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Tax Products Group (TPG)

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What products is TPG offering for the 2012 Tax Year?

RT (Refund Transfer)
State RT

Diamond Plus Card
Diamond Plus Instant Card
ERO Fee Advance

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What banking partner will TPG be working with to offer RTs?

University National Bank, an affiliate of Sunrise Community Banks headquartered in Minneapolis and St. Paul, MN.

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Do I have to complete the Compliance Exam to offer bank products with TPG?

Yes. The compliance exam is MANDATORY with TPG for all EROs and employees. You will need to logon to their website at <https://cisc.sbtpg.com/> to complete the exam. Your EFIN and TPG password will be required to logon. For security purposes, there is a separate website login for employees.

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What is the “Check Layout Version” code is required by TPG to print RT checks?

In 2012, TPG added a Check Layout Version Code to their check stock. This will prevent EROs from using a previous year’s check stock which can create problems when the taxpayers try to cash their refund checks.

Yes, EROs will have the option of offering TPG's Diamond Plus Prepaid Card as a disbursement method. In 2013, TPG will be offering two types of Diamond Plus Cards:

1. Diamond Plus Card (All EROs can offer the cards if TPG mails the cards directly to taxpayers)
2. Diamond Plus Instant Issue Card (ERO must qualify to offer the Instant Issue Card). EROs will need to logon to TPG's website and complete the information to see if they qualify.

EROs will earn \$8 for every card they process and are paid as each card is issued.

EROs will earn an additional \$2 on the 51st card and thereafter (payable at the end of season)

ERO must have processed at least 50 bank products last year to qualify for Instant Issue Cards and incentives.

The ERO does not indicate on TPG's bank application on the EOM that (s)he is going to offer the Diamond Plus Card.

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What must an ERO do in order to offer the Diamond Plus Instant Issue Card?

In order to offer the Diamond Plus Instant Issue Card, an ERO must qualify through TPG. The ERO will need to logon to TPG's website and complete the information to see if they qualify.

ERO must have processed at least 50 bank products last year to qualify for Instant Issue Cards and incentives.

The ERO does not indicate on TPG's bank application on the EOM that (s)he is going to offer the Diamond Plus Card.

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What is the Fee Advance program?

The Fee Advance program allows EROs to obtain an advance of their tax preparation fees early in the tax season. EROs can visit the TPG website and request acceptance into the Fee Advance program before tax season begins. This program is available for a limited time (January 22nd – February 15th).

Opt-In Deadline – December 1st.

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Can I offer the E1 card with TPG?

No, the E1 card is not an option for TPG customers in 2013. The only card option for TPG clients is the Diamond Plus Cards offered through TPG.

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Can I cancel an RT?

No, an RT CANNOT be cancelled because they are not a loan.

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How do I replace a lost check?

You will need to print out the “Indemnity Bond” form from the Drake Support site or from the TPG website. Please fill out the form completely or your request will be delayed. Fax completed form to TPG at 858-430-2795.

TPG will print and mail the check to the taxpayer.

*Non-Endorsed checks will take approximately 10 days from issue date.
Endorsed checks will take approximately 20 days from issue date.*

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Does TPG have a cap on preparer's fees?

Yes. The maximum amount of preparer fees for Tax Year 2012 is \$999.99. This amount includes the add-on fee and the franchise/network fee.

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What does the "*" sign in the check status mean?

The "*" sign in the check status code means that the bank will print the check.

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What does the "x" in the check status mean?

The "x" in the check status code means that the disbursement method of the funds will be the Diamond Plus Card.

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What are the check status codes?

- A Check Authorized and available for printing
- C Check Cleared
- P Print or reprint of original check
- W Print (after a reissue has been approved and a new check has been printed)
- DD Direct deposit to taxpayer's account
- * Bank will print the check

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What are TPG's product start and end dates?

	Start	End	Details
Refund Transfers	1/14/2013	10/31/2013	Current year IRS e-File program ends mid-October.
Site Printed Checks	1/14/2013	10/26/2013	After October 26, TPG will print and mail checks directly to the taxpayer via first class mail. NOTE: Any Tax Professionals intending to move out of your office or stop using your computer prior to this date MUST NOTIFY TPG ON THE LAST DAY YOU ARE PRINTING CHECKS. Please contact us only on that day; it is important that we do not continue to send check print records to your site.
ACH Direct Deposits	1/14/2013	12/31/2013	After December 31, TPG will print and mail checks directly to the taxpayer via first class mail for any prior year accounts regardless of original disbursement method.

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What are TPG's check ranges?

Site printed checks 05500001 through 14000000

Bank printed checks 01000001 through 02000000

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When are my fees paid on an RT?

On RTs, fees are paid after the bank receives the IRS refund. Fees are then queued into the next outgoing ACH transmission using the same timelines listed above. There are certain circumstances

where fees may be withheld. Please refer to your Financial Services Agreement for the conditions under which we (TPG) may freeze, reverse or debit ACH fee payments.

Also, please see [Fee Advance program](#) offered through TPG.

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How do I update my bank account information at TPG after January 11th, 2013?

Once your enrollment has been approved at TPG, your bank account information is locked and cannot be updated by Drake. In order to update your bank account information, you will need to complete TPG's "ERO Account Change Request Form" and fax it to TPG's Enrollment Department at 858-430-3102. Please allow TPG 24 hours for processing once they receive all the documents. Drake will sync up with TPG weekly so it may be a few days before you see the updated information on Drake's website.

[ERO Bank Account Change Request Form.pdf](#)

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