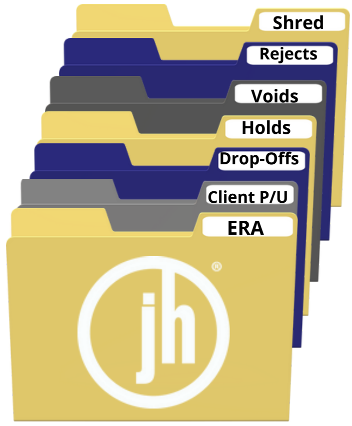
Files and Order of appearance in filing cabinet

- ERA "Sign & Saves"
- Client Pick-Up
- Drop-Offs
- Holds
- Voids
- Rejects
- Shred



Filing Paperwork

Filing is part of our job as a Tax Preparer at Jackson Hewitt Tax Services. Effective and efficient filing procedures are adhered to as uniformly as possible will make for a much smoother on-the-job experience. With this in mind, the following is a breakdown of items related to filing.

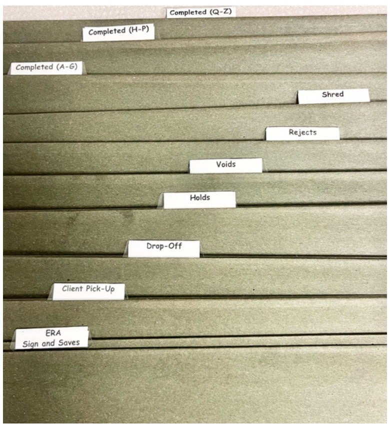
Your Filing Cabinet

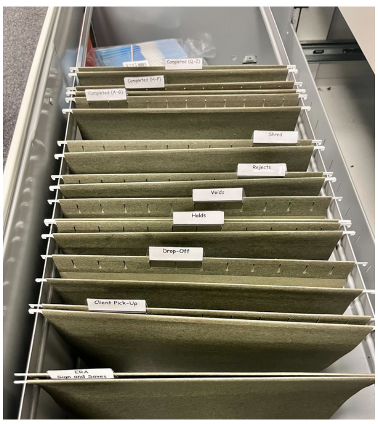
*Your filing cabinet should have 4 drawers. (Some locations will have 2 drawer cabinet, combine drawers 1&2 and 3&4 together)

**WALMART LOCATIONS All your files should fit in one top drawer keeping this same order. Bottom drawer used for storage.

*The top drawer of the filing cabinet should contain all file types except completed returns. Additionally, Serve card stock will be kept in this drawer. Only locations w/out a shred bin will have a shred file.

*The second & third drawers from the top are referred to as "completed files". All returns accepted by the IRS and finalized paper returns should be filed alphabetically.





Folder 1 Sign & Saves
Early Refund Advance "**ERA**" are returns with PAYSTUBS ONLY. The client will need to upload final tax documents to MyJH in order to complete their return. You will place the ERA paperwork with intake form into this file in alphabetical order.

Folder 2 Client Pick-Up
Documents and paperwork that have been requested by the client to pick-up.

Folder 3 Drop-off returns
If a client has dropped off their return to be worked an intake form must be filled out and an appointment must be made to complete the return. Paperwork should then be placed in the drop-off folder for the next available preparer/or for preparer the client has requested. Drop-offs should be worked anytime you do not have a client. Once started and assigned a receipt the file will then move to the holds.

Folder 4 Holds
A return has been started but not completed for any reason creates a hold ***if*** they have left their ***original*** tax documents with us. You must completely fill out a hold slip and attach it to their intake form and tax documents then place alphabetically into the hold folder. The hold folder is worked several times a day by any staff available to work them. *Note- if a customer does not leave their original tax documents with us it is not a "True Hold", photocopies you made of their W2's are NOT originals.* Your area manager must be contacted, the file must be voided in ProFiler, and the intake form will then be placed in the "Void" folder. Please also make notes in return conversion for each hold you place.

Folder 5 Voids
Place all voids in this folder with their intake form and any documents we may have. The return must be voided by your area manager in Profiler before being placed in this folder. Note - we want to make every attempt to SAVE all returns!

Folder 6 Rejects
Keep your client **WITH** you until you have seen their return is accepted on Customer Look-up. The ***GOAL*** is to resolve rejects *before the client leaves your desk*. If for a reason the reject cannot be resolved you should put a completed holds slip with the intake form and tax documents and file it together in reject folder. These should be resolved as SOON as possible. Notes should be on the hold slip as to why it's still rejected, what we are waiting for etc. Please also make notes in return conversion for each reject.

Folder 7 Shred
A shred folder will only be in an office with no shred bin i.e. Walmart locations. Any documents not attached to a completed return with ANY client information, data, names, etc., should be placed into the shred folder. Please use only for sensitive information that can not be thrown in the trash.

Folders A-Z Completed Returns
All returns accepted by the IRS and finalized paper returns should be filed alphabetically.