



Sign In + complete
Questionnaire,
wait for your turn

Interview + collecting
documents
10 - 15 minutes

Clients leave

Saturday Tax
Preparation

VITA workflow (Need to return the following week)

APPROVED



Direct Deposit: 21 calendar days or less for IRS to issue a refund.
Paper Check: 4-6 weeks to issue a refund.
We will not contact you and see you next year!

REJECTED



One of our VITA Team members will reach out to you via e-mails and calls for additional information.



In the next 1-3 business days, we will e-file to IRS & Franchise Tax Board

In the following week, sign your tax return docs & get a copy
10-15 minutes



Saturday Quality Review
(Checking for correctness)