



TaxSlayer PRO

Support Connection

A Tax Season Approaches

Most years, tax professionals have a good idea as to what should be anticipated in the coming tax season. However, with COVID-19 and a changing environment in Washington, the only thing certain is nothing is certain.

In December and early January, normally tax offices get set up. After the New Year, we see the early filers that are receiving refunds and have significant refundable credits. In February most taxpayers will have their source documents and most offices are seeing a steady stream of returns. In March the onrush of business returns starts as the Form 1065's and 1120-S's come due. Finally in April we have all of the last minute filers and filing of extensions .

Yet after everything that has transpired in 2020, it's difficult to totally envision what to expect and our normal patterns may not hold to the extent seen in the past. It is clear that during this tax season, there will be a significant number of tax offices having to manage the complexity of continuing to work remotely or maintain limited contact with their clients.

In order to avoid any possible disruption in Customer Service, Pro Support will be operating primarily remotely this coming tax season. Our full-time and seasonal agents will still be available to assist you just as we have in every other year. Our commitment to our customers remains unchanged.

In conclusion, hopefully this coming year will be a less disruptive year. I know that just because the year changes to 2021 does not mean our troubles go away, but it sure will feel good to turn the page on 2020.

Sincerely,

Chad Wallace—Director of Customer Support

Inside this issue

Season Message	1
Qualified Coronavirus-Related Distributions	2
Summer Reader Poll—Results	3
Virtual Currency	3
Shared Economy	4
Using Engagement Letters.....	6
Paycheck Protection Loan Forgiveness	6
Grow Your Revenue—Additional Products	7
CARES Act—Payment Deferral of Self-employment Tax	8
PTIN Renewals—Data Security Responsibilities Statement.....	9
Recovery Payment Credit	9
Contact Information	10

Special points of interest

- Tax Season *Support Connection* Reader Poll—TaxSlayer Pro Client Profiles
- Upcoming Important Dates
- Pre-Season Tax Office Checklists

New—Form 1099-NEC

Form 1099-NEC—Nonemployee Compensation is new in 2020 and will be used to report nonemployee compensation. As a result, this income will no longer be reported on Form 1099-MISC, Box 7. Income from Form 1099-NEC is reported on Schedule C.

Form 1099-NEC is to be issued to the taxpayer by January 31 which corresponds to the timelines for the issuance of a W-2.

Qualified Coronavirus-Related Distributions

One of the biggest changes for 2020 will affect taxpayers receiving an early distribution from a retirement plan. Normally an early distribution has adverse consequences for the taxpayer. The taxpayer usually pays a 10% early withdrawal penalty and includes the entire distribution amount in their taxable income. For many taxpayers, early retirement plan distributions will be treated less harshly in 2020.

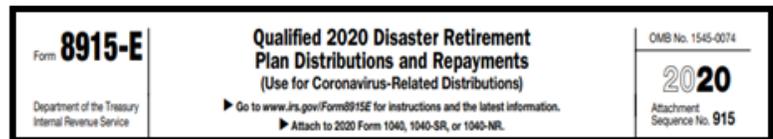
The CARES Act provides that a “qualified individual” may treat a distribution from a retirement plan as “coronavirus-related distribution” and that designation can provide some benefit both as to the penalty and the amount that will be included in income in the current tax year.

A distribution deemed a qualified coronavirus-related distribution of up to \$100,000 from an eligible retirement plan (including IRAs) is **not subject to the 10% additional tax** that otherwise applies to distributions made before an individual reaches age 59 ½. Form 5329—Additional Tax on Qualified Plans (including IRA’s) must still be filed, using new exemption Code 12 to exclude the penalty.

In addition, up to \$100,000 of a coronavirus-related distribution can be reported as income in equal installments over a three-year period. The taxpayer also can repay a coronavirus-related distribution to a plan or IRA and undo the tax consequences of the 2020 distribution. On a joint return, this provision will apply to both the taxpayer and the spouse for distributions of up to \$100,000 each. The deferral should be reported on new Form 8915-E—Qualified Disaster Retirement Plan Distributions.

In order to qualify, the distribution must be a **coronavirus-related distribution**, which is defined as:

1. A distribution that was made anytime in 2020 **before** December 31, 2020; and
2. The distribution was made to a **qualified individual**.



The taxpayer (or spouse) is considered a **qualified individual** to be treated as having a **coronavirus related distribution** if they meet either of the following criteria:

- The taxpayer, spouse, or a dependent were **diagnosed** with the virus SARS-CoV-2 or with coronavirus disease 2019 by a test approved by the Centers for Disease Control and Prevention (including a test authorized under the Federal Food, Drug, and Cosmetic Act).
- The taxpayer (or spouse) had adverse financial consequences as a result of a lost of a job, being quarantined, had a reduction in hours worked, had someone in the family affected or diagnosed with COVID-19 or was unable to work due to a lack of child care due to coronavirus.

The options to exclude the 10% penalty and spread the tax effect of a qualified distribution over three years will impact numerous taxpayers. Many of the millions of Americans that were laid off from work or lost their jobs this year received an early distribution from a retirement plan. Due to the job disruptions surrounding COVID-19, it is anticipated that many retirement plan distributions in 2020 will qualify for both the exemption from the 10% penalty and the three-year income reporting as eligibility for this treatment includes anyone affected economically by COVID-19.

Support Connection Summer Poll—Results

The Summer edition of *Support Connection* included a reader poll that surveyed the impact that COVID-19 was having on our readers' ability and interest in transitioning from in-person seminars to virtual learning.

Just under 500 readers participated in our “**Virtual Learning Opportunities**” poll which was closed for responses on June 5th. As promised, here are the results:

TaxSlayer Pro plans on holding our Annual User Seminar virtually this November. This allows you to attend from the comfort of your home or office. Do you plan on joining us for the virtual seminar?

Yes -	56.36%
No -	2.49%
Maybe -	40.72%

Have you traveled to Augusta to attend the TaxSlayer Pro User Seminar in person in any previous year?

Yes -	32.05%
No -	67.95%

The IRS Tax Forums are also taking place online. Have you or will you attend any of the IRS Virtual Tax Forums this year?

Yes -	41.44%
No -	25.00%
Maybe -	33.56%

What classes would you be interested in seeing offered and/or attending at the TaxSlayer Virtual User Seminar?

Over 300 participants in the reader poll had suggestions for classes and topics of interest. This information was shared with organizers of the User Seminar and also will be used by Support to assist in creating new Knowledgebase materials for future use. **We want to thank everyone who participated in the survey!**

December Reader's Poll

Our new Reader Poll will explore the profile of the readers of Support Connection and their tax practice. We want to know what your local market is like, the types of returns you do and how you charge for the services you provide. The results of this poll will help us better understand our reading group and give you some insight into other industry professionals in your area. As always, we will share the results of this survey in the next edition of Support Connection.

To participate in the December Reader's Poll, follow this link [“TaxSlayer Client Profile and Practice”](#)

Virtual Currency

Last year, a Virtual Currency question was added to Form 1040, Schedule 1. For 2020, the question has been moved to page 1 of Form 1040, a more prominent location. **Tax preparers** need to **carefully consider** their client's response to this question.

The IRS has taken the position that virtual currency is considered investment property. Thus, any transaction involving the sale or exchange of virtual currency must be accounted for on the tax return just as a taxpayer would account for the sale of any other investment. Each time a taxpayer buys, sells, or exchanges virtual currency, the transaction will most likely need to be reported on Form 8949.

The IRS estimates that currently there are 110 million active digital wallets in use by Americans. Yet only a tiny fraction of 2019 tax returns filed had answered affirmatively to the virtual currency question or reported any transactions reporting any gain (or loss) on the sale or exchange of this virtual currency.

Over the next few years, the IRS is expected to significantly increase their review of underreporting of virtual currency transactions.

Sharing Economy—Courtesy of The TaxBook

If a taxpayer uses one of the many online platforms available to rent a spare bedroom, provide car rides, or to connect and provide a number of other goods or services, he or she is involved in what is sometimes called the sharing economy.

An emerging area of activity in the past few years, the sharing economy has changed how people commute, travel, rent vacation accommodations, and perform many other activities.

The sharing economy (also called gig economy or access economy) matches workers' services or goods with customers via apps or websites. This includes businesses that provided access to:

- Ridesharing services,
- Delivery services,
- Crafts and handmade item marketplaces,
- On-demand labor and repair services, and
- Property and space rentals.



Note: This list does not include all types of digital platforms.

Taxpayers who use online platforms to rent their home or provide car rides are subject to taxation on income from those activities.

If a taxpayer receives income from a sharing economy activity, it is generally taxable even if he or she does not receive a Form 1099-NEC, Nonemployee Compensation, Form 1099-K, Payment Card and Third Party Network Transactions, Form W-2, Wage and Tax Statement, or some other income statement. This is true even if the taxpayer does it as a side job or just as a part-time business and even if the taxpayer is paid in cash. On the other hand, depending upon the circumstances, some or all of the taxpayer's business expenses may be deductible, subject to the normal tax limitations and rules.

Terminology

Access economy. Access economy refers to a system that enables individuals to pay for access to the benefits of goods over the ownership of those goods. For example, media subscription services such as Netflix or Spotify provide access to movies or music without requiring the user to purchase physical CDs or DVDs.

Crowdsourcing. Crowdsourcing is the practice of obtaining goods and services (including ideas or financing) or other input into a project by turning to a large number of people, typically via social media or the internet.

Gig economy. A gig economy is a labor market system in which individuals offer their services for part-time or short-term engagements. Temporary positions are common as opposed to permanent jobs. Gig is a slang term for a short-term job typically associated with musicians.

Marketplace company. A marketplace company is a platform that connects buyers and sellers of a specific product or service

Get \$70 off TheTaxBook

\$89

~~\$159~~

For a limited time, subscribe to TheTaxBook WebLibrary for only \$89. Your subscription will include:

- ✓ Easy to search tax information
- ✓ Tax law updates
- ✓ Integration with all 2020 TaxSlayer Pro software packages
- ✓ Virtual continuing education courses
- ✓ Printable tax organizers, engagement letters, client handouts, and more!

Sharing Economy—Continued

with the goal of directing existing market demand to new sources of supply. The company acts only as a mediator and does not own the product or service provided. For example, Airbnb connects travelers with owners of homes or rooms for rent.

Sharing economy. In the more specific definition of a sharing economy, individuals and groups are able to make use of underutilized assets they own, such as parking spaces, vehicles, or empty bedrooms, by renting them to those in need of such assets.

Filing Requirements

If a taxpayer participates in the sharing economy and receives a payment during the calendar year as a self-employed individual, an employee, or a small business, he or she may be required to file a tax return to report that income to the IRS. This includes payment received in the form of money, goods, property, or services.

Even if a taxpayer does not receive a Form 1099-K or Form 1099-NEC, he or she must still report any income received through the sharing economy.

Ride-share. Report all income and expenses associated with the business on Schedule C (Form 1040), Profit or Loss From Business. If there is a net profit of \$400 or more, the taxpayer must also pay self-employment tax. Self-employment tax is separate tax from income tax.

Real estate rentals. Generally, rental income from real estate is reported on Schedule E (Form 1040), Supplemental Income and Loss, and is not subject to self-employment tax. However, if substantial services are provided, income is reported on Schedule C (Form 1040) and is subject to SE tax.

Substantial services. Substantial services are those services performed for the tenant's convenience, including (but not limited to) regular cleaning, changing linen, maid service, guest tours and excursions, meals and entertainment, transportation, etc. Substantial services do not include providing heat and light, internet service, cleaning of common areas, trash collection, etc.

Note: Some Airbnb rentals that provide extra services could be considered substantial services and the income could then be subject to SE tax. For example, if a taxpayer rents a room in his or her home and provides breakfast or other meals for the tenant, the taxpayer may be considered to be providing substantial services.

Personal property rentals. If an individual is in the business of renting personal property, report income and expenses on Schedule C (Form 1040) rather than Schedule E (Form 1040), unless the personal property is leased with real estate. Personal property includes property such as equipment, bicycles, or vehicles.

Renting personal property is a business if the primary purpose for renting the property is income or profit, and the taxpayer is involved in the rental activity with continuity and regularity. If the rental of personal property is not a business, report income as "Other income" on Form 1040. If the rental of personal property is for profit, report expenses as write-in adjustments on Form 1040, identified as "PPR."

This article was graciously submitted to **Support Connection** by the staff at **The TaxBook** for the benefit of our readers.

Gig Economy

Over the last few years, the development of technologies has brought fundamental changes to the way Americans work and the type of locations at which they do that work.

The Bureau of Labor Statistics reported in 2017 that 55 million people in the U.S. are "gig workers". This accounts for approximately 34 percent of the U.S. workforce.

Americans are increasingly relying on non-traditional work relations and the COVID-19 pandemic has further impacted these trends as to when, how, and where we work.

Forgiveness of Paycheck Protection Loans

The CARES Act provides that the discharge of a Paycheck Protection Program loan is excluded from the gross income of the business for federal income tax purposes.

To have the debt forgiven, the business must use the proceeds for qualifying expenses and the business must maintain certain employee counts and compensation. This forgiven debt is not considered income to the business, nor are the items paid with the loan proceeds deductible expenses.

The IRS stated in Announcement 2020-12, that when all or a portion of a loan made under the Paycheck Protection Program is forgiven, the recipient of the loan will **not be sent a Form 1099-C, Cancellation of Debt**. The IRS further stated that the forgiven amount should not be included in the gross income of the taxpayer.

The IRS also issued Notice 2020-32, which provides that borrowers cannot deduct otherwise deductible expenses that they paid using funds from a PPP loan that was subsequently forgiven. Neither the proceeds nor the expenses that were paid with the proceeds will be reported on the return.

Using Engagement Letters

Tax preparers and their clients are increasingly recognizing the benefits from the use of an engagement letter. Regularly used by CPAs, engagement letters are becoming a common practice in many tax offices as well. A good engagement letter reduces any potential misunderstandings between the parties by defining the responsibilities and expectations of both the tax preparer and the client.

An engagement letter can help avoid fee disputes, establish how payment is to be made, and define what to expect if the parties decide to end the relationship. It can also establish the tax professional expectations of the client to provide complete, accurate, and timely information. Of course, for an engagement letter to work it must contain the right content elements. Here are the common items to consider including in an engagement letter:

Scope of Services: All engagement letters should have a precise definition of the work to be done, such as the specific tax returns, both federal and state, that are the subject matter of the engagement. The scope should include the time period covered and a provision that the services will not be commenced until an executed engagement letter is in hand. The engagement letter should be sufficiently clear as to the tax returns covered to prevent future misunderstandings and it should include deadlines for both parties. It should also define what constitutes the tax professional's completion of the engagement such as the acceptance by the IRS of the tax return.

Professional Standards: The tax preparer should detail the specific responsibilities as set forth in Circular 230 that the paid preparer will use to uphold the accuracy of the tax return and the recordkeeping that is required. This provision should inform the taxpayer of the preparer's obligation to make reasonable inquiry and the reason for the client to cooperate.

Client Responsibilities: In this section, the letter should define what the client must provide in terms of information, documents, and activities and by what date. This provision should state that client documents and statements will be assumed to be correct and the tax professional is not accountable for client mistakes or omissions.

Engagement Limitations: The tax professional should define the activities or outcomes that are and are not included in the engagement. For example, amending a tax return to correct an omission by the preparer would probably be considered included in the original engagement, but amending the return to correct an omission by the taxpayer to provide a source document or otherwise disclose transactions would fall outside the original engagement and require an additional fee.

Fees and Terms of Payment: One of the most critical benefits of having an engagement letter is to outline the financial arrangements, including fees, payment due dates, late penalties, and stop-work provisions for non-payment. Here, the tax professional can define what is and is not included in the fee.

Record Retention Policy: What the tax office's policy is regarding providing copies of prior year tax returns and documents to taxpayers and any fees associated with providing these services, if any.

Using Engagement Letters

(Continued from page 6)

Engagement Termination: The final section of any engagement letter is to define the process for either party to terminate the arrangement. *Basically what the tax office will and will not do in the event the relationship ends.*

Grow Your Revenue and Assist Clients by Offering Additional Products and Services

For over 20 years, TaxSlayer Pro has provided our customers with quality products at an exceptional value. We have partnered with some of the best resources in the tax preparation industry to help you increase your office revenue while providing additional products to your valued customers.

From identity protection, audit assistance, and advance refund loans for your clients, to education and tax resources for your employees, we've got you covered.

Bank Products – Get your clients their refund faster. TaxSlayer Pro partners with several [industry-leading banks](#), ensuring a variety of products are available for your clients. Attract new customers by advertising

- No out-of-pocket cost for tax preparation services – Your fees are automatically collected
- Access to pre-acknowledgement loans (money up to \$6,000 before the return is verified and released by the IRS) through select partner banks
- Variety of refund disbursement options (check, card, direct deposit and more, depending on bank partner)

Identity Protection – Earn additional revenue and provide your clients the option to enroll with [Securely ID](#), a powerful identity theft monitoring protection and restoration solution. Powered by Experion, Securely ID will safeguard your clients with a complete suite of tools to protect and restore their identity.

Audit Protection – Provide your clients the option to enroll with [Audit Maintenance Pro](#) or [Protection Plus](#) while generating additional revenue for your business. Experienced professionals will provide assistance and advice in the event of an IRS or state audit, giving you and your client peace of mind knowing that in the event of an audit someone with knowledge and experience will walk beside your client through every step of the process. And, you don't have to offer bank products to be able to offer either of these audit solutions.

Additional Resources for Your Business – We have partnered with several companies that we trust to provide your business with services you need at an affordable price. Take advantage of these special offers for your business:

- **CyberPolicy** – Get quotes on liability, workers comp, and owners insurance from major insurance carriers.
- **LatinoTaxPro** – Tax prep courses in both English and Spanish, including CE credits.
- **Surgent** – Coursework for EA and CPA CE credits as well as the IRS AFSP program.
- **The TaxBook** – The best fast-answer tax resource in the industry, accessible in TaxSlayer Pro with one click. Sign up through TaxSlayer Pro for a discounted price.
- Do you or your clients need help with managing payroll or filing W-2s and 1099s? You can use **Workful Pro** and **TaxSlayer Books** to accomplish these tasks simply and affordably and generate new revenue streams.

To find out more about all these products, log in to your Account Hub at TaxSlayer Pro, then click on Partners Program in the left column.

2019 Filing Statistics

In the 2019 Filing Season, Tax Professionals filed **80,051,000** tax returns through October 16, 2020.

Self-prepared returns totaled **71,761,000** through the same time period.

CARES Act —Payment Deferral of a Portion of SE Tax

A provision in the Coronavirus, Aid, Relief and Economic Security Act (CARES Act) allows **all employers** to defer over the next two years the payment of some of their tax obligations that otherwise would have been due during 2020. A businesses that has employees can defer 50% of the employer portion of the Social Security tax that was due on any wages paid after March 27, 2020. This deferral is reported by employers when the business files Form 941—Employer’s Quarterly Tax Return for the relevant time period in 2020.

However, many small businesses do not have employees and thus do not have to pay this tax. Instead, many small businesses operate as a sole proprietorship and report their income on Schedule C or operate a farm and report their income on Schedule F. As a result, these taxpayers (both sole proprietors and farmers) pay self-employment taxes on that income. Additional taxpayers operate their business as a partnership, passing their income to the partners/taxpayers on Schedule K-1 (Form 1065). These partners/taxpayers also pay self-employment tax on Schedule SE.

Under the CARES Act, **all taxpayers having self-employment income can choose to defer a portion of the self-employment tax** over the next two years. Specifically, self-employed individuals may defer the payment of 50% of the Social Security tax imposed on net earnings from self-employment income for the period beginning on March 27, 2020 and ending December 31, 2020. This is referred to as the "payroll tax deferral period." The employer portion of Social Security tax consists of 6.2% of 92.35% of the self-employment net earnings in that payroll tax deferral period. A similar provision applies to taxpayers that report household employees taxes on Schedule H.

Taxpayers with self-employment income can defer paying a portion of the Self-employment tax attributed to income from March 27—December 31, 2020

Self-employed individuals electing this deferral will have to determine their net income from self-employment during the payroll tax deferral period. The payroll tax attributed to the tax year **prior to March 27, 2020 will not be deferred**. A new Part III has been added to Schedule SE for 2020 to allow self-employed taxpayers to report the portion of self-employment tax payments that may be deferred. The deferral amounts will then be carried to a new line on Schedule 3 (Form 1040) and treated as a deferred payment for Schedule H or SE filers.

The IRS guidance on how the deferred amount will be calculated allows the taxpayer to either **pro-rate** their self-employment income by applying a percentage or use a reasonable method to calculate the **actual** income earned after March 26, 2020. One reasonable method, according to the IRS, will reflect the time when income was earned or accrued and deductible expenses were paid or incurred, depending on your method of accounting. Using this method will require more detailed records of when income and expenses were recognized.

The second method allowed by the IRS is a proportional division of the amount reported as self-employment income for the entire year based upon the number of days in each period. According to the example used by the IRS, a taxpayer can allocate 22.5% of their annual earnings from self-employment to the period from January 1, 2020, through March 26, 2020, and 77.5% of their annual earnings to the period from March 27, 2020, through December 31, 2020.

The 2020 TaxSlayer Pro program will allow the tax professional to either input the deferred amount under either method. It is anticipated that the proportional method will be used by most taxpayers and the tax program will be designed to automatically make that calculation for taxpayers using that method.

2021 PTIN Renewals - Data Security Responsibilities Statement

For the second year, tax return preparers filling out their PTIN renewal applications are required to acknowledge awareness of their responsibility to have a data security plan to provide data and system security procedures for all taxpayer information.

11 Data Security Responsibilities	I am aware that paid tax return preparers must have a data security plan to provide data and system security protections for all taxpayer information. <input type="checkbox"/>
--	---

Form **W-12** (Rev. 10-2020)

The Federal Trade Commission requires all professional tax preparers to enact and maintain an information and security plan that is suitable for the size and complexity of the company, the type and extent of its activities, and the sensitivity of the customer information it handles. These requirements are designed to be flexible, giving tax professionals the opportunity to implement safeguards appropriate to their own circumstances.

[IRS Publication 4557 – Safeguarding Taxpayer Data](#) is published by the IRS to aid tax professionals:

- Understand basic security steps and how to take them;
- Recognize the signs of data theft and how to report data theft;
- Respond and recover from a data loss;
- Understand and comply with the FTC Safeguards Rule.

The Safeguards Rule requires companies to assess and address the risks to customer information in all areas of their operation, including three areas that are particularly important to information security: **Employee Management and Training; Information Systems; and Detecting and Managing System Failures.**

Tax professionals who have not yet implemented a security plan are encouraged to use the Safeguards Rule Checklist found on pages 14 – 17 of Publication 4557.

Recovery Rebate Credit

Some eligible individuals did not receive an economic impact payment in 2020, or they were sent a payment that was less than the amount that they will be eligible to receive based on their 2020 tax information. Economic recovery payments were calculated based on the taxpayer’s 2019 (or 2018) tax information. The eligibility for the payment is ultimately based on 2020 tax information, so some taxpayers will receive the difference through a refundable recovery rebate credit on their 2020 return.

In certain situations, income that was reported on an individual’s 2019 return exceeded the threshold amount to be eligible to receive a payment. However, if the taxpayer’s 2020 income was under the threshold amount, this would render them eligible for some or all of the economic recovery payment.

An underpayment may also have been caused by a change in circumstances, such as the birth of a child in 2020 who would not have been claimed as a dependent in the earlier year(s). A dependent child who has obtained a valid social security number during 2020 would also entitle the taxpayer to a \$500 credit for each of these children claimed on the 2019 return.

Upcoming Due Dates

March 15, 2021

Form 1065—U.S Return of Partnership Income

Form 1120-S— S Corporations

April 15, 2021

Form 1040/1040NR— Individual Tax Returns

Form 1041— Estates & Trusts

Form 1120—U.S. Corporate Tax Returns

May 17, 2021

Form 990—Non-Profit Organizations

**Preview of Next Edition
of Support Connection—
Spring Issue**

Review Support Connection Poll on Client Profile

Review any economic stimulus programs passed by the new Congress

Update on 2020-2021 Tax filing season for paid pre and comparison with last year statistics

Recovery Rebate Credit

(Continued from page 9)

A third group that may be affected are taxpayers who were claimed as a dependent on another return in 2019 (or 2018), but are no longer being claimed by another taxpayer. Circumstances change from year to year. For example, a college student who graduated at the end of 2019 (or during 2020) may have been claimed by a parent in 2019, but are no longer eligible to be claimed by a parent, so the graduate filed their own return in 2020.

To claim the recovery payment on the 2020 return a taxpayer must not have received

- the economic recovery payment of \$1,200 or
- received a payment of less than \$1,200 (\$2,400 if married filing jointly) plus \$500 for each qualifying child under age 17 at the end of 2020 that is claimed on the return.

Any amount that the taxpayer is due will be claimed as a Recovery Rebate Credit on Line 30 of Form 1040. The amount being claimed will be calculated on a Recovery Rebate Credit Worksheet which is located in the 1040 Instructions.

Support Hours of Operation

All Eastern Time

Nov 15 to Dec 31, 2020

Monday - Friday
8:00 AM to 5:00 PM

Tax Season Hours

Support will be open
extended hours and days
starting in January

Holidays Support is Closed

Thanksgiving

November 25 at noon
November 26
November 27

Christmas/New Year's Day

December 24
December 25
January 1

TaxSlayer Pro Contact Information

Sales	888-420-1040
Sales Fax	706-868-1955
Email	sales@taxslayer.com
Pro Support	706-868-0985
Pro Support Fax	706-868-0263

IRS Phone Numbers

E-file Help Desk	866-255-0654
PTIN Registration/Information	877-613-7846
Refund Status	800-829-1954
Tax Fraud	800-829-0433
FTC Identity Theft Hotline	877-438-4338
Identity Theft (Form 14039)	800-908-4490
Practitioner Assistance	866-860-4259
Business Assistance	800-829-4933
Social Security Administration	800-772-1213
Taxpayer Assistance	800-829-1040
Financial Mgmt. Services	800-304-3107
E-services Secure Access Registration Assistance	888-841-4648
Healthcare.gov	800-318-2596



Pre-Season Tax Office Checklist TaxSlayer Pro Desktop Software

TaxSlayer Pro Desktop Software	Completed
Update information in Account Hub (My Account), including IRS Tracking Number	
Convert any data from prior years to TaxSlayer Pro (1st Year Customers Only)	
Install prior year programs on any new computers	
Download and install updates for prior year programs	
Install the 2020 TaxSlayer Pro Program on all computers	
Customize Configuration Settings (File Server)	
Make changes to Firm Information/ERO as needed	
Add/Edit Preparers as needed	
Set up Preparer Security and Preparer Roles	
Determine Fee structure and set up fees in Fee Setup Menu	
Customize Premium Settings (File Server)	
PaperCut Paperless Office Settings	
Text Message and Secure E-Mail to clients	
Setup your Taxes to Go Mobile App	
Become familiar with program changes and enhancements	
Explore the Knowledgebase and Tax Book (if purchased)	
Train staff to navigate/use TaxSlayer Pro Software	
Create Practice Returns	
Subscribe to the TaxSlayer Pro Blog	



Pre-Season Tax Office Checklist TaxSlayer ProWeb Software

TaxSlayer ProWeb Software	Completed
Update information in Account Hub, including IRS Tracking Number	
Convert any data from prior years to TaxSlayer (1st Year Customers Only)	
Update Office Configurations	
Make changes to Firm Information/ERO as needed	
Add/Edit Preparers as needed	
Set up Preparer Security and Preparer Roles	
Determine Fee structure and set up fees in Fee Setup Menu	
Become familiar with program changes and enhancements	
Explore the Knowledgebase and Tax Book (if purchased)	
Train staff to navigate/use TaxSlayer ProWeb Software	
Create Practice Returns	
Setup your Taxes to Go Mobile App	
Subscribe to the TaxSlayer Pro Blog	



Pre-Season Tax Office Checklist

IRS/State Provisions, Banks, and Client Materials

IRS/Tax Provisions	Completed
Renew PTIN	
Review Federal Tax Law Changes	
Review Filing Thresholds/Changes	
Familiarize yourself with Due Diligence Requirements	
Apply for EFIN (if applicable)	
State Provisions	Completed
Familiarize yourself with your state's e-filing mandates	
Familiarize yourself with your state's requirements for bank products	
Familiarize yourself with your state's requirements for filing extensions and for filing business returns	
Bank Products	Completed
Fill out Bank Application (From your TaxSlayer Pro Account Hub)	
Order Check/Card Stock from the bank	
Determine bank fee structure and configure these fees in the Fee Setup Menu	
Set up your bank in TaxSlayer Pro	
Print a Test Check from your bank's website	
Complete required compliance training (varies by bank)	
Familiarize yourself with Bank Products and fees	
Client Materials	Completed
Prepare and mail Organizers for prior year clients	
Prepare letters/coupons	
Preseason scheduling	
Develop Marketing Strategy	