

## Come on in!

### Arrival

When you arrive at the tax preparation site, you will be greeted and provided with a questionnaire. You'll be directed to a desk where you can complete the questionnaire. When finished, you'll be added to the tax preparation queue (there are no appointments; all tax returns will be prepared in the order in which they are added to the queue).

### Tax Preparation and Review

When your name is called, you'll be taken to a certified tax preparer. You and the preparer will look over the questionnaire that you completed and discuss any relevant issues that pertain to your tax position. The two of you will determine which returns need to be prepared, and then the tax return preparation will begin.

When the preparer believes that the tax returns are complete, a quality reviewer will detail review your tax returns. All appropriate changes will be made and your copies will be printed. We will keep the questionnaire that you filled out, but you will keep all documentation that you brought.

### Processing

All federal and Michigan tax returns prepared by our site will be batched and e-filed with the appropriate government authority once per week. The agency will process your tax return and your refund, if applicable, will be paid according to their timetable. Occasionally, tax returns are rejected because of missing or incorrect information initially provided. If this occurs, then we will fix and resubmit the return or contact you for additional information.