

Refund or No Amount Due

If your client made Form 540 contributions, the amount of the refund is the amount of overpaid tax available this year minus the amount of the contributions.

If your client made no Form 540 charitable contributions, then the amount of their refund is the same as the amount of the overpaid tax available this year.

Refunds automatically issue for \$1 or more. For refunds less than \$1, attach a written request to Form 540. Send Refund or No Amount Due tax returns to:

**STATE OF CALIFORNIA
FRANCHISE TAX BOARD
PO BOX 942840
SACRAMENTO, CA 94240-0001**

Amount You Owe

If your client made contributions the amount of the payments are the amount of tax due plus the amount of contributions.

If your client did not contribute, enter the amount from the Tax Due line on the Amount You Owe line. Have your client attach a check or money order for this amount.

Make the check or money order payable to “Franchise Tax Board” for the full amount shown on the Amount You Owe line. Have your client write their social security number, the tax year, and the form number on their check or money order.

Example: Joan Smith would include XXX-XX-5555 (her social security number) and a 2016 Form 540 (the tax year and the form number of the tax return she is filing).

Have the client attach the check or money order to their tax return and mail the tax return to:

**STATE OF CALIFORNIA
FRANCHISE TAX BOARD
PO BOX 942867
SACRAMENTO, CA 94267-0001**

Direct Deposit

If your client expects a refund, encourage direct deposit. Provide the bank routing number, the bank account number, and the type of account in the boxes provided on the form. If the client chooses, split refunds between two different bank accounts.

It's fast, safe, and convenient for clients to use direct deposit. The illustration below shows the bank numbers to transfer to the third page of Form 540.

Please put the direct deposit information in the specified section of the forms.

Important Note: Banking information is entered separately for federal and state refunds in the software.

Do not use a deposit slip to find the bank numbers. Deposit slips sometimes have different numbers. Have your client contact their financial institution for assistance in getting correct routing numbers. Also, do **not** attach a copy of a voided check.

John Doe	123	
Mary Doe	15 000000 00	
1234 Main Street		
Anytown, CA 99999		
PAY TO THE ORDER OF	\$	
<hr/>		
Anytown Bank		
Anytown, CA 99999		
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin: 5px;">234873992</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">00000982937</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">123</div> </div>		
 Routing Number	 Account Number	 Check Number

Can Clients Pay FTB Online?

Yes. Go to ftb.ca.gov and search **Payment Options**. Choose **Web Pay**. Follow the easy directions, including how to obtain a MyFTB Account, and enjoy the convenience of deciding which date and what dollar amount to debit directly from your bank account. Payments may be scheduled up to a year in advance.

Western Union

FTB accepts Western Union payments. Western Union charges a fee for the service.

Credit Card Payments

Clients can use a Discover, MasterCard, VISA, or American Express card to pay personal income tax. Pay the balance due for this year (2016), estimated taxes for 2017, extension payments, or amounts owed for prior years.

There is a convenience fee charged for this service. Pay the fee directly to the “Official Payments Corp.” for the automated service. The client’s tax payment determines the amount of the fee.

Rate

2.5 percent of tax amount charged (round to nearest cent). Minimum fee: \$1. Example: Tax Payment = \$754, 2.5 percent Fee = \$18.85.

When will my client’s payment be posted?

Payment is effective on the transaction date charged.

What happens if my client changes their mind?

If your client pays their tax liability by credit card and later reverse the credit card transaction, they may be subject to penalties, interest, and other fees imposed by Franchise Tax Board for nonpayment or late payment of their tax liability.

How does my client use their credit card to pay their tax due?

Have the Discover, MasterCard, VISA, or American Express card, and the following information ready:

- Credit card number
- Expiration date
- Amount to be paid
- Client’s and Spouse/RDP’s SSN
- Type of payment being made (tax return, estimated tax, bill)
- Tax year
- Home phone number
- ZIP code for the address where your client’s monthly credit card bill is sent
- **FTB Jurisdiction Code: 1555**

Use a touch tone telephone to call **800.2PAY.TAX** or **800.272.9829** and follow the recorded instructions. Official Payments Corp. will tell your client the convenience fee before they complete the transaction. You can go to the Official Payments website at **officialpayments.com**.

Signing the Tax Return

Your client must sign and date the return. If your client files a joint return, each spouse/RDP must sign. By signing, your client declares under penalty of perjury that their return is correct and complete to the best of their knowledge.

Important Note: Practitioner PIN should be used for e-filed tax returns. Your client and spouse/RDP must sign and date a California Form 8879. Give the signed Form 8879 to the taxpayer to keep with their tax return records.

If your client files a joint return and their spouse/RDP died during 2016, write "Surviving Spouse/RDP" next to the client's signature.

Be sure to enter your site identification number (SIDN) and initials in the space below "Paid Preparer's SSN/FEIN."

Quality Review Checklist

- Double-check that names and social security numbers are complete and in the correct order.
- Quality Review all returns per IRS and FTB policy.
- Make sure Quality Review Sheet is complete.
- Double-check the amount of California withholding on IRS W-2 and 1099.
- Double-check all Schedule A itemized deductions on Form CA (540).
- Check your math and income statements. Double check each information line on the tax return.
- Make sure the client signs and dates the tax return.
- Enter site information number (SIDN) on every tax return.
- The software will continually run diagnostics on every tax return as it is being completed.