



# Think ReadyReturn

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## Introduction

ReadyReturn makes state tax return filing easier for more than 1.9 million eligible Californians. We use information we already have, such as W-2 information, to complete taxpayers' California income tax returns for free.

Taxpayers can use ReadyReturn online or request their ReadyReturn by mail. They have the option to file their ReadyReturn as is, to make any necessary changes, or to complete a new return.

### What's new this year?

ReadyReturn's eligibility criteria has expanded to include taxpayers who were not eligible in previous years. For instance, taxpayers who were claimed as a dependent, claimed dependents, or claimed the renter's credit may be eligible for ReadyReturn this year.

## Eligibility

Taxpayers may qualify for ReadyReturn if they filed a 2007 California resident return with:

- Single or head of household filing status.
- Income only from wages.
- No more than five dependents.
- No credits other than the renter's credit.
- Standard deduction.

In 2008, eligible taxpayers must have had only one employer. Taxpayers who can be claimed as a dependent may also qualify.

Beginning January 2, 2009, they can check their eligibility online using just their name and social security number. They can also check their eligibility by calling 800.338.0505.

Once we receive their final wage information from their employer, they can view their return online using their FTB-assigned Customer Service Number (CSN) or ask us to mail their ReadyReturn to them.



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## Facts

### Description

ReadyReturn is a free service we developed to make filing individual income tax returns easier. We use information we already have, including previously-filed tax returns and information employers report to the Employment Development Department (EDD), to pre-fill a California state tax return for eligible taxpayers.

ReadyReturn is available from January 2, 2009, through October 15, 2009. We will update ReadyReturn with final 2008 wage information from January 20, 2009, through October 14, 2009.

Taxpayers can come to our website to find out if we have a completed tax return for them and choose to e-file it online or print it out and mail it to us. Taxpayers without internet access and those who prefer to file on paper can call us toll-free at 800.338.0505 to find out if we have a completed return for them and request that we mail it to them. Social security numbers will not be printed on any ReadyReturn that we mail. Taxpayers must write their social security number on their paper ReadyReturn before they mail it back to us.

Using either method, taxpayers have the option of filing it, changing it, or completing their own return. This service is voluntary; taxpayers are not required to use ReadyReturn.

[More facts](#)



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### Benefits

#### Taxpayer benefits:

- It's free – We do not charge for this service.
- It's easy – The taxpayer's information is already there. All the taxpayer needs to do is verify the information, update information that may have changed, add missing information, sign, and file the return.
- It's convenient – ReadyReturn is available 24 hours a day, seven days a week.
- It's safe – We use the latest technologies and practices to keep taxpayer information secure and to protect them from identity theft.
- It's fast – When a taxpayer uses ReadyReturn online and chooses to get their refund by direct deposit, they will generally have their money within one week.

#### State benefits:

- ReadyReturn speeds up return processing because the initial information already matches our records.
- ReadyReturn saves the state money by reducing the number of return correction notices we need to mail.
- ReadyReturns filed online save the state even more money because they are more efficient to process.

### More Information

To check eligibility:

- [Check online](#). The taxpayer will need to enter their last name and social security number.
- Call 800.338.0505. The taxpayer will need to provide their social security number and mailing address.

For more information on ReadyReturn, go to [ReadyReturn general information](#).



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## Statistics and Feedback

### Statistics for tax year 2007:

- 730,000 taxpayers were initially eligible.
- 367,000 returns were “readied” (meaning they hadn’t already filed when we received the fourth quarter data or were excluded because of having multiple employers).
- More than 11,000 ReadyReturns filed.

### ReadyReturn user feedback for tax year 2007:

- Ninety-nine percent stated they were satisfied with ReadyReturn.
- Ninety-eight percent stated this is the type of service government should provide.
- Ninety-eight percent stated it was more convenient than how they filed in the past.
- Ninety-seven percent stated it saved them time.
- Ninety-nine percent stated they would use it again.

### Direct quotes from the ReadyReturn online survey:

- *“AMAZING! You had all of my info correct; I never thought it could be so easy. Thank you very much.”*
- *“Easy to use. My information was already entered and all I had to do was enter my Customer Service Number. After that, I was on my way.”*
- *“Knowing that my information is secure, and your website is reliable, and on top of that free, I was extremely pleased.”*
- *“I loved it. I wished the federal had this system as well!”*

[More quotes on our website](#)



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## FAQs

### Who is eligible?

More than 1.9 million taxpayers are eligible. Taxpayers may qualify for ReadyReturn if they filed a 2007 California resident return with:

- Single or head of household filing status.
- Income only from wages.
- No more than five dependents.
- No credits other than the renter's credit.
- Standard deduction.

In 2008, eligible taxpayers must have had only one employer. Taxpayers who can be claimed as a dependent may also qualify.

### How does a taxpayer find out if they are eligible?

We offer two ways for taxpayers to find out if they qualify:

**Online** – Go to [ftb.ca.gov/ReadyReturn](http://ftb.ca.gov/ReadyReturn) and enter their last name and social security number.

**By phone** – Call 800.338.0505 and enter their social security number and mailing address.

### Does a taxpayer have to use ReadyReturn if they qualify?

No. ReadyReturn is a voluntary program. Taxpayers can choose to use ReadyReturn or the filing method of their choice.

### Where does the information on the ReadyReturn come from?

The information on the ReadyReturn comes from:

- Our master taxpayer database.
- The most recent tax return the taxpayer filed.
- Information reporting to the EDD.
- The 2008 California Personal Income Tax Booklet.

[More FAQs](#)



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## FAQs (continued)

### What should the taxpayer do if their ReadyReturn is not correct?

Because ReadyReturns are based on information from the taxpayer's previous tax return, some information may have changed. The easiest way to update this information is to use ReadyReturn online. The application guides the taxpayer through changing their address, reporting additional income, itemizing their deductions, and claiming tax credits they qualify for.

### Why are some ReadyReturns not ready?

ReadyReturns are "ready" once we receive a taxpayer's final wage information from their employer.

We update wage information every day. However, when we receive an individual taxpayer's information depends on when the taxpayer's employer provides it to the EDD.

Employers are required to provide taxpayers with their Form W-2 by January 31. Employers often provide this information to EDD around the same time they mail it to taxpayers.

We generally receive about 50 percent of all taxpayer wage information by mid-February, with 90 percent of the information received by mid-March.

### What can a taxpayer do if their ReadyReturn is not ready?

Taxpayers can provide an email address where we can reach them once their ReadyReturn is available. We will send a letter to taxpayers who do not provide an email address.

### When can the taxpayer expect their refund with ReadyReturn?

Taxpayers can expect their refund in less than one week when they use ReadyReturn online and choose direct deposit. They can expect to wait up to six weeks if they choose to file on paper or request their refund by check.

[More FAQs on our website](#)



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## Contacts

### Website

[ftb.ca.gov](http://ftb.ca.gov)

### Toll-free automated phone

800.338.0505

### Toll-free (speak to a customer service representative)

800.852.5711

### Assistance for Persons with Disabilities

We comply with the Americans with Disabilities Act. Persons with hearing or speech impairments, please call TTY/TDD 800.822.6268.

### Public Affairs Office

The Public Affairs Office responds to all media contacts. Members of the media can contact the Public Affairs Office at 916.845.4800 or [publicaffairsoffice@ftb.ca.gov](mailto:publicaffairsoffice@ftb.ca.gov).



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## Logos

Click on the links below to open different variations of the ReadyReturn logo.

Low Resolution (for web) - jpeg. file

[Color ReadyReturn logo](#)

[Black and White ReadyReturn logo](#)

High Resolution - jpeg. file

[Color ReadyReturn logo](#)

[Black and White ReadyReturn logo](#)



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## Poster

Click on the link below to open the ReadyReturn Poster (pdf file).

### [ReadyReturn Poster](#)

Suggested poster placement may include the following:

- In front of your own business.
- Company bulletin boards of friends and family.
- School or daycare offices and lunchrooms.
- Senior recreational facilities and retirement homes.
- Fraternities, sororities, and dormitories (in the community area, hallways, and bathrooms).
- Church bulletin boards.
- Apartment/condominium buildings (in laundry and recreation rooms).
- Community activity and learning centers.
- Grocery stores.
- Car washes.
- Laundromats.
- Hotel and motel lobbies.
- Military cafeterias and recreation centers.
- Counters of public places.
- Meeting convention centers and rooms.
- Libraries.
- Union halls.
- Chambers of Commerce.
- Medical or professional offices.
- Waiting rooms at auto repair and tire shops.
- Liquor and convenience stores.
- Tourist information centers.

Please obtain appropriate permission before posting.



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## Action Cards

Click on the link below to open the ReadyReturn Action Cards (pdf file).

### [ReadyReturn Action Cards](#)

The “Tell-a-Friend Campaign” is an exciting way for us to promote ReadyReturn. We asked all staff to talk to someone they know about ReadyReturn. You can do the same. Just give an action card to someone you think might be interested in ReadyReturn. Remind them of the benefits!



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## Stickers

Click on the link below to open the ReadyReturn Stickers (pdf file).  
Print on Avery Labels 6871.

[ReadyReturn Stickers](#)



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## Letter to Taxpayers

The following letter will be mailed to taxpayers who have a ReadyReturn ready and waiting for them. It provides instructions and screenshots from our website showing how to view and e-file the return via our website at [ftb.ca.gov](http://ftb.ca.gov) and information about requesting a paper copy of their ReadyReturn by mail.

The letter explains that taxpayers have the option of filing their return as is or changing it. Because the program is voluntary, taxpayers can also choose to ignore our invitation and file the conventional way.

### [ReadyReturn letter to taxpayers](#)



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## Videos

Click on the links below to open the ReadyReturn videos (links to our YouTube page).

[ReadyReturn Video 1](#)

[ReadyReturn Video 2](#)

[ReadyReturn Video 3](#)

[ReadyReturn Video 4](#)

[ReadyReturn Video 5](#)

To see other videos, visit our YouTube page.

Search for **ReadyReturn** at [YouTube.com](#)



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## Demo

Click on the link below to open a demonstration of the ReadyReturn program.

[ReadyReturn Demo](#)



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For more information, check out our website:

[ftb.ca.gov](http://ftb.ca.gov)