# BASIC A: TAX RETURN BASICS TAX YEAR 2024

#### In the Chat:

- Share your name (and pronouns if you want)
- What site will you be volunteering at?
- How did you get connected to Prepare + Prosper?

#### PREPARER TRAINING OVERVIEW

• Basic A: Tax Return Basics

Basic B: Filing Status & Dependency

• Basic C: Income & Adjustments

Basic D: Tax Credits

• Basic E: Renters, Homeowners, and Finishing a Return

• Software Lab: Practice return preparation with TaxSlayer

#### **BASIC A OVERVIEW**

P+P overview

Tax return crash course

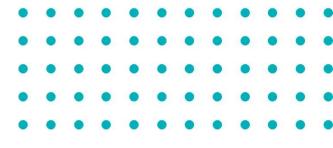
Introduction to TaxSlayer

#### **GOALS: BY THE END YOU WILL**

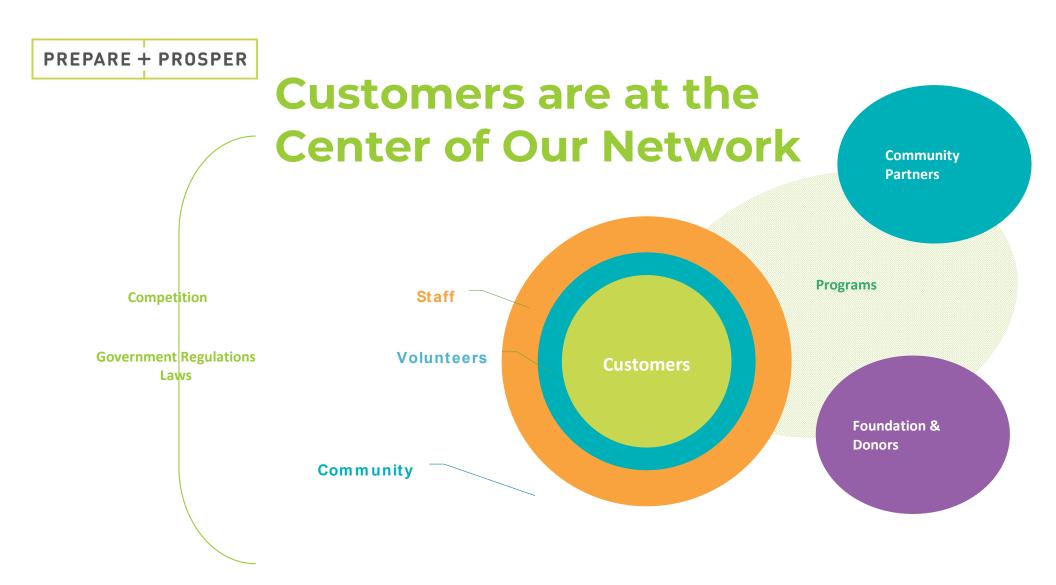
- Understand the work of Prepare + Prosper and the VITA program
- Get an introduction to (or review of) important tax terminology
- Log into the TaxSlayer Practice Lab
- Know how to start a new return in TaxSlayer

### WHAT WE DO—AND WHY!





### Customer-centric





### **P+P Customers**

Over 50% are BIPOC

40% are living with or caring for someone with a disability

20% are aging community members

Many are otherwise underserved

Average income for tax prep customers is \$18,903

### Suyapa Miranda Executive Director



Suyapa is the first Woman of Color to lead our organization. Her leadership style reflects her personal values: growth, innovation, and a deep commitment to social justice and equity. From creating our systems change program, to integrating culturally-specific programming into our organization, Suyapa has been focused on breaking down barriers and reaching the people who need our services the most.

#### **OUR PROGRAMS**

### Prepare + Prosper

Tax
Preparation
& Financial
Services

Money Mentors Financial Coaching

FAIR Banking

Advocacy

#### FREE TAX PREPARATION

- Every year tax credits lift more than 8.9 million people above federal poverty guideline
- P+P customers saved over \$2 million in tax
   preparation fees by using a free service in 2024
- IRS Volunteer Income Tax Assistance program operates nation-wide







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## FINANCIAL SERVICES & REFERRALS

Tax time is a money moment when people can improve their finances.



### **POLL BREAK!**

## P+P TAX RETURN CRASH COURSE







#### **RETURNS WE DO**

Check only		Married filing separately (MFS) Head of t	ousehold (HOH) Qu	dy-Do not write or staple in this space.  alifying widow(er) (GW)
one box.	If you checked the MFS box, enter the nan a child but not your dependent. >	ne of spouse. If you checked the HOH or QW bo	x, enter the child's name	f the qualifying person is
Your first name	and middle initial	Last name		Your social security number
If joint return, s	pouse's first name and middle initial	Last name		Spouse's social security number
Home address	(number and street). If you have a P.O. box, s	ee instructions.	instructions. Apt. no.	
City, town or po	ost office, state, and ZIP code. If you have a fi	oreign address, also complete spaces below (see	instructions).	jointly, want \$3 to go to this fund. Checking a box below will not change your tax or refund. You Spouse
Foreign country	rname	Foreign province/state/county	Foreign postal code	If more than four dependents, see instructions and ✓ here ➤
(1) Fest name	Last reme		Chief tax	Credit for other dependents
Standard Deduction for— Single or Married filing separately, \$12,200 Married filing jointly or Qualifying widowitins, \$24,400	Sa Sou	m 104 dividua Tax R	al Ir	icome





#### **SCOPE OF SERVICE**

#### **SCOPE OF SERVICE**

VITA sites nationwide have a shared scope of service. Preparing returns that are out of scope violates the VITA Volunteer Standards of Conduct. Use the scope charts, the taxpayer's intake forms, and the tax interview to verify that a return is in scope and matches the volunteer's certification level.

Pub 4012 (pages vi through xxi) has an extensive chart of the chart in Pub 4012 if the P+P manual is unclear. P+P below, that require an appointment with specific volunte

#### P+P income guidelines

Income is \$40,000 or less for a single taxpayer with no dependents

Income is \$70,000 or less for a married or single taxpayer with dependents, or taxpayers with self-employment income (see next chart section, below)

Income is over limits stated above (check with site manager for exceptions)

#### Self-employment income

Self-employment income is from:

- Driving a taxi cab
- · Acting as a clergy member
- Farming or hobbies
- · Rental property
- Day trading
- Participating in a corporation or partnership
- · Owning a business with employees

#### Scope of Service

When using the list, please note that column 3 (In Scope?) does not stand alone. Additional information contained in columns 4 and 5 (Scope Limitations and Certification Levels) may include topics or certification levels that affect whether volunteers may or may not prepare the return under the provisions of the Volunteer Protection Act.

If no certification level is listed, the topic is in scope for all certification levels.

Many forms and schedules that are out of scope are included as reference. If a form or schedule is not listed, it is out of scope because no training has been provided. In addition, if a volunteer has not been trained on an in-scope tax law topic, that topic is out of scope for that volunteer.

F(orm) or S(chedule) Number	Line or Box Number	In Scope? Y or N	Scope Limitations	Certification Levels
F 1040	Digital asset (virtual currency) question	Υ	In scope if taxpayers can check the No box. Taxpayers check No if they:  • held no virtual currency for the tax year or if the taxpayer's only transactions involving virtual currency during the tax year were purchases of virtual currency with real currency  • held virtual currency in a wallet or account  • transferred virtual currency from one wallet or account they own or control to another that they own or control  • received virtual currency as an inheritance or gift	
F 1040	1	Yes	Wages, salaries, tips, etc.	Advanced certification required for unreported tip income.
F 1040	2a, b	Yes	Tax-exempt and taxable interest See F 1099-INT for limitations	
F 1040	3a, b	Yes	Qualified and Ordinary dividends See F 1099-DIV for limitations	
F 1040	4a, 4b, 5a, 5b	Yes	IRAs, pensions and annuities See F 1099-R for limitations	Basic certification if taxable amount is

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#### **P+P INCOME GUIDELINES**

\$40,000 or less for single taxpayer \$70,000 or less for families





## WHAT GOES ON A TAX RETURN?

- All income is reported
  - There are some exceptions, but generally, all income is taxable
- Certain expenses and life situations
  - Incentivized by tax law to allow adjustments, deductions, subtractions, or credits
- Additional forms and schedules are used to report the special situations



### **POLL BREAK!**

### ZOOM QUIZ: TAX TERMS MATCH UP



## RESOURCES AND IRS CERTIFICATION



#### PEOPLE RESOURCES

- Managers and experienced volunteers can help:
  - Answer tax questions
  - Troubleshoot TaxSlayer problems
  - Help with procedural issues
- Managers coordinate the flow of tax clinics
  - Kick off with a team Huddle
  - Ensure things are on track throughout the shift



#### **KNOW YOUR TEAM**

**CSV** 

Greeting

Financial services & referrals

Checkouts

2-3 per shift

Preparer

Interview customers

Prepare tax return

4-8 per shift

Reviewer

Double check tax return

Correct mistakes

2-3 per shift

CSV stands for Customer Support Volunteer

Site Manager

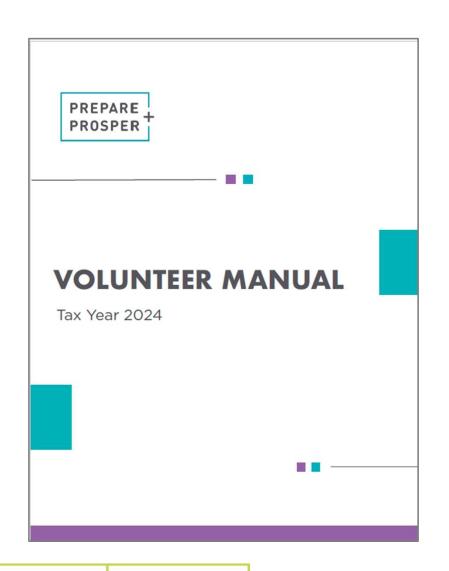
> Pre-clinic Huddle

Coordinate flow

Answer questions

2 per shift

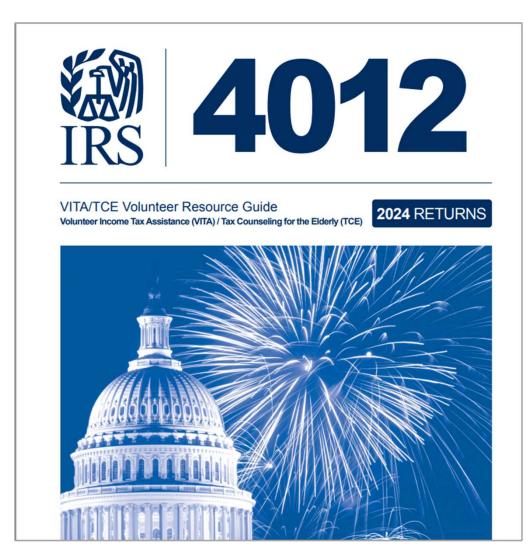
#### **RESOURCES: MANUALS AND PUBS**



- Combines federal and Minnesota tax law
- Provides software instructions
- Available virtually on the P+P volunteer training site

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### **PUB 4012**



- Excellent reference guide for federal tax law
- Flow charts and interview questions
- TaxSlayer entry instructions
- Available virtually on the P+P volunteer training site

### BASIC VS ADVANCED CERTIFICATION

#### **Basic**

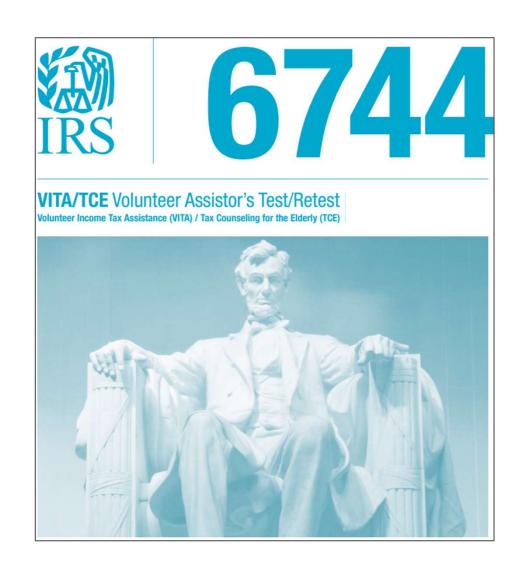
- Filing status and dependents
- W2, interest and dividend incomes
- Some retirement income
- Education credits
- Minnesota topics

#### **Advanced**

- Self-employment
- Capital gains and stock sales
- Some retirement income
- Premium tax credit
- Health Savings Accounts

#### IRS CERTIFICATION TESTS

- Tests must be completed before volunteering
- Preparers must take these tests:
  - 1. Volunteer Standards of Conduct
  - 2. Intake/Interview and Quality Review
  - 3. Basic tax law or Advanced tax law



### 1. TEST ON VOLUNTEER STANDARDS OF CONDUCT (VSC)

- Six VITA volunteer standards of conduct
- Provide a shared ethical code for VITA sites across the nation
- Standards require volunteers to:
  - Not solicit payments or business from taxpayers
  - Conduct accurate, respectful, and professional work



## 2. TEST ON INTAKE/INTERVIEW & QUALITY REVIEW

- Intake: ID and Social Security number or ITIN documentation must be viewed
- Interview: Preparer uses intake paperwork to do a detailed tax interview
- Quality review: All returns are reviewed by a volunteer who did not prepare the return

## 3. TEST ON BASIC TAX PREPARATION

- Tests are "open book" and there is no time limit
- To pass, must receive a score of 80% or higher
- Retest option is available if needed
- Test resources:
  - P+P volunteer tax manual
  - Pub 4012, Pub 4961, Pub 5101
  - Trainings on the P+P training site
  - IRS Publications
  - Internet search

#### IRS TEST VERIFICATION

- After testing, Email Form 13615, to volunteer@preparean dprosper.org
- Signing this form confirms you will follow the Volunteer Standards of Conduct
- Download form from the testing website

Form 13615 (October 2023) Department of the Treasury - Internal Revenue Service

#### Volunteer Standards of Conduct Agreement - 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.

Use of Form 13615: This form provides information on a volunteer's certification. All VITA/TCE volunteers must pass the Volunteer Standards of Conduct certification, and sign and date Form 13615, Volunteer Standards of Conduct Agreement - VITA/TCE Programs, prior to working at a VITA/TCE site. In addition, return preparers, quality reviewers, coordinators, and tax law instructors must certify in Intake/Interview and Quality Review and tax law prior to signing this form. These certifications are also required for greeters, screeners, client facilitators, who answer tax law questions. This form is not valid until the coordinator, sponsoring partner, instructor, or IRS contact confirms the volunteer's identity, name and address with a government-issued photo ID, and signs and dates this form.

Standards of Conduct: As a volunteer in the VITA/TCE programs, you must adhere to the following Volunteer Standards of Conduct:

VSC #1 - Follow all Quality Site Requirements (QSR).

VSC #2 - Do not accept payment, ask for donations, or accept refund payments for federal or state tax return preparation from customers.

VSC #3 - Do not solicit business from taxpayers you help or use the information you gained about them (taxpayer information) for any direct or indirect personal benefit for yourself, any other specific individual or organization. VSC #4 - Do not knowingly prepare false returns

VSC #5 - Do not engage in criminal, infamous, dishonest, notoriously disgraceful conduct, or any other conduct considered to have a negative effect on the VITA/TCE programs.

VSC #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:

- Removal from all VITA/TCE programs
- . Inclusion in the IRS Volunteer Registry to bar future VITA/TCE activity indefinitely
- . Deactivation of your sponsoring partner's site VITA/TCE electronic filing ID number (EFIN)
- · 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

Taxpayer Impact: Taxpayer trust in the IRS and the local sponsoring partner organization is jeopardized when ethical standards are not followed. Fraudulent returns that report incorrect income, credits, or deductions can result in many years of interaction with the IRS as the taxpayer tries to pay the additional tax plus interest and penalties. This can result in an extreme burden for the taxpayer.

Volunteer Protection: The Volunteer Protection Act generally protects unpaid volunteers from liability for acts or omissions that occur while acting within the scope of their responsibilities at the time of the act or omission. It provides no protection for harm caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, blatant disregard of the rights or safety of the individual harmed by the volunteer.

For additional information on the volunteer standards of conduct, please refer to Publication 4961, Volunteer Standards of Conduct - Ethics Training.

Privacy Act Notice — The Privacy Act of 1974 requires that when we ask for information we tell you our legal right to ask for the information, why we are asking for it, and how it will be used. We must also tell you what could happen if we do not receive it and whether your response is voluntary, required to obtain a benefit or mandatory.

Our legal right to ask for information is 5 U.S.C. 301. We are asking for this information to assist us in contacting you in regards to your interest and/ or participation in the IRS volunteer income tax preparation and outreach programs. The information you provide may be furnished to others who coordinate activities and staffing at volunteer return preparation sites or outreach activities. The information may also be used to establish effective controls, send correspondence and recognize volunteers. Your response is voluntary. However, if you do not provide the requested information, the IRS may not be able to use your assistance in these programs. Please note: Sponsoring organizations may perform background checks on their volunteers.

IRC 7216(a) - Imposes criminal penalties on tax return preparers who knowingly or recklessly make unauthorized disclosures or uses of information furnished in connection with the preparation of an income tax return. A violation of IRC 7216(a) is a misdemeanor, with a maximum penalty of up to one year imprisonment or a fine of not more than \$1,000, or both, together with the cost of prosecution.

Catalog Number 38847H

www.irs.go

Form 13615 (Rev. 10-2023)

#### TRAINING WEBSITE

- Extra material that complements live training topics
  - Self-paced material to read or watch
- Copies of these training slides available on the volunteer training site
- Access it at prepareandprosper.moodlecloud.com



## PREPARING A CUSTOMER'S RETURN



#### PREPARER STEPS

- 1. Introduce yourself and make small talk to put the customer at ease
- 2. Go over the process
- 3. Intake paperwork and document review
  Go over their paperwork; help them finish it
  Review all of the documents they brought with
- 4. Conduct the taxpayer interview Using the paperwork
- 5. Finally, start entering data into TaxSlayer

#### **GROUP QUESTIONS**

- 1. What are ways you can break the ice with the customer at the beginning of their appointment?
- Our customers will want you to be confident in what you're doing. AND our reviewers and site managers will want you to ask questions! How will you balance confidence and humility?

## INTRODUCTION TO TAXSLAYER



#### **TAXSLAYER SOFTWARE**

- Provided by the IRS to VITA sites
- Guides preparers through the process of preparing the return
- Ensures all information that is required for electronic filing is provided

**O** TaxSlayer<sup>®</sup>

### **TAXSLAYER ACCOUNTS**

- You will have two TaxSlayer accounts
- Practice Lab account
  - Use for practice returns & certification test
- TaxSlayer Pro Online account
  - Use to prepare returns for taxpayers



# 15-MIN BREAK – BUT FIRST CREATE YOUR PRACTICE LAB ACCOUNT

- Laptop passwords are 2023Taxesrock!
- Go to: vita.taxslayerpro.com/IRSTraining
- Enter Practice Lab password: TRAINPROWEB
  - Create username and password
     (Note: some special characters are not allowed)
  - 2. Select **VITA** as the program type
  - 3. Skip the **SIDN** entry
  - 4. Set a password recovery question and answer
- Sign in with your account and click the "Go to Practice Area" button.

# TAXSLAYER TIP: USE CAPS LOCK

- Turn on Caps lock when preparing returns
- Doing data entry in all uppercase text eliminates capitalization errors
- All uppercase text makes it easier for reviewers to look over a return



### **READY TO DO A TAX RETURN?**

- Use the TaxSlayer Practice Lab
- Prepare a simple return together
- Goals of this activity:
  - You access the Practice Lab and know how to navigate in it to start a new return.
  - You get to practice with TaxSlayer early in your volunteer training.
  - You can recognize how tax software supports the tax preparation process.

# **MEET BEN NOLAN**

Ben is filing his taxes with Prepare

+ Prosper for the first time. He brought all the documents he needs.

He's filing a return for Tax Year 2024.

BUT TODAY we will use the software for 2023 (2024 isn't fully functional yet).

#### RETURN INFO FOR BEN NOLAN



#### BASIC A PRACTICE RETURN FOR BEN NOLAN **USE 2023 TAXSLAYER PRACTICE LAB**

Ben is filing with Prepare + Prosper for the first time. He brought all of the documents he needs. Here's what you learn from him during the tax interview:

- · Ben has never been married, lives on his own, and doesn't support anyone else financially. He will use the single filing status.
- Ben shared this basic information on his intake paperwork:
  - o Date of birth: June 15, 1985
  - o Occupation: Customer Service Agent
  - Address: 2610 University Ave W, Apartment 450, St. Paul, MN 55114
  - o Phone number: 651-000-1111

Copy 1 - For State, City, or Local Tax Department

- . Ben worked at John's Service Agency, and this was his only job. He has Form W-2 for his job and had no other income during the year.
- Ben did not purchase health insurance from the MNsure marketplace.

55555		e's social security number -00-3001	OMB No. 154	5-0003			
b Employer identification number (EIN) 41-2222222				1 Wages, tips, other compensation 16,000		2 Federal income tax withheld 900	
e Employer's name, address, and ZIP code John's Service Agency				3 Social security wages 16,000		Social security tax withheld     992     Medicare tax withheld     232	
123 Well Street St Paul, MN 55110					deare wages and tips 16,000		
					cial security tips	8 Allocated tips	
d Control number  e Employer's first name and initial Last name Suit.  Ben Nolan				9 11 Nonqualified plans		10 Dependent care benefits	
ier	120 12d						
f Employee's address and ZIP 15 State — Employer's state ID a		16 State wages, tips, etc.	17 State incom	e tax	16 Local wages, fips, etc.	18 Local income tax	20 Localty run
MN   8888888		16,000		300			
W-2 Wage							

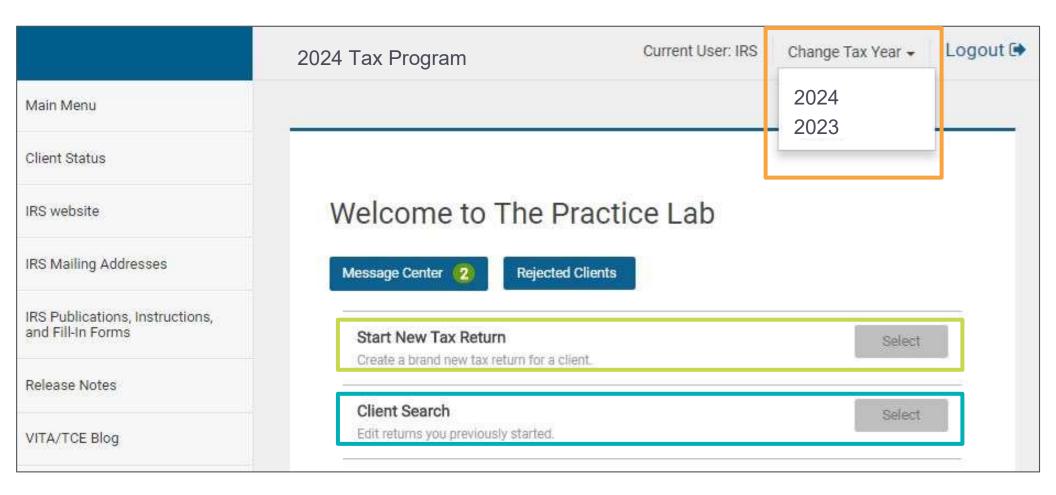
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Ben Nolan

# LET'S GET STARTED WITH TAXSLAYER

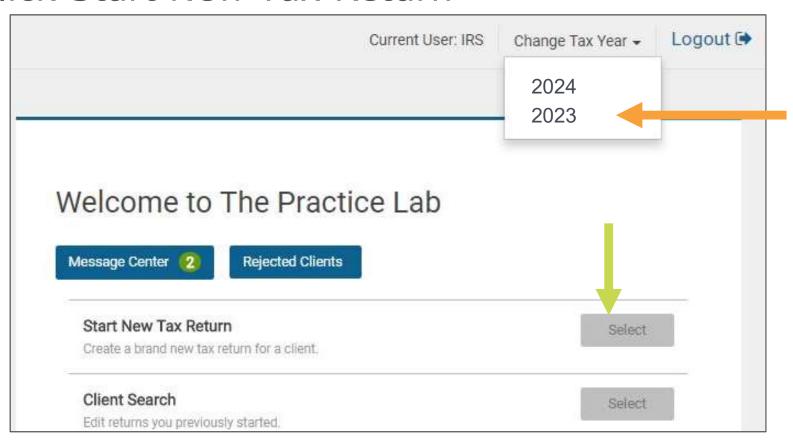


### **TAXSLAYER OFFICE**



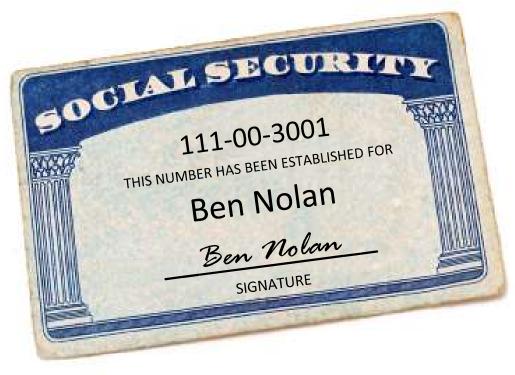
# START BEN'S RETURN

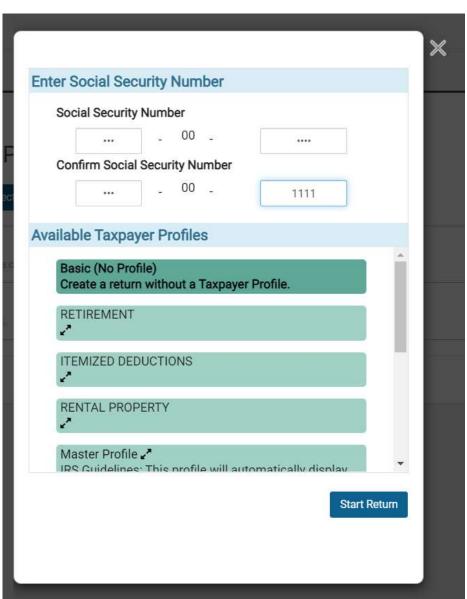
- Choose "Change Tax Year" and select 2023
- Click Start New Tax Return



# **ENTER BEN'S SSN**

Ben provides his Social Security card to verify his number.

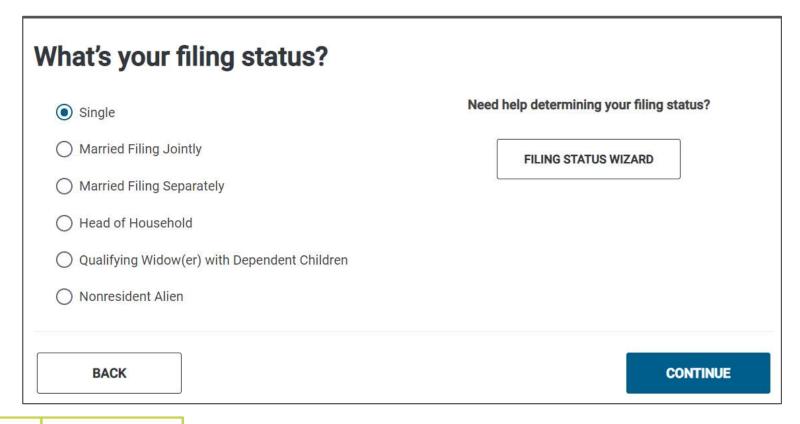




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# **CHOOSE BEN'S FILING STATUS**

Ben has never been married, lives on his own, and doesn't support anyone else financially. He will use the single filing status.

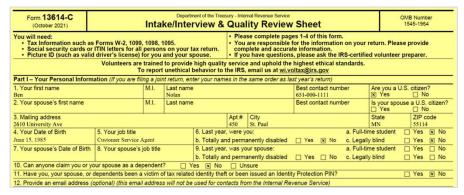


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# **ENTER BEN'S BASIC INFORMATION**

Ben shared the following information on his intake paperwork:

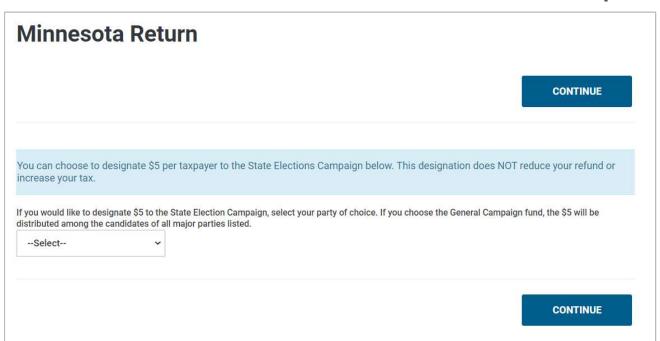
- Name: Ben Nolan
- Date of birth: June 15, 1985
- Occupation: Customer Service Agent
- Address: 2610 University Ave W, Apartment 450, St. Paul, MN 55114
- Phone number: 651-000-1111





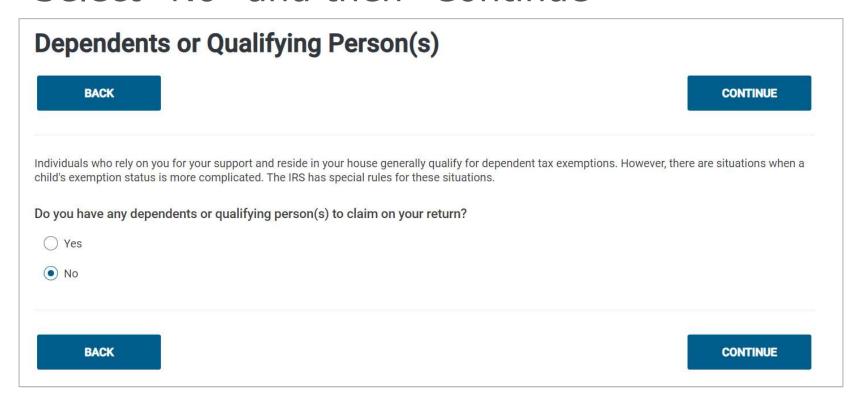
# SKIP THE MN ELECTION CAMPAIGN FUND

- Ben doesn't want to contribute.
- Click "Continue" without making a selection or choose "No Contribution" from the dropdown.



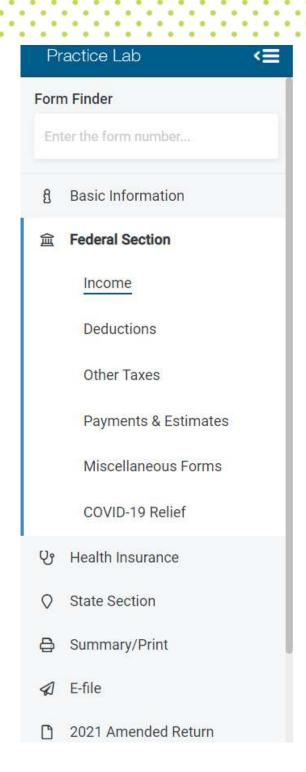
# DEPENDENTS OR QUALIFYING PERSON(S)

- Ben does not have any dependents
- Select "No" and then "Continue"



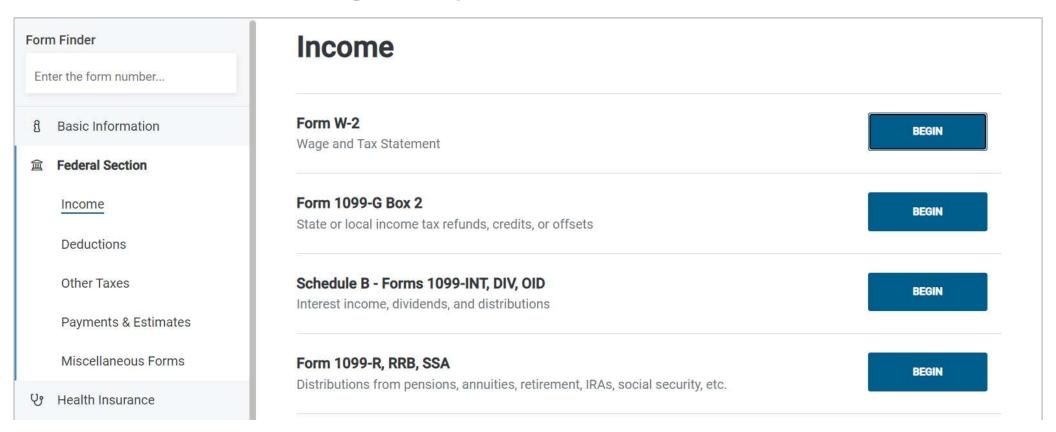
# TAXSLAYER NAVIGATION MENU

- Use the left-hand navigation menu to move through the return efficiently
- Menu may collapse to save screen space
  - Hover over the icons on the left side of the screen
  - Use the Pin icon to keep the left menu visible



#### **BEN'S INCOME**

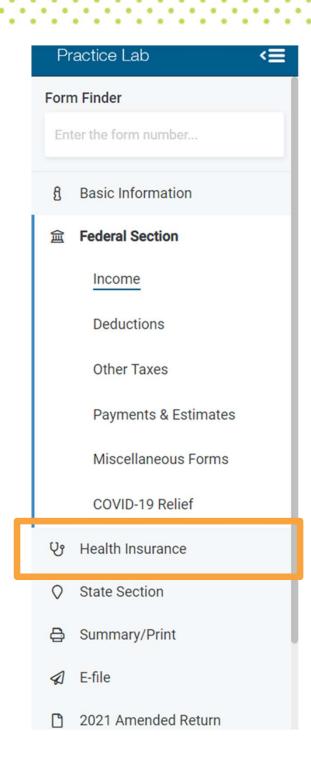
- Ben worked at John's Service Agency, and this was his only job.
- He has Form W-2 for his job and had no other income during the year.



# **ENTER BEN'S FORM W-2**

55555	a Employee's social security number 111-00-3001	OMB No. 1545-0	1545-0008			
b Employer identification numb 41-222222		1	Wages, tips, other compensa 16,000	tion 2 Federal income tax withheld 900		
John's Service		.3	Social security wages 16,000	4 Social security tax withheld 992		
123 Well Stre	,	5	Medicare wages and tips 16,000	6 Medicare tax withheld 232		
St Paul, MN 5	5110	7	Social security tips	8 Allocated tips		
d Control number				10 Dependent care benefits		
e Employee's first name and initial Last name Suff.			Nonqualified plans	12a		
St. Paul, MN 5		13	Statutory Retirement Third sick	Peparty 12b c c c c c c c c c c c c c c c c c c c		
f Employee's address and ZIP of 15 State Employer's state ID n		17 State income to	ax 18 Local wages, tips, et	tc. 19 Local income tax 20 Locality na		
MN  888888	16,000	300				
		_	- A 6			

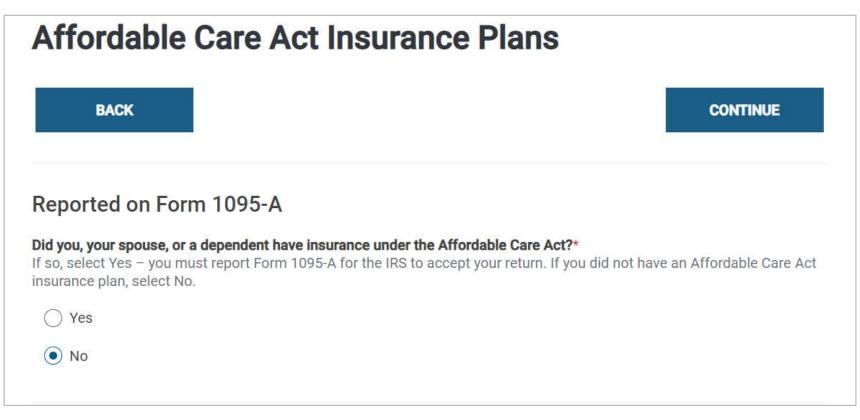
# NAVIGATE TO HEALTH INSURANCE



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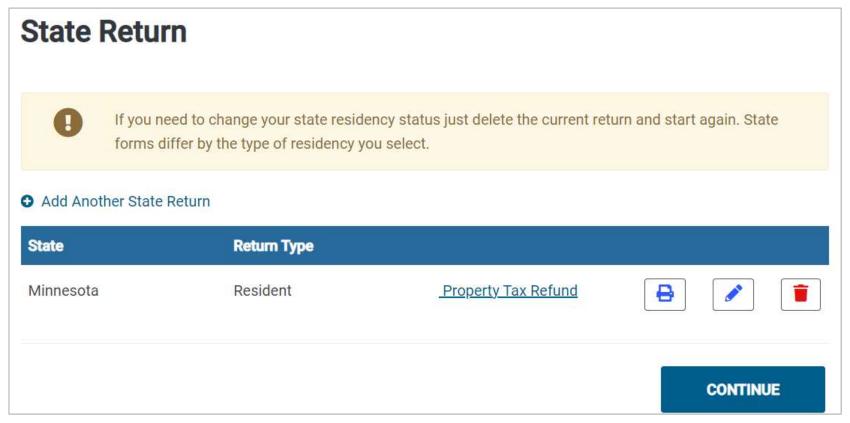
# REPORT BEN'S HEALTH INSURANCE SITUATION

Ben did not purchase health insurance from the MNsure marketplace.

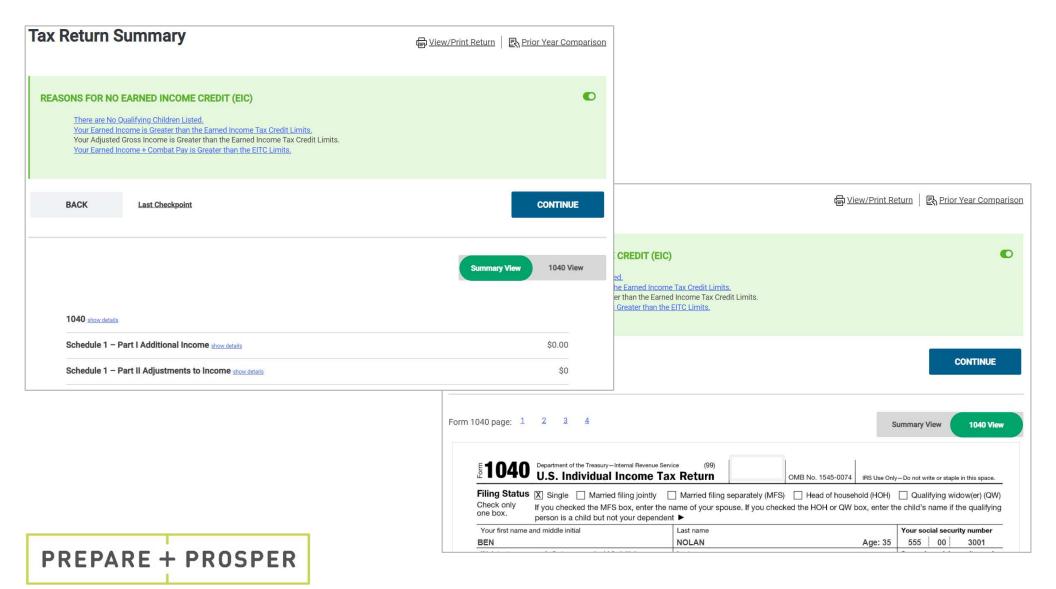


# **CONFIRM BEN'S MN RETURN**

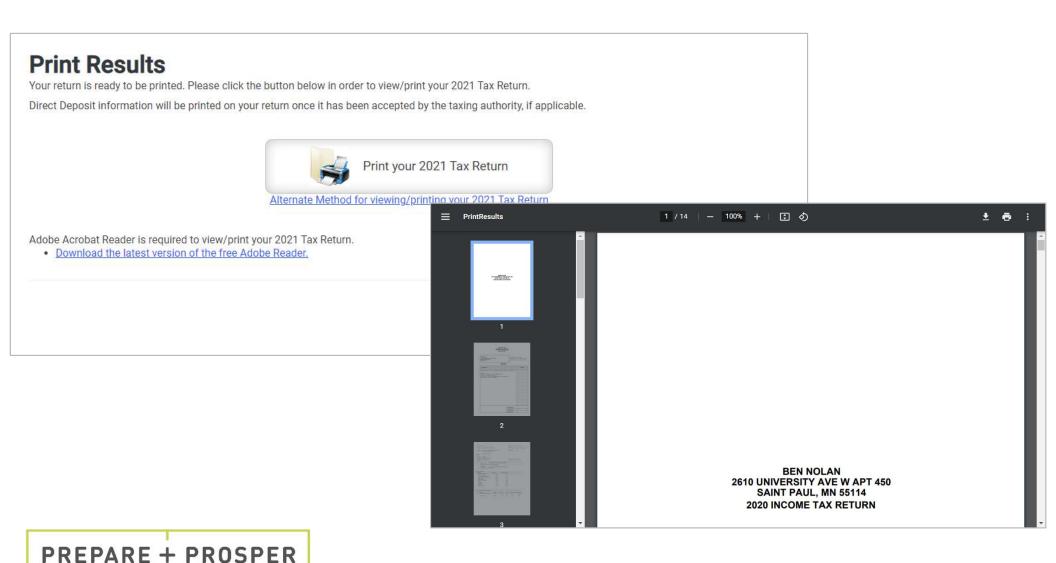
Ben will file a state return and no special situations apply, and TaxSlayer transfers all the information needed for the Minnesota return.



# **VIEW BEN'S RETURN SUMMARY**

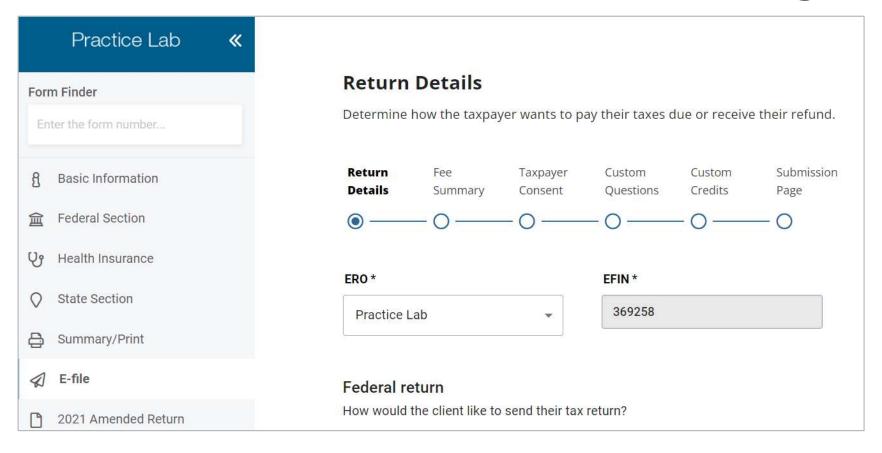


# PRINT A PDF OF BEN'S RETURN



# START THE E-FILE SECTION OF BEN'S RETURN

The next section of the return is the E-file Section. We'll cover these details in the Basic E training!

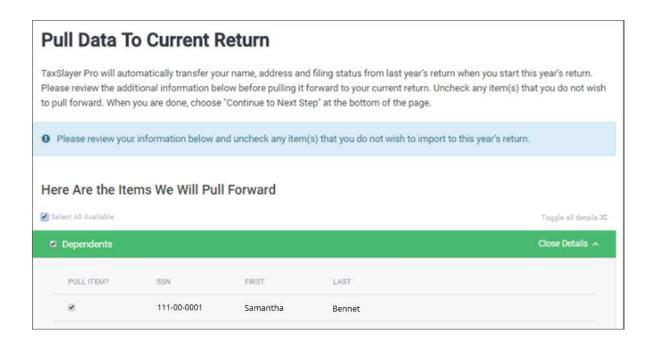


# EXTRA NOTES ABOUT TAXSLAYER



### **CARRY FORWARD DATA**

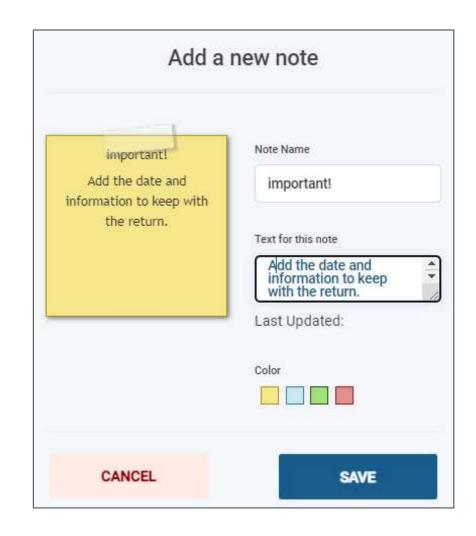
- Available for returning customers
- Copies basic data from previous year to the current year return
- Streamlines tax preparation with less data entry





### **TAXSLAYER STICKY NOTE**

- Put most notes directly on the intake paperwork
- TaxSlayer notes are helpful for situations that cross over between tax years
- Make sure to add the date to notes



### **TAXSLAYER RESOURCES**

- P+P volunteer manual
  - Pages 20-36
  - Throughout for specific tax topics
- Publication 4012
  - Tab O
  - Throughout for specific tax topics
- TaxSlayer search menu
- Managers
- Other volunteers



### **MORE TAXSLAYER PRACTICE**

- Software Lab
  - Final required part of training for new volunteers
  - Several sample returns and an answer key

- Practice on your own
  - Be creative! Make up your own taxpayer scenarios.
  - TaxSlayer Practice Lab has scenarios available for download to help you practice.

# **WRAP UP**



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# **NEXT STEPS AFTER BASIC A**

- Start another tax return for more practice
- Check out your resources
  - Flip through Pub 4012, P+P volunteer manual, and Form 6744
- View self-paced online courses
  - preapareandprosper.moodlecloud.com
- Attend Basic B: Filing Status & Dependents



# **THANK YOU!**

