



## Software Training Manual

This manual will give you a full understanding of how to use our tax software and every step to complete a tax return from start to finish. Read it carefully and use the practice scenarios to become better and faster. Once you learn the software it should never take you more than 15 minutes to complete a tax return.

First, to access the tax software you need to login to your pro portal and click the tax software tab. The software will then open in a new window. Enter your software login credentials.

Once logged in you can start a new return by clicking the start New Return button. Next you will enter the client's social security number 2 times. Next you will click the start return button to start the client interview. Then click OK for the 7216 consent popup. Our easy interview mode makes preparing a tax return much easier because our tax wizard will create all of the correct forms for you.

As you go through the wizard you will be answering the questions as they apply to the client.

The first question is where you choose your client's filing status. Check the appropriate box for the client's filing status. For this return we are using head of household. Then click continue button at the bottom right corner.

On the left hand side of the page you can see each page of the interview wizard. It is advised to follow the interview process in order and not click ahead in the process. You can also use the left side buttons to go back to a certain page in the interview and make changes.

On the personal information page you will enter the client's information. Enter the client's name, date of birth, occupation, address and phone #. Then click continue button.

The next page asks if there are dependents to claim. The client's status for this return is head of household so click YES they have dependents. Now click continue.

On the dependants page enter the first dependant. You will enter the dependants name, date of birth, social security number and relationship to the taxpayer. If the child's last name is different then enter the correct name. Then you will enter 12 months for question #1. Then enter the type of dependant. Answer the next questions as they

relate to the dependant. Then click continue. If there are more dependants then click the add more dependents and repeat the previous step. Now click continue.

This section is for types of income and is very important. New tax preparers should click the guide me button. SR Pros can click the enter myself button. Next you will click yes if the client has a w2 then enter the w2 information on the next page. Be sure to enter the information correctly and include the state information. If there are additional w2 forms then click the save and enter another button. If not then click continue.

The next pages are related to other types of income. Select yes on the page which the client has the tax form for and select no on the other pages. This client also had schedule C income from being self employed. Click yes for Schedule C income and then click continue. Now you will enter the information for the clients business. Enter the business name on the first line. If they have E.I.N for the business then enter it on the next line. If not then leave it blank. Next enter the address of the business or the client's home address if its a home business. Next you will have to enter the business code for the type of business by clicking the list of business codes link. Once selected the code will auto fill in the space. Then click continue.

Next you will click the begin button next to the income line and enter the income information. Then click continue. Next you will click the begin button next to general expenses and enter all of the expenses for the business. This is all you need to complete in this section. Now click continue.

You will notice on the right side of the page the refund amount is adjusting as you enter additional information. You should never give the client these numbers because the tax preparation fees have not been deducted yet. You will give them the amount shown on the bank product page after the fees have been deducted.

If there is no additional forms of income then click the continue button. The next page allows the software to determine if the client qualifies for additional tax breaks. Click the guide me to start. On the next page click yes for deductions. If there are child care expenses then click yes and enter the expenses. On the next question you should click no on the earned income credit page. This credit is calculated automatically.

The next page pertains to deductions related to mortgages, property taxes and residential credits. If any of the scenarios relate to your client then click yes and enter the information. If not then click no.

Some clients may reduce their tax liability and raise their refund amount by itemizing deductions on the next page. If the client has medical expenses, student loans, mileage and job related expenses. If any of these expenses exist then click yes.

After this section you will get a congratulations screen with possible additional deductions. Click cancel at the bottom because you will not be adding any more at this time. On the next page you will see a deductions list. If there are itemized deductions to

report the click the begin button next to itemized deductions and then enter the amounts for each. The next 3 pages usually do not require and information so you can click continue on each until your reach the Health Insurance questionnaire.

On the health care page you must answer each required question carefully. Do not answer any questions that are not marked as required. If the client purchased healthcare through the marketplace then you must use information from their 1095A form. If the client received insurance from their employer then click yes for coverage for the full year. Once completed then click continue.

On the next page click add state return then select the state from the dropdown menu then click continue. Next click resident for full year residents. You do not need to enter any additional state information so click exit state return, then click continue.

Now it's time to upload the client's documents. In the top right corner click on the client's name and select the scanned documents option. Now click upload documents. Here you can upload the client's id, social security cards, tax forms, health care docs, schedule c declaration and additional supporting documents.

The next page you will click continue on the calculation summary page and this will bring you to the due diligence page. You should answer each question. On the question related to record retention you should type in the documents used in the return. (example - w2, bank statements, schedule c declaration). Once all questions are checked off click continue. If there are additional notes that you want to add click the notes button and enter the notes. If the client was claiming a dependent a child that is not a son or daughter you may want to enter notes here saying why they are claiming the child and not the parent. Then click continue.

You are almost done with this return now when you get to the E-file page. Here you will select the type of federal filing from the dropdown menu. The client has the option to receive direct deposit, a money card or direct to Wal-Mart. We no longer print paper checks so do not select this option. Please select the appropriate Bank product option so that the client does not have to pay any fees upfront. Then click next.

The next tab shows the preparation fees and the add-on services. Every return comes with Pro Credit and Audit Pro. You can remove the add-on services by clicking the X if the client does not want it. Note that removing a add-on service will reduce your payout so we recommend up selling the add-on services to increase your payout. Now click next.

On the state dropdown menu select send state through bank if there is a state refund, then click next. On the next tab click the 7216 button then scroll down to enter the prepaid card information or direct deposit information. If the client wants to apply for a cash advance then click the advance button. You will enter the digits on the front envelope 2 times or the clients banking information. If they want the prepaid card you should not open the envelope and only enter the numbers in the window of the

envelope. Next click yes for text messaging and enter their mobile number, provider and agree to terms. Then click next.

Scroll down to the taxpayer Id information and enter all of their information then click next. And next again. On the state page click copy from bank id. Then click save

The next page is where you will get the clients signature and give them the refund amount with the fees deducted. Scroll down the page and give the client the Net Check Amount and the state refund amount. Its best to open a calculator app on your phone and add the net check amount to the state amount before telling the customer. Adding the 2 amounts together gives the client a higher amount and physiologically is more appealing to hear.

Next you will click the signatures button. You should have already setup your own signature previously but if not you can do it now and save it. Here you get the clients signature by either having them sign on your computer screen, emailing them a Docu-sign link or signing from our mobile app. To sign on your computer just hold down the shift button and move the mouse to draw the signature. After you get the signatures click the email return so that the client will have a copy. After this be sure to click the complete button and ready for review button. Then click save and exit. Your return will then be reviewed by a team leader and sent to the IRS. If you client is approved for a Cash advance then the funds will be deposited to their account or card within 48 hours. If not the they will receive the funds in 7 to 21 days

\*\* When a return includes self employed business income for Schedule C there are additional documents required before filing. Go to your pro portal, then click on the documents button. Under documents your will see the Schedule C declaration pdf. Click this form and fill out the client's information along with the monthly income and expense amounts for each month. Be sure to fill this out form completely then have the client sign it electronically. Next you need to upload this document into the tax software along with any other supporting documents the client may have. The supporting documents could be a business license, business card, receipts, invoices or bank statements. If they had a cash business then the supporting documents is not required.

There are 2 other ways to upload documents and get signatures.

You can click on the icon next to client in the client list and you will be taken to the section for that system.

You can also have the client download our mobile app and they can upload and sign documents in the app.



## Steps to completing a Tax Return

1. Scan or photo all filing documents from the client. (ID, SS cards, w2, health insurance, supporting docs)
2. Enter client information into software (Name, Address, phone)
3. Enter Income information (w2, 1099, Sch C)
4. Enter deductions (medical, donations, mortgage, mileage)
5. Enter health insurance coverage
6. Add state return
7. Complete due diligence page (include a note for documentation)
8. Select add on services (Pro Credit, Pro Car, Audit Pro)
9. Select bank product option (Netspend Card, Direct Deposit, or direct to Walmart)
10. Give client refund amount after fees (add fed + state)
11. Have client sign return (on screen, email or app)
12. Upload supporting documents (all docs received)
13. Email tax return to client
14. Check Mark submit for review (very important)
15. Add tag to client file for Add on services (next to clients name)
16. Ask client for 5 referrals of family and friends