



A GUIDE TO ADVANCE PAYMENTS OF THE 2021 CHILD TAX CREDIT

This document is provided for use by all members of the TargettHRB Team

July 15, 2021





Advance Child Tax Credit Payment Look-up Tool

(Current H&R Block Clients Only)

If your client is inquiring on the status of a Child Tax Credit payment, you will need the Social Security Number (SSN) of the primary taxpayer to use the [CTC Lookup Tool](#).

Note

You will need to click the search button to run a search. Hitting the enter key on your keyboard will not work. Make sure the page you are on says **SSN Search Child Tax Credit**.

If the tool locates a result for your client, you will be presented with a message based on a code.

The screenshot shows the 'CTC Lookup' tool interface. It includes a 'Stimulus 3' label, the title 'SSN Search Child Tax Credit', a text input field for the 'SSN Number' with a note 'Use full number, no hyphens', and a green 'Search' button. A link for 'Child Tax Credit FAQs' is visible at the bottom.



Possible Outcomes

Scenario	Code	Description of Scenario
IRS Direct Deposit to Emerald Card	N1	The client paid for their tax preparation at the time of filing, so they did not purchase a Refund Transfer. The IRS will send their funds directly to their Emerald Card Account. If the client needs a new card they can visit a tax office or stay on the line to speak to the Financial Services team.
Rejected payment back to the IRS	N2	The IRS sent the client's child tax credit payment to an account for which we cannot process the transaction. This might be because the account is closed or not in their name. Instead, the IRS will likely send their payment via paper check. Clients can check the status at IRS.gov/childtaxcredit2021 .
Deposit to Refund Transfer Account rejected back to the IRS (if applicable)	N3	The IRS sent the client's child tax credit payment to the account associated with their Refund Transfer which is no longer an active account. In this scenario, we will return the payment to the IRS. The IRS will likely issue the payment via paper check. Clients can check the status at IRS.gov/childtaxcredit2021 .
Placeholder	N4	More to come...

Deposit to Refund Transfer Account sent to external Bank Account (if applicable)	N5	The IRS sent the client's monthly child tax credit payment to the account associated with their Refund Transfer and we've sent it to the bank account that was originally chosen to receive their tax refund. The look-up tool will provide a trace number for tracking and the status can be checked at IRS.gov/childtaxcredit2021 .
Deposit to Refund Transfer Account sent to Emerald Card	N6	The IRS sent the client's monthly child tax credit payment to the account associated with their Refund Transfer and we've sent it to the Emerald Card that was originally chosen to receive their tax refund. If the client needs a new card they can visit a tax office or stay on the line to speak to the Financial Services team.
Deposit to Refund Transfer which was distributed by check	N7	The IRS sent the client's monthly child tax credit payment to the account associated with their Refund Transfer and we've sent it to them by check, which is how they chose to receive their tax refund. Client should allow an additional 7-10 days for the check to reach them.
Deposit to Refund Transfer but the external bank account rejected the deposit	N8	The client's monthly child tax credit payment was sent to the account associated with their Refund Transfer but when we attempted to send the deposit to their external bank, the deposit was rejected. We will send the funds back to the IRS. Clients can check the status at IRS.gov/childtaxcredit2021 .
No results found		The IRS hasn't sent any information to H&R Block regarding the payment status. Clients can check on their monthly child tax credit payment, including who qualifies and payment amounts, or update their bank account info by visiting irs.gov/childtaxcredit2021 .

Client Resources

[Child Tax Credit Update Portal](#) (IRS resource)
 CTC Help Line (800-908-4184 – IRS resource)
[CTC Calculator](#) (H&R Block resource)
[Free DIY online product](#) (H&R Block resource for “not required to file” clients who wish to file so they can receive CTC payments)
[New 2021 Child Tax Credit Payments: How much will I get and when?](#) (H&R Block resource)
[Here's Who Will Get Advance Payments \(CTC\)](#) – YouTube Video (IRS)

Additional Reading

[Child Tax Credit Update for June 30 – Client Bank Account Updates](#)
[Child Tax Credit Update for June 26 – Calculator, Unenrollment, NRTF Options](#)
[Child Tax Credit Update for June 22 – IRS Tools, Unenrollment Deadlines](#)
[Child Tax Credit Update for June 17 – Job Aid, Client Emails, IRS Portal, IVR](#)
[Child Tax Credit Changes Coming – How Clients Can Expect Payments](#) (funding scenarios based on how a client received their most recent tax refund)
[TAX in the News – IRS Child Tax Credit Update Portal Supplement](#)
 The Tax Institute's [American Rescue Plan Act Quick Reference Card](#) (provides detailed changes to the CTC)

Payment Disbursement Methods

<u>How did the client receive their most recent tax refund?</u>	<u>How will the client receive their advance CTC payments?</u>
Direct Deposit	Direct Deposit to same bank account
Refund Transfer	Refund Transfer clients will generally receive payments via direct deposit to the client's ultimate bank account (not the refund transfer account)
Emerald Card	Direct Deposit to the same Emerald Card account
Reloadable prepaid debit card (other than Emerald Card)	Direct Deposit to the same card
Refund by check or non-reloadable prepaid card or balance due	Check or EIP Debit Card mailed to client address on filed with the IRS

About IRS Advance Child Tax Credit tools and online resources

The Internal Revenue Service also launched online tools designed to help families manage and monitor the advance monthly payments of Child Tax Credits under the American Rescue Plan.

A special Advance Child Tax Credit 2021 page at [IRS.gov/childtaxcredit2021](https://www.irs.gov/childtaxcredit2021) provides the most up-to-date information about the credit and the advance payments, including links to the tools.

- The **Non-filers Sign-up Tool** helps families not normally required to file an income tax return to quickly register for the Child Tax Credit.
- The **Child Tax Credit Eligibility Assistant** allows families to answer a series of questions to quickly determine whether they qualify for the advance credit.
- The **Child Tax Credit Update Portal** allows families to verify their eligibility for the payments and if they choose to, unenroll, or opt out from receiving the monthly payments so they can receive a lump sum when they file their tax return next year. This secure, password-protected tool is available to any eligible family with internet access and a smart phone or computer. Future versions of the tool planned in the summer and fall will allow people to view their payment history, adjust bank account information or mailing addresses and other features. A Spanish version is also planned.

Advance Payments of the Child Tax Credit

Which Online Tool Should I Use?

If you need to	Then use this tool
Check your eligibility for the Child Tax Credit	The Eligibility Assistant helps you determine if you might be eligible for advance payments of the Child Tax Credit. Available in English and Spanish.
Register for advance payments of the Child Tax Credit if you don't normally have to file a tax return	The Non-filer Sign-up Tool helps people who normally don't have to file a tax return complete a simplified return to get advance Child Tax Credit payments, the Recovery Rebate Credit and Economic Impact Payments.
Verify your identity before using the Child Tax Credit Update Portal	Go to the Child Tax Credit Update Portal and click "Manage Advance Payments." If you are a new user, you must create an ID.me account at the IRS and verify your identity. If you have an existing account with the IRS, use your Secure Access username and password and enter the security code as part of the multi-factor authentication (MFA) process. If you have an existing account with ID.me from a state government or federal agency, you may use your email and password and complete MFA. ID.me is a trusted third party.
Unenroll from advance payments of the child tax credit	You can use the Child Tax Credit Update Portal to unenroll from automatic payments if you: <ul style="list-style-type: none">• prefer to claim the full credit when filing your 2021 tax return, or• you know you're not eligible because your situation changed for 2021.
Manage bank account information	The IRS will issue payments to the bank account you included on your 2020 or 2019 tax return or to an account known to the federal government, such as an account where you receive Social Security, veterans or railroad retirement benefits. Those who are not enrolled for direct deposit will receive a mailed check. Use the Child Tax Credit Update Portal if you need to update your bank account information or add a bank account.
View your payment history	After payments are issued, the Child Tax Credit Update Portal tool will show your payment dates and amounts.
Update your mailing address	Starting in August, you can use the Child Tax Credit Update Portal to update your address. (Timing subject to change.)
Report updates that could affect your payment amounts	Starting in early fall, you can use the Child Tax Credit Update Portal to report updates that affect your payment amounts such as changes to: <ul style="list-style-type: none">• number of qualifying children• marital status• income• custody agreement If your situation has changed in 2021, updating this information will help you get the most accurate amount of advance payments.

More Helpful Resources:

[IRS Resources and Guidance](#)

[Publication 5537 IRS Toolkit for Partners: Advance Payments of the 2021 Child Tax Credit](#)

[2021 Child Tax Credit and Advance Child Tax Credit Payments Frequently Asked Questions](#)