

**AARP Foundation Tax-Aide
One Visit Scan Model
Process Description¹**

Model Description: All Taxpayers must have appointments; walk-ins are not permitted for the 2022 filing season (tax year 2021).

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 to the TSO Scans folder in the My Files/Downloads area and created the return in TaxSlayer (entering SSN and completing the Filing Status and Personal Information screens). Counselor uploads the scan file to the Taxpayer's return and sends the Taxpayer a link to create a TaxSlayer Customer Portal account. The return is prepared remotely by Tax-Aide Counselors. 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.

INTAKE:

[100] Taxpayer arrives at site as scheduled.

[110, 120, 125, 130, 140] Volunteer enters Taxpayer name on Site Activity Log, explains One Visit Scan Model to TP, and asks if Taxpayer wishes to proceed. If no, Taxpayer leaves site with all documents and pursues other options.

If yes, volunteer describes the technology Taxpayer needs for this Model and confirms Taxpayer has the equipment and ability to participate. (See Script for One Visit Scan Model, found in the Portal Libraries at Service Delivery Models/Scan Models/One Visit Scan Model/Scripting)

If Taxpayer does not have the needed technology, Taxpayer leaves site with all documents and pursues other options.

If Taxpayer wants to proceed, volunteer checks Taxpayer photo ID, explains the Form 14446, and obtains signature of Taxpayer (and spouse, if applicable). (See Script for One Visit Scan Model, found in the Portal Libraries at Service Delivery Models/Scan Models/One Visit Scan Model/Scripting)

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

[142] Taxpayer is assigned to a Counselor who conducts an intake interview, explains the TaxSlayer Customer Portal setup process, organizes the documents for scanning, and reconfirms that Taxpayer has the needed technology and ability to participate in the One Visit Scan Model. (See Script for One Visit Scan Model, found in the Portal Libraries at Service Delivery Models/Scan Models/One Visit Scan Model/Scripting)

[143, 144, 145] Counselor confirms Taxpayer has all necessary tax forms. If not, Taxpayer is handled in accordance with the site's usual practice. If yes, Counselor proceeds with scanning.

SCANNING:

[200] Counselor scans Taxpayer's information and documents to the TSO Scans folder in the MyFiles/Downloads area. The scan file is quality checked before it is saved. (See Tip Sheets #08, 09, 10, and 11, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

Check that each scan file meets the TaxSlayer file size requirements: a single scan file cannot be larger than 5 megabytes; if there is more than one scan file, the combined size of all files for a given Taxpayer is 25 megabytes. If necessary, use the file compression tool at adobe.com. (See Tip Sheet #11, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

[210] Counselor creates return in TaxSlayer, entering SSN and completing Filing Status, and Personal Information screens. Dependent information may be entered but is not required at this point.

[220] Counselor uploads scan file(s) to the Taxpayer's return in TaxSlayer using the TSO Scans feature. (See Tip Sheet #12, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

[230, 231, 270] Counselor creates and sends the TaxSlayer Customer Portal link to Taxpayer and ensures Taxpayer understands how to create their account. (See Tip Sheets #17 and #18, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

Taxpayer leaves the site, taking all of their documents and written instructions on creating their Customer Portal account and participating in a Google Meet video conference. No hard copy Taxpayer information is left at the site. Counselor deletes scan files from the TSO Scans folder in the MyFiles/Downloads area. Scan files must be deleted within five (5) calendar days of their creation. (See Tip Sheet #13, found in the Portal Libraries at Service Delivery Models/Tip Sheets) *The uploaded scan files will be available in TaxSlayer until November 2022.*

PREPARATION OF RETURN:

[300] Taxpayer/return is assigned to, or picked up by, a Counselor for preparation in accordance with the site's procedures.

The site's software administrator changes the assigned preparer for the return to the Counselor preparing the return. (See Tip Sheet #19, found in the Portal Libraries at Service Delivery

Models/Tip Sheets) This allows the Counselor to message with the Taxpayer via the Customer Portal. (See Tip Sheet #20, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

[310, 320, 330] Counselor prepares return referencing the scan files uploaded to TaxSlayer. (See Tip Sheet #16, found in the Portal Libraries at Service Delivery Models/Tip Sheets) The Counselor contacts Taxpayer with any questions that arise.

[340] Counselor completes the preliminary return and marks it “Ready for Review” in TaxSlayer.

QUALITY REVIEW OF RETURN:

[400] Taxpayer/return is assigned to, or picked up by, a Counselor for quality review in accordance with the site’s procedures.

The site’s software administrator changes the assigned preparer for the return to the Counselor quality reviewing the return. (See Tip Sheet #19, found in the Portal Libraries at Service Delivery Models/Tip Sheets) This allows the quality reviewer to message with the Taxpayer via the Customer Portal. (See Tip Sheet #20, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

[410, 420, 430] Counselor quality reviews the return referencing the scan files in TaxSlayer, contacting the Taxpayer with any questions that arise. (See Tip Sheet #16, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

[440, 445] Counselor completes the quality review and marks the return “Passed” in TaxSlayer.² Counselor uploads preliminary return to Taxpayer’s Customer Portal account in preparation for the final review via Google Meet video conference. (See Tip Sheet #21, found in the Portal Libraries at Service Delivery Models/Tip Sheets) The Google Meet video conference is scheduled with the Taxpayer in accordance with the site’s process. The return is on hold pending Google Meet video conference review with the Taxpayer.

FINALIZING THE RETURN:

[500, 510, 520, 530, 540] A Counselor contacts the Taxpayer via Google Meet video conference to review the return and answer any Taxpayer questions. This is a detailed review of the return in accordance with the requirement of QSR #2 that the Taxpayer be engaged to “solicit their understanding and agreement to the facts of the return”, as stated in IRS Publication 5166. If any additions or revisions are required, Counselor makes them, and sends the revised return to Taxpayer’s Customer Portal account. (See Tip Sheet #21, found in the Portal Libraries at Service Delivery Models/Tip Sheets)

Once Taxpayer approves the return, Counselor explains the Form 8879 (See One Visit Scan Script, found in the Portal Libraries at Service Delivery Models/ One Visit Scan

² Returns are not marked “Complete” until Taxpayer has signed the Form 8879.

Model/Scripting), and asks Taxpayer to electronically sign the 8879. The electronic signature is accomplished via the Taxpayer's Customer Portal account. (See Tip Sheet #22, found in the Portal Libraries at Service Delivery Models/Tip Sheets) This completes the Google Meet video conference session.

[550] Counselor marks the return "Complete" and "Ready to e-file" in TaxSlayer. Counselor also sends signed, final return to Taxpayer via the Taxpayer's Customer Portal account. (See Tip Sheet #21, found in the Portal Libraries at Service Delivery Models/Tip Sheets) This is necessary because when Taxpayer electronically signs the 8879, the signature does not show up on the return previously uploaded to Customer Portal account.

[560, 570, 580, 590] Return is transmitted to the IRS in accordance with the site's usual practice. The return is monitored for acceptance by all applicable tax agencies (Federal and State).

If the return is rejected, designated Counselor confers with Taxpayer as necessary to resolve the reject and re-transmits the return. Once return is accepted by all applicable tax agencies, the site's Activity Log to reflect return was accepted.