

Glossary of Tax-Aide Acronyms

A

AARP = organization dedicated to empowering Americans 50 and older

AARP Foundation = Tax-Aide's supporting organization; volunteer arm of AARP

AC = Administration Coordinator

ADS = Administrative Specialist; volunteer

AND = Assistant National Director

Approving Official = instructor appointed to certify other volunteers in tax law

ASC = Assistant State Coordinator; volunteer

AVR = All Volunteer Roster

C

CC = Communication Coordinator

CF = Client Facilitator; volunteer who pre-screens taxpayer's information

Coordinator = Volunteer leader in program

COU = Tax-Aide volunteer who is IRS certified and prepares taxes

D

DC = District Coordinator; volunteer

DMT/DLT = District Management Team/District Leadership Team

E

ERO = Electronic Return Originator, volunteer responsible for E-Filing returns

F

FATCA = Foreign Account Tax Compliance Act

I

INS = Instructor; district level volunteer

IRS = Internal Revenue Service

K

KAP = Konnex Access Process; AARP call center

L

LC = Local Coordinator; volunteer

N

NLDC = National Leadership Development Committee

NLT = National Leadership Team of Tax-Aide

NOC = National Operations Committee

NTC = National Technology Committee

NTTC = National Tax Training Committee

O

OSHC = OneSupport Help Center; program documentation and information

P

PCS = Partnership and Communications Specialist

PVS = Prospective Volunteer Specialist

Q

QR = Quality Review(er)

QSR = Quality Site Requirement

R

RAA = Regional Administration Coordinator

RC = Regional Coordinator

RPA = Regional Partnership Communications Advisor

RRA = Regional Training Advisor

ROS = Regional Operations Support

RTA Regional Technology Advisor

S

SC = State Coordinator; volunteer

Scope = limitations of what tax topics may or may not be completed by volunteer

SCO = Shift Coordinator, reports to Local Coordinator

SIDN = Site Identification Number, specific to all returns file at the site

SMT = State Management Team

SPEC = Stakeholder, Partnerships, Education and Communication;
IRS group responsible for tax assistance volunteer programs

Summary Activity Report = state level report of assistance provided by
AARP

Support Facilitator = volunteer who assists as interpreter, appt. taker, etc.

T

TC Technology Coordinator (District Level)

TCE = Tax Counseling for the Elderly; grant program supporting Tax-Aide

TCS = Technology Specialist

TM = IRS SPEC Manager; supports both TCE and VITA in a territory

TP = Taxpayer (preferred rather than customer or client)

TrC = Training Coordinator (District Level)

TRS = Training Specialist

TSO = TaxSlayer Online software

V

VITA = another volunteer IRS SPEC grant program similar to TCE