

Site Plan for Ensuring Accurate Filing

January, 2026

State: TX District: 5 Site: Galveston

Instructions to the LC: Circle the responsible person as appropriate for your site
Highlighted are tasks to be tracked on the activity log

Task Required to Ensure Accurate Filing	Responsible Person (role)
Taxpayer Check-In	CF, or Counselor if no CF
Tracking Log Initiated	Individual counselor log: Counselor Site-wide log (all taxpayers): CF, LC or designated counselor(s)
Document Review	Counselor, or CF (if approved by LC)
Assigned to Counselor	CF or LC
Interview with Taxpayer	Counselor (second interview with Reviewer)
Tax returns marked as "ready for review"	Counselor
Tax returns marked as "approved"	Reviewer
Tax returns printed, discussed with Taxpayer and signature(s) obtained	Counselor or Reviewer
Tax return marked as "complete"	Reviewer or Counselor

Reconciles taxpayers seen at the site with returns prepared. Adds note to log and/or software if return is on hold/in progress and why (e.g. missing taxpayer information/taxpayer to return). Also, makes note on log if return has been deactivated, and why.	LC and/or ERO
E-files returns	ERO, LC, or LC approved Counselor
Monitors TSO for rejects	ERO
Corrects errors on rejected returns, following up with the taxpayer if necessary	ERO/LC/Counselor
Monitors TSO reports for Acknowledgements from IRS and state	ERO
Determines when a return should be de-activated or converted to paper, and notes reason on log	ERO/LC
Adds notes to TSO for unusual situations	ERO and/or Counselor
Retains logs (without tax information) until end of Dec. in case of future questions	ERO/LC
At end of the tax season, the ERO and LC confirm that 100% federal and state tax returns that can be e-filed have been accepted; if cannot be efiled, then converted to paper returns or deactivated for all years of taxes prepared at that site during tax season. Verifies that NOTES have been provided in the tax software for all returns that are not e-filed.	ERO and LC