

AARP FOUNDATION TAX-AIDE
One Visit Scan Model
Suggested Best Practices¹

Model Description: Taxpayer will have an appointment to come to the site. During that appointment, they will sign the Form 14446, complete the Intake Booklet and other necessary documents, and participate in an intake interview with a Counselor.

The Counselor scans Taxpayer's documents and creates a tax return in TaxSlayer (entering SSN and completing the Filing Status and Personal Information screens). The scan file is uploaded them to the return in TaxSlayer and the Counselor sends the Taxpayer a link to create a TaxSlayer Customer Portal account. Counselors prepare the return remotely. To finalize the return, a Counselor uploads the preliminary return to the Taxpayer's Customer Portal account and sets up a Google Meet video conference with the Taxpayer.

During the Google Meet video conference, a Counselor reviews the return with the Taxpayer, answers any Taxpayer questions, and obtains Taxpayer's electronic signature on the Form 8879. Counselor will upload a signed, final copy of the return to the Taxpayer's Customer Portal account. The return is e-filed according to the site's usual practice.

GENERAL

Contacting Taxpayers by phone:

- Volunteers may need to contact Taxpayers by phone; at the earliest point possible, provide taxpayers with a pass code that Taxpayers can use to identify authorized Tax-Aide callers.
- Provide Taxpayers the phone number that will show on their caller ID when volunteers contact them with questions (this may mean explaining that the number will show as "private" / "unidentified").
- Provide Taxpayers with the phone number used by the site, if one is available, and/or with the Google Meet phone number (617-674-4444).
- Suggest Taxpayers add the phone number(s) to their contacts list under Tax-Aide. This will allow the Taxpayer to identify incoming calls from volunteers.
- If calling from a personal cell phone, volunteers should use #67 to mask the phone number from which they are calling.

Google Meet video conferencing:

- Google Meet video conferencing sessions are required for the Taxpayer's review of the return and finalizing the return. Consider telephoning the taxpayer shortly before the

¹ Throughout this document, you will see numbers in brackets [xxx]. These numbers are cross references to the numbered boxes on the flow charts.

Google Meet video conference to confirm the Taxpayer is available and ready to begin the session.²

SETUP / SCREENING

[125] Before scheduling a taxpayer's first appointment, ask screening questions to determine whether the Taxpayer has access to, and the ability to use, the technology required for the One Visit Scan Model. (See One Visit Scan Model Scripting document found in the Portal Libraries at: Service Delivery Models/Scan Models/One Visit Scan Model)

INTAKE

[142] Consider creating a supplemental intake sheet to record needed information that may not be recorded elsewhere.

[142] Getting a document packet in Taxpayer hands before their first appointment allows taxpayers to fill out the Intake Booklet and other needed documents before arriving at the site. Packets can be emailed or mailed to Taxpayers or you can designate a location from which packets can be picked up. (These materials can be mailed because they do not contain any Taxpayer data.)

[142] If distributing an intake packet to Taxpayers before their appointment, consider printing a copy of the One Visit Scan Model Tax Prep Infor email template to include in the packet. (See 000 - Tax Prep Information Email Template, found in the Portal Libraries at Service Delivery Models/Scan Models/One Site Visit Model/Tax Prep Info Email + Attachments) Consider including a brief letter advising Taxpayers of:

- any COVID protocols specified to your site
- any special instructions regarding their arrival at the site
- who to contact if they have questions about the packet
- any other information that is unique to your site.

[142] Make notes on the Intake Booklet, on your site's supplemental intake form, on a separate sheet of paper, or create a GoogleDoc to preserve information obtained verbally during the intake interview or summarize details such as self-employment expenses, qualified education expenses, or itemized deductions.

- If using a separate sheet of paper, scan it with the taxpayer's other documents.
- If using a GoogleDoc to record notes, print the document to a PDF file and upload it to the return in TaxSlayer with the Taxpayer's other scan files, delete the GoogleDoc from the Google Drive after it is uploaded, and "empty the trash" once the document has been uploaded (See Tip Sheets #13 and #15, found in the Portal Libraries at Service Delivery Models/Scan Models/Tip Sheets)

² Taxpayers who need to join/participate in a Google Meet video conference from an iOS or Android device must have a Google (Gmail) account to do so.

SCAN

[200] Establish a document sequence to be used for scanning taxpayer documents. This allows Counselors to know where various documents are located in every set of taxpayer scan files, making preparation and quality review easier. (A sample document scan sequence is provided in Tip Sheet #08, found in the Portal Libraries at Service Delivery Models/Scan Models/Tip Sheets)

[200] Count the number of pages to be scanned, being sure to count both sides of two-sided documents. This identifies how many images will be in the scan file.

[200] Before scanning (or after), initial each of the pages provided by Taxpayer. This confirms that the taxpayer brought the document to their intake appointment should a question arise later.

[200] Before saving each scan file, quality review all of the images. (See Tip Sheets See Tip Sheets #08, #09 and #10, found in the Portal Libraries at Service Delivery Models/Scan Models/Tip Sheets)

Check that the files are within the TaxSlayer file size limitations (See Tip Sheets #08 and #11, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

[220] Once you see the confirmation that the scan files have been successfully uploaded, delete the taxpayer's scanned documents files from the TSO Scans folder located in the MyFiles / Downloads area. These files must be deleted within five (5) calendar days of their creation. (See Tip Sheet #13, in the Portal Libraries at Service Delivery Models/Scan Models/Tip Sheets) ***TaxSlayer will retain uploaded scan files until November 2022.***

PREPARE

[300] If the Counselor preparing the return is not the same person who created the return during intake, the preparer will not be able to message with the taxpayer through the Customer Portal. To allow the preparer to message with the Taxpayer, the site's administrator must change the preparer name in TaxSlayer. (See Tip Sheets #19 and #20, in the Portal Libraries at Service Delivery Models/Scan Models/Tip Sheets)

[310] Confirm that the filing status, is correct. If in doubt, consult with another Counselor or contact the taxpayer for clarification regarding any named dependents. Do not assume that the filing status entered to create the return is correct.

[310] Confirm information entered in the TaxSlayer Personal Information is correct. Also confirm that any Dependent information is correct.

[320] Do not hesitate to contact the taxpayer if you have questions or need clarification.

[320] Use the TaxSlayer notes function to preserve information the quality reviewer may need to reference.

QUALITY REVIEW

[400] The Counselor quality reviewing the return will not be able to exchange messages with the taxpayer through the Customer Portal unless they are designated as the “assigned preparer” in TaxSlayer. To allow the quality reviewer to exchange messages with the Taxpayer, the site’s administrator must change the preparer name in TaxSlayer. (See Tip Sheets #19 and #20, found in the Portal Libraries at Service Delivery Models/Scan Models/Tip Sheets)

[420] Do not hesitate to contact the taxpayer if you have questions or need clarification.

[420] Use the TaxSlayer notes function to preserve information that may be needed in the future.

FINALIZE

[510] Taxpayer (and spouse, if applicable) should be present during the Google Meet video conference return review. This makes the final review process more efficient and eliminates delays incurred waiting to review the return with the spouse and obtain the spouse’s signature on the Form 8879.