IRS *e-file* Service Center Messages** – IRS *e-file* program updates, general information, service center maintenance schedules, IRS *e-file* Help Desk phone numbers and more.

Another benefit is the **QuickAlerts Library**. The library stores previously posted messages. If you've missed any of the filing season messages, click on the following link to see older and previously posted QuickAlerts: [QuickAlerts Library](#).

## Updating or Cancelling Subscriptions

At the bottom of each QuickAlerts email you receive, there is a Subscriber Preference Page link. Selecting this link will allow you to update your subscription information, modify the QuickAlerts you receive or cancel your subscription.

## Problems or Questions

If you have questions or problems with the subscription service, please contact [support@govdelivery.com](mailto:support@govdelivery.com). If you have another issue you want to bring to our attention, you may send us an email at [QuickAlerts@irs.gov](mailto:QuickAlerts@irs.gov).

## Reports

Taxwise Online allows the user to access reports from the Customer Support Site without repeating the login process. To access reports, use the following steps:

1. Click on the **TWO Reports** button.



2. Click the **Generate** button beside the desired report.
3. The report status will change to **Pending**.

Reports				<a href="#">Refresh</a>
Name	Status	Last Generated	Download	
Awaiting IRS Ack Summary	<a href="#">Generate</a> Complete	11/12/2010 1:02:17 PM		
Daily Tax Program Statistics E-File (part 1)	<a href="#">Generate</a> Complete	8/31/2010 1:28:20 PM		
IRS Electronic Filing Summary	<a href="#">Generate</a> Complete	10/12/2010 1:13:17 PM		
Outstanding IRS Rejects Report	<a href="#">Generate</a> Complete	11/10/2010 10:45:18 AM		

You can leave this page while the report is generating. Report generation could take up to 1 hour.

4. When the report is complete, the status will change to **Complete**. (This step could take up to an hour)
5. The user may then choose to **Download** the report by clicking the link under Download.

Reports are downloaded into .csv file format. These files can be opened and viewed with MS Excel. Once the file is opened, it can be printed and/or saved as an Excel file.

- **Difference Between TaxWise Online and TaxWise Desktop**
- **Enhancements and Key Features of TWO**
- **Communication Speed for TaxWise Online**
- **Setting up TaxWise Online**



# Difference Between TaxWise Online and TaxWise Desktop

The following table displays the main differences between TaxWise Online and TaxWise Desktop:

TaxWise Online	TaxWise Desktop
<b>Installation:</b> No installation required-program maintained by CCH Small Firm Services	<b>Installation:</b> Individual installation required on computers
<b>Update:</b> Federal and State updates apply automatically	<b>Update:</b> Federal and State updates must be downloaded and manually applied to all computers
<b>Security:</b> Taxpayer data stored at CCH Small Firms Services and not on individual computers or removable media	<b>Security:</b> Taxpayer data stored locally or on removable media. Higher risk of security breaches if not properly handled.
<b>Encryption:</b> No encryption software required. Connection to TaxWise is encrypted and provided over a Secured Socket Layer.	<b>Encryption:</b> All taxpayer data is encrypted within the TaxWise Software. This includes Return files, proforma files and backup files. No other encryption software is required.
<b>Backup:</b> Backup of returns not required. Data is available with secured login credentials.	<b>Backup:</b> Manual backup and restore required for non-networked computers.
<b>Internet:</b> High-speed required	<b>Internet:</b> Recommended
<b>Prior Year Carry Forward:</b> No preliminary steps, Prompted to carry forward data when creating a new return.	<b>Prior Year Carry Forward:</b> Must restore data from the prior year and carry forward data prior to creating returns.
<b>Printing:</b> Three pre-determined print sets available. Two user-defined print sets available.	<b>Printing:</b> Ability to customize all print a packets
<b>Reports:</b> Run reports from the TaxWise Support Site and TWO Report Server. Limited number of reports available for users.	<b>Reports:</b> Run Reports from the Reports menu inside TaxWise or from the TaxWise Support Site. Wider variety of reports available for users due to the ability for sites to create their own custom reports.
<b>Client Letter:</b> Limited client letters	<b>Client Letter:</b> Wide variety of client letters
<b>Training:</b> Year-round training via <a href="https://twonline.taxwise.com/training">https://twonline.taxwise.com/training</a>	<b>Training:</b> Year-round training via the Training user name

## **Enhancements and Key Features of TWO**

- Entry level context sensitive help will be available for a majority of the entries throughout the tax forms.
- Time out reminder will display 5 minutes prior to the mandatory 20 minute logout process.
- Enhanced method of deleting forms from a return through a Delete Form window.
- Enhanced diagnostics by moving the split screen to the top of the window to more closely mimic desktop. A print return link has been added to the window when the *e-file* has been created (replaces the close this return link).
- The Override feature can be disabled at the preparer level.
- Added additional “hot key” functionality.
  - F1 – Opens program Help.
  - F3 – Toggles between required/not required.
  - F8 – Toggles the override feature.
  - F9 – Displays link dialog box.
  - Ctrl+D - Run Diagnostics.
  - Ctrl+E – Moves the cursor to the next required entry.
  - Ctrl+I – Inserts a blank row on the Interest and Dividends statements and all Capital Gains worksheets.
  - Ctrl+R – Removes a row on the Interest and Dividends statements and all Capital Gains worksheets.
- User Defined State Print Set that allows the site administrator to manage the number of copies for state form pages.
- Displays taxpayer name in the Refund Monitor.
- Added the ability for the user to determine the number of returns to display on the Return List.
- Site Administrators will be allowed to send customized templates to sites under their control that wish to add information and/or forms to the pre-set master template. TWO allows users to send return templates to other sites that were designated during the ordering process. Volunteers must advise their relationship managers at the time the software is ordered if they wish to use this option.
- The ability to attach PDFs to MeF returns. Optional (scanned) electronic attachments will permit the submission of most forms that currently require the mailing of Form 8453 and will allow e-filing some returns that were previously required to be mailed.
- Use the function keys F1 (Program Help), F3 (Clear or Add Red fields) and F8 (Override) keys just like Desktop, have joined F9 (Links) to be used.
- A Training Section will be included in the HELP Center that will link to the Link & Learn Lessons.
- A link to a page that will show the 1040 version and release notes, state version numbers and state release notes.
- User is displayed a warning when they try to enter data or select a calculated entry, mimics the calculated entry behavior in desktop.
- New Preparer Use Form will replace preparer use fields on the Main Information sheet. There will be 25 fields that will have 15 alpha-numeric characters.
- New Taxpayer Reminder field.

Enter information that you need for the preparer to be aware of the following year will automatically display when a return is started in TY 2012 (January, 2013).

## Communication Speed for TaxWise Online

Anyone using TWO should run the speed test using the link below:

<http://speedtest.taxwise.com>



**Run speed test at the time of day you expect the site to be open.**

Start Internet Speed test

A free test will be run.

Cable  
 ADSL  
 Other:

Connections over 8mbit/s are not supported.

Select a region

US

EFIN

EFIN:

- Select your internet source, e.g., Cable, DSL, etc.
- Select your region.
- Enter your EFIN.  
(If you do not have an EFIN assigned to you, enter the generic EFIN 070743.)
- Click “Start a test” button.


This test should be performed on each computer planning to use TWO. If the results of the speed test indicate the communication speed is less than 800 kb per second, TWO may not be the best product choice. Communication speed has direct impact on the user’s satisfaction level. Slow communication speeds represent slow response time. Slow response time could increase the amount of time required to prepare a return. CCH Small Firm Services recommends communication speed of 800 kb or greater when using TWO.

## Setting Up TaxWise® Online

We recommend setting TWO as a favorite in Internet Explorer. The following steps will assist you.

- Open Internet Explorer.
- Type <https://twonline.taxwise.com> in the address line.
- Click on the Favorites icon.
- Click Add.
- Enter the name you want the favorite to display.
- Click OK.

### First Time Login

 If you need assistance, you may click on the 'Need Help' link below.

Client ID:

User Name:

Password:

[Need Help?](#)

Remember Me

### Procedure for No ADMIN Password

If you are the ADMIN person and your client ID has never accessed TWO or the customer support site at TaxWise.com then:

- Enter your client ID (provided when software is delivered).
- Enter the User Name **ADMIN**.
- Enter your **20-digit Registration Code** (included in your software delivery) for the password the first time you enter TWO.
- Click the **Log In** button.

You will be prompted to enter a new password.

### Password Requirements

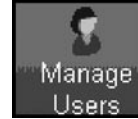
- Must be unique per user
- Must contain at least 8 characters
- Must contain at least one letter & one number
- Passwords are case sensitive
- Must be changed every 90 days
- Can not contain User Name
- Re-enter the new password.
- Select a security question.
- Enter the security answer. The security question is important, no users may reset their passwords if they have forgotten it.
- Read and review the license agreement. Check the box

### Procedure for ADMIN User with Previous Password

- Enter your client ID
- Enter User Name ADMIN
- Enter your password
- Click the Log In button (If prompted change your password)
- Read and review the license agreement then check box

## Adding New Users

To add a new user to TaxWise Online, use the following steps:  
Click the **Manage Users** button.



TaxWise Online displays the User Manager window:

1. Click the **Create a New User** link.
  - Enter a unique user name.
  - Enter the first and last name of the preparer.

A screenshot of a web browser window titled "User Manager - Edit User". The page content includes:

- Edit User** header
- Form fields: "User Name:" with value "sbrown"; "Real Name:" with two input boxes containing "Samantha" and "Brown"; "Email Address:" with value "s.brown@uga.edu"; "Is Active User:" with a checked checkbox.
- Assign Roles** section with two columns: "Possible Roles" (listing Interviewer, ReturnPreparer, TemplateManager) and "Assigned Roles" (listing Administrator, SuperUser). Between the columns are ">>" and "<<" buttons.
- "Save" and "Cancel" buttons at the bottom.

- Enter an e-mail address – required (can be the volunteer’s or Administrator’s).

A screenshot of a web browser window titled "Edit User -- Web Page Dialog". The page content includes:

- Create User** header
- Form fields: "User Name:" (empty); "Real Name:" (two empty input boxes); "Email Address:" (empty); "Is Active User:" with a checked checkbox.
- Assign Roles** section with two columns: "Possible Roles" (listing SuperUser, TemplateManager, Administrator) and "Assigned Roles" (listing ReturnPreparer). Between the columns are ">>" and "<<" buttons.
- "Save" and "Cancel" buttons at the bottom.

- Assign the appropriate role by clicking on the item in the “Possible Roles” column and then clicking on the right arrows to add it to the “Assigned Roles”.
- Click the Save button.



**User names are case-sensitive! When users log on to TWO the first time, their password is the username. Users will then be prompted to change the password.**



**Do not assign a role the volunteer is not expected to do.**

The following table describes the roles that can be assigned to a user:

Role	Description
<b>Administrator</b>	The ADMIN user or any user that has the Administrator role assigned has access to all commands and actions except <b>Start a New Return</b> .
<b>SuperUser</b>	Has access to <b>Move Returns, Submit e-file, View Acks, TWO Reports, &amp; Report Server</b> , and all functions related to the <b>ReturnPreparer &amp; Interviewer</b> roles.
<b>ReturnPreparer</b>	Allows access to all functions associated with creating and editing a tax return. Any user assigned this role can mark the return <b>Ready to File</b> from Diagnostics but they cannot submit the <i>e-file</i> . They cannot delete or move returns, access acknowledgements or reports.
<b>Template Manager</b>	Can create new return templates, edit existing templates, assign, and unassign users to templates.
<b>Interviewer</b>	Allows access to all <b>ReturnPreparer</b> role functions, but is required to start new returns by selecting <b>Go to Interview</b> .
<b>Reviewer</b>	Has access to all actions except for the Manage Users and Submit <i>e-file</i> .
<b>e-file Manager</b>	Allows the user to submit <i>e-file</i> .
<b>All Roles</b>	All users have access to <b>Print Checks</b> , user <b>Settings</b> and <b>TaxWise University</b> .

Each user can be assigned multiple roles. Any user assigned the Administrator role, must also be assigned a role that allows return creation if the user will be creating tax returns.



**We strongly recommend that you limit the number of users who are assigned the Administrator role.**

#### Permissions Assigned to Each User

	Administrator	Super User	Return Preparer	Template Manager
Enables "Mark as Ready to <i>e-file</i> " box	X	X	X	
Submit <i>e-file</i>	X	X		
View Acknowledgements	X	X		
Move returns between users	X	X		
Delete returns	X			
Open existing returns	X	X	X	
Print returns	X	X	X	
Return Query	X	X	X	
Return Templates	X			X
Manage users	X			
Reset Users passwords	X			
Create new return		X	X	

## Modifying Users

- Click on the Manage Users Icon.
- Click Reset to reset the password back to the username.
- Click Edit to modify the Username information. You can:
  - Modify the Real Name,
  - Modify assigned roles,
  - Deactivate Users.



**The ADMIN user cannot be modified.**

## Passwords for Users

Passwords must conform to the following requirements:

- Must be unique per user
- Must contain at least 8 characters
  - Must contain at least one number and one letter
- Cannot contain login ID
- Cannot be a previous password for a given user
- Account will be locked after 3 unsuccessful login attempts per session
- Will expire every 90 days

TWO will prompt users to change passwords every 90 days.

## Creating Return Templates



**When creating a new Return Template base it on the Master Template. This is a time saver.**

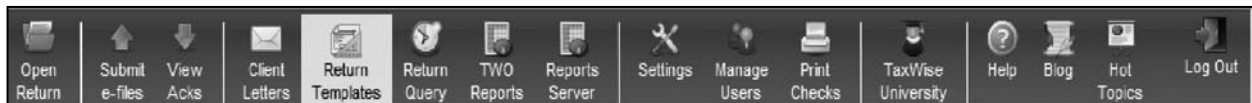
Return Templates are used to enter information on forms that you want to appear in all tax returns such as preparer name, site address, SIDN, EFIN, etc.

Return templates allow any user with Return Template rights to complete common information that will apply to all subsequent tax returns they create.

Any user assigned the Administrator role has access to Return Templates. Also, users assigned the Return Template role has access to Return Templates.

## Creating a New Return Template:

- Click on the Return Templates icon



- Click on the **New** Icon and the following dialog box displays:

- Enter the Name of the **Return Template** you are creating. For example, sites that border two states may create a return template for each state.
- Enter a detailed description.
- Select “**Make Default**” if you want to make this your default template. There can only be one default template.
- Select what you want your return template to be based on from the drop down listing.
- Click **OK**.

**NOTE** The first time a template is set up select **Master Template** from the drop down list to base the new template on. Once you have created more than one return template, you can choose from the drop down list to create a new template based on one you have already created.

## Modifying Return Templates

CCH Small Firm Services has pre-loaded a return template called Master Template. This has most of the required forms as identified in the publication. It is recommended that the Master Template be used for new templates. The pre-set defaults included in this template are:

1. Main Info Sheet Required fields:
  - Appropriate form to Use – “1040”
  - Taxpayer’s name, address, phone number, date of birth, and occupation are designed as required fields
  - Are you excluding Puerto Rico income is checked “No”
  - Return Type – “E-File Only”
  - Third Party Designee is checked “No”
  - Self –Select and Practitioner PIN(s) section: ERO Pin is entered for Self Select & Practitioner PIN of “98765”
  - Box is checked for “Using the Practitioner PIN method for e-filing this income tax return”
  - Box is checked for “The Income Tax Return”
  - “IRS only” box will be checked in the Preparer Information section
  - Preparer’s Use Fields section boxes 11 and 12 are populated for Language and Disability questions



2. 1040 Worksheet 1 (Social Security)
3. Schedule A Detail linked to the Schedule A
4. Schedule B linked to the Interest and Dividend Statements
5. Schedule D
6. Capital Gains Worksheet
7. Form W2
8. Form 1099 MISC
9. Form 1099 R
10. Schedule EIC Worksheet
11. Form 2210, Zero inserted on line 9 to block calculation of penalty for under withholding
12. Gen Use, used to solicit consent under 7216 (Consent to use personal Income Tax Information)
13. Gen Disclose, used to solicit consent under 7216 (Consent to disclose personal Income Tax Information)
14. Form 8879, "IRS only" and "Print Signature" boxes will be checked
15. Form 8867, "Do Not Use..." box will be checked
16. The software Intake/Interview & Quality Review Sheet is the same as Form 13614-C

To complete the template:

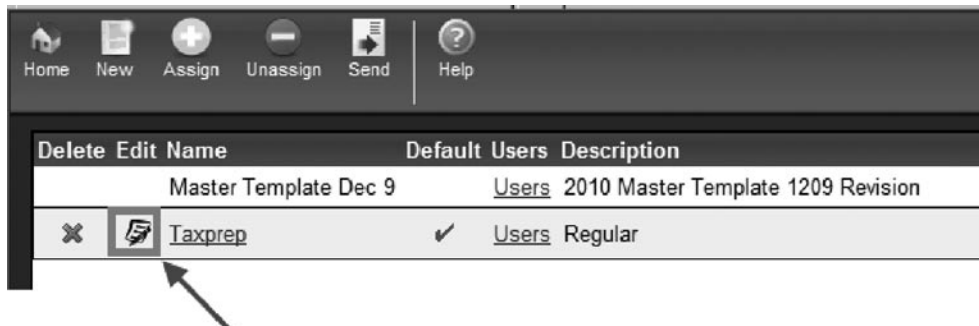
- Site Identification Number (SIDN) needs to be added to the PTIN area of the Preparer Information section of the Main Information Sheet
- Form 8879 will need the EFIN entered at the top as well as the SIDN in the PTIN box, at the bottom of the form. In addition, the name & address of the site must be added to the Firm's name & address at the bottom section of the form. Ctrl + spacebar or F3 should be used to remove the red in the EIN field.



**These defaults can not be pre-set since the information and numbers are unique for each site.**

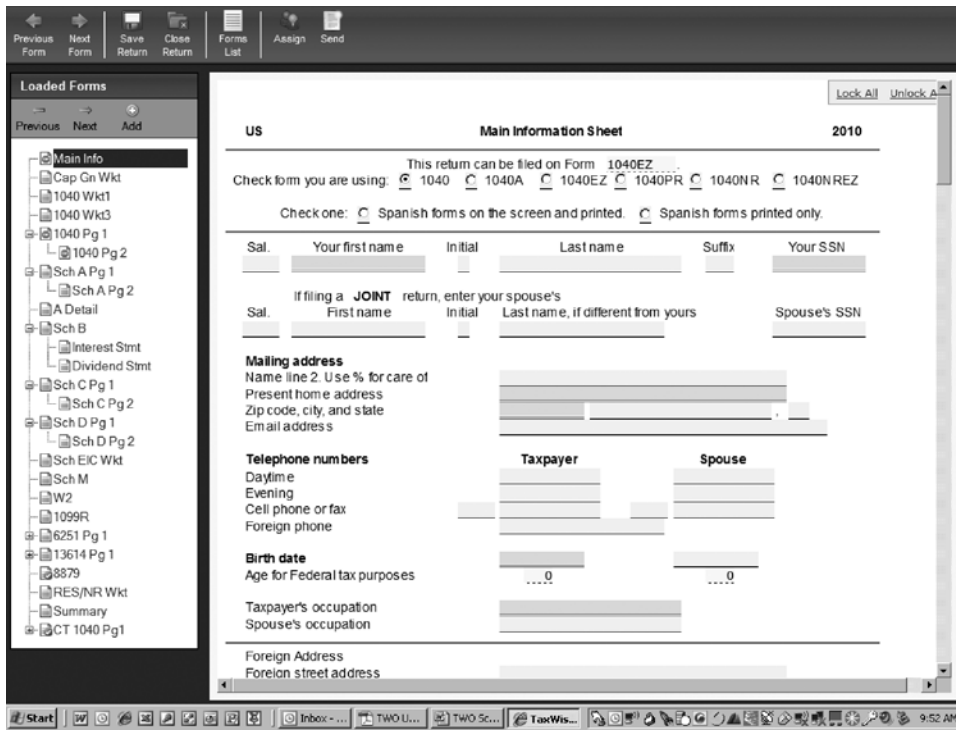
To edit Return Templates, use the following steps:

1. Click the **Edit** button next to the new return template.

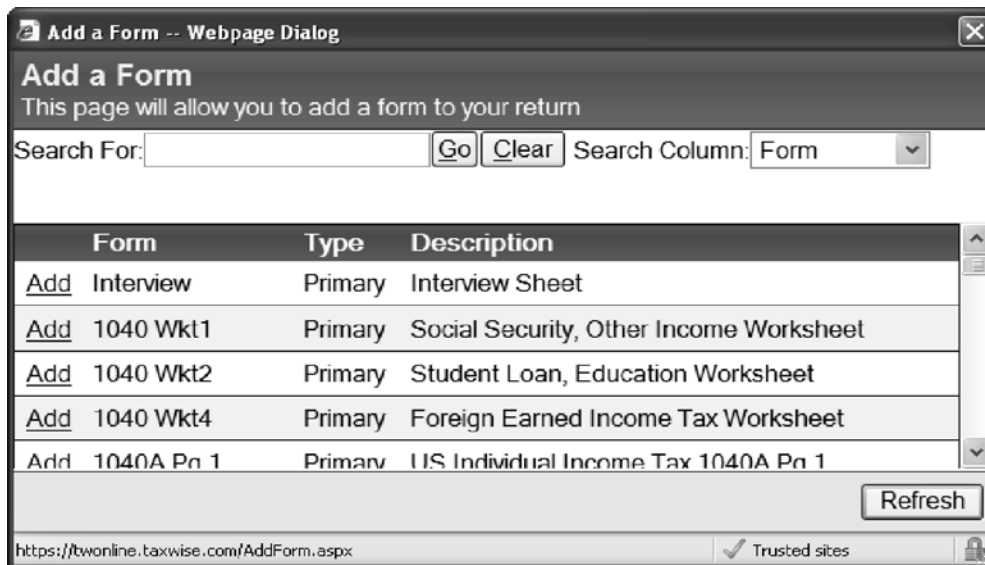
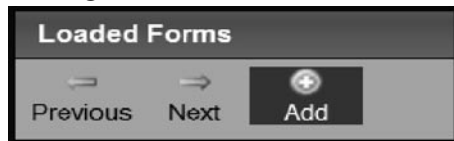


**First create the template, then Edit, and last... Assign to new users!**

TaxWise Online automatically displays the Main Information Sheet:  
 The yellow color of the border indicates that you are in Return Templates.  
 Any changes made to Return Templates will only affect subsequent returns.



### Adding Additional Forms



- Click the **Add A Form** button to load any additional forms.
- Click Close on the tool bar.

***Now you are ready to assign this Return Template to your users.***

## Assigning the Return Template

In most cases, selecting the template as the default is all that is required. The default template will be used for all new returns created by any user.

If there is more than one template set up for different reasons then, click **Assign** to assign Users to templates. If Users are not assigned to a template, TWO will assign the User to the Default Template.

- Select Assign on the toolbar.
- Select the newly created return template.
- Select users.
- Click “Assign”.
- Click “OK” to confirm.
- Click “Close”.
- Click “Home” on the toolbar.

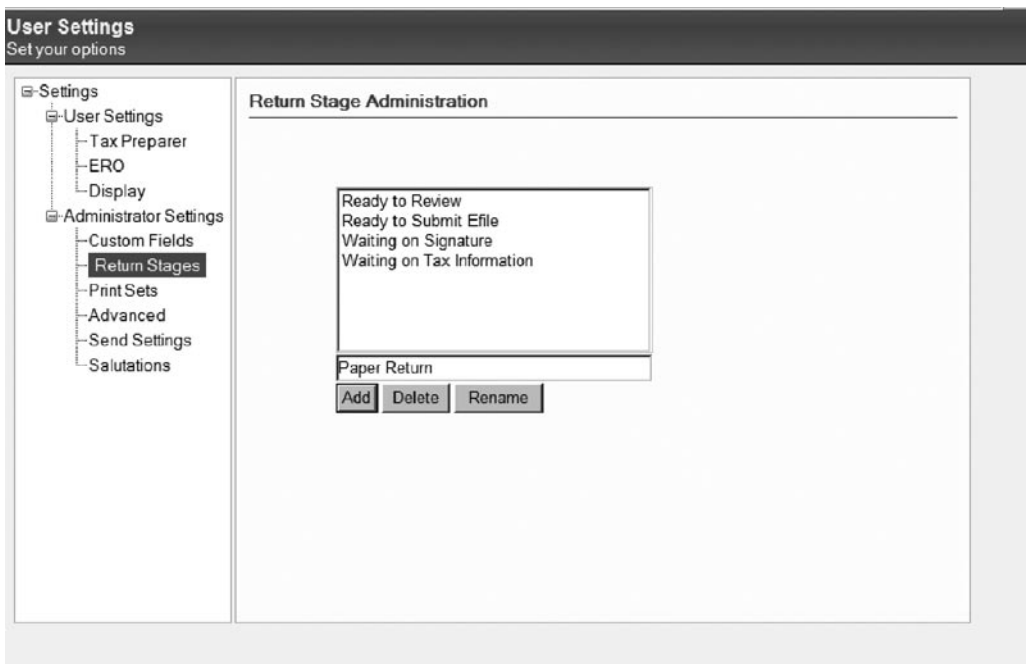


## User Defined Return Stages

Return Stages must be created by the ADMIN user and will be accessible to all other users. Return Stages can be used to mark and follow the process of the returns created by users at the site.

To create User Defined Return Stages:

1. Login as ADMIN.
2. Select Settings on the toolbar.
3. Select Return Stages by clicking on Return Stages in the tree at left.
4. Type in the Return Stage in the bottom box.
5. Click Add.



Once all the return stages for your site are entered. Select the Save and Close button. Below is a list of possible return stages:

- Ready to Review
- Ready to submit *e-file*
- Waiting on Signature
- Waiting on Tax Information
- Paper Return

Returns can be sorted by the Return Stage by clicking on the Stage header, in ascending or descending order.

### User Defined History List

User Define History list for the Preparer Use Fields on the Main Information Sheet in TaxWise® Online will be available for new and existing returns once it has been created by the administrator.

1. Login as the ADMIN user.
2. Select the Settings button.
3. Select Custom Fields from the User Settings Tree.
4. Select the appropriate Preparer Use Field from the drop down box.
5. Enter up to 25 entries in the blank entry column. Once a history list has been created, it is considered a locked list. The preparer will only be able to use entries that are contained in the list.

**User Settings**  
Set your options

Settings  
 - User Settings  
   - Tax Preparer  
     - ERO  
     - Display  
 - Administrator Settings  
   - **Custom Fields**  
   - Return Stages  
   - Print Sets  
   - Advanced  
   - Send Settings  
   - Salutations

**Custom Fields and Pick Lists for Preparer's Use**

Field	Req Custom Question	Values
<a href="#">Edit</a> Preparer Use Field 1	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 2	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 3	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 4	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 5	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 6	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 7	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 8	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 9	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 10	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 11	<input checked="" type="checkbox"/> Other than English what lang...	CHINESE, FRENC...
<a href="#">Edit</a> Preparer Use Field 12	<input checked="" type="checkbox"/> Do you or any member of yo...	NO, YES
<a href="#">Edit</a> Preparer Use Field 13	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 14	<input type="checkbox"/>	
<a href="#">Edit</a> Preparer Use Field 15	<input type="checkbox"/>	

Save and Close    Close

Once you complete the entries for the specified Preparer Use Field, you can select another Preparer Use Field from the drop down box and repeat steps.

If you want to make the Prep Use Field required for all returns, select the “Required” box on each Preparer Use Field that is formatted. Once you have made all necessary additions and/or changes, click on the “Save and Close” button.

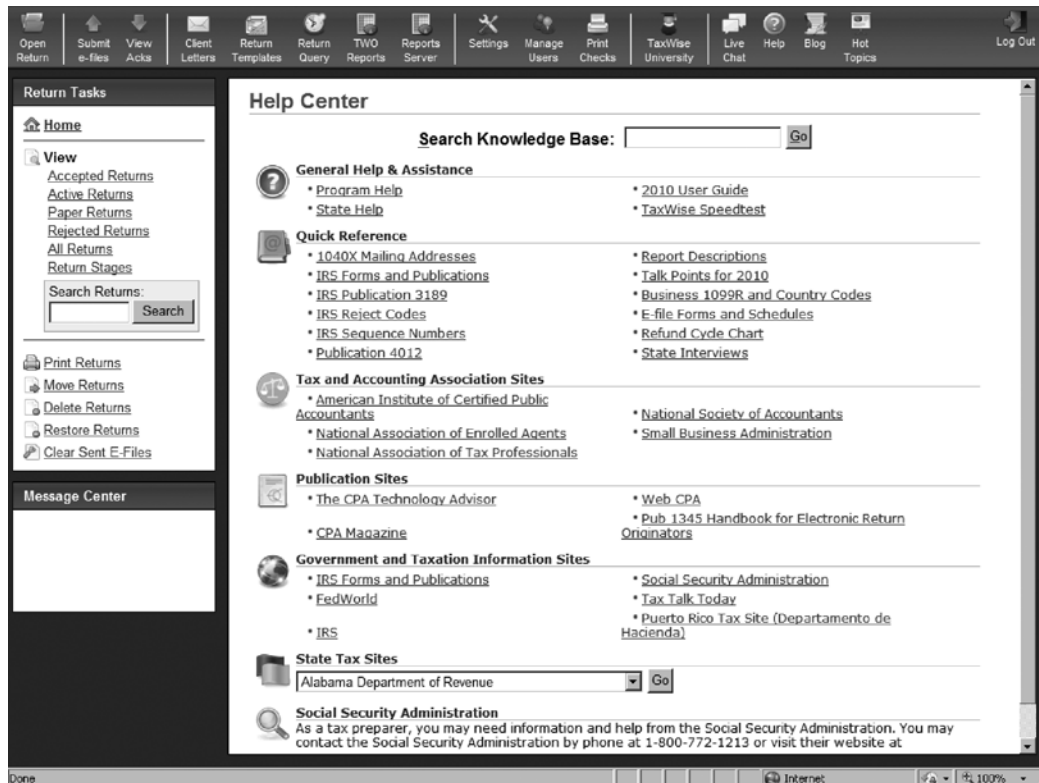


**If the dialog box does not close after selecting the Save and Close button, review your entries to make sure they do not exceed the maximum number of characters.**

- TaxWise Online Homepage
- Using the Carry Forward Function
- Password Reset
- State Help
- Quality Review
- Running Diagnostics and Creating an *e-file*
- Setting the Return Stage
- Print Sets
- Printing Returns
- Viewing Acknowledgements
- Rejects
- Fixing Rejects
- Deleting Returns
- Restoring Deleted Returns
- Generating Reports
- Support and Resources

## TaxWise Online Homepage

The following illustration depicts the TWO **Homepage** while logged under the ADMIN/Return Preparer user.



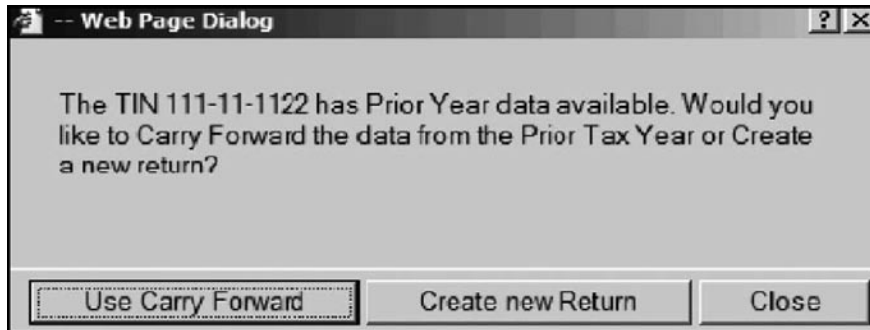
The ADMIN user has all privileges except return preparer. This ADMIN user has Return Preparer added to the roles of the user.



- The “Reports Server” button will take you directly to the report section of the TaxWise Support site.
- The “TWO Reports” button will generate reports directly from the TWO server.
- To view a report click on the word “Generate”, when the report is ready the excel spreadsheet icon will appear to the far right, click on that icon, a spreadsheet will generate. Please note it can take a few minutes to over an hour to generate a report. This procedure is the same if you select Reports Server or TWO reports.

## Using the Carry Forward Function

In TWO there are no preliminary steps needed to perform carry forward. Click on the “New Return” button and enter the SSN for the taxpayer whose information you want to carry forward. You will receive the message below with the option to use carry forward, create a new return or close this window.



If you select “Use Carry Forward” the return will open with the prior year information showing. If there are no further steps to take, simply verify the information, note any changes and complete the return as normal.

## **Password Reset**

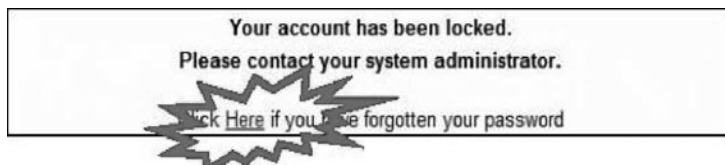
If you enter the password incorrectly you will get the message “Login failed”. You have the option to Click here link at the top or click the “Need Help” link at the bottom.

You have **three attempts** to enter the password and then the account will be locked.



If the ADMIN user or any created user account becomes locked, you now have the ability to unlock your own account.

If you click the Need Help link from the Log In Failed screen it will open the Frequently Ask Questions page. Select the link for “I forgot my password or it expired, how do I reset it?”



- Click the “Reset” button.
- Enter your Client ID and User Name.
- Click the Next button.
- Enter the answer to the Secret Question that you selected when creating your password.
- Click the “Next button”.



You will see a message letting you know that the password has been reset. Your password was reset to the original password.

- As an “ADMIN” user, the password will be reset to the 20-digit registration code.
- For other users, the password is reset to the User Name.

Additional option for changing the ADMIN password:

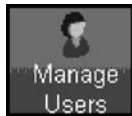
- 3 failed login attempts
- 3 attempts to enter the security question
- Enter the email address on file for the ADMIN user

If the email address matches the email address on file for the ADMIN user, the password will be reset to a temporary password:

- Emailed to the email address on file for the ADMIN user
- Automatically requires the password to be changed

	<b>Each time the ADMIN password is reset you will be required to accept the TaxWise Online License Agreement.</b>
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In addition, as the administrator, other users can be reset by selecting the “Manage Users” button, then



- Click the Reset link at the end of the username. This will reset the password back to the username.

## State Help

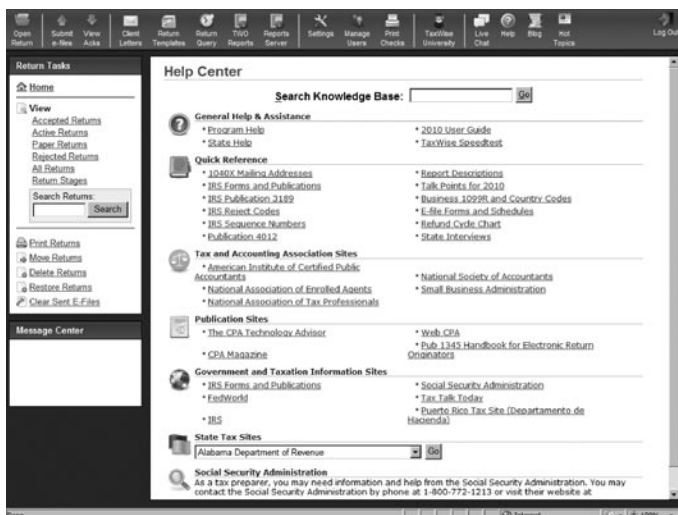
There are three options for State tax help in TaxWise® Online:



1. Located at the bottom of the home page is a drop down menu with the State Tax sites listed.
2. Use the “Search Knowledge Base” box located at the top to find the State help files that are maintained in the TaxWise® Knowledge Base. In the “Search for” field shown below, GA is entered, replace GA with any state abbreviation to locate the state you need and click Go, as shown in the example below.

Once the appropriate information is located, click on the PDF link to open the file.

3. State help is also linked to the TWO homepage. This link will take you directly to the appropriate state’s website.



## Quality Review

Accuracy of the returns prepared by volunteers is imperative. As the ERO, you can provide assistance and support to the volunteer site coordinator in several ways to ensure the accuracy of the returns. Please refer to the Guidelines section “*e-file* Quality Review”.

## Running Diagnostics and Creating an e-file

After you enter all the data in a tax return, review all the forms, and ensure that each form is complete, you are then ready to run Diagnostics.

For returns that you do not *e-file*, Diagnostics reviews the federal and state returns for tax inconsistencies, omissions, overridden, and estimated entries. For returns that you *e-file*, Diagnostics also looks for electronic filing errors in both federal and state returns, if applicable.

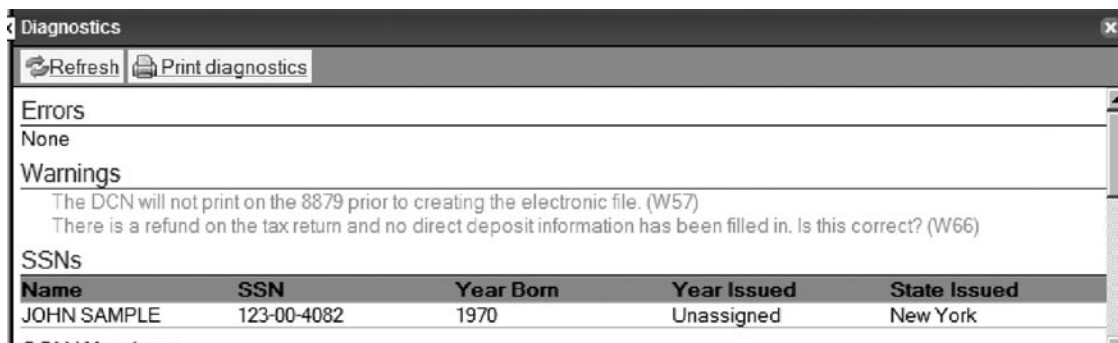
To run Diagnostics, click the “**Run Diagnostics**” button on the toolbar.

TaxWise reviews the return and displays the Diagnostics Report in a separate window at the top of the Workspace. You can scroll through the report and review the information.

### **The Diagnostics screen is divided into five sections:**

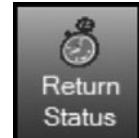
1. Electronic Filing Errors
2. SSN Warnings
3. Warnings
4. Overridden Entries
5. Estimated Entries

TaxWise Online may not display all five sections on every Diagnostics Report.



## Setting the Return Stage

Return stage helps to manage the returns. While a return is open the **Return Stage** can be set by selecting the **Return Summary** icon on the toolbar.



The following return box will open in a second window:

**Return Status**  
This will be the definition of the return status dialog

Demographic Information			
MERCIE BATES	Filing Status:	SINGLE	
3300 BOWIE DRIVE	Dependents:	0	
GREENSBORO, NC 27401-			

Federal Income Information			
Earned Income:	\$9,651.00	Computed Tax:	\$433.00
AGI:	\$9,651.00	Tax Withheld:	\$998.00
Taxable Income:	\$4,301.00	Est. Tax paid:	\$0.00
Payments/Credits:	\$0.00	Refund(Due):	\$565.00
EIC:	\$0.00		

Efile Status		
Date Created	Status	No IRS efile made
Date Sent	Return Stage	<input type="text" value="No IRS efile made"/>
Date Rejected	DCN	
Date Accepted		

COMPLETE  
PAPER RETURN  
READY TO REVIEW  
READY TO TRANSMIT  
WAITING ON SIGNATU

The return stage can also be set when the return is closed from the Return list. Simply select the stage in the **Stage** column from the dropdown list. Keep in mind, the return stages must be set, as discussed in the TWO Pre-Filing Season section of this publication.

## Print Sets

Select from 3 different types of print or create your own print set. You have the ability to choose 1 print set, multiple print sets or your own customized print set.

1. Login as **ADMIN**
2. Select the **User Settings** icon
3. Select **Print Sets**

The screenshot shows the 'User Settings' interface with the 'Print Sets' option selected in the left-hand navigation menu. The main content area is titled 'Print Sets' and contains the following text: 'Select the collections of forms to be printed each time you print.' Below this text are four checkboxes with their respective descriptions:   
-  **Primary Forms**: Prints completed federal and state forms excluding main information, interview sheet, and other worksheets.   
-  **Completed Forms**: Prints all completed federal and state forms.   
-  **Signature Forms**: Prints the federal signature forms.   
-  **ERO Defined**: Custom Print Set.   
At the bottom of the main content area are two buttons: 'Edit My Print Set' and 'Create My State Print Set'. At the very bottom of the window are 'Save and Close' and 'Close' buttons.

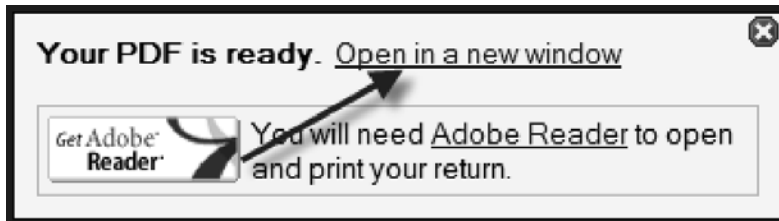
Choose the applicable sets you want printed with each return:

- **Primary Forms**: Prints completed Federal and State forms excluding the Main Information Sheet, the Interview Sheet, completed worksheets and income detail sheets such as W-2 detail and 1099 detail.
- **Completed Forms**: Prints all completed Federal and State forms.
- **Signature Forms**: Prints 2 copies of Federal Form 8879 required for electronic filing. Sites are no longer required to retain Form 8879.
- **Create My Print Sets**: Lets you select which forms and how many to print. This can be used in addition to one or more of the other print sets. For example, for quality review the Main Info Sheet is needed. You can select Primary Forms & then add just the main info sheet in the My Print Sets.
- Select the **Close and Save** button at the bottom of the screen.

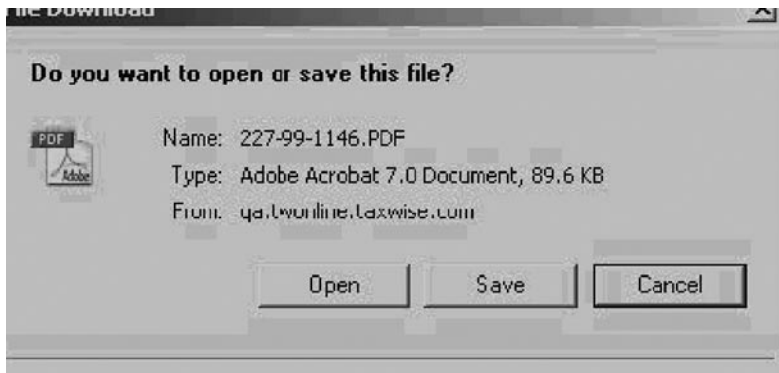
## Printing Returns

- The pop-up blocker must be disabled.
- Adobe 8.1 or higher is required to print returns.
- Returns can be printed from the User Homepage by selecting print returns in the return tasks link.

To print a return while you have the return open you can click the Print Return button on the task bar and a box will pop up where you will click on the Download PDF Return link.



When you click on this link you see the File Download box as below, click the Open button on this box.



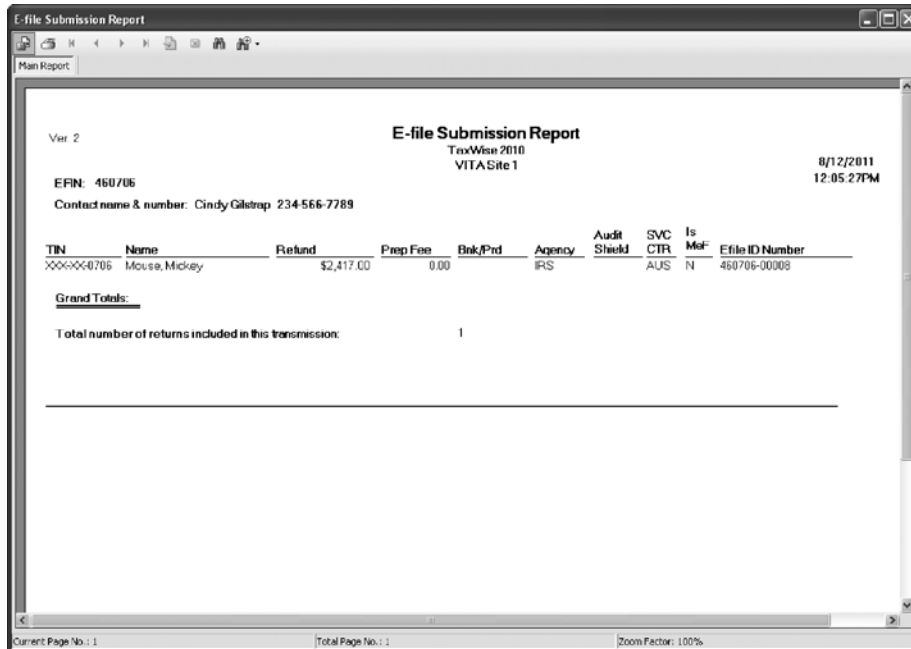
**NOTE** Be sure to select “open” and not “save”. Selecting “save” will cause an error requiring the print return process to start over again.

Once the Adobe file opens you can select to print by clicking on the Printer icon on the task bar.

**NOTE** This will print the entire return. To print a specific page, identify the page number, change the print range, and increase the number of copies for that page.

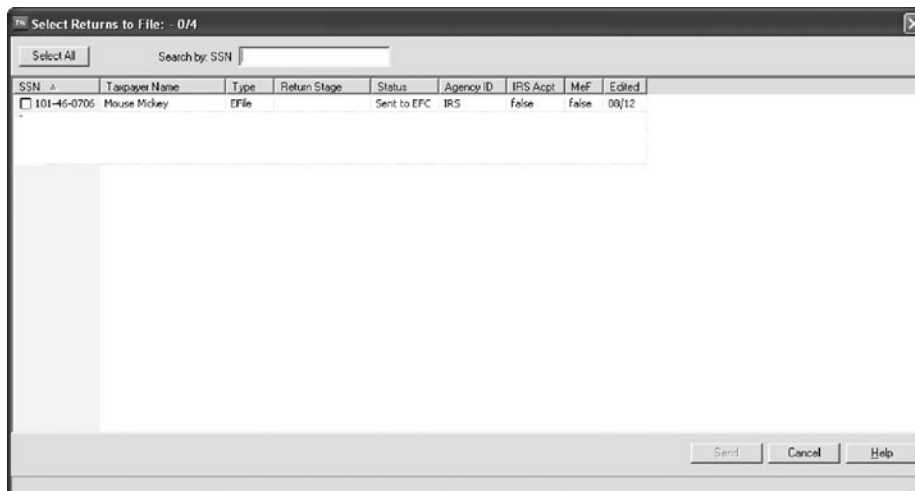
Select “cancel” to cancel the printing process.

TaxWise Online displays the **E-file report**. The screen below is the selected return to file screen. You must print this report each time you transmit. It is your verification of what tax returns were transmitted and when.



2. Select the check box(es) beside the tax return(s) you want to *e-file*.
3. Click **Continue**.

TaxWise Online displays the following dialog box:



Notice that TaxWise Online assigns a submission identification number to the tax return.

4. Click the **Print** button.
5. Click **Continue**.

TaxWise Online displays a dialog box indicating that the returns were successfully *e-filed*.

6. Click the **Close** button.

## Viewing Acknowledgments

The acknowledgment is available as soon as the IRS or state acknowledges the return. This could take up to **48 hours** under Legacy. MeF acknowledges normally within a hour.

To view acknowledgments, use the following steps:

1. Click the **View Acks** button on the toolbar.

TaxWise Online displays the **Acknowledgments** dialog box:

2. Click the **Print** button to print the acknowledgment.
3. Click **Close**.

The acknowledgment displays the following information:

- **Date** – date of acknowledgment
- **TIN** – taxpayer’s social security number
- **Name** – taxpayer’s name
- **Ack Type** – federal or state acknowledgment
- **Refund** – displays the refund or balance due
- **Status** – displays Accepted or Rejected
- **e-file State** – displays the state associated with the Ack Type
- **Sig Doc** – For sites that use both the Practitioner PIN and Self-Select PIN, the IRS ACK Report has been modified to distinguish which method was used to file the return. Under the column entitled SIG DOC you will find the following:
  - 8453 - If attachments are to be mailed using Form 8453
  - SO - If the return was sent as a State-Only return to IRS
  - SSP - Indicating the return was filed with a Self-Select PIN signature alternative
  - PP - Indicating the return was filed with a Practitioner PIN signature alternative

- **EIC Ind** – If the EIC Indicator displays Y, then the EIC portion of the refund is held until the certification documents are submitted to the IRS for approval.
- **SVC Center** – Displays the IRS Service Center that accepted or rejected the return.
- **Submission ID Number** – assigned by TaxWise® Online.

You can sort the acknowledgments by clicking the column titles.

Federal and state acknowledgements will be displayed on separate pages.

## Rejects

There are several methods of identifying rejected returns.

Rejected Returns						<input checked="" type="checkbox"/> Include Returns From All Users
TIN	Name	US e-file	State e-file	Stage	Edited	Username
<a href="#">100-18-0798</a>	JOHNSON, John	<a href="#">Rejected</a>	<a href="#">Rejected</a>	CORE		
<a href="#">101-18-0798</a>	Jones, Lisa	<a href="#">Rejected</a>	<a href="#">Rejected</a>	CORE		
<a href="#">102-18-0798</a>	Johnson, James	<a href="#">Rejected</a>	<a href="#">Rejected</a>	CORE		
<a href="#">103-18-0798</a>	Jones, Lisa	<a href="#">Rejected</a>	<a href="#">Rejected</a>	CORE		
<a href="#">106-18-0798</a>	Johnson, James	<a href="#">Rejected</a>	<a href="#">Rejected</a>	CORE		

- (1) The rejects are listed on the Acknowledgement report.
- (2) Click on the Rejected Returns link from the Return Task section of the home page. This will display all rejected returns.



## **Fixing Rejects**

When a return is rejected, an attempt should be made to correct it and then re-transmit.

The majority of errors that cause rejections are due to (a) incorrect SSN(s), (b) not spelling names correctly or (c) incorrect EINs or employer or payer names. For each rejected return the IRS reject code, an explanation, and suggestions for fixing the return is provided. See **Exhibit 4** for the list of the most common rejects.

- Fix all *e-file* errors.
- Run diagnostics.
- Create *e-file* if no further errors are detected.

If the return does not involve a change in name or SSN of the taxpayer or the dollar amounts are less than the amounts listed below, the return may be re-transmitted without further contact with the taxpayer.

**Rejected returns can be corrected and re-transmitted without new signatures on the Form 8879 or a new Self-Select PIN if changes are not more than:**

- \$50 to “Total Income” or “AGI” or
- \$14 to “Total Tax,” “Federal Income Tax Withheld,” “Refund” or “Amount You Owe.”



**If the changes are more than the amounts listed above, the taxpayer must be contacted and must sign a new Form 8879, or enter a new Self-Select PIN, before the return is re-transmitted. Even though the Form 8879 is not retained by the site the taxpayer still needs to sign a new Form 8879.**

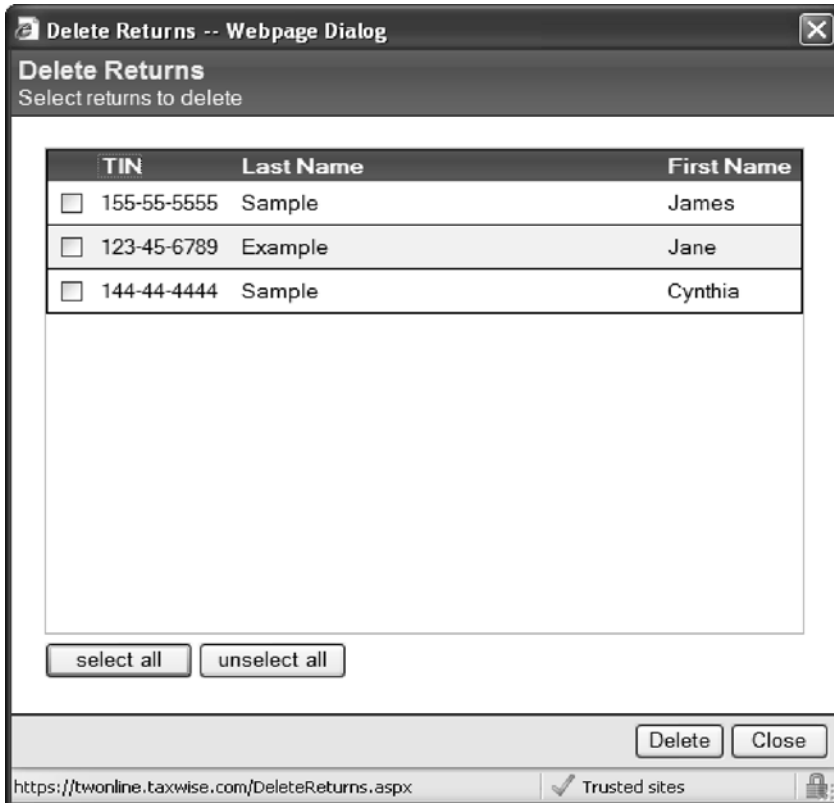
Some errors causing a rejected return cannot be fixed without contacting the taxpayer. If the IRS rejects the electronic portion of the taxpayer’s individual income tax return for processing and the reason for the rejection cannot be rectified, the site coordinator or designee must take reasonable steps to inform the taxpayer of the rejection within 24 hours. If the taxpayer chooses not to have the electronic portion of the return corrected and transmitted to the IRS or if it cannot be accepted for processing by the IRS, the taxpayer must file a paper return.

In order to be filed timely, the paper return must be filed by the later of the due date of the return or ten calendar days after the date the IRS gives notification that the electronic portion of the return is rejected or that it cannot be accepted for processing. The paper return should include an explanation of why the return is being filed after the due date. (See **Exhibit 6** Sample Reject Letter.)

## Deleting Returns

From the Homepage or the Return page, click on the “**Delete Returns**” link.

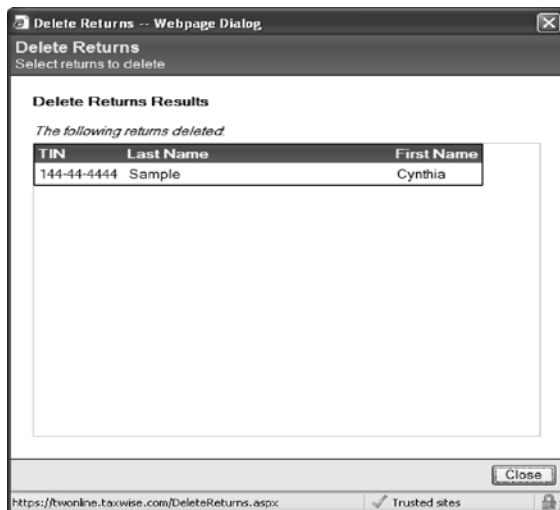
The following page will be displayed showing the available returns for deletion. Select the return for deletion and click the “**Delete**” button.



The screenshot shows a web browser dialog box titled "Delete Returns -- Webpage Dialog". The main heading is "Delete Returns" with the subtitle "Select returns to delete". Below this is a table with three columns: "TIN", "Last Name", and "First Name". There are three rows of data, each with a checkbox in the first column. Below the table are two buttons: "select all" and "unselect all". At the bottom right of the dialog are "Delete" and "Close" buttons. The browser's address bar shows "https://twnonline.taxwise.com/DeleteReturns.aspx" and a "Trusted sites" indicator.

TIN	Last Name	First Name
<input type="checkbox"/> 155-55-5555	Sample	James
<input type="checkbox"/> 123-45-6789	Example	Jane
<input type="checkbox"/> 144-44-4444	Sample	Cynthia

A warning will be displayed, select “OK”. The “Delete Returns Results” box will display to confirm the deleted return(s). Click “**Close**” and the return(s) will be deleted from your list of returns on the Return page.



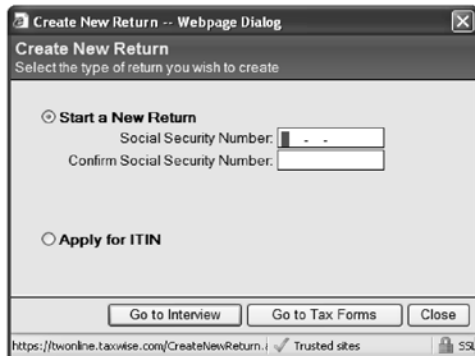
The screenshot shows the same web browser dialog box, but now it displays "Delete Returns Results" with the subtitle "The following returns deleted:". Below this is a table with three columns: "TIN", "Last Name", and "First Name". There is one row of data. At the bottom right of the dialog is a "Close" button. The browser's address bar shows "https://twnonline.taxwise.com/DeleteReturns.aspx" and a "Trusted sites" indicator.

TIN	Last Name	First Name
144-44-4444	Sample	Cynthia

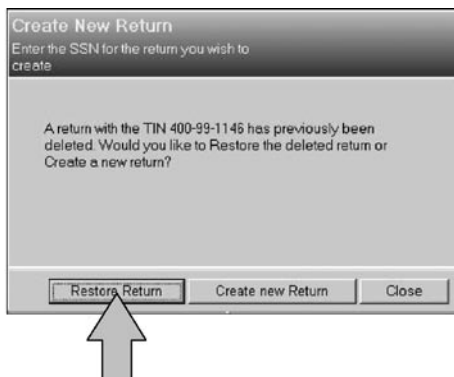
## Restoring Deleted Returns

There are two ways TaxWise Online will restore the last edited version of a deleted return.

1. Select “New Return” from the toolbar.
  - Enter SSN twice for validation:
    - Select **Go to Tax Forms** or
    - Select **Go to Interview** or
    - Select **Close** to cancel the process




- You will be prompted to restore the previously deleted return:
  - Select **Restore Return** to the last edited version of the deleted return
  - Select **Create New Return** to start a blank return
  - Select **Close** to cancel the process



2. From the Homepage, click on the “Restore Return” link (This can only be done by the ADMIN or a user with administrator role assigned).

Multiple Deleted Returns can now be restored using the Restore Return feature.



TIN	Last Name	First Name
<input checked="" type="checkbox"/> 209-11-2761	Testing	John
<input checked="" type="checkbox"/> 123-45-2761	Testing	Sam
<input checked="" type="checkbox"/> 411-00-2761	Smith	Mark
<input checked="" type="checkbox"/> 112-00-2761	Tester	Joe

## Generating Reports

Taxwise Online allows the user to access site specific reports from the Customer Support Site without repeating the login process. To access reports, use the following steps:

1. Click on the **TWO Reports** button.



2. Click the **Generate** button beside the desired report
3. The report status will change to **Pending**
4. When the report is complete, the status will change to **Complete**.  
(This step could take up to an hour)

Reports				Refresh
Name	Status	Last Generated	Download	
Awaiting IRS Ack Summary	<a href="#">Generate</a> Complete	11/12/2010 1:02:17 PM		
Daily Tax Program Statistics E-File (part 1)	<a href="#">Generate</a> Complete	8/31/2010 1:28:20 PM		
IRS Electronic Filing Summary	<a href="#">Generate</a> Complete	10/12/2010 1:13:17 PM		
Outstanding IRS Rejects Report	<a href="#">Generate</a> Complete	11/10/2010 10:45:18 AM		

You can leave this page while the report is generating. Report generation could take up to 1 hour.

5. The user may then choose to **Download** the report by clicking the link under Download.
  - Run reports using the CCH databases, which ensures the completeness of your report.

Reports are downloaded into .csv file format. These files can be opened and viewed with MS Excel. Once the file is opened, it can be printed and/or saved as an Excel file.

A second source of reports can be accessed by clicking on the “Reports Server” button. This links to the TaxWise Customer Support website. To generate a particular report click on the word generate to the right of the report. Once the report is ready an excel icon will appear to the right. Clicking on that icon will generate the report.

## Support and Resources

- TaxWise Online User Manual
- TaxWise Customer Support: 1-800-411-6391

Tips for getting the most efficient Customer Service:

- Before contacting TaxWise
  - Know your EFIN.
  - Be at your computer.
  - Write down the exact error message.
  - Describe the exact function you were performing when you received the error.
  - Know the SSN of the primary taxpayer, when checking the status of a return.

- TWO End of Season Procedures
- TWO Security

## **TWO End of Season Procedures**

### **Reports**

Since TWO is a web based service there are no reports that will be required to be forwarded to your SPEC local office. If information is needed your SPEC Relationship manager will contact you with a specific request.

### **TWO Security**

For off-season security all users, other than Admin, should be made inactive. Alternatively, the user's role can be changed to Return Preparer, and all tax returns removed from these user's accounts. This will allow the user to access the TWO Training website to practice during the off-season without accessing any taxpayer data. You may also want to keep a very limited number of supervisory users in a role that allows them access to returns that may require amending during the off-season.

To make a user inactive or change their role:

- Click on the Manage Users button on the Tool Bar to select the report you want
- Select Edit for each user that needs to be deactivated or their role changed.

It's easier to move all of the returns to **ADMIN** or a User that will still be active as a **Super User** rather than selecting individual returns and moving them from a specific user. To move all the returns to a user:

- From the TWO Home screen click on **Move Returns** on the left side.
- Select the **User** to move the return to in the drop-down box at the top of the screen.
- Select **All Returns** and click on **Move** at the bottom of the screen.
- A new screen will confirm that the returns have been moved.



- System Requirements for TaxWise Tax Year 2011
- What's on the TaxWise Install CD
- Before Installing TaxWise
- Installing TaxWise Software Product
- CCH Small Firm Services Client ID
- Setup for TaxWise
- Registering the Software
- Transmitting Returns for Multiple EFINs
- Prior Year Software EFIN and Registration Codes
- Setting Tax Form Defaults
- Most Commonly Linked Forms and Schedules
- User Name and Password Security
- Setting Print Packet Defaults
- Downloading Federal Updates
- Downloads and Updates of State Software
- Transferring Federal and State Updates to Non-Transmitting Computers
- Restoring Prior Year Data
- Prior Year Carry Forward
- Support Site/Knowledge Base
- TaxWise Staff Support



## **System Requirements for TaxWise Tax Year 2011 Products**

### **Recommended System Requirements**

For professional results, we recommend the following for most TaxWise products:

- Microsoft Windows XP (32-bit or 64-bit, with the latest service pack) or Windows Vista (SP2 or higher, 32-bit or 64-bit)
- 2.0 GHz processor or higher
- 2 GB or more of RAM
- 1 GB of available hard drive space (per tax year)
- 32-speed or higher CD-ROM Drive
- Super VGA 1024 x 768, High Color/16 Bit display or better
- Microsoft Internet Explorer 7.0 (with the latest service pack)
- A high-speed Internet connection (DSL, cable modem, or T1/T3)
- A file backup system (backup tape, removable hard drive, CD-R, DVD-R, or similar)
- PCL6 compatible printer
- Ethernet network card (required for network installations only)
- Adobe Reader (version 8.1 or higher)

For the best printing results, use a laser printer. Ink jet printers can be used but they may print slowly. A laser printer is required for printing W-2 and 1099 Forms with TaxWise W-2/1099 and Payroll Compliance Reporting programs.

### **Minimum System Requirements for most TaxWise Products for Tax Year 2011**

- Microsoft Windows XP (32-bit only with the latest service pack)
- 800 MHz processor
- 512 MB of RAM
- 1 GB of available hard drive space (per tax year)
- 8X speed CD-ROM
- 800 X 600 color monitor with 16-bit color video card
- Microsoft Internet Explorer 7.0 (with the latest service pack)
- 56K Internet connection (Internet access required)
- PCL6 compatible printer. A laser printer is required for printing W-2 and 1099 Forms with TaxWise W-2/1099 and Payroll Compliance Reporting programs.
- Ethernet network card (required for network installations only)
- Adobe Reader (version 8.1 or higher)

### **Notes:**

- InterviewPLUS® Online requires a broadband Internet connection (DSL, cable modem, or T1/T3).
- TaxWise Scan&Fill will work with most TWAIN compatible scanners but for optimal efficiency we recommend a scanner with an automatic document feeder.
- Tax Year 2008 programs require a 32-bit operating system. Tax Year 2009 will run on either 32-bit or 64-bit OS.

Minimum requirements provide adequate performance for many users depending on computer configuration. While TaxWise may run on configurations with fewer resources, we cannot guarantee performance or capability.

**The following products are compatible with Windows 7:**

- TaxWise Desktop Tax Software
- TaxWise Scan&Fill
- TaxWise Document Manager
- IntelliForms
- TaxScripts
- TW Client Write-Up
- TW Trial Balance
- TW Payroll

**The following products have unique system requirements:**

- *TaxScripts* - Compatible with Vista 64-bit, but not Vista 32-bit at this time.

**What's on the TaxWise Install CD**

In addition to the new TaxWise program there are several other useful programs and utilities on the TaxWise Install CD. Many of the items (Publications and Forms) are required to be at a volunteer site and you can download these items to your computer when you install TaxWise. Listed below are these useful tools:

- TaxWise Desktop Reference Guide
- TaxWise Online Reference Guide
- Publication 17 – Your Federal Income Tax Guide
- Publication 3189 – *e-file* Admin Guide
- Publication 4012 – Volunteer Resource Guide
- Form 13614-C – Intake/Interview and Quality Review Sheet
- TaxWise Workshop Returns
- Prior year TaxWise Program
- Third Party Products
  - Microsoft Internet Explorer
  - Adobe Reader
  - Windows Media Player - Website Link
  - Macromedia Flash Player - Website Link

A TaxWise University Training course CD is also included with the TaxWise software package. The IRS certification test can be found on TaxWise University.

**Before Installing TaxWise**

Every effort should be made to protect all computers and tax preparation software with a “strong” and unique password.

Use passwords that have at least eight characters and include numbers or symbols. The longer the password, the tougher it is to crack. A 12-character password is stronger than one with eight characters.

Avoid common words: some hackers use programs that can try every word in the dictionary. Don't use your personal information, your login name, or adjacent keys on the keyboard as passwords. Change your passwords regularly (at a minimum, every 90 days). Don't use the same password for each online account you access.

## **Installing TaxWise Software Product**

- Verify that you have permission to load software to your computer.
- Close any programs you have open. Suggest that you turn virus protection off for non-IRS computers.
- Insert the CD in the CD-ROM drive.
- Normally the program will start automatically. If not, click the “Start” button, select “Run”, and type the following: CD-ROM drive letter:\Startup e.g. “D:\Startup” Click “OK”.
- On the main menu screen, click “Install”.
- The “Choose Setup Language” screen will be shown. Click “OK” to accept English or change as needed.
- Click “TaxWise 2011”. If you have the prior year files loaded on your computer, you will be asked about bringing forward prior year data. Answer “yes” or “no” according to your own needs.
- Click “Yes” to Product Agreement.
- Choose a drive letter to install to. Normally this is drive C. Click “Next”.
- Select Workstation.
- Normally, you would answer “No” to Network. (If setting up network, check “yes” and see below.)
- TaxWise prompts you to restart your computer by displaying the message box “You should restart your computer before running TaxWise.” Click “OK”.
- When Windows restarts and TaxWise completes its installation process and displays the message box “Installation complete. Would you like to run TaxWise now?”
- Click “Yes” to launch TaxWise.
- Click “No” to return to Windows.



**If you are installing TaxWise on a Network or LAN, see below.**

## **CCH Small Firm Services - Client ID:**

A 5 - 9 digit client ID will again be assigned to all TaxWise and TaxWise Online licenses on the shipping confirmation sheet provided with delivery of the software. The EFIN and REG code will be used to perform set-up in TaxWise and to register the software. The 5 - 9 digit code will be used to access the support site and web reports located at [www.taxwise.com](http://www.taxwise.com). This will allow the Electronic Return Originator (ERO) greater protection of their EFIN.

### **Installing TaxWise to a network:**

- Make sure your network is functioning properly before attempting to install TaxWise Desktop.
- If your network is peer-to-peer, it is recommended that you select your most powerful machine to act as a “server” for TaxWise.
- Share out drive (or directory, as in Novell situation) fully (no passwords or restricting actions) on the server. In Novell, a logical network drive can be assigned to provide the appearance of an installation to a drive’s root directory.
- From a workstation, map a network drive to the drive shared out on the server. This will be the drive on which you install TaxWise. Each workstation must have a mapped drive to the fully shared out drive on the server.
- TaxWise must be installed to and run from the root of a drive.

**Note: Peer-to-peer—if you want the server to act as workstation and you have installed to a folder, then you will need to map a drive to that folder.**

- When the installation to the server is completed, the installation process goes directly into the “Configure Workstation” setup, so you do not need to run “Configure Workstation” setup separately on the first workstation you have been working from.
- If asked to enter a workstation number during the “Configure Workstation” setup, enter a 3-digit number; e.g., 111, 222, 333, etc. (Workstation numbers must not begin or end with zero.)
- After installation to the server is complete and you have clicked on “Exit”; start TaxWise on that workstation and enter the Setup information. Click the “Save as Workstation Defaults” check-box in the lower left corner, if you want this setup information to be used as the basis for all other workstations’ setup files.

### **Setting up additional workstations on a network**

After you have completed the Setup screens on the server, you must setup additional workstations where TaxWise will be used.

- Each workstation must have access to the drive on which TaxWise is installed. For peer-to-peer networks, you must map a drive pointing to the server.
- Each workstation must have full access to read and write and rewrite + modify functions. On some networks, users may require Administrator or Supervisor rights for the program to function properly.
- At each workstation, insert the CD, and at the next screen choose “Configure Workstation.” DO NOT choose “Re-install TaxWise.”
- If a workstation does not have a CD-ROM drive, it can be configured by running X:\UTS11\TWTECH\SETUP.EXE where “X:” is the network mapped drive letter.
- If asked for a workstation number, enter a 3-digit number such as 111, 222, etc. Each workstation must have a unique number, preferably not starting or ending with a zero.
- Workstation Setup places a TaxWise shortcut icon on the desktop and checks the local hard drive (“C:” usually) for Adobe Acrobat Reader 8.1 or higher and Microsoft Internet Explorer 7.0 or higher. You must install these programs if they are not already installed.

### **If you are experiencing network problems, you might want to try the following:**

(Including 545: Error writing to setup, error reading database, or desktop shortcut does not work.)

- Ensure that your network drive is visible when you double click “My Computer”. If it shows with a red “X,” there was a problem connecting to the network drive.
  - Right click on your TaxWise desktop shortcut.
  - Select Properties, and check that the Target and Start windows on the Shortcut tab point to the proper locations.

### **Starting TaxWise**

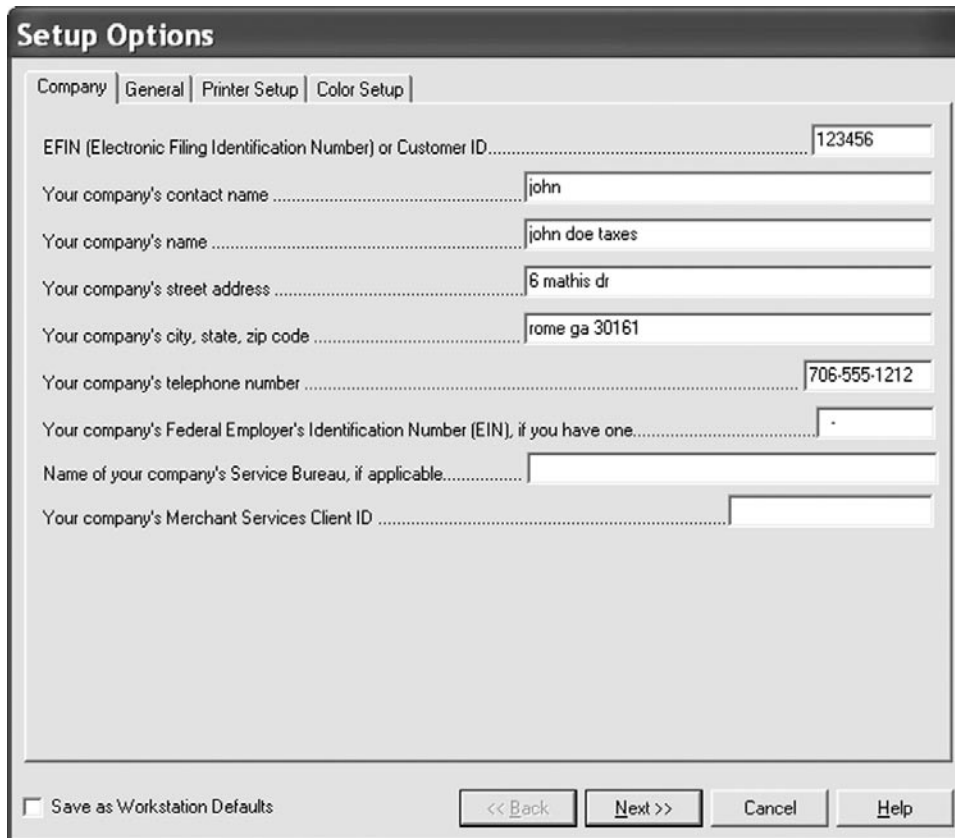
- Double-click the TaxWise icon on your desktop.
- Set Caps Lock key.

## Setup for TaxWise

If the setup screens do not come up automatically:

- Select user name “Admin”.
- Do not enter a password.
- Click “OK”.
- If a screen appears with various tax packages, only 1040 package is authorized. Click on the box for “Do Not Auto Show.” Click “OK”.
- Go to “Tools”.
- Select “Utilities/Setup Options”.
- Select “Setup”.
- Select “Setup Options”.

## Company Tab



The screenshot shows a dialog box titled "Setup Options" with a "Company" tab selected. The dialog contains several text input fields and a checkbox. The fields are filled with the following information:

Field Label	Value
EFIN (Electronic Filing Identification Number) or Customer ID	123456
Your company's contact name	john
Your company's name	john doe taxes
Your company's street address	6 mathis dr
Your company's city, state, zip code	rome ga 30161
Your company's telephone number	706-555-1212
Your company's Federal Employer's Identification Number (EIN), if you have one	-
Name of your company's Service Bureau, if applicable	
Your company's Merchant Services Client ID	

At the bottom left, there is a checkbox labeled "Save as Workstation Defaults" which is currently unchecked. At the bottom right, there are four buttons: "<< Back", "Next >>", "Cancel", and "Help".

Figure 1

- Enter your EFIN.
- Enter the contact name, site name, site address, and contact telephone number. For company name field enter your site name as shown on Form 8633.
- Do not complete the Federal EIN box.
- Click “Next”.
- If you are using TaxWise on a network, select the Save as Workstation Defaults check box to ensure that all of your settings carry over to each workstation on the network.

## General Tab

The screenshot shows the 'Setup Options' dialog box with the 'General' tab selected. The dialog has four main sections:

- 1. Network options:** Two radio buttons. The first is selected: 'No Network - My computer is a single user machine NOT attached to others.' The second is 'Network - My computer is a single or multi-user machine ATTACHED to others.'
- 2. E-File ID:** Two text input fields. The first is 'Current Declaration Control Number (DCN).....' with the value '2'. The second is 'Current MeF Submission ID.....' with the value '0'.
- 3. Do you want TaxWise to automatically number your client invoices?:** Three radio buttons. The first is 'Do NOT auto number.' The second is 'Auto number each invoice ONLY on MY LOCAL COMPUTER even if I am attached to a network.' Below it is a text input field 'Start my local invoice number with.....' with the value '1'. The third is selected: 'Auto number ALL invoices, making each UNIQUE across the entire network.'
- 4. Miscellaneous options:** Four checkboxes. The first is 'Enable Auto-Complete for entries with history lists' (unchecked). The second is 'Automatically display history lists' (unchecked). The third is 'Display User-Defined and Auto-Populated history lists' (checked). The fourth is 'Prompt before closing TaxWise' (unchecked).

At the bottom left is a checkbox 'Save as Workstation Defaults' (unchecked). At the bottom right are four buttons: '<< Back', 'Next >>', 'Cancel', and 'Help'.

Figure 2

- If the site uses a network, see “Installing TaxWise to a Network,” covered previously and check “Network” under 1 above.
- The DCN default is 1. **If you load TaxWise on more than one computer with the same EFIN, you must use a different starting DCN for each computer to prevent duplicate DCN’s.** On computer #1, set the DCN to 1,000. On computer #2, set the DCN to 2,000. On computer #3, set the DCN to 3,000. Use this DCN numbering procedure for all additional computers in your site. This does not apply if you are networking the site.
- Miscellaneous Options: Only the, “Display User-Defined and Auto-Populated history lists” box should be checked. Click “Next”.

## Printer Setup Tab

**Setup Options**

Company | General | **Printer Setup** | Color Setup

**1. Please select a default printing method.**

Windows: Standard for the most common printers.

PCL: Use this method if you are experiencing printer problems.

Auto load soft fonts each time a tax return is sent to the printer?

**2. Select a default printer for:**

Returns, Reports

Check printing

Label printing

**3. Options: (Check each option that you would like activated.)**

Print blank page after EACH tax return?

Print tax returns in ALL CAPITAL LETTERS?

If you have more than one, print each EFIN on separate report pages?

Print EACH rejected SSN on a separate page?

Automatically print form 9325 as each IRS tax return is acknowledged?

Automatically print acknowledgments?

Save as Workstation Defaults

<< Back   Next >>   Cancel   Help

**Figure 3**

- Select “Windows: Standard for the most common printers.”
- Select a default printer by clicking the down arrow and select the printer installed with your computer. Also, make sure the printer is set as default in Windows.
- Under “Options,” select “Print Tax Returns in ALL CAPITAL LETTERS.” Any other options can be selected or de-selected based on your preference.
- Click “Next.”

### **If you can't print, you might want to check the following:**

- Can you print from other applications?
  - Try to print a test page from Word/Notepad.
  - If this doesn't print, the problem is somewhere between the printer and Windows rather than within TaxWise.

- **Is your printer driver set up correctly to work with TaxWise?**

- Select **Start>Settings>Printers**.
- Right click on your printer and choose **Properties**. Click the **Details** tab.
- Click the **Spool Settings** button.
- If the spool data format is **EMF**, try RAW.

- **Is your printer set up correctly in TaxWise?**

- From TaxWise, select **File>Printer Setup**.
- If you are using the Windows printing method, try switching to PCL. If you are using PCL, try using the Windows method.

**If there are J's, G's, K's and other stray characters printing on your forms, you might want to consider the following:**

- The necessary fonts are not loaded to your laser printer.
  - Select “File Printer Setup”.
  - Check the “Auto load soft fonts” box. This will send the fonts to your printer before every print job. This option is only available if you use the PCL print method with a laser.



## Color Setup Tab

**Setup Options**

Company | General | Printer Setup | **Color Setup**

**Color Settings**

- Default
- Default without Color Coding
- Classic**
- DDS Classic
- Soothing
- My Custom Colors

**Color Style**

- Page Background**
- Label
- Heading 1
- Heading 2
- Highlight 1
- Highlight 2
- Filled Entry
- Empty Entry
- Required Entry
- Calculated Entry
- Scratchpad Entry
- Overridden Entry

**Form Properties**

- Required Entry

Background:

**US 1234 Earnings summary Heading 2**

Your Name: **John Doe** SS number: **123-45-6789** XYZ: 123

From Date: 01/01/2000 Full Year:  Period:

Employer Name:

Employer Address: 1 Street, Rome, 30165

Business type: Accounting

Press F1 for Help

Earned Income: 85000  
 Fed Tax With: 25000  
 Tips: 1500  
 Dep. care: 3500

Press F9 to see details...

Save as Workstation Defaults

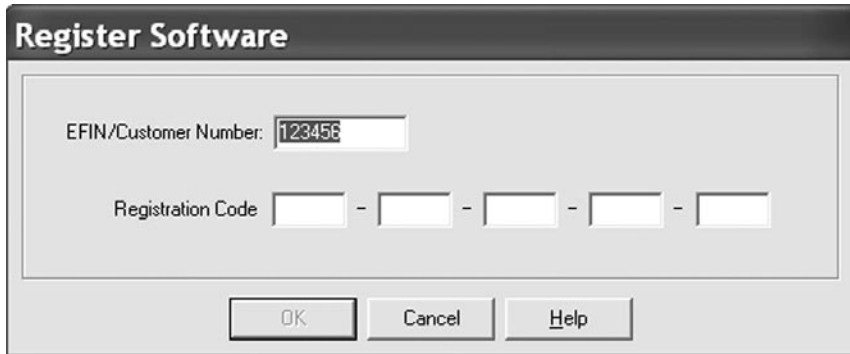
<< Back Finish Cancel Help

**Figure 4**

- The Classic Color Setting is recommended.
- If using the default color setting, the following modifications are recommended:
  - Select “My Custom Colors”.
  - Select the “Required Entry” item and set the bottom borderline width to “4.”
  - Select the “Calculated Entry” item and set the bottom borderline width to “4.”
  - Select the “Overridden Entry” item and set the bottom borderline to “4”; then set the color to light grey.
- If you are using TaxWise on a network, select the **Save as Workstation Defaults** check box to ensure that all of your settings carry over to each workstation on the network.
- Click “Finish” to save work any time changes are made to “Setup Options.”

## Registering the Software

When you close the Setup screens, the Register Software box appears.



**Figure 5**

- Your EFIN should show in the first box. If it doesn't, return to the first setup screen and fill in your EFIN.
- Enter your Registration Code from the Fulfillment Confirmation Slip.
- Click "OK".
- The TaxWise Login Page will appear.

If the Register Software screen does not appear:

- Go to "Tools".
- Select "Utilities/Setup Options".
- Select "Setup".
- Select "Register Software".



**Tax preparers sometimes receive an error message stating that the "return is not registered". Follow the instructions below for resolution of this problem.**

If tax preparers encounter the following error message: ***"Return is not registered"*** this indicates that the EFIN on the Company screen of the Setup Options does not agree with the EFIN listed on Form 8879 of the return, or the EFIN does not have a valid registration code.

- First check to make sure that the same EFIN is used on Form 8879 and on the Company setup screen.
- If this still does not correct the problem, check to make sure your EFIN and registration code are both correct.
- Then, the **ERO should call CCH Customer Service at 1-800-411-6391** to discuss the problem.

## Transmitting Returns for Multiple EFINs

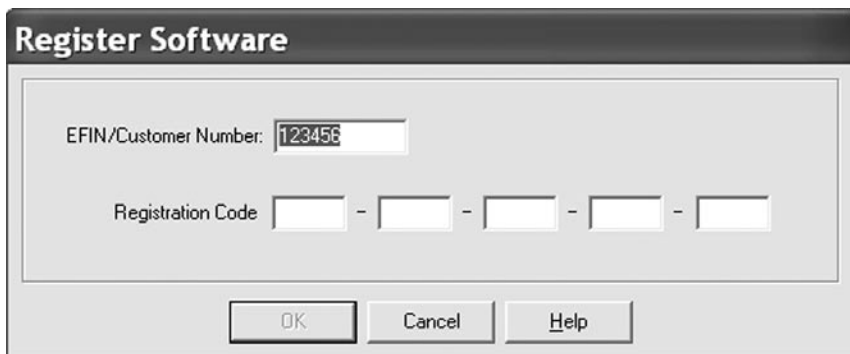
In order to transmit returns for multiple EFINS, the site must secure a transmit code (XMIT). Transmit codes may be secured at the time the software order is placed.

The following procedures are used when one site's EFIN will be used to transmit returns for multiple sites (EFINs). The returns will retain the originating EFIN and each EFIN will receive credit through Andover, TaxWise, etc., for the returns that were created under their own EFIN.

Example: EFIN 999100 will transmit returns for EFINs 999200, 999300 and 999400:

- When software is ordered for EFINs 999200, 999300, and 999400, indicate in the space provided in the SPECTRM Software Ordering Module that EFIN 999100 will be the transmitting EFIN.
- When the software is received, EFINs 999200, 999300, and 999400 will receive a registration code and XMIT code.
- When loading the software for EFINs 999200, 999300, and 999400, only the EFIN and registration code are required.
- After loading the software for EFIN 999100, complete the Setup Screens and register the software as the steps have previously shown. Also, setup defaults and USER Names for the specific site. Then EFIN 999100 will need to:
  1. Go to "Tools".
  2. Select "Utilities/Setup Options".
  3. Select "Setup".
  4. Select "Register Software".
  5. Delete EFIN 999100 and enter EFIN 999200, tab to the Registration Code field and enter the associated Xmit Code.
  6. Repeat steps 4 & 5 and check OK after each entry for each additional EFIN that 999100 will be transmitting returns for.

**NOTE** You must enter defaults and USER Name for each site associated with each EFIN separately.



Register Software

EFIN/Customer Number:

Registration Code  -  -  -  -

Figure 6

- If you did not indicate the transmitting EFIN when ordering software or you did not receive your XMIT code with your order, you can contact the TaxWise Customer Service Number, **1-800-411-6391**, or your local SPEC Relationship Manager for assistance.

## **Prior Year Software EFIN and Registration Codes**



The TaxWise software product includes the current and prior year software. If you need a year other than the current and prior year, you can contact CCH customer support desk for assistance. The EFIN and Registration codes for loading prior year software are shown below.

**We recommend that volunteers have at least two years of experience and prepare only the last three prior years. If a taxpayer requests any returns older than three years, please research IRS.gov to determine whether the local Taxpayer Assistance Center staff prepares returns. If it does, please refer the taxpayer to the local TAC.**

- **Use EFIN “070743” for each year.**
- Enter this EFIN on the setup screen first.
- Next register TaxWise with the code that corresponds to the release year:
  - 2000 – HQLVTUUI
  - 2001 – LUPZXPPW
  - 2002 – FRLHKRHR
  - 2003 – MUOKMTJT
  - 2004 – DHBNAHNF
  - 2005 – MRLXKRXR
  - 2006 – OQKQEBNN
  - 2007 – QQF4-2223-QAM8-EB22-PF2C
  - 2008 - YYPC-AAJT-YJVG-JBAA-XXKN
  - 2009 - UUK9-7778-UEPC-JF77-VRC2
  - 2010 - PPRG-EEZV-PZ48-DAEE-9RSX

## **Setting Tax Form Defaults**

Tax Form Defaults are used to enter information that users of TaxWise want to appear in all tax returns. Only the Admin user can enter tax form defaults. When the Admin user creates new unique user names in Security Manager, TaxWise automatically copies the tax form defaults to the new unique user name. In the default return, you can open any form and enter information that you want to appear in all new returns.

Do not prepare an actual tax return while in Tax Form Defaults.

**Do not put users into a group in which they can set their own defaults until you have set the defaults that you want for all users in the “Admin” user.**

Setting unique defaults for specific users will be covered later. CCH will **pre-set** most required Tax Form Defaults as identified in this Publication. This should result in reduction in the time required for set-up by volunteer EROs. The ERO will need to enter the site’s unique Site Identification Number (SIDN) and EFIN during set-up. Volunteer EROs will have the ability to set additional defaults and remove pre-set defaults, if desired. For example: Use “Preparer’s Use Fields” to capture data on the type of accounts where refunds are being deposited such as Checking, Savings, IRAs, IDAs, Savings Bonds, etc. See instructions below. **The pre-set defaults will be set in the “Admin User” only.** The pre-set defaults are:

1. Main Info Sheet  
Required fields:
  - Appropriate form to Use – “1040”
  - Taxpayer’s name, address, phone number, date of birth, and occupation are designed as required fields
  - Are you excluding Puerto Rico income is checked “No”
  - Return Type – “E-File Only”
  - Third Party Designee is checked “No”
  - Self –Select and Practitioner PIN(s) section: ERO Pin is entered for Self Select & Practitioner PIN of “98765”
  - Box is checked for “Using the Practitioner PIN method for e-filing this income tax return”
  - Box is checked for “The Income Tax Return”
  - “IRS only” box will be checked in the Preparer Information section
  - Preparer’s Use Fields section boxes 11 and 12 are populated for Language and Disability questions
2. 1040 Worksheet 1 (Social Security)
3. Schedule A Detail linked to the Schedule A
4. Schedule B linked to the Interest and Dividend Statements
5. Schedule D
6. Capital Gains Worksheet
7. Form W2
8. Form 1099 MISC
9. Form 1099 R
10. Schedule EIC Worksheet
11. Form 2210, Zero inserted on line 9 to block calculation of penalty for under withholding

12. Gen Use, used to solicit consent under 7216 (Consent to use personal Income Tax Information)
13. Gen Disclose, used to solicit consent under 7216 (Consent to disclose personal Income Tax Information)
14. Form 8879, "IRS only" and "Print Signature" boxes will be checked
15. Form 8867, "Do Not Use..." box will be checked
16. The software Intake/Interview & Quality Review Sheet is the same as Form 13614-C

**To set Tax Form Defaults:**

- Log into TaxWise using the user name "ADMIN" to change tax form defaults.



**You should set these defaults before you add user names, so that settings can be applied to all users.**

If logged-into TaxWise, return to the Home Page and click on change user.

- Change user to "ADMIN".
- Click on "Tools".
- Select "Edit Tax Form Defaults".
- Highlight "1040" Package.
- Click "OK".
- Click "Yes" on "Any changes made will only affect subsequent new returns in this user. Continue"?
- The Main Information Sheet automatically opens in the initial forms.



**F3 "highlights" required fields or removes "highlights" from the fields. It puts the RED in or takes it out.**

**State Information**

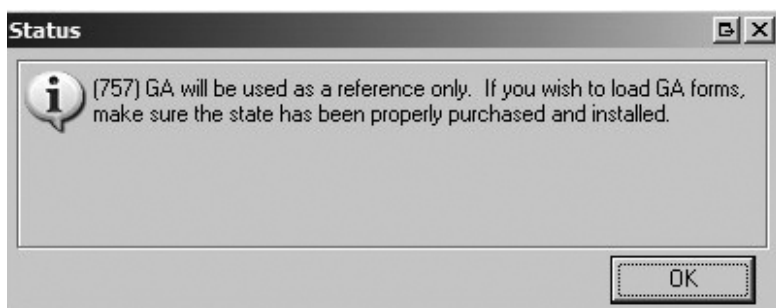
Scroll to "State Information" on the Main Information Sheet.

If you prepare state returns and have received your state software from TW, then enter the two letter state abbreviation in the "full year resident" box.



**If you have not loaded your state software, you will receive the following message:**

- State forms will not load in the TaxWise tree until you install the state software.
- You will receive a message file when creating new returns indicating the state has not been installed.



**Figure 7**

- Tab to "Self-Select and Practitioner PIN(s) programs".

The following are pre-set defaults; if the pre-set defaults are not set contact your SPEC Relationship Tax Consultant.

- Self –Select and Practitioner PIN(s) section: ERO Pin is entered for Self Select & Practitioner PIN of “98765”
- Box is checked for “Using the Practitioner PIN method for e-filing this income tax return”
- Box is checked for “The Income Tax Return”
  1. Put an “X” in the “I do not authorize” box and place an “X” in the box.
  2. If using Self Select PIN put an “X” in the “I do not authorize” box.

### Preparer Information

Enter your site’s unique eight digit SIDN in the PTIN field and check the “IRS Only” box. Each site has a **separate** Site Identification Number (SIDN) and each number must be used to count the number of tax returns prepared at that particular site.

**Preparer Information** Check to bill as a self-prepared return:

Preparer's ID: [REDACTED]

Preparer's name: [REDACTED]

Preparer's SSN: [REDACTED]

Firm name: [REDACTED]

Address: [REDACTED]

Zip code: [REDACTED]

Email address: [REDACTED]

Non-paid indicator: [REDACTED]

PTIN: § 12345678

Date: [REDACTED]

Print as signature:

EIN: [REDACTED]

Check if also ERO:

Check if self-employed:

Phone: [REDACTED]

Fax: [REDACTED]

IRS only:

Figure 8

Be sure the “Print Signature” box is checked. This will print your site information on the signature line.

**NOTE** If the SIDN is not entered on the tax return, Diagnostics will reflect a “Warning”, notifying the volunteer. Corrective action should then be taken to add the SIDN, prior to creating the *e-file*.

- **No other information is needed in this section.** Exception for some states: if your state requires that a date be entered in the date field (to the right of the preparer’s name field), select this field and press F3.

### Form 8879 (Practitioner PIN Program)

Type in your EFIN at the top of Form 8879.

<b>US 8879</b>	<b>IRS e-file Signature Authorization</b>	<b>2010</b>
Your EFIN: <b>123456</b>		
Taxpayer: [REDACTED]	SSN: <b>411-11-1111</b>	
Spouse: [REDACTED]	SSN: [REDACTED]	

- Scroll to “Electronic Return Originator (ERO) Information” at the bottom of Form 8879.

Electronic Return Originator (ERO) Information		
ERO's ID: _____	Also paid preparer: <input type="checkbox"/>	Date: 06/20/2011
SSN: _____	PTIN: S12345678	Self-employed: <input type="checkbox"/>
ERO signature: _____		Print signature: <input checked="" type="checkbox"/>
Firm's name: VITA		EIN: _____
Firm's address: 1 Any Street		Phone: 555-555-5555
Zip code: 30144- _____ KENNESAW GA		IRS only: <input checked="" type="checkbox"/>

This facsimile form is not approved for filing directly to the IRS.  
Print IRS form using "Print Return" or "Print Current Form".

**Figure 10**

- Click in “SSN” field. Press F3 to remove red. **(No data to be entered in this field).**
- Click in “PTIN or SIDN” field. Enter the SIDN.
- Click in “Firm Name”. Type Site name as shown on Form 8633.
- Be sure the “Print Signature” box is checked. This will print your site information on the signature line.
- Click in “Firm Address”. Type in site street address.
- Click in “EIN”. Press F3 to remove the red. **(No data to be entered in this field.)**
- Click in “Zip Code”. Type in site zip code.
- Be sure “IRS Only” box is checked, this will change the “P” to an “S” in the PTIN field.
- Press F10 to save and move to next form.

#### **TaxWise Shortcuts:**

- F1:** a TaxWise Desktop function key; in TaxWise, F1 opens TaxWise Help
- F2:** a TaxWise Desktop function key; in TaxWise, F2 saves the return
- F3:** a TaxWise Desktop function key; in TaxWise, F3 makes an entry estimated
- F4:** a TaxWise Desktop function key that opens a drop-down list
- F5:** a TaxWise Desktop function key; in TaxWise, F5 opens the TaxWise calculator
- F6:** a TaxWise Desktop function key; in TaxWise, F6 opens a second form
- F7:** a function key; in TaxWise, F7 opens the Return Query, which allows the preparer to view return data such as basic taxpayer information, tax due or refund, and return status
- F8:** a TaxWise Desktop function key; in TaxWise, F8 overrides a calculated entry
- F9:** a function key; in TaxWise, F9 links to a supporting form
- F10:** a TaxWise Desktop function key; in TaxWise, F10 moves one level up in the program
- F11:** a TaxWise Desktop function key; in TaxWise, F11 opens the Select Variable window
- Shift+F1:** IRS Instructions



### **Setting Optional Report Defaults in the “Preparer’s Use Fields.”**

A commonly used report is the “Preparer’s Use Fields” report. The following are instructions for use of the “Preparer’s Use Fields”. While setting defaults in the Main Information Sheet, complete the SIDN information in the “preparer information” section. Then go to the “Preparer’s Use Fields” directly below.

Suggested uses for these Preparer Use Fields:

Field 1 - Volunteer’s Initials (no default needed) next line:

Field 2 - Quality Control Volunteer Initials (no default needed) next line:

Fields 4 - 10 - These fields can be used to capture Financial Education & Asset Building (FE&AB) activities. For example: types of financial products utilized by the taxpayer, and/or participation in FE&AB programs or referrals.

Fields 11 and 12 contain the two questions regarding a language other than English spoken in the home and a person in the household with disabilities, that were added last year.

Fields 13, 14 and 15 are the three new Preparer Use Fields that are being added this this year.

If you have more topics that you want to track, repeat the above. Once completed, the site coordinator/*e-file* administrator can provide a legend to the volunteers to assist them in the completion of these fields. Fields 1 & 2 are 8 digit alpha-numerical, Field 3 is 20 digit alpha-numerical, Fields 4, 5 & 6 are 10 digit numerical, Field 7 is 3 digit alpha-numerical and Fields 8, 9, & 10 are 15 digit alpha-numerical.

## **Most Commonly Linked Forms and Schedule**

### **1040 Worksheet 1 – Social Security**

- From Form 1040 page 1, select line 20 (Social Security). Right click and then select “Link.” Select the “1040 WK1” worksheet. In the “Taxpayer” column select the field for “Social Security received this year.” Press F3, then F10 to save and exit the worksheet.

### **Select Form 1040ES**

- Scroll to line 14.
- Check the box on line 14c and press the tab key.
- Press F10 to save and move to next form.

#### **NOTE**

**If entries are not made on this form, it will not print.**

### **Schedule D and the Capital Gain/Loss Transaction Worksheet**

- Open “1040 PG 1” (Form 1040, page 1).
- Select the field for line 13 (Capital Gain or Loss). Right click, and then select “Link”.
- Select “Schedule D,” page 1, and then double click to open it.
- Select the first description field below the “1a Description of property” column heading. Press F3, then press enter.
- Reselect “1a”. Right click, and then select “Link”.
- Open the “Cap Gn Wkt Capital Gain/Loss Transaction Worksheet” or, if this is not shown, the “NEW Cap Gn Wkt Capital Gain/Loss Transaction Worksheet”. Press F3 on description field then enter.
- Press F10 to close the worksheet.
- Press F10 to save and move to next form.

#### **NOTE**

**If entries are not made on this form, it will not print.**

- You can select any form and highlight (default) any field by hitting F3.
- Press F10 to save and close the form.
- After all changes are completed, select “File”, then “Close Return” to close the screens, or you can click on the “Closed Folder” icon in the Tool Bar.
- You can select any form and highlight (default) any field by hitting F3.
- Press F10 to save and close the form.
- After all changes are completed, select “File”, then “Close Return” to close the screens, or you can click on the “Closed Folder” icon in the Tool Bar.

### **Schedule EIC Worksheet**

- Open Sch EIC Worksheet.
- Go to bottom where “Due Diligence” is shown.
- Show all answers as “No”.
- Press F10 to save and move to next form.

## Return Stage (optional but strongly recommended)



**Return Stage can only be carried out by logging into TaxWise as the Admin User; however, the changes will apply to all other users.**

- Open Tax Form Defaults with the Admin user.
- Click on the “Return Stage” button, and then select “Edit Return Stage Options”.
- Add the following items to the list (PPIN = Practitioner PIN):
  - Ready to Review
  - Ready to Submit *e-file*
  - Waiting on Signature
  - Waiting on Tax Information
  - Paper Return
  - DO NOT FILE
  - Select “OK”

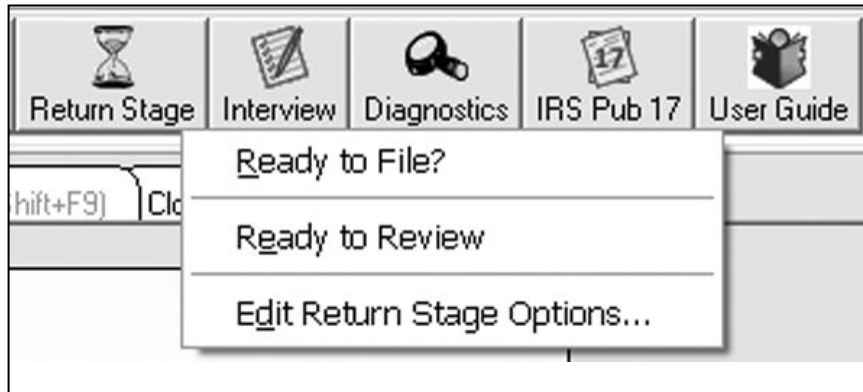


Figure 11

### Allowing a User to Create Unique Defaults

Tax Form Defaults created in the “Admin” user will be copied to all existing users as well as newly created users unless the user is in a group whose users are that is permitted to create and modify their own tax form defaults. Newly created Users are automatically assigned to the “SuperUser” group and are no longer allowed to create or modify their own tax form defaults. To allow a user to create their own unique defaults, an ERO must setup a new group with this authority. Security Manager is used to establish new groups with specific authorities and to assign users to the different groups.

## Establish a New User Group

- Open TaxWise 2011 and select the “Admin” user.
- Select “Tools,” then “Utilities/Setup Options”.
- In the Utility Program, select “Setup”, then “Security Manager”.
- Select the “Groups” tab.
- Select “New”.
- Create a name for the new group.
- For description use “Users allowed to create unique defaults”.
- Select all the actions you want for this user group including “Edit Tax Form Defaults”.



**You can highlight the first item by clicking on it, then scroll down to the last action and hold the Shift key while clicking on the last item. This selects all items on the list.)**

- Click on “Add” to transfer all these actions to the new user group.
- Click “OK”.

## Assign Users to Specific Groups

- Repeat the first three steps shown above if not already in Security Manager.
- Select the “Users” tab.
- Select “New” to create a new User or Highlight an existing user and select “Modify”.
- If a new User type a “User Name” and “Password” then proceed.
- In the “Available groups” box select the appropriate group for the user and click “Add”.
- In the “Assigned groups” box select “SuperUser” and click “Remove”.  
(If “SuperUser” is not removed its lack of authority to set unique defaults will override this authority given to the “Defaults” group.)
- Click “OK”.

When a USER assigned to a USER GROUP allowed to set unique defaults will initially be set up with the defaults in “Admin”. Then when is logged on, that user will be able to modify or create their own defaults in the same manner as “Admin”.

## User Name and Password Security

TaxWise uses a feature called Security Manager to control access to the TaxWise functions by adding, changing and removing users and passwords. **Passwords MUST be assigned to each user. User passwords must conform to the following requirements:**

- Unique per user is recommended
- Must contain at least 8 characters made up of the following:
  1. 1 or more alpha characters
  2. 1 or more numbers **or** special characters
- *Can not contain login ID and must not have been used as a password by any user last year.*

## Passwords

Passwords will be required for all Desktop versions of TaxWise. The configuration will be 8 characters long for both, users and ADMIN, with a combination of at least one alpha and containing at least one number or one special character. TaxWise Desktop users are encouraged to also change their password every 90 days.

**Do not prepare returns using the “Guest” user name.** To completely restrict TaxWise from unauthorized users, you **must assign a password to all User Names, including Admin, Guest, and Training.**

### Assign a password to the “Admin” User

- Log in using “Admin”.
- Go to “Tools”.
- Go to “Utilities/Setup Options”.
- Select “Setup”.
- Select “Security Manager”.
- Click on Users tab.
- Click on Admin.
- Click on Modify button.

Enter a password. Be sure it is easy to remember and meets the requirements above.

**WARNING:** Do not forget the “Admin” user’s password! It cannot be recovered. If you forget the password, you will have to delete the password file, which will delete all user name passwords. You will have to reenter all users’ passwords. If you need instructions for deleting the password files, contact CCH Customer Support.

- Click “OK”. Click “OK” again.
- TaxWise will go back to the Login Page.
- Log in using the user name “Admin” and the password you selected.
- Return to “Security Manager”.

### Assign a password to the “Training” User

- Click on Users tab.
- Click on Training.
- Click on Modify button.
- Enter a password.
- Click “OK”. Click “OK” again.
- TaxWise will go back to the Login Page.
- Log in using the user name “Admin” and the password you selected.
- Return to “Security Manager”.

## **Assign passwords to all user names, including the Guest User.**

- **Passwords are required for privacy and security.**
- Click on “new” on the “Users” tab to build a new user name.
- In the “New User Screen” type the user’s name in the top left box.
- Give this user a different password than used on the others.
- TaxWise will automatically assign new users to the SuperUser Group.
- Do not assign new users to Training, Demo, or Administrator Group. You do not want to create real returns under training.
- Click “OK” to accept the changes.
- Either click “New” to add another user or “OK” to save changes and close Security Manager.



**“Admin” controls Tax Form Defaults in all users and can set unique defaults for specific Users. Users other than Admin must be authorized by Admin in Security Manager to modify their own defaults. The process is automatic and you no longer have to use Return Explorer to copy defaults to other Users.**

If you need to modify a user, change password, delete user, etc., return to security manager, select the user name(s) and select the appropriate action.



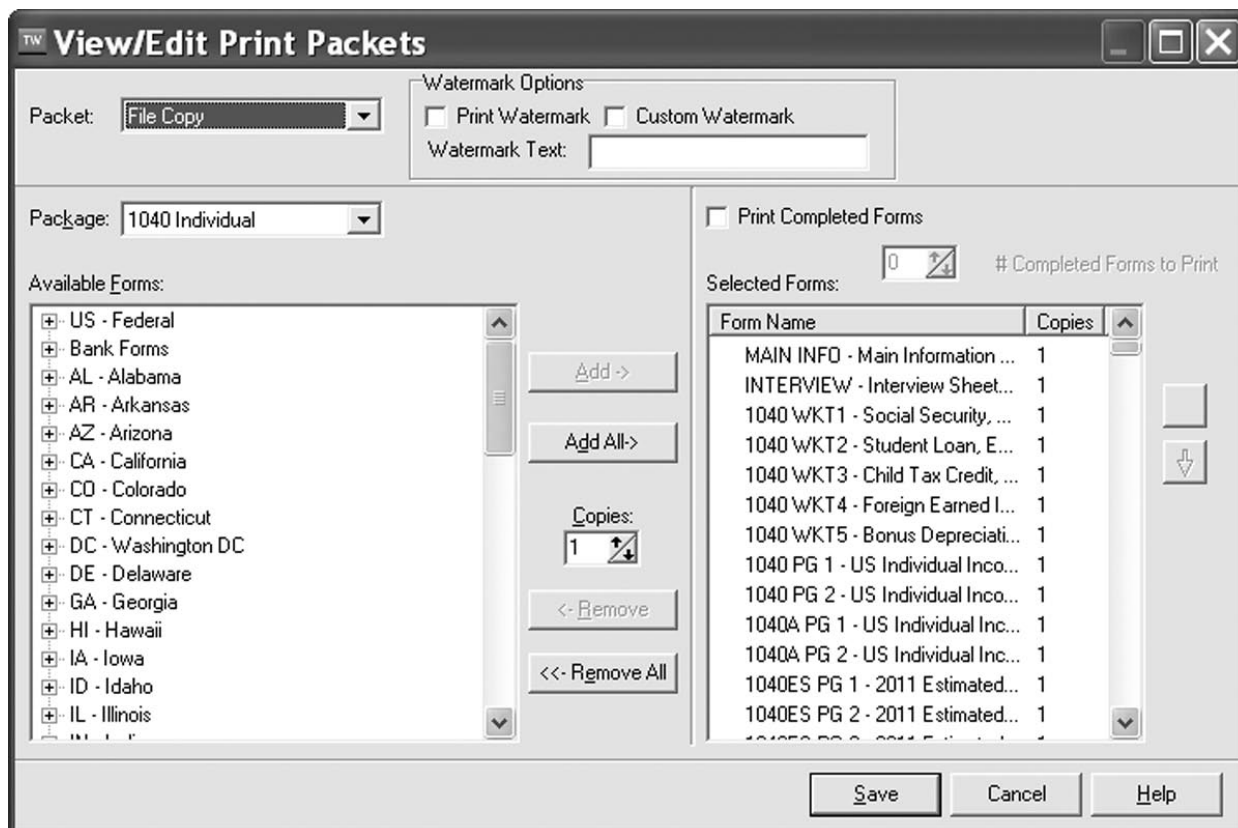
**The transmitting computer will need to be preset with all user names and passwords for users that create the returns that will be transmitted from that computer.**

## **Setting Print Packet Defaults**

There are several ways to print in TaxWise. The text below describes a way to set print defaults using Print Packets. This method will be pre-set in TaxWise 2010.

**Basic Philosophy** - Set up TaxWise default forms to print any form that - on a paper return - would get mailed to the IRS/State. Remove (do not print) any worksheets (W-2’s, 1099’s, etc.). TaxWise will only print those forms that have data on them.

- Log in as “Admin”.
- Go to “Tools”.
- Go to “Utility/Setup Options”.
- Click on “Setup”.
- Click on “View/Edit Print Packets”.



**Figure 12**

- Choose the “File Copy Packet”.
- In “Available Forms” section, open US Federal by clicking on + sign.
- Click “Add All” button.
- Open the state package the same way – see explanation below.
- Click “Add All” button.

You may add or remove forms, Federal or State, from any print packet. If you are preparing state returns you must add the state forms to the appropriate packets after the states are installed on your system.

To add the forms separately, click on the plus next to the US-Federal or specific state to expand the list, select the desired forms one at a time or you can select multiple forms by holding down the CTRL or Shift key. Once you have selected the forms you want, click the “Add” button.

To remove forms from a print packet, select the desired forms from the box on the right and click “Remove”. The forms will be moved to the Available Forms box. You can use the Ctrl or Shift keys the same as explained to add forms.

Highlight the following forms and click the “remove” button to take them out of the list that will be printed.

- Main Info
- Interview
- 1040 Worksheet (Wkt.) 1
- 1040 Wkt. 2
- 1040 Wkt. 3
- Sch EIC Wkt
- W-2
- W-2G
- W-2GU
- 1099G Wkt
- 1099-MISC
- 1099R (Keep in if using simplified rule to track pension balance)
- Any other form not needed

### Changing the Number of Copies to Print

- Select the desired form or forms in the box on the right.
- Click the up and down arrows in the “Copies” box to increase or decrease the number of copies to print in a packet (or right click to open an “increase-decrease box”). Some versions require Right-clicking to open an “increase-decrease box”.
- Change any other forms as necessary.
- Click on **SAVE** button.



**Depending on your specific site requirements and procedures it may be useful to set up other Print Packets. For example if you must often mail State Returns, then set up the “State Copy to Mail”, or you may want to use the “Signature Pages” packet. When printing a return you can chose a single or multiple packet to print.**

### **If you are experiencing Installation problems consider the following:**

- If your anti-virus software interferes with the TaxWise installation, disable it for the duration of the installation. (Don’t forget to activate it again when installation is complete!)
- Network Installations: see “How do I install TaxWise to a network?” earlier in this section.

# TaxWise is installed!

# Congratulations!



## Downloading Federal Updates

To check current version - Go to help and select “about TaxWise”.

At the time this publication went to print, changes were under consideration on how updates would be named. Please check with your Local SPEC Territory for latest information.

Major updates must be applied to the software before transmitting return data through the Electronic Filing Center (EFC). Major updates are posted to the **CCH Customer Support site** 24 hours prior to release through the EFC. This is being done to allow users an opportunity to go to the web site and update at their convenience without forcing the update on them at transmission.

Once a major update has been delivered and CCH determines that the majority of their customer base has downloaded the update, they may determine that it is necessary for all users to be at that version to send electronic files to the EFC. Only major updates are available through the EFC.

Minor updates will only be posted to the **CCH Customer Support site** and accessible by Internet users. However, minor updates are included in the next comprehensive major update. For instance, if updates 23.01, 23.02, and 23.04 were major updates and 23.03 was a minor update, **when a user who is currently at 23.02 downloads 23.04 from the EFC, they will automatically pick up 23.03 (minor) and 23.04 (major) at the same time. This will be transparent to the user.** CCH will not set transmission standards according to MINOR updates.



**If a user does not have internet access and wishes to download a minor update, they can contact CCH Customer support to have the update sent to them through TW mail.**

Users downloading from the Internet have two choices, a “Comprehensive” Update which includes all major and minor updates, and a “Sequential” Update which allows the user to select the updates one at a time.

- The comprehensive update continuously grows in size and will take longer to download. However, the advantage of using this file is that users do not need to be concerned with the updates that have/have not been loaded. It brings your software up to date with the most current version of TaxWise.
- The sequential update allows a user to select updates one at a time, however, all updates must be loaded sequentially. If a user is choosing to load sequential updates via the Internet, they will have to load minor updates that are delivered between the major updates. Remember all MAJOR updates must be loaded. For example, a user has loaded major updates 23.01 and 23.02, but has not loaded minor update 23.03 or major update 23.04. From the sequential list the user must download and apply 23.03 and 23.04.

### **Instruction for Downloading Federal Updates:**

#### **You will need your Client ID, Username, and Password**

- You will need your Client ID, username = ADMIN and registration code, the first time you log into the support site. The ADMIN user will then create usernames for anyone else they want to have access to the support site. A created user will login with Client ID, Username and password (which will be the username the first time they login).

- From the TaxWise home page:
  - You must have Internet access to download updates.
  - Click “Support” tab.
  - Enter your Client ID, username and password.
  - From the “Latest News” screen, go to Toolbar and click “Download”.
  - From the “Product Updates” screen, select the latest Comprehensive or Individual updates.
  - Click on the “Download file” icon to the right of the appropriate update.
  - The “File Download” dialog box appears with “Open” or “Save” options.
  - Select “Open” to run the file or select “save” to save the file.
  - Follow prompts.

The CD for TaxWise also contains install files for the latest version of **Internet Explorer** and the **Adobe Acrobat** reader. If the latest versions are not on the computer, these programs should be installed. Disable any antivirus software during installation.

**NOTE** Always use the same computer for all communications for a given EFIN.

**Automatic Notification of Updates (optional)** — You can get automatic notification of TaxWise updates sent to your e-mail address. Connect to the [www.taxwise.com](http://www.taxwise.com) site, select the Customer Support tab, and then select the update link. Select “Automatic Notification”. Enter your e-mail address, and select the updates to be included.

If the site has multiple computers, you will have to transfer the file to a PMSD and load it onto all the other computers. For more information, see “Transferring Federal and State Updates to Non-transmitting Computers” in the “Filing Season” section.

- If you use an Internet connection, each computer can update through the TaxWise support site. Use the “Customer Support” tab and go to the update link. All updates will be at that site and you can select the ones you need.

**NOTE** During the peak e-file periods getting updates could take longer to download during the daytime hours. Many EROs have found that it is less time consuming to download during non-business hours.

## **Downloads and Updates of State Software**

When your primary state becomes available (the one used in your EFIN address), it will be automatically downloaded, to your EFIN mailbox for retrieval. If the state software is not available for download by mid-January, follow the instructions below for ordering state software. Since each state has its own requirements, volunteers should be familiar with their state’s revenue procedures.

To retrieve your state software, click on the “**Get Acknowledgements and Updates**” in the drop down box on the TaxWise home page. If State Software is available, it will download and automatically install.

### **Instruction for Downloading State Updates:**

Once you have installed your state software, the State Updates will apply automatically.

If the automatic install doesn’t occur, follow the steps below:

**From the TaxWise homepage (www.taxwise.com):**

- Select the “Support Login”.
- Enter your Client ID, username and password.
- Click on “Download” in the blue bar at the top of the screen.
- Click on the “State Updates” link to the right of Product Updates.
- Click on the “Download this file” icon next to the applicable state.
- The “File Download” dialog box appears with options “open” and “save”.
- Select “Open” and follow the prompts.

**If you experience problems installing State software:**

Try uninstalling, then reinstalling the state:

- Select “Tools”.
- Select “Utilities/Setup Options”.
- Select “Tools”.
- Select “Uninstall State/Bank(s)”.
- Select applicable state.
- When process is complete, Select “Tools”.
- Select “Utilities/Setup Options”.
- Select “Tools”.
- Select “Install State/Bank Updates,” and follow prompts.

State software packages can be requested through TaxWise.



**You should only request those states that you will be using on a daily or weekly basis.**

There are two ways to order state software packages. Reminder, you are only to download the state software packages of which you have been trained.

Ordering state software packages using the TaxWise support site (www.taxwise.com):

- Make sure your connection is active.
- Close any open returns on all computers.
- Click on “Support Login” at top of screen.
- Click on “My Information”.
- Click on “Product Information”.
- Click link “Add states to my package”.
- Choose the additional state(s).
- Click link “Go to State Updates”.



**It may take up to 15 minutes for the added state to be available.**

Ordering state software packages through TaxWise Mail:

- Select “Communications”.
- Select “Send TaxWise Mail”.
- Mark the TaxWise Customer Service box under Destination.
- Enter a subject heading such as “Add Additional State”.
- Enter a message such as “Please add the state of \_\_\_\_\_”.
- Click on “Send”.



**CCH will transmit the state software to your mailbox within 24 hours.**

## **Transferring Federal and State Updates to Non-Transmitting Computers**

Most non-transmitting computers are not connected to the Internet; therefore, federal and state updates must be installed.

To get the update from the transmitting computer:

- Go to “Tools”.
- Click on “Utilities/Setup Options”.
- Go to “Tools”.
- Click on “Transfer Federal Updates or Transfer State Updates”, as applicable.
- Select the drive you want the updates transferred to (floppy disks, FlashDrives or CDs [if you have a CD burner]).
- Follow prompts.

To update the non-transmitting computer:

- Go to “Tools”.
- Click on “Utilities/Setup Options”.
- Go to “Tools”.
- Click on “Install Federal Updates or Install State Updates”, as applicable.
- Select the drive you want the updates installed to.
- Follow prompts.

## **Restoring Prior Year Data**

The following procedures can be used to restore the files to a computer in the event they are needed to respond to an inquiry and permission was received from the taxpayer for keeping the data for future year return preparation. TaxWise 2010 will need to be installed. Instructions for Prior Year Carry forward of information follow this section.



If restoring from backup media other than CD select the appropriate drive and follow the onscreen instructions.

### **Copying Setup.0 or Setup.xxx from Disk to TaxWise 2010:**

- Insert disk with Setup backup file into drive.
- Double click on the **My Computer** icon or navigate through the start menu.
- Select the CD drive by double clicking on the drive.
- Highlight the Setup.0 or Setup.xxx file.
- Right click and select “**Copy**”.
- Change to drive where TaxWise 2010 is installed.
- Double click the appropriate drive.
- Navigate to and double click on the **UTS10** folder.
- Right click on a free space and select “**Paste**”.

The Setup file is now available for the TaxWise 2010 program.

### **Restore Group and User names (Password.10 and SStorage.10) to TaxWise 2010:**

- Double click on the My Computer icon or navigate through the start menu.
- Double click on your CD Drive.
- Highlight Password.10 and SStorage.2010, right click and choose Copy.
- Go back to My Computer.
- Double click on the drive where TaxWise 2010 is installed.
- Find the UTS10 folder.
- Double click on UTS10.
- On a free space in the UTS10 folder, right click and choose Paste.

Your User Groups, User Names, and all passwords are now restored to TaxWise 2010.

### **Restore EIN Database (Employer.dbf and Employer.cdx) to TaxWise 2010:**

- Double click on the My Computer icon or navigate through the start menu.
- Double click on your CD Drive.
- Highlight Employer.dbf and Employer.cdx, right click and choose Copy.
- Go back to My Computer.
- Double click on the drive where TaxWise 2010 is installed.
- Find the UTS10 folder.
- Double click on UTS10.
- Find the Database Folder.
- Double click on Database.
- On a free space in the Database folder, right click and choose Paste.

The EIN Database is now restored to TaxWise 2010.

### **Restoring Returns to TaxWise 2010 from PMSD:**

- Login to TaxWise using the appropriate User Name.
- Select "Tools".
- Select "Restore from Disk".
- A new window will appear prompting to "Select the directory that contains the previous backup you wish to restore".
- Select the directory that contains the backup data to restore; for example, CD Drive D.
- TaxWise will prompt user to "Put backup disk 1 into Drive E".
- Insert disk in drive E and click OK.
- A window will appear prompting user to "Select User Names".
- Select the user name. Click OK.
- When you see the file names listed, you know that the backup is okay.
- A window will appear stating "**Restoring to: X:\UTS10\Users\{User Name}**".
- In this window, place a check mark next to all returns to restore and click Ok.
- TaxWise will then display the message "**(279) Restore Complete**", confirming that the restore process is complete.

## **Prior Year Carry Forward**

The advantage of using this data is that once you enter a social security number that has carry forward information, a message will ask if you want to load prior year information. If you answer “yes”, the current year return will immediately be populated with the prior year information with the exception of dollar amounts. This process saves time and reduces entry errors. However, the data must be verified. Some data will appear with a red background which is an alert to verify the information. If the information is correct select “F3” to remove the red.

**EFIN authentication expanded** – only carry forward (prior year) data from returns created with the EFIN associated by registration code or transmit code will be allowed. Prior year data created by other EFINS will not be recognized. This is in addition to restricting the restoring of returns with EFINS associated by registration or transmit code that was introduced last year.

### **Loading Prior Year Carry Forward Data**

TW10 must be installed on the computer and you must know which drive the returns are located, if different from the drive where TaxWise 2011 is installed.

- Log into TaxWise.
- Open the Tools menu, and select “Carry Forward”.
- Select “Prior Year Data”.
- The “select Conversion” screen appears. If the prior year returns are on a different hard drive from TaxWise 2011, enter the drive letter and a colon in the path for “Directory containing files”. For example, D:\UTS11\USERS\.
- Click “OK”.
- A list of the user names from the prior year Tax Wise will appear. Hold down the **Ctrl** key and click the desired user names. Selected names will be highlighted.
- Click “OK” and a list of the returns from the first User name will appear.
- Click “All Clients” to select all returns from all the user names you previously selected.
- Or Hold down the **Ctrl** key and click the returns you want to select. Selected returns will be highlighted.
- Click “OK”. If you did not select all clients, you will see the list of returns from the next user name. Select the desired returns.
- When you have selected all returns to bring forward, processing will begin. A confirmation message will tell you when the process is complete.

## **Support Site/Knowledge Base**

24 hours a day, 7 days a week, the Customer Support Web site provides information that is essential for daily operations. If you have Internet access, your secure Customer Support page on our web site is your best source of up-to-date information about:

- State software delivery
- Federal and state updates
- Your shipments
- Tax return status
- TaxWise Reports

## **Accessing Customer Support**

1. Click the Support Site/Knowledge Base tab.
2. Click the Launch TaxWise Customer Support Site button.
3. If you have not entered the Customer Support site, TaxWise displays the Welcome screen.
  - You can also access the Customer Support site by going to <http://www.taxwise.com> and clicking Support Login or by typing [http:// Support.taxwise.com](http://Support.taxwise.com).
4. Enter your Client ID in the **Client ID** box and press the tab key.
5. Enter your User Name in the **User Name** box and press the tab key.
6. Enter your Password in the **Password** box.
7. Click **Log In**. TaxWise displays the Customer Support Home page.

You can also access the **TaxWise Knowledge Base** — the same source that our Customer Service professionals use to answer your questions.

## **TaxWise Staff Support**

### **Through your e-mail or Send Mail to SFS Support**

Send messages to the Customer Support staff via e-mail or **Send Mail to SFS Support** 24 hours a day. You will receive a response by the same method within 24 hours. **Be sure to include your name and EFIN or Customer ID number and a detailed description of the problem.** Use one of the methods below.

- Send your message through your regular e-mail service (Outlook, Hotmail, etc.) to [customer.support@cchsfs.com](mailto:customer.support@cchsfs.com). Your reply will come to the e-mail account you sent from.
- From the Support page on the Customer Support Web Site, click the category that fits your problem. This will auto-address an e-mail to Customer Support. The reply will be to your regular e-mail account.
- To use **Send Mail to SFS Support**, log into TaxWise. On the home page, under Communications, click **Send Mail to SFS Support**. TaxWise opens the e-mail message in a separate browser window. You will get a reply through your e-mail address that you enter in the browser window.





- **Backing Up Returns**
- **Restoring Returns**
- **Deleting Returns on Non-Transmitting Computers**
- **Transmitting Returns**
- **Transmission Troubleshooting Tips**
- **Getting Acknowledgements**
- **Fixing and Resending Rejected Returns**
- **Contacting TaxWise Customer Support**
- **Return Explorer**
- **Return Explorer Actions**
- **TaxWise Reports**

## **Backing Up Returns**

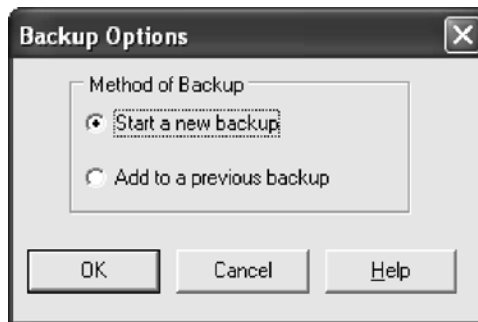
To back up returns, click the **Tools** menu and click **Backup to Disk**.

TaxWise displays the **Backup Options** dialog box:

The only options are to Start a new backup or Add to a previous backup, TaxWise will automatically back up the tax return and all related files (IRS and state electronic files, database records, and client letter templates).

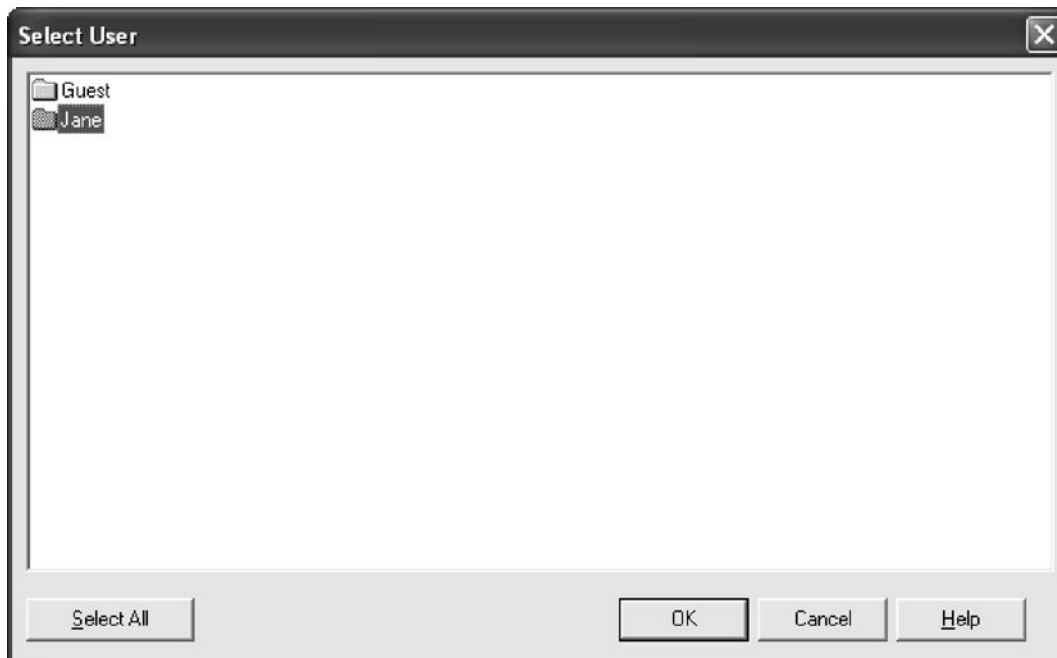
### **Starting a New Backup**

1. Click the **Tools** menu and click **Backup to Disk**. TaxWise displays the **Backup Options** dialog box.



**Figure 13**

2. Click **Start a new backup** and click **OK**. TaxWise displays the **Select User** dialog box:



**Figure 14**

3. Select the user name(s) whose returns you want to back up and click **OK**. You can also use the Select All button in the lower left corner.

**NOTE**

To select multiple names, press and hold the **Ctrl** key and click the names.

TaxWise displays the **Backing up from** dialog box:

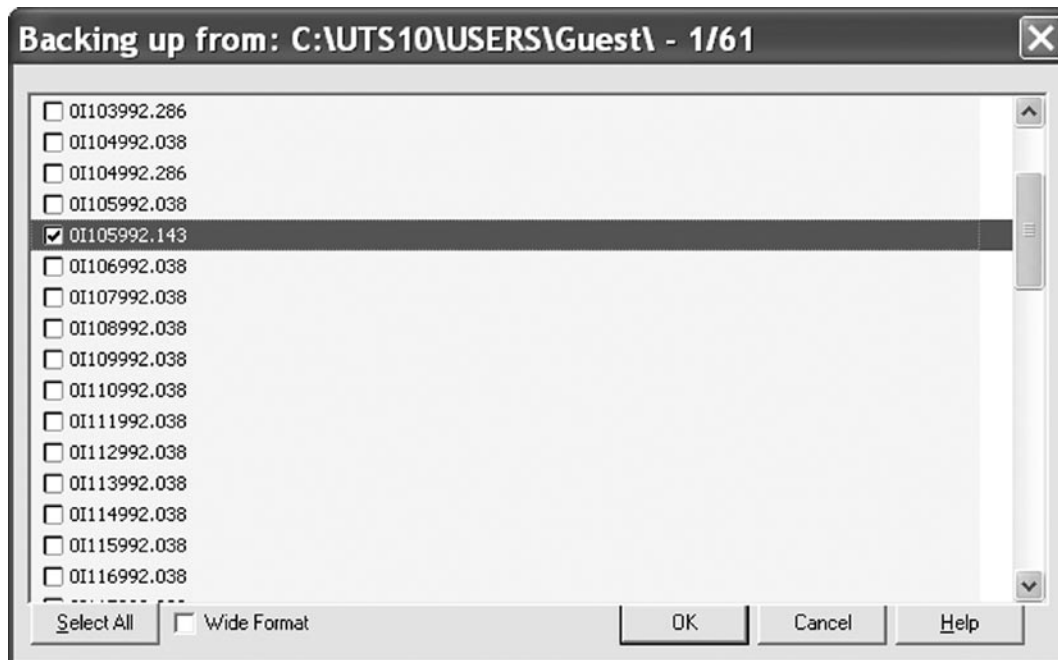


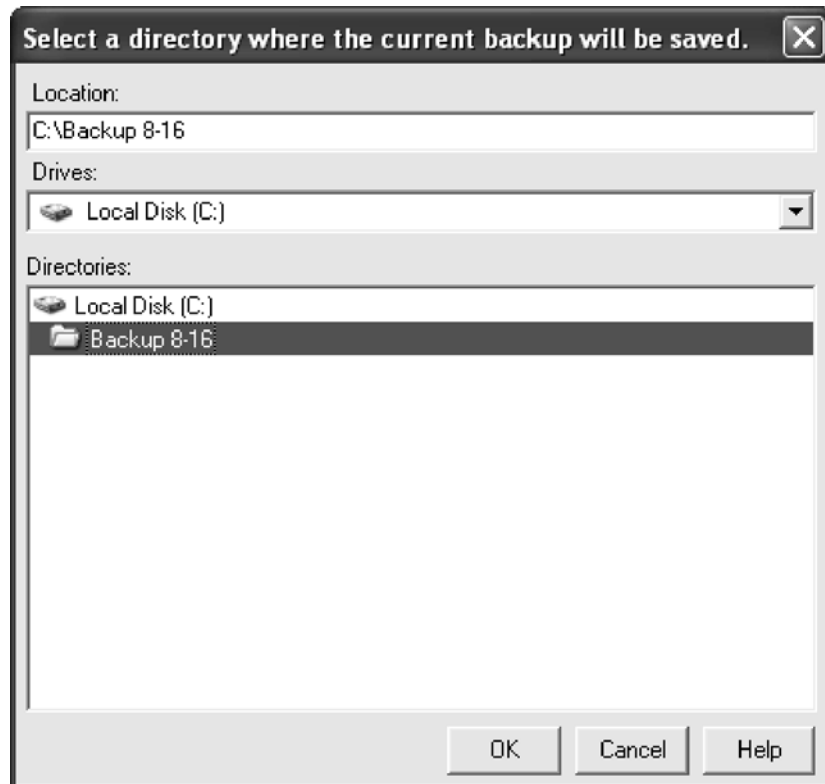
Figure 15

**NOTE**

The list displays the selected users consecutively. You can mark the **Wide Format** box to show detailed taxpayer information if you need to back up specific returns.

4. Select the returns you want to back up from the list by doing one of the following:
  - Click each individual file to be included in the backup and click **OK**.
  - To choose a list of sequential files, click the first one, press and hold the **Shift** key, and click the last one and click **OK**.
  - To choose a list of non-sequential files, click the first one, press and hold the **Ctrl** key, and click additional files and click **OK**.
  - Click the **Select All** button.
5. Click **OK**.
6. If you selected multiple user names, repeat step 4. If this is the last user name, proceed to the next step.

TaxWise displays the **Select a directory** dialog box:



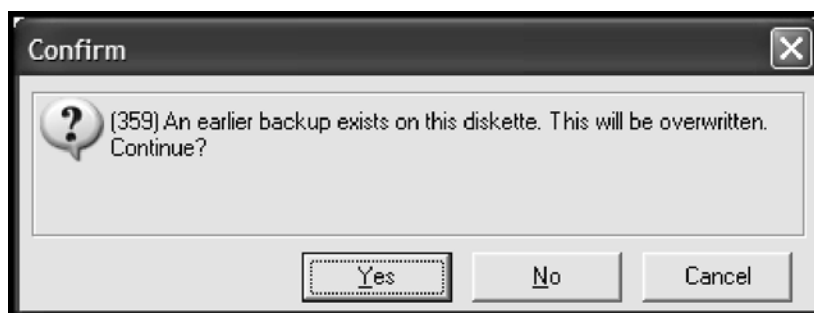
**Figure 16**

7. Select the drive and directory where you want the backup to be saved and click **OK**.

You can type the complete path in the **Location** box or select a drive from the **Drives** box (click the arrow for a drop-down menu of drives on your system) and a directory from the **Directories** box.

**NOTE** During the backup process, TaxWise displays status messages in the bottom left corner of the TaxWise status bar.

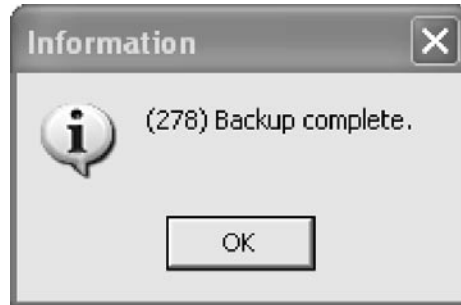
If you are backing up to the same drive or removable media to which you previously backed up, TaxWise displays the Confirm dialog box:



**Figure 17**

8. Choose one of the following:
  - Click **Yes** to continue and overwrite the existing backup.
  - Click **No** to save to another location.
  - Click **Cancel** to exit the backup procedure.

TaxWise displays the Information dialog box when the backup is complete:



**Figure 18**

9. Click **OK**.
10. Remove the removable media storage.

### **Adding to a Previous Backup**

To add to a previous backup, use the following steps:

1. Click the **Tools** menu and click **Backup to Disk**.  
TaxWise displays the **Backup Options** dialog box.
2. Select **Add to a previous backup** and click **OK**.  
TaxWise displays the **Select User** dialog box:



**Figure 19**

3. Select the user name(s) whose returns you want to back up and click **OK**.



To select multiple names, press and hold the **Ctrl** key and click the names.

TaxWise displays the **Backing up from** dialog box:



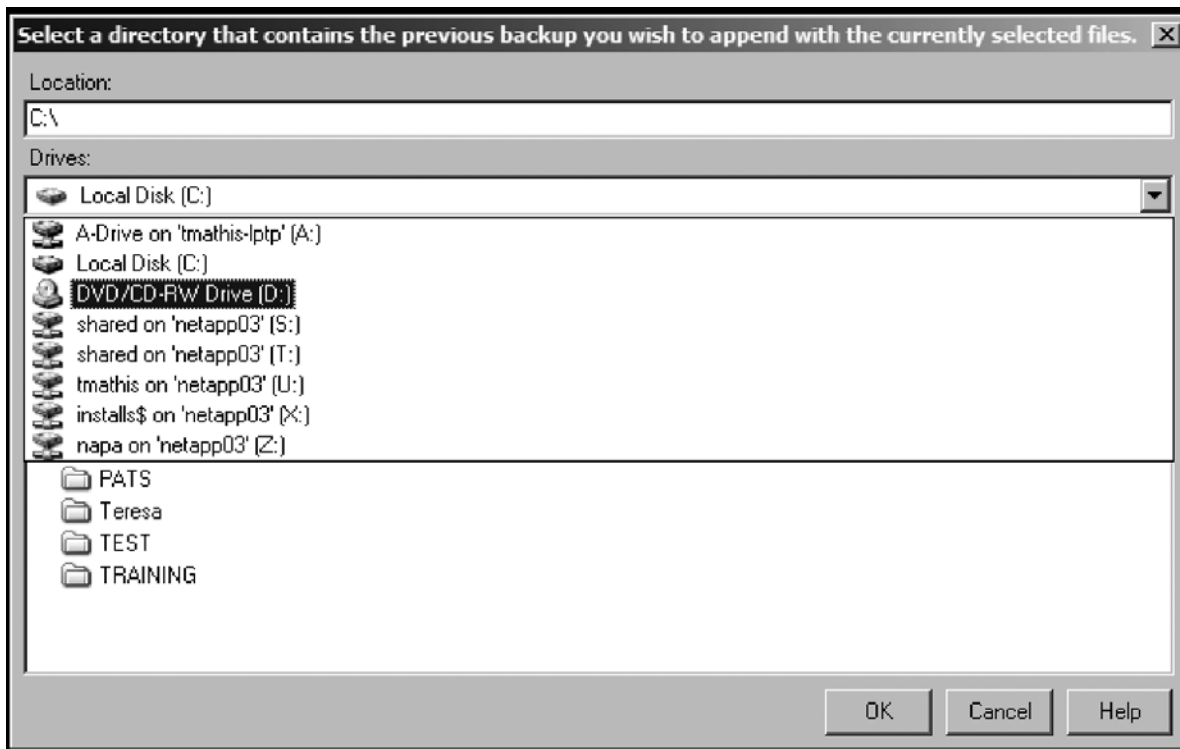
Figure 20



The list displays the selected users consecutively. You can mark the **Wide Format** box to show detailed taxpayer information if you need to back up specific returns.

4. Select the returns you want to back up from the list by doing one of the following:
  - Click each individual file to be included in the backup and click **OK**.
  - To choose a list of sequential files, click the first one, press and hold the Shift key, and click the last one and click **OK**.
  - To choose a list of non-sequential files, click the first one, press and hold the **Ctrl** key, and click additional files and click **OK**.
  - Click the **Select All** button.
5. Click **OK**.
6. If you selected multiple user names, repeat step 4. If this is the last user name, proceed to the next step.

TaxWise displays the **Select a directory** dialog box:

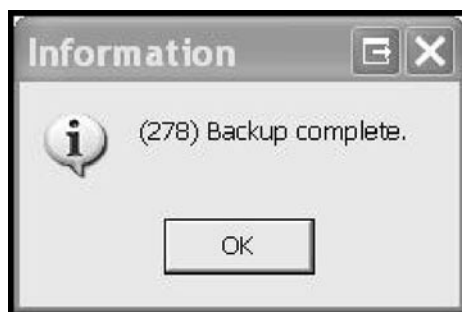


**Figure 21**

7. Select the drive and directory where you want the backup to be saved and click **OK**.  
You can type the complete path in the **Location** box or select a drive from the **Drives** box (click the arrow for a drop-down menu of drives on your system) and a directory from the **Directories** box.

**NOTE** During the backup process, TaxWise displays status messages in the bottom left corner of the TaxWise status bar.

TaxWise displays the **Information** dialog box when the backup is complete:



**Figure 22**

8. Click **OK**.
9. Remove the removable media storage.

**If you are experiencing backup problems, you might want to try the following:**

- If you are running Guard Dog, disable it while making backups.

When you are backing up to a CD writer, you must remember 3 things:

1. **You must use a CD-RW to perform a backup within TaxWise.** You cannot backup to a CD-R from within TaxWise, because it does not recognize it as a drive.
2. The CD-RW must be formatted as a **Direct CD**.
3. The CD-RW must be **inserted** into the CD-Rom drive before you choose to backup.

**If using CD-R media, you can backup returns to a directory on your hard drive and then burn the backup files to CD using your CD creation software.** However, we cannot offer support for this due to the many different programs available. Refer to your CD creation software vendor for documentation or help with this process.

**If you're using Windows XP, this task is easier.** When you insert a blank CD into your CD burner, Windows opens a dialog box asking if you want to open a writable CD folder. If you do this, you can drag and drop files and/or directories you want to burn into the folder. Windows XP makes a copy of these files in a special 'staging area' (this could require a lot of disk space) until it is time to burn the CD. At this point, you can still change your mind about any of the contents in the folder. Simply select and delete any files or directories you don't want copied. They are removed from the 'staging area' only, and your original files are not deleted.

**To burn a TaxWise backup to CD, you'll need to find the location on your hard drive where you saved the backup, then drag the following files to the writable CD folder:**

1. BACKUP.001
2. BACKUP.OPT

When you're ready to record, just click **Write these files to CD** in the task bar to the left. The CD Writing Wizard opens and prompts you for a label for the CD. You can enter up to 16 characters. Click "Next" and the wizard displays a progress bar indicating the status.

**When restoring from a CD-R backup, all files will have a "Read Only" attribute that will have to be removed. (CD-RWs shouldn't require this.)**

In some cases, the TaxWise restore program may have problems reading the data from CD causing the restore program to exit without processing the backup files. In these cases, the two backup files (BACKUP.001 and BACKUP.OPT) will need to be copied to the C:\ drive (or any other hard disk drive location) and restored from the new location.

**Follow the procedures below:**

- Copy the two files and paste them to a location on your C: drive.
- Restore from the location on the C: drive.

If you're attempting to use a burned CD to transfer a federal or state update that you downloaded from the Internet, you do not need to use the Transfer Update options within TaxWise. Instead, just copy the executable update file from the CD (TWUPDxx.EXE) to the desktop of the machine that needs the update. Then double-click the update just as you did on the computer where it was downloaded.



## Restoring Returns



**EFIN Authentication will prevent restoring returns that were created with an EFIN not registered on your computer.**

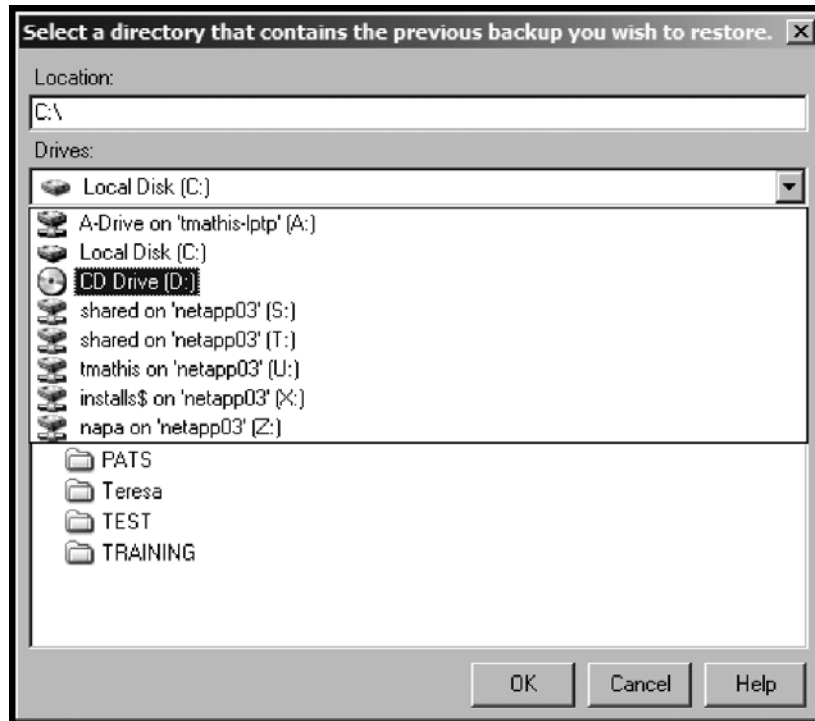
Use **Restore from Disk** to restore one or more files to your computer from a backup disk.



**Make a note of the user name to which you are restoring returns so you can find the returns later when you need to edit them.**

To restore from a backup disk, use the following steps:

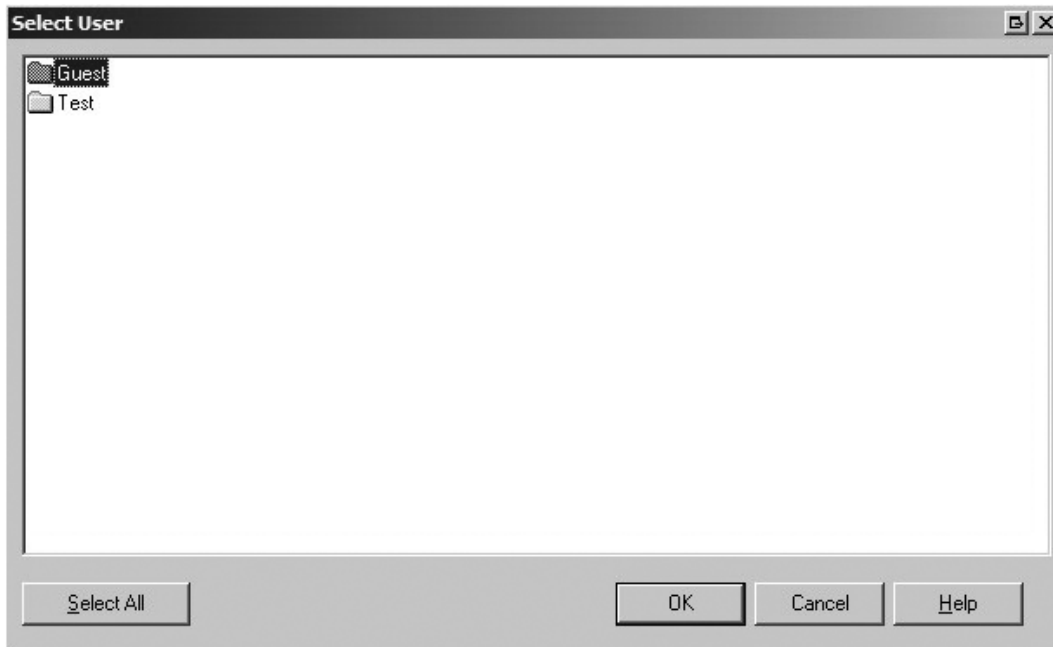
1. Log into TaxWise as the user you want to contain the restored files.
2. Click the **Tools** menu and click **Restore from Disk**. TaxWise displays the **Select a directory** dialog box:



**Figure 23**

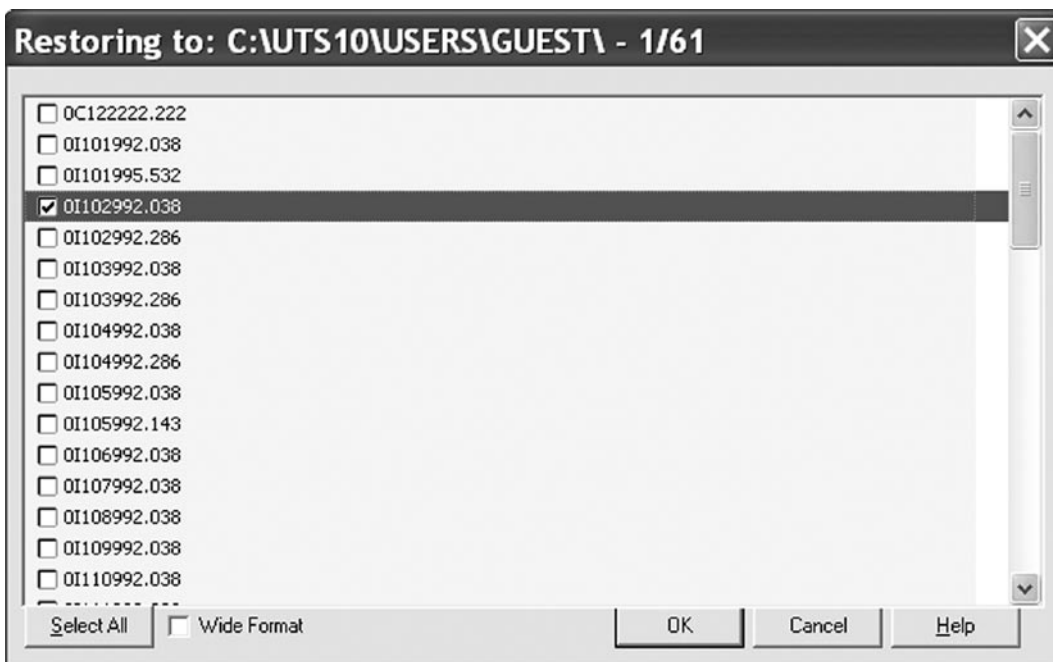
TaxWise determines the type of restore procedure needed from the backup file(s) on the backup disk.

3. Select the drive and directory where the backup is located and click **OK**.  
TaxWise displays the **Select User** dialog box:



**Figure 24**

4. Select the user name that is associated with the backed up return:
5. Click **OK**.  
TaxWise displays the **Restoring to** dialog box:



**Figure 25**



**If you select more than one user name, each user's list of returns appears consecutively.**

6. Select the return(s) you want to restore from each user name and click **OK**.  
TaxWise may display the **Confirm** dialog box, similar to the following, allowing to you verify that you want to overwrite the return that already exists on your computer:

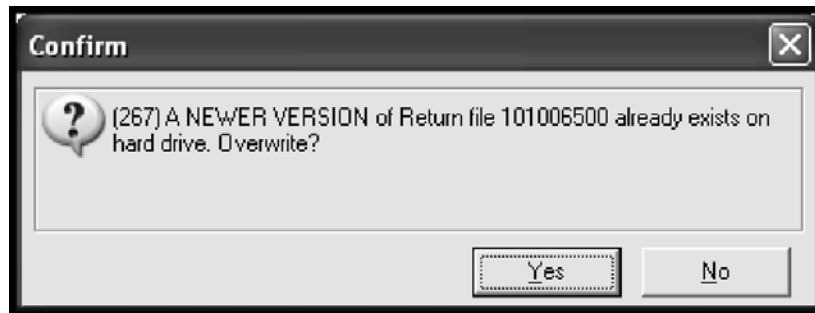


Figure 26

**NOTE** TaxWise may display several of these message boxes.

7. Click **OK** for each Confirm box that TaxWise displays.
8. If you have created any customized **Client Letters** the restore option will place a copy into the Client Letter directory if you select Yes and automatically overwrite any existing Client Letter templates with the same name. You also have the option to select No if you do not wish to restore the Client Letter templates on the system that you are restoring returns to.

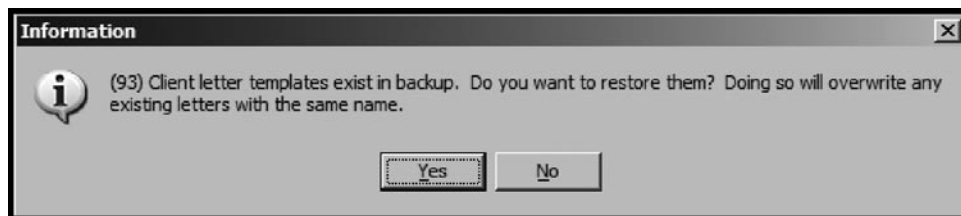
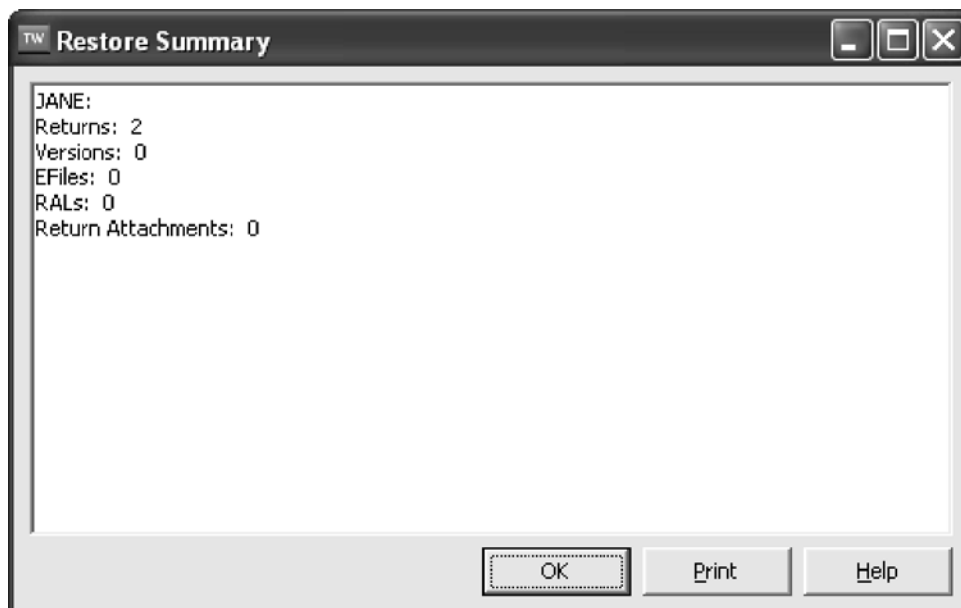


Figure 27

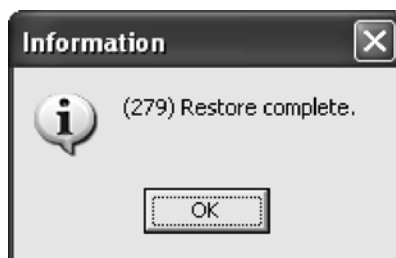
TaxWise finishes restoring your return and displays the **Restore Summary** dialog box, indicating that the process is complete:



**Figure 28**

9. Click **OK**.

If there are returns restored but the user name that contains the returns is not on the system that the returns were restored to, you can select the Print button to print out the summary. This will allow you to create the user using Security Manager. You will need to create it just as it shows on the summary so that the returns can be accessed.



**Figure 29**

10. Click **OK**.

If you're attempting to use a burned CD to transfer a federal or state update that you downloaded from the Internet, you do not need to use the Transfer Update options within TaxWise. Instead, just copy the executable update file from the CD (TWUPDxx.EXE) to the desktop of the machine that needs the update. Then double-click the update just as you did on the computer where it was downloaded.



A backup of all returns on the transmitting computer should be retained. The *e-file* administrator should store this backup in a secure location. **IMPORTANT:** At the end of the site's day all taxpayer files should be removed from all site computers that are not secure. Note that erasing taxpayer return files does not remove all related taxpayer information from the computer.

## Deleting Returns on Non-Transmitting Computers

Some sites choose to delete returns from non-transmitting computers to prevent disclosure. This is not required and is at the discretion of the site coordinator and *e-file* administrator. Returns can be deleted from non-transmitting computers using the TaxWise Explorer described later in this document.



Do not delete returns that have been backed up until you are sure that the backup disk can be restored to the transmitting computer.

## Transmitting Returns

Volunteer sites must originate the electronic submission of the return as soon as possible after the electronic return is signed by the taxpayer(s). The site coordinator is responsible to ensure that "stockpiling" of returns does not occur. **Stockpiling** refers to waiting more than three calendar days to submit the return to the IRS once the preparer has all necessary information for origination.



Individual income tax returns must not be electronically filed prior to the preparers receipt of Forms W-2, W-2G, 1099-R, signed 8879.

To transmit Federal and/or state 1040 *e-files* or extension *e-files*, you must be working in the 1040 Individual package. The steps to transmit returns are as follows:

- Go to **Communication** in the menu on the left of the Home Page.
- Select **Send Federal/State returns**.
- Returns to File window will open.
- Select **Send Returns to the Electronic Filing Center**.
- Click on **Send**.
- Select all returns listed by clicking the **Select All button** (to select returns separately, click each return). Ensure that you have **signed Forms 8879** (or PIN information) for each return to be transmitted.

The returns you selected will be compressed into a single transmittal file. At the same time, TaxWise checks the returns for problems, such as a return that was edited after the *e-file* was created. If TaxWise detects a problem with any return, the return will be omitted from the transmittal file and an explanation of the problem will be printed on the *e-file* Submission Report. (See **Exhibit 10**, Sample *e-file* Submission Report.) Since any problem returns are omitted, it is OK to send the transmittal file containing returns with no problems. Problem returns can be fixed and transmitted later.



If changes were made to a return or the return was opened after the e-file was created, it will be necessary to open the return, and run Diagnostics. If No IRS Electronic filing errors detected, re-create the *e-file* by selecting the *e-file* button in Diagnostics.



To save time, particularly if returns were created by several different preparers, recreate all the *e-files* before selecting the returns to transmit using this simple procedure. It recreates all your *e-files* at one time.

- Select **TOOLS**
- Then select **MAKE E-FILES**
- Check **BOX** for each Return you intend to transmit
- Then Click **OK**

This will avoid going back to recreate individual *e-files* for returns that will not transmit because they have been opened after the *e-file* was created.

- The E-File Report screen appears listing returns to be transmitted. Print this report by clicking on the printer icon and following prompts.
  - If the report does not print for any reason, it is recommended that you cancel the transmission, correct the printing problem, and start over. You are to retain copies of the *e-file* Submission Report so they can be matched with the corresponding IRS acknowledgement reports. This provides a “paper trail” for each *e-filed* tax return.
- TaxWise will display a **Confirm** screen. **Please check your e-file Submission. OK to continue?** Click on **Yes** to continue.



The *e-file* Submission Report & Acknowledgement reports can be saved as sortable Excel files.

- Note any problem returns. The report will tell you they have been **omitted** from the transmittal file. You will have to transmit them later after fixing the problem. Make sure that the returns contained in the transmittal file are indeed the returns you want to send and that information listed matches the information on the signature forms. If you see any returns included in the transmittal file that **should not** be sent for any reason, you can cancel the transmission now. **This is your chance to catch mistakes and cancel the process if you need to!**
- Next TaxWise will display the Electronic Filing Center screen and begin transmission.
  - **The Session was Successful** means that you successfully connected to the Electronic Filing Center. The **Session Information** part of the window will show messages including:
    - **Mail tossed** meaning that there were acknowledgements, updates, or e-mail messages downloaded to your computer.
    - **There was no mail to toss** meaning that there were no acknowledgements, updates, or e-mail messages downloaded to your computer.
    - Click on **Close** to close the communications window. You will receive the following message: **(120) The Electronic files just transmitted have been erased.** Click **OK**.

– **If the session was not successful:**

Click **Connect** to try again... TaxWise will attempt to reconnect to the Electronic Filing Center and re-send the transmittal file.

Or

Click **Close** to end the communications session. TaxWise will retain the transmittal file containing your *e-files*. The next time you choose **Send Federal/State Returns**, a window opens stating: (42) Transmittal file already exists. Transmit that file first. You can either re-send the transmittal file or click **Unbatch**. When you click **Unbatch**, the transmittal file is deleted but the separate tax return *e-files* are saved.

The tax return *e-files* selected to be transmitted **must** have signed Forms 8879 or the required PIN authorization. Match these against the tax return *e-files* listed in the **Returns to File** window and on the *e-file* Submission Report before transmitting. *E-files* without authorization should not be transmitted.



**Erase unwanted e-files using TaxWise Utility so they are not sent in error.**

## **Transmission Troubleshooting Tips**

- **If you are having transmission problems, try the following:** In general, give it a couple of tries if a communication session is unsuccessful. A number of factors can make a session fail without indicating any real problem.

When using Internet:

- Make sure the connection to your Internet Service Provider is active... Can you reach <http://www.taxwise.com>?
- Check the version of Internet Explorer you have installed. TaxWise requires at least version 7.0.

When using modem:

- If you have dial-up Internet service, can you connect to your ISP?
- Go to **Start**.
- Select **Run**.
- Type **DIALER** in the space provided, and Click **OK**.
- Click the **Dial** icon, and a Dial window will open.
- Put your cell phone number in the **Phone Dialer** box and click **Dial**, to make sure the modem actually dials out.

**Transmission of Returns for Multiple EFINs : Refer to Pre-Filing Season Tab.**

## **Getting Acknowledgements**

Volunteer sites must check acknowledgement records regularly to identify returns requiring follow-up action. The site coordinator or designee should take reasonable steps to address issues identified on acknowledgement records. The acknowledgement records should also be compared against the *e-file* Submission Report.

When you send returns to the Electronic Filing Center, any available acknowledgements, mail, or major updates will be downloaded to your computer before the communication session ends.

If you do not have any returns to process:

- Logon with user name or **Admin**.
- Click on **Communications**.
- Select **Get Acks, Mail and Updates**.
- Select **Get Fed/State Acks, Updates from Electronic Filing Center**.
- Click on the **Get Button**.

### **Processing Acknowledgements:**

- When the communication session ends, click **OK**.
- A screen will appear listing the available files. E-mail files, federal acknowledgement files, and state acknowledgement files will be available. Files viewed in the past will have a blue check by the filename.
- Select the files to process. To select all files, click on the first file, hold down the **Shift** key and click the last file. To select certain files hold down the **Ctrl** key and click on each file that needs to be viewed.
- Click **OK**.
- Click the **Details** button to display the full acknowledgement.
- Click the **Print** button to print the Acknowledgement Report. TaxWise will automatically print the reject details when the Acknowledgement Report is printed.
- **Check the Acknowledgement Report for acceptance of the federal and state returns, SSNs, Refund/Balance Due amounts, and PIN.** The *e-file* Submission Report is another source to verify this information. If the *e-file* Submission Report differs from the Acknowledgement Report this is an indication there is a problem, UTS Customer Support needs to be contacted for assistance. The Acknowledgement Report should be retained for recordkeeping purposes and end of season reporting. The *e-file* Submission Report can be shredded once it is verified that the Acknowledgement Report shows that return(s) have been accepted. See **Exhibit 11** for an example of an Acknowledgement Report.



***It is important to review ALL data on the Acknowledgement Report.***





**Occasionally you will transmit a return that is not able to be processed at the Electronic Filing Center (EFC). An EFC reject will be sent back to be downloaded the next time the transmitter connects to the EFC. It is very important that you process all CCH/EFC rejects. This will let the transmitter know that the return was not sent to the IRS.**

**Example 1:** If a Site is transmitting returns for another EFIN but they have not set up their software to transmit for multiple EFINs, they will receive the email below.

“The *e-file* for SSN [012345678], transmitted by EFIN [XXXXXX] cannot be processed because the associated database update record has the following problem:

EFIN [OOOOOO] is not the transmitter for EFIN [XXXXXX], who prepared the return.

Please check your setup configuration, recreate this *e-file* and retransmit the return to CCH. If this problem persists, please contact Customer Service for help in correcting this problem.

**Example 2:** If a return is sent to the IRS and the transmitter tries to resend it prior to receiving the acknowledgement they will get the following EFC reject.

“EFC Reject 12: Federal *E-File* is already accepted or pending acknowledgement. We have discarded the return. Please note that if you resubmit a tax return before the original return is acknowledged, we will discard the resubmittal. If you are certain we do not already have the return, please notify Customer Service.”

## **Fixing and Resending Rejected Returns**

When a return is rejected, it is noted on the Acknowledgment Report, and the error code is noted on the Reject Report. (See **Exhibit 4**, Most Common Rejects and **Exhibit 12**, Sample IRS Acknowledgement Report.)

The explanation of the reject will only show on the detailed Acknowledgement Report. **The reject information becomes a permanent record in the return file and can be accessed by using the return query “F7” and selecting the “reject” tab in the return query dialog box.** This will only show the first reject, if there are multiple rejects on an individual return these will all be listed on the printed acknowledgement.

When you open the rejected return, the form containing an error usually will be highlighted with a red mark, and the fields related to the error will also be marked in red. These red indicators are only available the first time you open a rejected return. When the rejected return is opened for the second or subsequent times, the red indicator will no longer appear.

Contact the taxpayer before calling CCH Customer Support because the majority of rejections are due to:

- (a) Incorrect SSN(s)
- (b) Incorrect spelling of names
- (c) Incorrect EINs or employer or payer names.

For each rejected return, the Reject Report shows the IRS reject code, an explanation, and suggestions for fixing the return.

- Open the return. The form containing the error should be marked with a red exclamation point. The specific entry causing the error will be highlighted in red.

- Fix the error with the information you already have or if you are able, call the taxpayer for the correct information.
- Run Diagnostics.
- Create an *e-file* return.
- If the return does not involve a change in name or SSN of the taxpayer or the dollar amounts are less than the amounts listed below, the return may be re-transmitted without further contact with the taxpayer.

**Rejected returns can be corrected and re-transmitted without new signatures on the Form 8879 or a new Self-Select PIN if changes are not more than:**

- \$50 to **Total Income** or **AGI** or
- \$14 to **Total Tax, Federal Income Tax Withheld, Refund or Amount You Owe.**



**If the changes are more than the amounts listed above, the taxpayer must be contacted and must sign a new Form 8879, or enter a new Self-Select PIN, before the return is re-transmitted.**

Some errors causing a rejected return cannot be fixed without contacting the taxpayer. If the IRS rejects the electronic portion of the taxpayer's individual income tax return for processing and the reason for the rejection cannot be rectified, the site coordinator or designee must take reasonable steps to inform the taxpayer of the rejection within 24 hours.

If the taxpayer chooses not to have the electronic portion of the return corrected and transmitted to the IRS or if it cannot be accepted for processing by the IRS, the taxpayer must file a paper return. Print a paper copy of the taxpayers return and send it with the reject letter and advise them to file the paper return timely. In order to be filed timely, the paper return must be filed by the later of the due date of the return or ten calendar days after the date the IRS gives notification that the electronic portion of the return is rejected or that it cannot be accepted for processing. The paper return should include an explanation of why the return is being filed after the due date. (See **Exhibit 6**, Sample Reject Letter.)

## **Contacting TaxWise Customer Support**

Tips for getting the most efficient Customer Service:

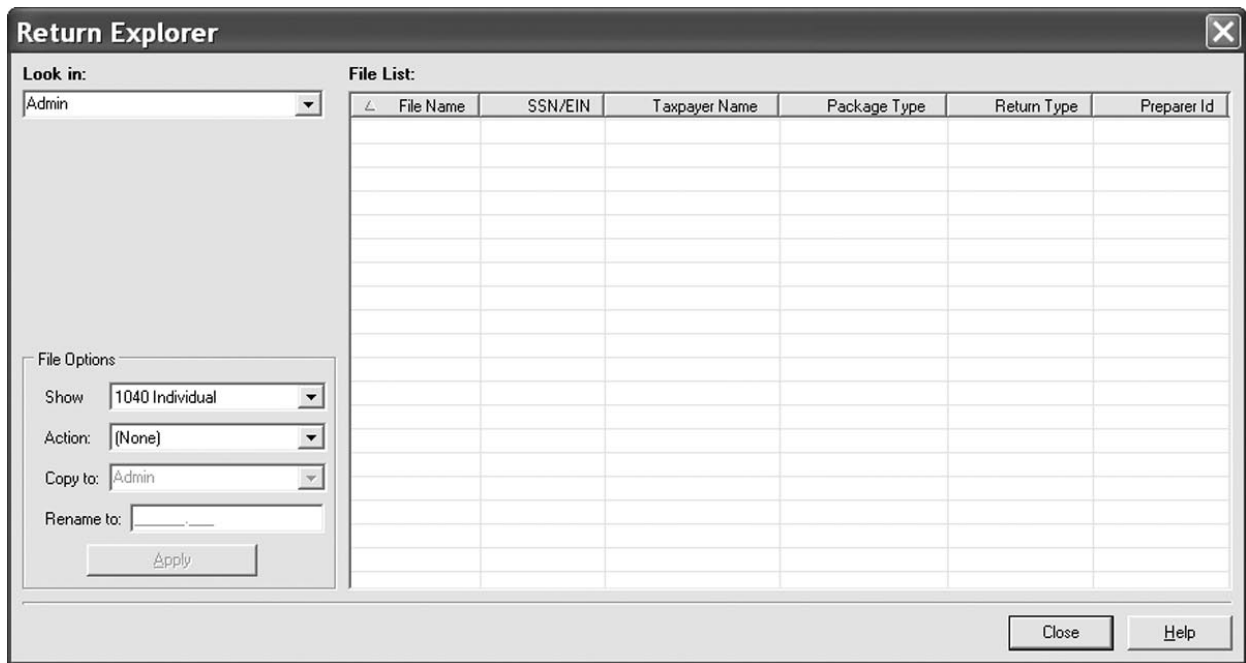
- Before contacting TaxWise:
  - Know your EFIN and Client ID.
  - Be at your computer.
  - Write down the exact error message.
  - Describe the exact function you were performing when you received the error.
  - Know the SSN of the primary taxpayer, when checking the status of a return.
- **TaxWise Customer Support—1-800-411-6391.**

## Return Explorer

Only the ERO should use Return Explorer. It is used to move and delete tax returns; and copy, move and delete other files in a user's directory. If "Admin" is used as the login, all users can be accessed.

To open Return Explorer:

- Select **Tools**.
- Select **Utilities/Setup Options**.
- Select **File**.
- Select **Return Explorer**.



**Figure 30**

Left side of screen

- The **Admin user** has access to files in all other users
- Other users have access to perform operations only on those files belonging to that user.

Middle of screen

- **Restrict files list to** (has a pull down menu). Choose 1040 Individual.
- **Action** – Select an action to perform (copy, delete, move).
- Select files you want to copy, delete, or move,
- Click the button on the bottom to perform the action.

## Return Explorer Actions

- **Copy** – Use this action to copy Tax Form Defaults, Private Form lists, Form Print defaults and History lists from one user to another. You cannot copy tax returns to another user. Tax form defaults can also be copied to removable storage media for use in transferring the defaults to another computer.
- **Delete** – Use this action to delete tax returns and other files. When you delete a file, the file is deleted permanently from your hard drive. The files do not go to the Window Recycle Bin. The files cannot be retrieved. Beginning in 2008, this will delete all associated files, except the db files.
- **Move** – Use this action to move tax returns and other files from one user to another.



For more information on TaxWise Explorer, refer to the TaxWise Reference Manual that comes with the software.

## TaxWise Reports

The TaxWise **Reports** menu item provides a variety of reports that are useful for management of the site. To see a list of reports, open the **Reports menu** item and choose the **Reports List**. For descriptions of most reports, click the Help button on the Select a Report to Print dialog box. Then find the 1040 Report Descriptions under “See Also”. By default, reports are printed to the screen for viewing with the option to print to the printer for a paper copy. User reports can also be created.



For more information, see the TaxWise reference manual.

Management reports are also available on the TaxWise support site, at Support.taxwise.com. (The TaxWise Client ID is required to access the TaxWise support site.) The TaxWise support site includes the TaxWise Report Server. Using this server, it is possible to schedule preparation of reports. The user can then return to the web site (normally about 4 hours) and download spreadsheet files containing the prepared reports.

You can schedule online reports in TaxWise. You **must** have Internet access to pull these reports. See information below:

- Open TaxWise 2011.
- Click on the **Customer Support** tab.
- Enter the TaxWise Client ID, Username and password.
- Select **My Information**, on the left corner of the **Home** screen.
- Select **Reports** on the left side of the screen.
- The TaxWise Support Site displays the **My Reports** screen.
- To see what information each report contains, click the **Help** button on the toolbar.
- To generate and download a report from the Customer Support Site, click the **Generate** link to the right of the report title you have selected.

## End of Season Procedures



Before beginning any of the procedures shown below, ensure all acknowledgements have been retrieved and all rejects have been resolved.

## TaxWise Reports

A wide variety of printable reports are available through TaxWise software. See the following for TaxWise Report examples:

From the transmitting computer:

- Logon as “Admin”.
- Click on “Reports”.
- Select The TW Report You Want.
- Check the dates and change as appropriate.
- Click all 4 boxes under “Report Options”.
- Click “OK”.
- Print the report.

## TaxWise Reports Most Commonly Used:

- Acceptance Summary Reports
- Awaiting IRS Acks Summary
- Prepare Summary
- Return by Tax Form Type with Schedules
- Unprocessed Interview Flies

## Deleting Taxpayer Information

Information may not be stored on partner owned or IRS loaned equipment once the filing season activities are completed. The information on all computers (both partner owned and IRS loaned) must be deleted (securely wiped) as part of the site closing activities. Deleting the information properly will prevent unauthorized disclosure of confidential information. IRS provided software encrypts all tax return data stored on the user’s computer or on removable media.

## Backup of Information

Follow the procedures for backup of return data shown in “TaxWise Filing Season”.

**Backup Portable Mass Storage Device (PMSD) may be sent to the local SPEC Territory Office at the end of the season.**



For subsequent year return preparation, the site can retain a copy of a backup PMSD. Taxpayer consent is not required.

- End of Season Procedures
- TaxWise Reports
- TaxWise Reports Most Commonly Used
- Deleting Taxpayer Information
- Backup of Information
- Saving the EIN Database for Next Year
- Deletion of Software

## **Saving the EIN Database for Next Year**

Copy EIN Database (Employer.dbf and Employer.cdx)

These files contain the employer information used on W-2 and 1099s. They are located in the Database folder, a sub-folder of the TW10 folder:

- Scroll to the Database folder and click to open it.

Locate the Employer.dbf and Employer.cdx files:

- Right click on these files, and select “copy”.
- “Paste” these files to the PMSD.

## **Deletion of Software**

Taxpayer data must be deleted from all computers including personal computers used in the program. This data must also be removed from all flash drives, CDs or floppy disks which have been used for backup transfer.

Prior to deleting any data it is suggested that you capture the TW09/TW10 settings files for use in setting up computers for the next filing season. Simply copy and save the setup, group and user names and passwords, and Employer EIN files which can be pasted into any newly installed UTS00 program next season. Detailed procedures for restoring data is provided in the handbook in the pre-filing season information under “Restoring Prior Year Data”. In addition, the Tax Form Default file is located in the USER folder under UTS11. Each user has a file “01000000.000” which contains the specific defaults for that user. This can similarly be copied and pasted to restore the defaults.

- Click on “Start”.
- Select “Settings”.
- Select “Control Panel”.
- Click on “Add/Remove Program”.
- Select and Highlight “TaxWise 2011”.
- Click on “Add/Remove” and follow prompts.
- Next remove TaxWise 2011 Workstation in the same manner.
- Exit Control Panel screen.
- Right click on “My Computer”.
- Left click on “Explore”.
- Double click on “Drive C”.
- Right click on file “UTS11”.
- Select “Delete”.
- Icon for TaxWise should be removed from screen. If not, right click on icon and delete.
- Empty Recycle Bin.
- Defrag computer.
- Double click on “My Computer”.
- Right click on “Drive C”.
- Select “Properties”.
- Under “Tools” click on “Defragment”.

**Handling and Storage of Forms: Refer to Signature Methods and IRS Record Keeping Tab.**





- Exhibit 1 – Useful Resources
- Exhibit 2 – Who Do I Contact?
- Exhibit 3 – Contact Information for Volunteers
- Exhibit 4 – “Top 10” Reject Codes
- Exhibit 5 – Completed Sample of Form 8633 and Instructions
- Exhibit 6 – Sample Reject Letter
- Exhibit 7 – Form 13614-C, Intake/Interview & Quality Review Sheet
- Exhibit 8 – Form 8879, IRS *e-file* Signature Authorization
- Exhibit 9 – *e-file* Process
- Exhibit 10 – Publication 4390, VITA/TCE Computer Loan Program
- Exhibit 11 – Sample *e-file* Submission Report
- Exhibit 12 – Sample IRS Acknowledgement Report (MeF)
- Exhibit 13 – Form 8453, U.S. Individual Income Tax Transmittal for an IRS *e-file* Return
- Exhibit 14 - MeF Forms

## **Exhibit 1 – Useful Resources**

### **Publications**

Listed below are publications that will assist you if you have additional questions concerning *e-file*. To locate these publications go to:

- [www.irs.gov](http://www.irs.gov)
- Select “Individuals”
- Scroll to “Forms and Publications” (on the left tree)
- Select “Publication Number” under “Download Forms and Publications”
  
- IRS Publication 17, Your Federal Income Tax
- IRS Publication 1084, IRS Volunteer Site Coordinator’s Handbook
- IRS Publication 1345, Handbook for Authorized IRS *e-file* Providers of Individual Income Tax Returns
- IRS Publication 3112, Application and Participation Package
- IRS Publication 4299, Privacy, Confidentiality, and Standards of Conduct – A Public Trust

### **Other references not available at [www.irs.gov](http://www.irs.gov):**

- IRS Publication 4012, Volunteer Resource Guide
- 2011 TaxWise Reference Manual (Comes with the TaxWise software package.)
- 2011 TaxWise Online Reference Manual (Comes on the TaxWise CD).

### **Other Web Resources**

- **Partner & Volunteer Resource Center Page at [www.irs.gov](http://www.irs.gov):** To get useful information invaluable during the filing season such as Quality Alerts, What’s Hot, Tax Tips, Frequently Asked Questions, etc., go to: **[www.irs.gov](http://www.irs.gov), in the search box type “volunteer resource center”**.
- **TaxWise Knowledge Base and Hot topics at the TaxWise Support site are useful reference tools. These topics are available at [www.taxwise.com](http://www.taxwise.com), under the Support tab.**
- **TaxWise Training is available through TaxWise Practice lab which can be accessed through the link & learn website, contact your SPEC Relationship Manager if you have any questions.**

## **Exhibit 2 – Who Do I Contact?**

### **1. Hardware Problem**

- If IRS-loaned equipment, VITA/TCE sites should contact the Enterprise Service Desk (Help Desk) at 1-866-743-5748.
- If partner-owned equipment, contact partner IT function.

### **2. Software Problem**

- If TaxWise software, contact TaxWise Volunteer Support at 1-800-411-6391.
- If operating system software on IRS-loaned equipment, VITA/TCE should contact the Enterprise Service Desk (Help Desk) at 1-866-743-5748.
- If operating system software on partner-owned equipment, contact partner IT function.
- Chat-live Support - Chat live with the TaxWise IRS Support Team. They cannot discuss specific taxpayer information, but can help with software questions. Chat is available from 9:00 a.m. to 6:00 p.m. EST Monday—Saturday during the tax season from the internet. Just click on “Chat with Support” on the left side the TaxWise Support Home page.

### **3. Rejects**

If unsure how to fix:

- Contact TaxWise Volunteer Support at 1-800-411-6391.
- Contact IRS *e-file* Help Desk for Federal rejects at 1-866-255-0654.
- Contact State *e-file* Help Desk for State rejects.
- If additional training needed, contact IRS SPEC Territory office.



**IRS-owned equipment and operating system software should not be altered in any way without permission from IRS.**

**Text Reference: TaxWise Filing Season**

## **Exhibit 3 – Contact Information for Volunteers**

### **TaxWise**

TaxWise Volunteer Support **1-800-411-6391** (do not give to the public)

TaxWise Toll-Free Transmission	1-800-829-5945
TaxWise via E-Mail	customer.support@taxwise.com
TaxWise Website	www.taxwise.com

### **Internal Revenue Service**

VITA/TCE Hotline (for volunteer use only)	1-800-829-8482 (800-TAX-VITA)
IRS <i>e-file</i> Help Desk	1-866-255-0654
IRS SPEC Territory Office	
Enterprise Service Desk (Help Desk)	1-866-7HELP4U (1-866-743-5748)
To report unethical behavior:	WI.VolTax@irs.gov
or call toll free	1-877-330-1205

### **State Department of Revenue**

State Volunteer Hotline	_____
State <i>e-file</i> Help Desk	_____
State General Information	_____
State Tax Forms Distribution Center	_____
State Website	_____

### **Partner Point of Contact**

\_\_\_\_\_

### **Contact Information for Taxpayers**

IRS Tax-Help	1-800-829-1040
Where's My Refund Website	www.irs.gov
IRS Forms and Publications	1-800-829-3676
IRS Taxpayer Advocate	1-877-777-4778
IRS Tax-Help for Deaf (TDD)	1-800-829-4059
Social Security Administration	1-800-772-1213

**Text Reference: TaxWise Filing Season**

## Exhibit 4 - “Top 10” Reject Codes

“Top 10” Reject Codes	Suggested Solutions
<b>679</b> When using Self-Select PIN, the prior year Adjusted Gross Income (AGI) or PIN must data from IRS Master File.	Verify prior year AGI from last year’s return. Check information on irs.gov.
<b>504</b> Dependent’s Social Security Number (SSN) must match data from the IRS Master File.	Verify NAME & SSN or ITIN. Check Spelling & Data Entry. Verify info with client - have client contact SSA to verify information. Ask to see the Social Security Card(s).
<b>1132</b> Schedule M – Economic Recovery Payments received does not match IRS records.	Verify information on irs.gov.
<b>501</b> Qualifying SSN of Schedule EIC and the corresponding Qualified Name Control must match data from the IRS Master File.	Can be a companion to Reject Code 504. However if the Qualifying Child listed for EIC is a dependent on page one of tax return and only Reject Code 501 verify source data for year of birth or verify with client the year of birth. IRS only verifies year – not month or day – of birth.
<b>541</b> Taxpayer must be older than qualifying child on Schedule EIC.	Verify birthdays of taxpayer and child.
<b>500</b> Primary SSN and Primary Name Control of the Tax Form must match data from the IRS Master File.	Verify NAME & SSN or ITIN. Double Check Source Document. Review NAME Control.
<b>535</b> Qualifying SSN of Schedule EIC and the corresponding Year of Birth must match data received from the Social Security Administration.	Verify birthdays of child. Verify NAME & SSN.
<b>502</b> Employer Identification Number of Form W-2, W-2G, or 1099-R must match data from the IRS Master File.	Based on the ACK Report determine if W-2, W-2G or 1099R. If more than one, determine from ACK Report which number. Double check the source document. If still incorrect contact payer or have client contact payer. If still unable to resolve will have to mail the return.
<b>600</b> Taxpayer must file Form 8862 to claim EIC after disallowance.	Complete Form 8862.
<b>507</b> Dependent’s SSN of the Form 1040/A was previously used for the same purpose.	Verify SSN of the dependent. If correct, the return will need to be mailed. Explain that this could be inadvertent error on a mailed return OR it is possible someone else may have knowingly claimed this dependent.

**NOTE:** For more Reject Code information, go to [www.irs.gov](http://www.irs.gov) type “reject code” into the search box. Select “Common Error Reject Codes (ERC) for Individual Tax Returns”.

**Text Reference: IRS Recordkeeping and Signature Methods**

# Exhibit 5 – Completed Sample of Form 8633 and Instructions Page 1

Form **8633**  
 (Rev. July 2003)  
 Department of the Treasury  
 Internal Revenue Service

## Application to Participate in the IRS e-file Program

**For Official Use Only**  
 EFIN: \_\_\_\_\_ ETIN: \_\_\_\_\_  
 OMB Number 1545-0991

Please check the box(es) that apply to this application:

New  Revised EFIN: \_\_\_\_\_  Add New Location  Reapply EFIN and /or Previous EFIN \_\_\_\_\_

**1a** Please check the box which describes your firm. (Check one box only)

- Sole proprietorship  Partnership (number of partners with 5% or more interest)  Corporation  
 Limited Liability Company  Limited Liability Partnership  Personal Service Corporation  Federal Government Agency  
 State Government Agency  Local Government Agency  Credit Union  Association  Volunteer Organization

**b** Firm's Employer Identification Number (EIN) or Social Security Number (SSN)

Leave Blank

**c** Firm's legal name as shown on firm's tax return

**VITA/TCE/AARP Site Name and SIDN**

**d** Doing Business As (DBA) name (if other than the name in item 1c)

**VITA/TCE/AARP Site Name and SIDN**

**e** Business location address Country Street City State ZIP Code/Country Code

**Site Location**

**f** Business telephone number ( ) Fax Number ( )

**g** Mailing address of the Firm if different from the location address only (street or P.O. box) Country Street City State ZIP Code/Country Code  
**Territory Office Mailing Address**

**h** Is the firm open 12 months a year? Yes  No   
 If you answer "No," please give address and telephone number that are available 12 months of the year. Territory Office mailing address if site not open for 12 months ( ) Telephone number ( )

**i** Primary Contact Name Title: E-mail address (optional):  
 (first, middle initial, last)

**Partners Name and Contact Information** Phone Number: ( ) Fax Number: ( )

**j** Alternate Contact Name Title: E-mail address (optional):  
 (first, middle initial, last)

**Territory Office and phone number** Phone Number: ( ) Fax Number: ( )

**2** Please answer the following questions by checking the appropriate box or boxes.

**a** Will you originate the submission of electronic returns to the IRS? (**Electronic Return Originator**)

**b** Will you file as a **Reporting Agent** for Forms 940/941 as defined in Revenue Procedure 96-17? (**Reporting Agent**)  
**Note:** If you answer **No** to 2b, skip to 2c. Check **Yes** in box 2c if you transmit returns you prepared.

Are you currently listed on the IRS Reporting Agent's File (RAF) for this EIN?  
 (If you answer **NO**, you must furnish complete, signed copies of your Forms 8655 for the clients for whom you intend to file returns. You must also furnish a list of your clients containing the Business Name and EIN (Agents List).

**c** Will you transmit returns prepared by you or those of another ERO? (**Transmitter**)

**d** Will you transmit individual or business income tax return information prepared by a taxpayer using commercially purchased software or software you provide through an on-line Internet site? (**On-line Provider**)  
 (If you answer **YES**, please follow the instructions on Page 3 for Line 2d.)

**e** Will you write electronic filing software? (**Software Developer**)

**f** Will you receive tax return information from EROs, or from taxpayers who have prepared their own returns using commercial software, or on an Internet site, process the information, and either forward it to a transmitter, or send the information back to the ERO? (**Intermediate Service Provider**)

	Yes	No
a	✓	
b		✓
(RAF)		✓
c		✓
d		✓
e		✓
f		✓

**3** If you are a **Not for Profit** service, check the one box that applies below:

- VITA  TAC (Tax Assistance Center)  
 TCE (Tax Counseling for the Elderly)  
 Military Base  Employee Member Benefit

**4** Check the individual and/or business form types you will e-file for:

- 940  941  990  1040  ETD  
 1041  1065  1120  1120 POL  State Ack

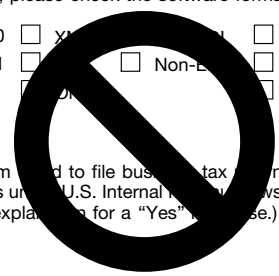
Check the 1120 box for 1120 and 1120S. Check the 990 box for 990, 990-EZ, and 8868. See instructions for additional information on check boxes State Ack and ETD.

**5** If you are a transmitter/software developer and checked the 940 or 941 box, please check the software format which applies:

- 940  X  On-line Non-EDI  
 941   Non-EDI  EDI  
 On-line Non-EDI

**6** Has the firm agreed to file business tax returns, or pay tax liabilities under U.S. Internal Revenue laws? (Please attach an explanation for a "Yes" response.)

Yes	No
✓	



# Exhibit 5 – Completed Sample of Form 8633 and Instructions Page 2

## 7 Principals of Your Firm or Organization

**Do not complete this section if you are adding a new location or you checked a box on Line 3, Page 1.** If you are a **sole proprietor**, list your name, home address, social security number, and respond to each question. If your firm is a **partnership**, list the name, home address, social security number, and respond to each question for each partner who has a five percent (5%) or more interest in the partnership. If you are a partnership and no partners have at least 5% interest in the partnership, list the name, title, home address, social security number, and respond to each question for at least one individual authorized to act for the firm in legal and/or tax matters. (You may use continuation sheets.) If your firm is a **corporation**, list the name, title, home address, social security number, and respond to each question for the President, Vice-President, Secretary, and Treasurer of the corporation. The signature of each person listed authorizes the Internal Revenue Service to conduct a credit check on that individual.

Type or print name (first, middle, last)	U.S. citizenship? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> alien	Legal resident <input type="checkbox"/> resident <input type="checkbox"/> alien	Are you a/an: <input type="checkbox"/> attorney <input type="checkbox"/> officer of a publicly owned corporation <input type="checkbox"/> banking official <input type="checkbox"/> None apply (Fingerprint Card Required) <input type="checkbox"/> C.P.A. <input type="checkbox"/> enrolled agent enrolled agent # _____	Are you licensed or bonded in accordance with state or local requirements? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
Title:	Have you ever been assessed any preparer penalties, been convicted of a crime, failed to file personal tax returns, or pay tax liabilities, or been convicted of any criminal offense under the U.S. Internal Revenue laws? <input type="checkbox"/> Yes <input type="checkbox"/> No (Please attach an explanation for a "Yes" response.)			
Home address	Social Security Number	Date of birth (month, day, year)	Signature	<input type="checkbox"/> Add <input type="checkbox"/> Delete
E-mail (optional):				
Type or print name (first, middle, last)	U.S. citizenship? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> alien	Legal resident <input type="checkbox"/> resident <input type="checkbox"/> alien	Are you a/an: <input type="checkbox"/> attorney <input type="checkbox"/> officer of a publicly owned corporation <input type="checkbox"/> banking official <input type="checkbox"/> None apply (Fingerprint Card Required) <input type="checkbox"/> C.P.A. <input type="checkbox"/> enrolled agent enrolled agent # _____	Are you licensed or bonded in accordance with state or local requirements? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
Title:	Have you ever been assessed any preparer penalties, been convicted of a crime, failed to file personal tax returns, or pay tax liabilities, or been convicted of any criminal offense under the U.S. Internal Revenue laws? <input type="checkbox"/> Yes <input type="checkbox"/> No (Please attach an explanation for a "Yes" response.)			
Home address	Social Security Number	Date of birth (month, day, year)	Signature	<input type="checkbox"/> Add <input type="checkbox"/> Delete
E-mail (optional):				

## 8 Responsible Official (Please complete this section and provide signature even if it is the same as Line 7.) A Not for Profit service selected in a box on Line 3, Page 1, must complete this section.

The responsible official is the individual with responsibility for and authority over the operations at designated sites. The responsible official is the first point of contact with the IRS, has the authority to sign revised applications, and is responsible for ensuring that all requirements of the IRS e-file program are adhered to. A responsible official may be responsible for more than one office. A principal listed in Section 7 may also be a responsible official.

Name of responsible official (first, middle initial, last)	U.S. citizenship? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> alien	Legal resident <input type="checkbox"/> resident <input type="checkbox"/> alien	Are you a/an: <input type="checkbox"/> attorney <input type="checkbox"/> officer of a publicly owned corporation <input type="checkbox"/> banking official <input type="checkbox"/> None apply (Fingerprint Card Required) <input type="checkbox"/> C.P.A. <input type="checkbox"/> enrolled agent enrolled agent # _____	Are you licensed or bonded in accordance with state or local requirements? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
Title:	Have you ever been assessed any preparer penalties, been convicted of a crime, failed to file personal tax returns, or pay tax liabilities, or been convicted of any criminal offense under the U.S. Internal Revenue laws? <input type="checkbox"/> Yes <input type="checkbox"/> No (Please attach an explanation for a "Yes" response.)			
Home address	Social Security Number	Date of birth (month, day, year)	Signature	
E-mail (optional):				

### Applicant Agreement

Under the penalties of perjury, I declare that I have examined this application and read all accompanying information, and to the best of my knowledge and belief, the information being provided is true, correct, and complete. This firm and employees will comply with all of the provisions of the Revenue Procedure for Electronic Filing of Individual Income Tax Returns and Business Tax Returns, and related publications, for each year of our participation.

Acceptance for participation is not transferable. I understand that if this firm is sold or its organizational structure changes, a new application must be filed. I further understand that noncompliance will result in the firm's and/or the individuals listed on this application, being suspended from participation in the IRS e-file program. I am authorized to make and sign this statement on behalf of the firm.

9 Name and title of Principal, Partner, or Owner (type or print)	10 Signature of Principal, Partner, or Owner	11 Date
--	--	---------

## **Exhibit 5 – Completed Sample of Form 8633 and Instructions Page 3**

- **Please check the box(es) that apply to this application:**
  - ▶ **New** -- new applicants would check this box.
  - ▶ **Revised** -- those making revisions to existing information (including changes to site location, even if the EFIN doesn't change) previously submitted on a Form 8633 would check this box. An EFIN needs to be entered in this field as well.
    - **NOTE:** Changes to Form 8633 information that do not affect suitability can be made by a principal/owner or Responsible Official by calling the IRS e-help at 1-866-255-0654. The changes that can be made include site name, e-mail addresses, addresses, contact names and telephone numbers.
  - ▶ **Add New Location** – Never check this box.
  - ▶ **Reapply EFIN and/or Previous EFIN** -- this box would be checked if applicant was suspended or dropped from the program and requests reconsideration or continuation in the *e-file* program. The previously assigned EFIN needs to be entered in this field as well.
- **Line 1a – Please check the box that describes your firm (check one box only).**
  - ▶ **Volunteers/Partners should check the box for Volunteer Organization.**
- **Line 1b – Leave blank.**
- **Line 1 c – Firm's legal name.**
  - ▶ Volunteers/Partners should enter the volunteer program type, site name followed by the SIDN
- **Line 1 d – Doing Business As (DBA) name (if other than name in item 1c).**
  - ▶ Because the DBA name is a searchable field within the Third Party Data Store (TPDS) and it houses all EROs information, **Volunteers/Partners should enter the name of their SITE followed by the Site Identification Number in this field.** This 9-digit number (starting with an "S") was provided to your site by the SPEC Territory Office.
- **Lines 1 e & f – Business location address, telephone number and fax number.**
  - ▶ Volunteers/Partners should enter the full address, telephone number (if applicable) and fax number (if applicable) **of the physical location of the site (not the volunteer's personal residence)**. No P.O. Box numbers should be entered in this field. Volunteers/Partners need to pay close attention to the next line (Line 1g) for information.
- **Line 1 g – Mailing address, if different than business location address.**
  - ▶ Volunteers/Partners should enter the SPEC Territory office mailing address.  
**Caution: If mailing address line is left blank on an application, the application system will automatically populate this line with the business address information contained on Lines 1 e & f.**



## **Exhibit 5 – Completed Sample of Form 8633 and Instructions Page 4**

- **Line 1 h - Is firm open 12 months a year?**
  - ▶ Check the applicable box (YES or NO) indicating whether their site is open 12 months a year. If the answer is NO, enter the physical address and telephone number of the the SPEC Territory Office. **NOTE: The year round address field is not populated by the Third Party Data Store (TPDS—an IRS database that houses Electronic Return Originator (ERO) information) to use once the mailing address (1g) is no longer active. It is currently used to indicate the physical location for required IRS e-file record keeping purposes.**
- **Line 1 i & j -- Primary/Alternate contact names.**
  - ▶ Enter a primary & alternate contact name, phone number and fax number (if applicable) of a person that will be available to answer questions from IRS regarding their site during the processing year. **The IRS SPEC Territory Office should also be listed as an Alternate Contact if the site is not open year-round, in order for Andover to allow SPEC to make inquiries/changes by phone to the EFIN/application.**
- **Line 2 – Questions under Line 2 require applicant to check the YES or No box.**
  - a. Will applicant originate the submission of e-filed returns to the IRS?  
**Check YES.**
  - b. Will applicant file as a Reporting Agent for Forms 940/941? **Check NO.**  
Are you currently listed on the IRS Reporting Agent’s File for this EIN?  
**Check NO.**
  - c. Will applicant transmit returns prepared by you or those of another ERO?  
**Check NO.**
  - d. Will applicant transmit individual or business income tax return information prepared by a taxpayer using commercially purchased software or software you provide through an on-line Internet site?  
**Check NO.**
  - e. Will applicant write e-file software?  
**Check NO.**
  - f. Will applicant use an Intermediate Service Provider?  
**Check NO.**
- **Line 3 – Check the appropriate Non-Profit box that applies to applicant’s program participation.**
  - ▶ Check either the VITA, TCE, or Military Base box, as appropriate.
- **Line 4 – Check the individual and/or business form types applicant will e-file.**
  - ▶ Check the 1040 box. For Volunteers/Partners that prepare state returns, the State Ack box should also be checked.
- **Line 5 – If applicant is a transmitter/software developer and checked the 940 or 941 box, check the software format which applies.**
  - ▶ Leave this field blank.
- **Line 6 – Has firm failed to file business tax returns or pay tax liabilities under IRS laws?**
  - ▶ Leave this field blank.
- **Line 7 – Principals of Your Firm or Organization.**
  - ▶ Leave this field blank. Not-for-profit services are not required to enter information in this field.
- **Line 8 – Responsible Official**

## **Exhibit 5 – Completed Sample of Form 8633 and Instructions Page 5**

### **A Responsible Official is defined as:**

- ▶ An individual with responsibility for and authority over the operations at designated sites,
- ▶ An individual who is the first point of contact with the IRS and has the authority to sign revised applications,

An individual who is responsible for ensuring that all requirements of the IRS *e-file* program are adhered to. The requirements for participation in the IRS' *e-file* program are outlined in the Revenue Procedure 2007-40, to read this procedure go to [www.irs.gov](http://www.irs.gov), in the search box type in "Rev Proc 2007-40". Publication 1345 can be viewed at [www.irs.gov](http://www.irs.gov), in the search box type "Pub 1345".

- ▶ To be a Responsible Official, an individual must be a U.S. citizen or legal resident alien (lawful permanent resident), and has attained the age of 21 as of the date of the application.
- ▶ A Responsible Official may be responsible for more than one office or site.

### **Volunteers/Partners must complete this section as follows:**

- ▶ Enter the name of the volunteer *e-file* administrator/site coordinator who is the responsible official;
- ▶ Indicate the responsible official's title;
- ▶ Enter this person's home and e-mail addresses;
- ▶ Check YES or NO whether this person is a U.S. Citizen or legal resident alien;
- ▶ Enter corresponding SSN and date of birth for the responsible official; and
- ▶ The responsible official must sign in the signature box next to "date of birth."
  - ▶ Volunteers/Partners must leave blank the boxes (within Line 8 of this form): "Are you a/an?"
  - ▶ "Are you licensed or bonded?" and
  - ▶ "Have you ever been assessed any preparer penalties?"

**Not-for-profit services and any persons identified within their applications are not required to submit a fingerprint card.**

### **• Lines 9-11 – Applicant Agreement (name, title, signature and date)**

- ▶ Volunteers/Partners should have the individual identified as the Responsible Official (Line 8 of application) read and agree to the Applicant Agreement; enter their name, title, signature and date.

### **The final page of the Form 8633 references:**

- The Privacy Act of 1974, whereas it identifies the IRS' legal right under U.S. Code and Executive Orders to ask for the information contained on this form, why the information is being asked for, and how it will be used;
- The IRS may be compelled under the Freedom of Information Act (FOIA) under 5 U.S.C. 552, to provide information from this form which may be released to the public\* in response to requests that could include the applicant's name and business address;
- and whether the applicant is licensed or bonded in accordance with state or local requirements **(Not the Social Security Number or Date of Birth of the applicant or Responsible Official);** and
- The Paperwork Reduction Act notes that the information asked for on this form is provided to the IRS to carry out Internal Revenue laws of the United States and is needed to process the application to file individual income tax returns electronically.

### **NOTE:**

\*Volunteers/Partners need to be aware that all information provided within the application (Form 8633) is potentially releasable under FOIA with the exception of the SSN and the Date of Birth of the Responsible Official.

## **Exhibit 6 – Sample Reject Letter**

Date:

Taxpayer's Name

Address

Address

Dear \_\_\_\_\_:

A problem was encountered in attempting to electronically file your Federal tax return. Please follow the instructions checked below:

We were unable to electronically file your \_\_\_\_\_ Federal tax return. The reason for the rejection is checked below. Once you obtain the correct information, **please bring that information back to the volunteer site** and we will retransmit your return. We apologize for any inconvenience.

- The name, year of birth, and/or Social Security Number listed for \_\_\_\_\_ is inconsistent with the information provided to us by the Social Security Administration. You may need to contact the SSA for assistance in this matter.
- There is an error in the Employer Identification Number on the Form W-2 from \_\_\_\_\_. Please contact this employer to verify that the number is correct.
- The IRS records indicate you were disallowed Earned Income Credit in a previous year. You must file a Form 8862, *Information to Claim Earned Income Credit After Disallowance*.
- Other \_\_\_\_\_

Please be advised that we were unable to electronically file your \_\_\_\_\_ Federal tax return. The reason for the rejection is checked below. Please mail your return to the Internal Revenue Service, \_\_\_\_\_. **You cannot file electronically due to the situation checked below. You must mail your return.** Please be advised that this will change the date you were advised your refund would be issued. We apologize for any inconvenience.

- The Social Security Number for \_\_\_\_\_ has already been claimed on another tax return for Earned Income Tax Credit.
- Your dependent, \_\_\_\_\_, has already been claimed on another tax return.
- Your Social Security Number has already been used as a dependent's SSN on another return.
- The IRS records indicate you have already filed a \_\_\_\_\_ Federal Tax return.
- Other \_\_\_\_\_

Please be advised that your return was electronically filed, but the problem checked below was encountered. **Your return was sent to IRS resolution and you will be notified of the IRS findings in 6-8 weeks.**

- The name, year of birth, and/or Social Security Number listed for \_\_\_\_\_ is inconsistent with the information provided to us by the Social Security Administration.

Sincerely,

Name and Title (Site Coordinator)

Site Name and Address

**Text Reference: TaxWise Filing Season –“Fixing and Resending Rejected Returns”  
TWO Filing Season –“Fixing Rejects”**







**Exhibit 7 – Form 13614-C, Intake/Interview & Quality Review Sheet (page 4)**

Section B. For Certified Volunteer Preparer Completion	Section C. For Certified Quality Reviewer Completion
<p><b>Remember:</b> You are the link between the taxpayer’s information and a correct tax return. Verify the taxpayer’s information on pages 1, 2 &amp; 3 is complete. All questions must be discussed with the taxpayer and all “Unsure” responses should be changed to “Yes” or “No”.</p> <p><b>Must be completed by Certified Volunteer only if persons are listed in Part II Question 2</b></p> <p><b>Check if persons are listed in Part II Question 2</b> <input type="checkbox"/></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No 1. Can anyone else claim any of the persons listed in Part II, Question 2, as a dependent on their return? <b>If yes, which ones:</b></p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No 2. Were any of the persons listed in Part II, Question 2, totally and permanently disabled? <b>If yes, which ones:</b></p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No 3. Did any of the persons listed in Part II, Question 2 provide more than 50% of their own support? <b>If yes, which ones:</b></p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A 4. Did the taxpayer? provide more than half the support for each of the persons in Part II, Question 2? <b>If yes, which ones:</b></p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No 5. Did the taxpayer? pay over half the cost of maintaining a home for any of the persons in Part II, Question 2? <b>If yes, which ones:</b></p> <p>_____</p> <p>_____</p> <p><b>Reminders</b> Use Publication 4012, <i>Volunteer Resource Guide</i> and Publication 17, <i>Your Federal Income Tax</i> in making tax law determinations.</p>	<p><b>Confirm each item after reviewing the tax return and verifying that it reflects correct tax law application to the information provided by the taxpayer.</b></p> <p>1. <b>Sections A &amp; B</b> of this form are complete.</p> <p>2. <b>Taxpayer’s identity, address and phone numbers</b> were verified.</p> <p>3. <b>Names, SSN or ITINs, and dates of birth of taxpayer, spouse and dependents</b> match the supporting documents.</p> <p>4. <b>Filing Status</b> is correctly determined.</p> <p>5. <b>Personal and Dependency Exemptions</b> are entered correctly on the return.</p> <p>6. All <b>information</b> shown on source documents and noted in Section A, Part III is included on the tax return.</p> <p>7. Any <b>Adjustments to Income</b> are correctly reported.</p> <p>8. <b>Standard, Additional or Itemized Deductions</b> are correct.</p> <p>9. All <b>credits</b> are correctly reported.</p> <p>10. Withholding shown on Forms W-2, 1099 and <b>Estimated Tax Payments</b> are correctly reported.</p> <p><input type="checkbox"/> <b>All tax law issues above have been addressed and necessary changes have been made.</b></p> <p><input type="checkbox"/> <b>If direct deposit or debit was elected, checking/saving account and routing information match the supporting documents.</b></p> <p><input type="checkbox"/> <b>Correct SIDN and EFIN are shown on the return.</b></p>
<p><b>Additional Tax Preparer Notes:</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
Catalog Number 52121E	Form <b>13614-C</b> (Rev. xx-xxxx)

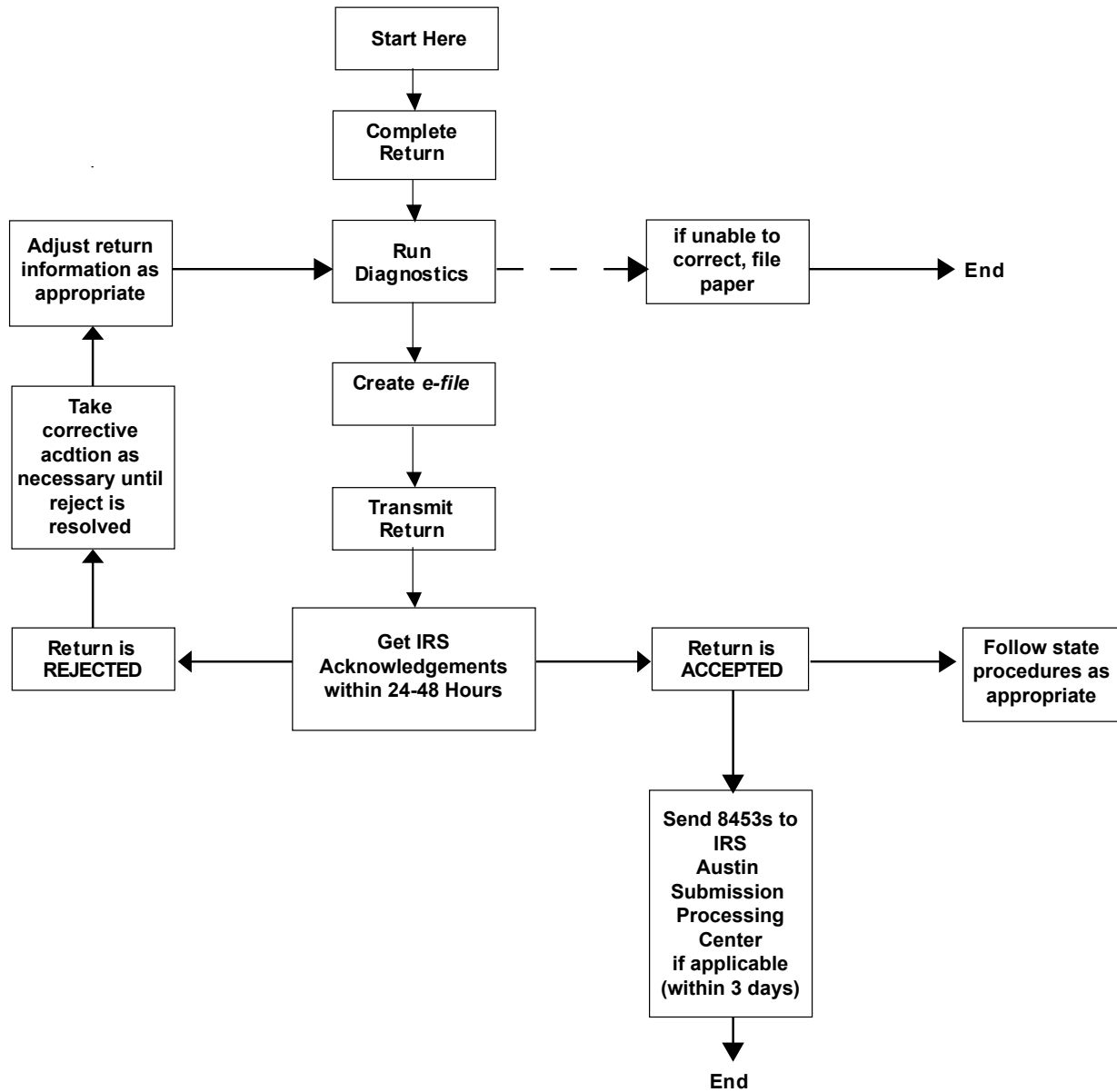
# Exhibit 8—Form 8879, IRS e-file Signature Authorization

<b>Form 8879</b> Department of the Treasury Internal Revenue Service	<b>IRS e-file Signature Authorization</b> ▶ Do not send to the IRS. This is not a tax return. ▶ Keep this form for your records. See instructions.	OMB No. 1545-0074  <span style="font-size: 2em; font-weight: bold;">2011</span>	
Declaration Control Number (DCN) ▶ _____			
Taxpayer's name _____		Social security number _____	
Spouse's name _____		Spouse's social security number _____	
<b>Part I Tax Return Information—Tax Year Ending December 31, 2011 (Whole Dollars Only)</b>			
1	Adjusted gross income (Form 1040, line 38; Form 1040A, line 22; Form 1040EZ, line 4)	1	
2	Total tax (Form 1040, line 61; Form 1040A, line 35; Form 1040EZ, line 10)	2	
3	Federal income tax withheld (Form 1040, line 62; Form 1040A, line 36; Form 1040EZ, line 7)	3	
4	Refund (Form 1040, line 74a; Form 1040A, line 43a; Form 1040EZ, line 11; Form 1040-SS, Part I, line 12a)	4	
5	Amount you owe (Form 1040, line 76; Form 1040A, line 45; Form 1040EZ, line 12)	5	
<b>Part II Taxpayer Declaration and Signature Authorization (Be sure you get and keep a copy of your return)</b>			
<p>Under penalties of perjury, I declare that I have examined a copy of my electronic individual income tax return and accompanying schedules and statements for the tax year ending December 31, 2011, and to the best of my knowledge and belief, it is true, correct, and complete. I further declare that the amounts in Part I above are the amounts from my electronic income tax return. I consent to allow my intermediate service provider, transmitter, or electronic return originator (ERO) to send my return to the IRS and to receive from the IRS (a) an acknowledgement of receipt or reason for rejection of the transmission, (b) the reason for any delay in processing the return or refund, and (c) the date of any refund. If applicable, I authorize the U.S. Treasury and its designated Financial Agent to initiate an ACH electronic funds withdrawal (direct debit) entry to the financial institution account indicated in the tax preparation software for payment of my Federal taxes owed on this return and/or a payment of estimated tax, and the financial institution to debit the entry to this account. I further understand that this authorization may apply to future Federal tax payments that I direct to be debited through the Electronic Federal Tax Payment System (EFTPS). I authorize EFTPS to issue me a personal identification number (PIN) to access EFTPS. This authorization is to remain in full force and effect until I notify the U.S. Treasury Financial Agent to terminate the authorization. To request that my PIN be mailed to me, or to revoke (cancel) a payment, I must contact the U.S. Treasury Financial Agent at 1-888-353-4537. Payment cancellation requests must be received no later than 2 business days prior to the payment (settlement) date. I also authorize the financial institutions involved in the processing of the electronic payment of taxes to receive confidential information necessary to answer inquiries and resolve issues related to the payment. I further acknowledge that the personal identification number (PIN) below is my signature for my electronic income tax return and, if applicable, my Electronic Funds Withdrawal Consent.</p>			
<b>Taxpayer's PIN: check one box only</b>			
<input type="checkbox"/> I authorize _____ to enter or generate my PIN		<input style="width: 40px; height: 20px;" type="text"/>	
ERO firm name		Enter five numbers, but do not enter all zeros	
as my signature on my tax year 2011 electronically filed income tax return.			
<input type="checkbox"/> I will enter my PIN as my signature on my tax year 2011 electronically filed income tax return. Check this box <b>only</b> if you are entering your own PIN <b>and</b> your return is filed using the Practitioner PIN method. The ERO must complete Part III below.			
Your signature ▶ _____		Date ▶ _____	
<b>Spouse's PIN: check one box only</b>			
<input type="checkbox"/> I authorize _____ to enter or generate my PIN		<input style="width: 40px; height: 20px;" type="text"/>	
ERO firm name		Enter five numbers, but do not enter all zeros	
as my signature on my tax year 2011 electronically filed income tax return.			
<input type="checkbox"/> I will enter my PIN as my signature on my tax year 2011 electronically filed income tax return. Check this box <b>only</b> if you are entering your own PIN <b>and</b> your return is filed using the Practitioner PIN method. The ERO must complete Part III below.			
Spouse's signature ▶ _____		Date ▶ _____	
<b>Practitioner PIN Method Returns Only—continue below</b>			
<b>Part III Certification and Authentication—Practitioner PIN Method Only</b>			
ERO's EFIN/PIN. Enter your six-digit EFIN followed by your five-digit self-selected PIN.		<input style="width: 110px; height: 20px;" type="text"/>	
		do not enter all zeros	
I certify that the above numeric entry is my PIN, which is my signature for the tax year 2011 electronically filed income tax return for the taxpayer(s) indicated above. I confirm that I am submitting this return in accordance with the requirements of the Practitioner PIN method and <b>Publication 1345</b> , Handbook for Authorized IRS e-file Providers of Individual Income Tax Returns.			
ERO's signature ▶ _____		Date ▶ _____	
<b>ERO Must Retain This Form — See Instructions</b> <b>Do Not Submit This Form to the IRS Unless Requested To Do So</b>			
For Paperwork Reduction Act Notice, see your tax return instructions.		Cat. No. 32778X	Form <b>8879</b> (2011)

Text Reference: Signature Methods – “Practitioner PIN”



## Exhibit 9—e-file Process



## Exhibit 10—Publication 4390, VITA/TCE Computer Loan Program

### Important Information – Read First! VITA/TCE Computer Loan Program – Guidance and Resources



For **password assistance**, please refer to your **laptop ship week notification letter** or contact your local **SPEC Territory Manager** or **AARP Coordinator** (if applicable)

#### Reporting a Problem:

**Phone IRS Computer Support – 1-866-743-5748**, select Option 2 for information technology support or email [mits.eues.enterprise.service.desk@irs.gov](mailto:mits.eues.enterprise.service.desk@irs.gov). Do not give this phone number to taxpayers.

**E-mail:** [mits.eues.enterprise.service.desk@irs.gov](mailto:mits.eues.enterprise.service.desk@irs.gov). State in the e-mail to assign the ticket to the “NEA-VITA group”. Include in the e-mail:

- Your name, address and phone number
- Name of original recipient
- Barcode and serial number

If all the above is not provided, it will delay the handling of your request.

#### Helpful Files:

Two folders are included on the computer, “My Documents” icon. One folder, *VITA TCE Program Resources*, stores documents used in the VITA and TCE programs while the other folder, *Computer Operation Resources*, stores documents about the specific computers on loan.

#### Helpful Numbers:

- **Volunteer Assistor’s Hotline – 1-800-829-VITA (8482)** provides tax law assistance to volunteers working in the VITA or TCE programs. Do not give this number to taxpayers.
- **IRS Taxpayer Assistance Line – 1-800-829-1040**. This number may be given to taxpayers who have questions about tax law or their account.
- **TaxWise Support – 1-800-411-6391** or email [customer.support@cchfs.com](mailto:customer.support@cchfs.com). Use this number to obtain help with loading TaxWise software, using the program, and transmitting the tax returns. You must have your EFIN. Do not give this number to taxpayers.

# Exhibit 11—e-file Submission Report

E-file Submission Report

Ver. 2

**E-file Submission Report**  
TaxWise 2010  
VITA Site 1

8/12/2011  
12:05:27PM

EFIN: 460706

Contact name & number: Cindy Gilstrap 234-566-7789

TIN	Name	Refund	Prep Fee	Bank/Prd	Agency	Audit Shield	SVC CTR	Is MeF	Efile ID Number
XX-XX-0706	Mouse, Mickey	\$2,417.00	0.00		IRS		AUS	N	460706-00008

Grand Totals:

Total number of returns included in this transmission: 1

---

Current Page No.: 1      Total Page No.: 1      Zoom Factor: 100%

## Exhibit 12 – Sample IRS Acknowledgement Report (MeF)

Acknowledgements

Main Report

Ver. 1

**Acknowledgements**

TaxWise 2011

8/25/2011  
2:55:43PM

TIN	Name	Refund or Balance Due	Package	Status	e-file ST	Sig Doc	ACH Debit	Efile ID Number
IRS EFIN: 710000 202-02-0823		\$2,147	US	Accepted	8/23			
<b>Grand Totals:</b>								
Return(s) Accepted:		1		PIN return(s) accepted:		0		
Total:		1						

**Sig Doc Legend**  
 \*SO\* = State-Only Return  
 \*PP.\* = Practitioner PIN

**PIN Return Date of Birth Validity Code**  
 0\* = DOB Validation Not Required  
 1\* = All DOB(s) Valid  
 2\* = Primary DOB Mismatch  
 3\* = Spouse DOB Mismatch  
 4\* = Both DOB(s) Mismatch

Current Page No.: 1      Total Page No.: 1      Zoom Factor: 100%

## **Exhibit 12 – Sample IRS Acknowledgement Report (MeF) (continued)**

### **TaxWise 2009**

TIN: xxx-xx-xxxx                      DCN: xxxxxx-xxxxx  
Form reference: RET1040      Copy Number: 1  
Sequence number: 175  
**Error code: 504**

**Dependent's SSN (SEQ 0175, 0185, 0195, 0205, 0215) of Form 1040/1040A and corresponding Dependent Name Control (SEQ 0172, 0182, 0192, 0202, 0212) must match data from the IRS Master File.**

#### **TAXWISE CORRECTION SUGGESTION:**

Verify the Dependent's Last Name and Social Security Number information, HIGHLIGHTED IN RED on the MAIN INFO, with the actual Social Security Card.

If the actual card matches your TaxWise entry exactly, have Taxpayer contact the Social Security Administration at 1-800-772-1213 to correct the Social Security Administration records.

It takes approximately two weeks for this information to be updated in the IRS's files as well. You can then re-transmit the return electronically.

---

TIN: xxx-xx-xxxx                      DCN: xxxxxx-xxxxx  
Form reference: FRM2441      Copy Number: 1  
Sequence number: 214  
**Error code: 524**

**Qualifying Person Name Control – 1, - 2 (SEQ 0120, 0221) and Qualifying Person SSN – 1, - 2 (SEQ 0214, 0223) of Form 2441/Schedule 2 do not match data from the IRS Master File.**

#### **TAXWISE CORRECTION SUGGESTION:**

Verify the Dependent's Last Name and Social Security Number information, HIGHLIGHTED IN RED on the 2441, with the actual Social Security Card.

If correct, have Taxpayer contact the Social Security Administration at 1-800-772-1213 to correct the Social Security Administration records.

It takes approximately two weeks for this information to be updated in the IRS's files as well. You can then re-transmit the return electronically.

TIN: xxx-xx-xxxx                      DCN: xxxxxx-xxxxx  
Form Reference RET1040      Copy number: 1  
Sequence number: 940  
**Error code: 372**

**Form 1040/1040A – When Child Tax Credit (SEQ 0940/SEQ 0955) is significant, at least one Eligibility for Child Tax Credit (SEQ 0178, 0188, 0198, 0208, 0218) must equal "X".**



# Exhibit 13 – Form 8453, U.S. Individual Income Tax Transmittal for an IRS e-file Return (page 2)

Version A, Cycle 2

Form 8453 (2010)

Page 2

## General Instructions

### Purpose of Form

Use Form 8453 to send any required paper forms or supporting documentation listed next to the checkboxes on Form 8453 (do not send Forms W-2, W-2G, or 1099-R).



**Do not attach any form or document that is not shown on Form 8453 next to the checkboxes. If you are required to mail in any documentation not listed on Form 8453, you cannot file the tax return electronically.**

**Note.** Do not mail a copy of an electronically filed Form 1040, 1040A, 1040EZ, or 1040-SS to the Internal Revenue Service (IRS).

### When and Where To File

If you are an ERO, you must mail Form 8453 to the IRS within 3 business days after receiving acknowledgement that the IRS has accepted the electronically filed tax return.

If you are filing your tax return using an online provider, mail Form 8453 to the IRS within 3 business days after you have received acknowledgement from your intermediate service provider and/or transmitter that the IRS has accepted your electronically filed tax return. If you do not receive an acknowledgement, you must contact your intermediate service provider and/or transmitter.

Mail Form 8453 to:

Internal Revenue Service  
Attn: Shipping and Receiving, 0254  
Receipt and Control Branch  
Austin, TX 73344-0254

## Line Instructions

### Declaration control number (DCN).

The DCN is a 14-digit number assigned to each tax return. It should be included in your acknowledgement message.

Clearly print or type the DCN in the top left corner of each Form 8453 after the IRS has acknowledged receipt of the electronic tax return. The first two digits are the file identification number and are always "00." The next six digits are the electronic filer identification number (EFIN). The next five digits are the batch number and the serial number. The last digit is the year digit (for returns filed in 2011, the year digit is "1").

**Example.** The EFIN is 509325. The batch and serial numbers are 00056. The DCN is 00-509325-00056-1.

**Name and address.** If a peel-off name and address label was received from the IRS, put the label in the name area. Cross out any incorrect information and print the correct information. Add any missing items, such as an apartment number. If a label was not received, print or type the information in the spaces provided.

**P.O. box.** Enter the box number only if the post office does not deliver mail to the home address.

**Note.** The address must match the address shown on the electronically filed tax return.

**Social security number (SSN).** Be sure to enter the taxpayer's SSN in the space provided on Form 8453. If a joint tax return, list the SSNs in the same order as the first names.

### Payments

Do not attach a payment to Form 8453. Instead, mail it by April 15, 2011, with Form 1040-V to the IRS at the applicable

address shown on that form. If a Form 1040-V is not available, see the instructions for your tax return for other ways to get forms or you can go to *IRS.gov*.

**Form 2848.** An electronically transmitted return signed by an agent must have a power of attorney attached to Form 8453 that specifically authorizes the agent to sign the return.

**Divorce decree or separation agreement.** If the divorce decree or separation agreement went into effect after 1984 and before 2009, the noncustodial parent can attach certain pages from the decree or agreement instead of Form 8332. To be able to do this, the decree or agreement must state all three of the following.

1. The noncustodial parent can claim the child as a dependent without regard to any condition (such as payment of support).
2. The other parent will not claim the child as a dependent.
3. The years for which the claim is released.

The noncustodial parent must attach all of the following pages from the decree or agreement.

- Cover page (include the other parent's SSN on that page).
- The pages that include all of the information identified in (1) through (3) above.
- Signature page with the other parent's signature and date of agreement.

**Note.** The noncustodial parent must attach the required information even if it was filed with a return in an earlier year.

**Exhibit 14 - MeF Forms**

<b>1040 Phase I Forms - Implemented February 2010</b>			
1040	1040 Schedule EIC	2441	8863
1040 Schedule A	1040 Schedule M	4562	8880
1040 Schedule B	1040 Schedule R	4868	8888
1040 Schedule C	1040 Schedule SE	8283	1099-R
1040 Schedule D	2106	8812	W-2
1040 Schedule E	2210	8829	
Total Phase I = 23			
<b>1040 Phase III Forms - Scheduled to be implemented in January 2012</b>			
1040EZ	5471	8697	8891
1040 A	5471 Sch J	8801	8896
1040 SS (PR)	5471 Sch M	8814	8900
1040 Sch C-EZ	5471 Sch O	8815	8903
1040 Sch F	56	8820	8906
1040 Sch H	5695	8824	8907
1040 Sch J	5713	8826	8908
1040 Sch L	5713 Sch A	8828	8909
1116	5713 Sch B	8833	8910
1310	5713 Sch C	8834	8911
2106-EZ	5884	8835	8912
2120	5884-A	8839	8914
2210-F	6198	8844	8917
2350	6251	8845	8919
2439	6252	8846	8925
2555	6478	8847	8930
2555 EZ	6765	8853	8931
3468	6781	8854	8932
3800	8082	8859	8933
3903	8275	8862	8936
4136	8275-R	8864	9465
4137	8379	8865	970
4255	8396	8865 Sch K-1	982
4563	8582	8865 Sch O	Form T
4684	8582-CR	8865 Sch P	499R-2/W-2PR
4797	8586	8866	W-2G
4835	8594	8873	W-2GU
4952	8606	8874	
4970	8609-A	8881	
4972	8611	8882	
5074	8615	8885	
5329	8621	8886	
5405	8689	8889	
			Total Phase III = 126
			Grand Total Phase I and III = 149







# Glossary & Definitions of Terms

**Accepted Return** – An electronically filed Federal or state return that meets all of the requirements set forth by the IRS or the state and has been acknowledged by the IRS or the state as accepted.

**ACK FILE** (Acknowledgment file) – A file sent by CCH that indicates which returns were accepted or rejected for specific reasons.

**Admin (Administrator)** – the primary managerial user name for a program or web site: the admin user has control over other users, such as adding, deleting, or modifying user names and managing files Admin User password.

**Alternative VITA/TCE Site Operating Model** – A model that delivers services using two locations for return preparation; one for intake of information and one for preparation of the return. Preparation is done through communication with the taxpayer after the intake site confirms the taxpayer's identity. Specific requirements must be met in order to utilize this model. Contact the local territory for more information about this model.

**Backup** – The process of transferring or copying information from your computer onto PMSD (Portable Mass Storage Device).

**Batch** - A single transmission consisting of the electronic data from single or multiple tax returns.

**Baud Rate** – The measure of speed at which data is transmitted over a telephone system by a modem.

**Chat-live** – Chat live with the TaxWise IRS Support Team. They cannot discuss specific taxpayer information, but can help with software questions.

**Client ID** – the unique identification assigned to a customer by TaxWise. It is used by TaxWise and TWO users to access the TaxWise support site.

**Default Values** – Entries that are automatically brought into a new tax form. These values may be set up for each user using 'Edit Tax Form Defaults' on the 'Tools' menu. These entries are stored in a master file under each user name for each package in TaxWise.

**Designated Quality Review** – This is the preferred quality return review method. It employs a certified volunteer performing a review of the returns prepared at a site to ensure accuracy and completeness. The Designated Quality Reviewer should be one of the most experienced persons at the site and should have the following skills:

- In-depth knowledge and understanding of tax law, as well as *e-file* software (if applicable).
- Properly trained and certified at the Advanced Level or the maximum level for preparing returns at the site.
- Ability to explain tax law and how it applies to the taxpayer.
- Tact in dealing with taxpayers and volunteers when errors are identified.

**Diagnostics** – A process within TaxWise that checks for information or omissions that would cause the IRS or state to reject the return as ineligible for electronic filing. The program also displays any tax inconsistencies within the return.

**Download** – The process of copying a file to your computer.

**EFC** (Electronic Filing Center) – Is the TaxWise filing center you send your returns through to the IRS and receive acknowledgements.

**e-file Submission Report** – Report compiled and printed by TaxWise before each electronic transmission of returns. The *e-file* Submission Report includes the Submission ID, SSN, last name, refund amount and signature method.

**EFIN** (Electronic Filing Identification Number) - An identification number assigned by the IRS to an electronic transmitter. It requires a formal application process for new sites.

**IRS Service Centers** – See IRS Submission Processing Centers.

**IRS Submission Processing Centers** – IRS locations that receive electronically filed returns. Prior to October 2002 these were called IRS Service Centers.

**ISP** (Internet Service Provider) – A company that provides Internet access.

**ITIN** (Individual Tax Identification Number) - A nine-digit number issued by the IRS to be used by individuals who do not qualify for a Social Security Number.

**Login Page** – The page on which users enter their user name and password to gain access to the TaxWise program. Includes links to information about using TaxWise, forms, training materials, Customer Education, TaxWise Customer Service, and tax-related web sites.

**Major Update** – An update that is **required to be loaded by IRS TaxWise Software Users**. A major update could include items such as tax law updates, changes to the electronic file record layout, etc.

**Menu Command** – A command listed on a menu that activates a certain feature of the program.

**Minor Update** – An update that is not required to be loaded by IRS TaxWise Software Users. A minor update could include items such as banking, small user interface changes and enhancements. Minor updates will only be posted to the CCH **Customer Support site** and accessible by Internet users. However, minor updates are included in the next major update.

**Modernized e-file (MeF)** - This transaction based system allows tax return originators to transmit returns electronically to the IRS in real-time, improving turn around times.

**Network** – A series of microcomputers linked together. Networks may share a common file server or be peer-to-peer, depending on the operating system.

**Option Button** – A circular button on a window that allows you to select one of a mutually exclusive set of choices.

**Override** – Feature used to enter another number or word in place of the value automatically calculated. **MUST BE USED WITH CAUTION.**

**Password** – A security tool used to identify authorized users of a computer program or computer network. Each user name added to the TaxWise system must be assigned a password to prevent unauthorized users from logging into TaxWise. Passwords are set up in Security Manager in the Utility program.

**Pending e-files** – Electronic return files that have been transmitted and are awaiting acknowledgment from the IRS.

**PMDS (Portable Mass Storage Devices)** – any data storage media that can be removed from the computer such as CDs, floppies, flash or jump drives.

**Practitioner PIN Program** – The Practitioner PIN method allows taxpayers to sign their return using a five-digit PIN they select; however, it does not require entry of the taxpayer authentication information (i.e. Date of Birth and Prior Year original Adjusted Gross Income).

**Print File** – A file ready to be sent to the computer printer.

**Quality Control Process** – The procedures and processes in place to measure the quality of your VITA site operations and the accuracy rate of returns prepared.

**Quality Reviewer** – A person, other than the individual that assisted in the preparation of the return, who checks a tax return to ensure its accuracy and completeness.

**Query** – To call up information from the database pertaining to specified returns.

**Registration Code** – The unique, 20 digit alpha-numeric code, assigned to a customer by TaxWise that “unlocks” the software.

**Rejected Return** – An electronically filed Federal or state return that does not meet the requirements of the IRS or the state and has been rejected by the IRS or the state and cannot be considered as filed.

**Relational EFIN** – A relational EFIN is only a management reporting tool. It allows partners who operate multiple sites to keep informed by accessing the production reports available at taxwise.com for all the sites they support.

**Required Entry** – TaxWise entries that are required for E-filing or that have been marked as incomplete by the preparer: TaxWise color-codes these entries in red.

**Restore** – The process of retrieving or copying information from a Portable Mass Storage Device.

**Return File** – A file containing all tax data. This file is not in a format readable by other programs.

**RTN** - (Routing Transit Number) – The nine-digit identifying number assigned to banks by the Federal Reserve.

**Screen Resolution** – The visual quality of the text and images displayed on a computer screen, expressed in pixels. The higher the numbers, the better the quality. TaxWise is designed to display at a minimum screen resolution of 800 x 600 pixels per inch.

**Self-Select PIN Program** – The Self-Select PIN method allows taxpayers to electronically sign their *e-file* returns by entering a five-digit PIN. The five-digit PIN can be any five numbers except all zeroes. The Self-Select PIN method requires the entry of each taxpayer’s Date of Birth and Prior Year original Adjusted Gross Income or Prior Year PIN which are used to authenticate the taxpayer.

**Setup File** – The file SETUP in the UTS08\ directory. This file contains information about how your program and computer are configured. It may be changed by opening the Tools menu then clicking ‘Utilities/Setup Options’.

**SIDN** – The Site Identification Number is a number assigned to each volunteer site for identification purposes by the IRS. This number must be recorded on all tax returns to obtain credit for return preparation.

**Site Coordinator** – The person responsible for program coordination and various administrative duties associated with managing a site.

**Solution Database** – A searchable database of TaxWise information, which can be accessed via the CCH Customer Support Web site. Includes solutions to common problems, IRS addresses, and other useful tips.

**Submission ID through MeF** – The unique number assigned to a tax return that will be electronically filed.

**SSN** (Social Security Number) – A nine-digit number issued by the Social Security Administration.

**Tax Form Defaults** The master file under each user name that contains the default values that every tax return should include when it is created. Opened from the 'Tools' menu, 'Edit Tax Form Defaults.'

**TaxWise Desktop Product** – Formerly Client Server Based Software. This TaxWise software is non-web based and is designed to be used with or without internet access.

**TaxWise Knowledge Base** – An extensive searchable database that contains answers to frequently asked questions. It can be accessed via CCH Customer Support Web site.

**TaxWise Mail** – Text files that are transmitted from a user to TaxWise Customer Service or a specific EFIN using the 'Send TaxWise Mail' command on the Communications menu. Users may receive messages from CCH any time they connect to the Electronic Filing Center.

**TaxWise Online Software Product (TWO)** – This web-based software program is internet dedicated and performs best with high-speed access.

**TaxWise Support Site** – The TaxWise Support Site is the company's website that holds all your site information. Use it to find latest news from Universal Tax System and the IRS, to download Federal and State updates, and to search the Customer Support Knowledge Base.

**TCE** (Tax Counseling for the Elderly) - The TCE program provides free tax counseling and income tax return preparation aimed at taxpayers 60 years of age or older. Emphasis is on reaching older persons who are disabled or who have other special needs. Although the focus of the TCE program is on older individuals, assistance should be provided to all taxpayers provided the elderly are given priority service. Many TCE sites offer free electronic preparation and transmission of income tax returns.

**Toggle** – To switch back and forth between two options. For example, if you click the Close Tree View button while the TaxWise Tree is displayed, the Tree will disappear. Click this button again and the Tree is displayed.

**Training Electronic Filing Center** – The electronic returns processing center that enables TaxWise users to practice e-filing year-round. To send practice returns and receive simulated IRS acknowledgments, users must log in to TaxWise as Training user name or any user name that belongs to the Training group.

**Transmittal File** – A file containing one or more electronic files, along with a beginning and ending summary record. The summary records tell how many returns are in the file and the sum or certain records in each file. This is the file format specified by the IRS or each state.

**Transmitter** – Individual transmitting electronic files to the CCH Electronic Filing Center.

**Transmitting Code/X-MIT Code** - A 20 - letter code that allows you to transmit for other EFINS.

**Unique/Strong Password** – Passwords that have at least eight characters and include numbers or symbols. The longer the password, the tougher it is to crack.

**Update** – Any changes or improvements to TaxWise, Federal or state, software made during the tax season. Updates are posted on the CCH Customer Support Web site.

**Upload** – The process of copying a file from your computer to another computer.

**User Name** – A name entered into TaxWise as a user. The user name can contain up to eight characters and must be password-protected. User names are created and changed in Security Manager in the TaxWise Utility program.

**Version** – Each release or update of TaxWise is identified with a version number, e.g. 19.0, 19.01, 19.1, and so on. Some features, or content are not available in the earliest releases of the software for a given tax year and are made available or added in later releases. Updates may be issued specifically to correct a programming error in a previous release. It is important to know which version of TaxWise you are working with when you contact Customer Service for assistance. To find the version number, click ‘Help’ on the menu bar and choose ‘About TaxWise’.

**VITA** (Volunteer Income Tax Assistance) - The VITA program provides free income tax return preparation for taxpayers who have limited or moderate incomes, have limited English skills, or are elderly or disabled. Many VITA sites offer free electronic preparation and transmission of income tax returns.

**X-MIT Code** – A 20-letter code that allows you to transmit for other EFINs.

**ZIP Code Locator** – A feature of TaxWise that automatically enters the city and state when you enter the ZIP Code in an address box. If using TaxWise Online version, enter the ZIP Code and then “Refresh” the page to have TaxWise enter the city and state correctly.







# Index

## A

Acknowledgements.....	83, 113
Alternative VITA/TCE Site Model.....	15
Apply for EFIN .....	15, 126

## B

Backing Up Returns for Transmission.....	69
Backup of Information.....	89

## C

CCH License Agreement.....	21
CCH Customer Support.....	48, 67, 86, 123
Carry Forward .....	105
Changing the Number of Copies to Print.....	58
Chat-live .....	
Color Setup Tab .....	45
Company Tab.....	39
Confidentiality.....	11
Contacts.....	122, 123
Client ID.....	8, 62, 145

## D

Deleting Returns.....	80, 116
Deletion of Software.....	90
Downloading Updates.....	62, 63

## E

<i>e-file</i> Administrator Procedures.....	11, 12
<i>e-file</i> Quality Review.....	12, 108
EFIN.....	8
Equipment Protection.....	28
Exception One – Base Site and Ad-Hoc Visits.....	38
Exception Two – One-Day Sites.....	39
Exception Three – Multiple Sites.....	39
Exhibit 1 – Useful Resources.....	121
Exhibit 2 – Who Do I Contact? .....	122
Exhibit 3 – Contact Information.....	123
Exhibit 4 – Most Common Rejects.....	124
Exhibit 5 – Completed Sample of Form 8633 and Instructions .....	125
Exhibit 6 – Sample Reject Letter .....	130
Exhibit 7 – Form 13614-C, Interview and Intake Sheet .....	131
Exhibit 8 – Form 8879, IRS <i>e-file</i> Signature Authorization.....	136
Exhibit 9, <i>e-file</i> Process Timeline .....	137
Exhibit 10, Publication 4390, VITA/TCE Computer Loan Program.....	138

Exhibit 11, Sample Declaration Control Report.....	139
Exhibit 12, Sample IRS Acknowledgement Report.....	140
Exhibit 13, Form 8453, U.S. Individual Income Tax Transmittal for an IRS <i>e-file</i> Return .....	142
Exhibit 14, MeF Forms .....	145

## F

Fixing and Resending Rejected Returns.....	84
Form 8453, U.S. Individual Income Tax Declaration for an IRS <i>e-file</i> Return.....	35
Form 8633, Application to Participate in the IRS <i>e-file</i> Program .....	125
Form 8879, IRS <i>e-file</i> Signature .....	136
Form 13614-C, Intake/Interview & Quality Review Sheet .....	131

## G

General Guidelines .....	11
--------------------------	----

## H

Highlights .....	7
------------------	---

## I

Installation of State Software .....	50, 63, 64
Installing TaxWise.....	37

## K

Knowledge Base .....	67, 121, 147
----------------------	--------------

## L

Laptop Safety/Security.....	28
-----------------------------	----

## M

Mission Statement.....	1
Multiple EFIN's .....	20, 47
Modernized <i>e-file</i> .....	8, 148
Minimum Operation System Requirements .....	16
Modifying Users – TWO .....	96

## N

Networking .....	25, 38, 146
New Users – TWO .....	94, 96

## O

Ordering Software .....	17, 54
-------------------------	--------

<b>P</b>		<b>S</b>	
Passwords.....	8, 60	Security .....	25
Password Reset .....	106	Self-Select PIN .....	31
PMSD (Portable Mass Storage Devices)....	89, 146	Setting Tax Form Defaults.....	49
Post-Filing Season Procedures.....	89	Setup Screens.....	38
Practitioner PIN .....	29, 30, 146	SIDN (Site Identification Number).....	49, 97
Prior Year Carry Forward.....	9, 65, 67	Signature Methods .....	29
Prior Year Software EFINs & Registration		State Help.....	107
Codes .....	48	State Returns.....	58, 99, 108
Print Packet Defaults.....	56	Submitting Returns.....	109
Print Sets .....	110	System Requirements .....	16
Printer Setup Tab .....	41		
Printing Returns.....	111	<b>T</b>	
Privacy and Confidentiality Guidelines.....	11	TaxWise Explorer .....	87, 88
Protection of Information.....	25	TaxWise Knowledge Base.....	67, 121, 147
Purpose Statement .....	1	TaxWise Reports .....	88, 89
Position Description .....	11	TaxWise Software .....	20, 39, 46, 48, 147
		Timeline for the <i>e-file</i> Process.....	137
<b>Q</b>		Transferring Federal/State Updates .....	65, 147
Quality Review.....	7, 12, 108, 121, 135	Transmission of Returns for Multiple EFINs .....	47
		Transmitting Returns .....	47, 80
<b>R</b>		TWO Communication Speed .....	17, 91
Record Retention Requirements .....	28	TWO Setup.....	92
Recordkeeping Requirements.....	22, 29, 30	TWO Template Sharing .....	39
Registering the Software .....	46		
Relational EFIN.....	10, 37, 149	<b>U</b>	
Rejected Returns.....	30, 33, 84, 115	Updates.....	62, 63, 65, 147, 148
Responsible Official.....	17, 129	Unique Password .....	23, 33, 90
Restore Returns .....	9, 76, 117	User Names and Passwords.....	27, 58
Restoring Prior Year Data.....	65	User Defined History List.....	102
Restoring Deleted Returns .....	117		
Return Backup Procedure.....	69	<b>W</b>	
Return Templates .....	96, 97, 98	Web-based – Software Version - TWO .....	20, 147
Return Stage .....	56, 101, 109		







www.irs.gov/efile

# 2012 IRS e-file Refund Cycle Chart

Based on when your return was accepted by the IRS, the **projected date** your refund will be direct deposited or mailed is shown on the chart below. This date is based on normal processing and assumes your return does not require further review. If your return does require review and additional information is needed, you will receive a notice. For the most up-to-date information on your refund, go to [www.irs.gov](http://www.irs.gov) and click on [Where's My Refund?](#) to check on any changes to the projected date shown below.

IRS accepts your return between...	Projected Direct Deposit Sent*	Projected Paper Check Mailed*
Jan 13 and Jan 19, 2012	Jan 26, 2012	Jan 30, 2012
Jan 20 and Jan 26, 2012	Feb 2, 2012	Feb 6, 2012
Jan 27 and Feb 2, 2012	Feb 9, 2012	Feb 13, 2012
Feb 3 and Feb 9, 2012	Feb 16, 2012	Feb 20, 2012
Feb 10 and Feb 16, 2012	Feb 23, 2012	Feb 27, 2012
Feb 17 and Feb 23, 2012	Mar 1, 2012	Mar 5, 2012
Feb 24 and Mar 1, 2012	Mar 8, 2012	Mar 12, 2012
Mar 2 and Mar 8, 2012	Mar 15, 2012	Mar 19, 2012
Mar 9 and Mar 15, 2012	Mar 22, 2012	Mar 26, 2012
Mar 16 and Mar 22, 2012	Mar 29, 2012	Apr 2, 2012
Mar 23 and Mar 29, 2012	Apr 5, 2012	Apr 9, 2012
Mar 30 and Apr 5, 2012	Apr 12, 2012	Apr 16, 2012
Apr 6 and Apr 12, 2012	Apr 19, 2012	Apr 23, 2012
Apr 13 and Apr 19, 2012	Apr 26, 2012	Apr 30, 2012
Apr 20 and Apr 26, 2012	May 3, 2012	May 7, 2012
Apr 27 and May 3, 2012	May 10, 2012	May 14, 2012
May 4 and May 10, 2012	May 17, 2012	May 21, 2012
May 11 and May 17, 2012	May 24, 2012	May 28, 2012
May 18 and May 24, 2012	May 31, 2012	Jun 4, 2012
May 25 and May 31, 2012	Jun 7, 2012	Jun 11, 2012
Jun 1 and Jun 7, 2012	Jun 14, 2012	Jun 18, 2012
Jun 8 and Jun 14, 2012	Jun 21, 2012	Jun 25, 2012
Jun 15 and Jun 21, 2012	Jun 28, 2012	Jul 2, 2012
Jun 22 and Jun 28, 2012	Jul 5, 2012	Jul 9, 2012
Jun 29 and Jul 5, 2012	Jul 12, 2012	Jul 16, 2012

IRS accepts your return between...	Projected Direct Deposit Sent*	Projected Paper Check Mailed*
Jul 6 and Jul 12, 2012	Jul 19, 2012	Jul 23, 2012
Jul 13 and Jul 19, 2012	Jul 26, 2012	Jul 30, 2012
Jul 20 and Jul 26, 2012	Aug 2, 2012	Aug 6, 2012
Jul 27 and Aug 2, 2012	Aug 9, 2012	Aug 13, 2012
Aug 3 and Aug 9, 2012	Aug 16, 2012	Aug 20, 2012
Aug 10 and Aug 16, 2012	Aug 23, 2012	Aug 27, 2012
Aug 17 and Aug 23, 2012	Aug 30, 2012	Sep 3, 2012
Aug 24 and Aug 30, 2012	Sep 6, 2012	Sep 10, 2012
Aug 31 and Sep 6, 2012	Sep 13, 2012	Sep 17, 2012
Sep 7 and Sep 13, 2012	Sep 20, 2012	Sep 24, 2012
Sep 14 and Sep 20, 2012	Sep 27, 2012	Oct 1, 2012
Sep 21 and Sep 27, 2012	Oct 4, 2012	Oct 8, 2012
Sep 28 and Oct 4, 2012	Oct 11, 2012	Oct 15, 2012
Oct 5 and Oct 11, 2012	Oct 18, 2012	Oct 22, 2012
Oct 12 and Oct 18, 2012	Oct 25, 2012	Oct 29, 2012
Oct 19 and Oct 25, 2012	Nov 1, 2012	Nov 5, 2012
Oct 26 and Nov 1, 2012	Nov 8, 2012	Nov 12, 2012
Nov 2 and Nov 8, 2012	Nov 15, 2012	Nov 19, 2012
Nov 9 and Nov 15, 2012	Nov 22, 2012	Nov 26, 2012
Nov 16 and Nov 22, 2012	Nov 30, 2012	Dec 4, 2012
Nov 23 and Nov 29, 2012	Dec 6, 2012	Dec 10, 2012
Nov 30 and Dec 6, 2012	Dec 13, 2012	Dec 17, 2012
Dec 7 and Dec 13, 2012	Dec 20, 2012	Dec 24, 2012
Dec 14 and Dec 20, 2012	Dec 28, 2012	Jan 2, 2013
Dec 21 and Dec 27, 2012	Jan 4, 2013	Jan 8, 2013

### Refund Inquiries

You can check the status of your refund 72 hours after IRS acknowledges receipt of your e-filed return. For the fastest information go to [www.irs.gov](http://www.irs.gov) and click on [where's my refund?](#) Or, call 1-800-829-1954 or 1-800-829-4477.

\*This is the projected date that the refund will be direct deposited or mailed. It may take up to 5 additional days for the financial institution to post the refund to your account, or for mail delivery.



