AARP FOUNDATION TAX-AIDE
Two Visit Scan Model
Suggested Best Practices[1]

Model Description: Taxpayers must have two appointments to come to the site. During the first appointment, taxpayers sign the Form 14446, complete the Intake booklet, and participate in an intake interview with a Counselor.

After the intake interview, Counselor scans all of the Taxpayer's information and tax documents to the TSO Scans folder in the Chromebook's My Files/Downloads area. The return is created in TaxSlayer (entering SSN and completing the Filing Status and Personal Information screens). Counselor uploads the scan files to the return and deletes the files from the TSO Scans folder..

Counselors prepare and quality review the return remotely. Taxpayers return to the site for a second appointment during which a Counselor reviews the return with the Taxpayers, answers any questions, obtains Taxpayers' signatures on the Form 8879, and gives Taxpayers a copy of their final return. 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 can be used to help Taxpayers 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 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 they are calling from.

SETUP / SCREENING

[100] 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 Taxpayer data.)

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

[100] If distributing an intake packet to Taxpayers before their appointment, consider printing a copy of the Two Visit Scan Model Tax Prep Information email template to include in the packet. (Service Delivery Models > Scan Models > Two Visit Scan Model > Tax Prep Info Email + Attachments) Also consider including a document advising Taxpayers of:

- any COVID protocols being followed at 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.

INTAKE

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

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

SCAN

[200] Establish a document sequence to be used for organizing documents before scanning them. 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 scanning 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 each scan file.

[200] Before scanning (or after), initial each of the pages provided by Taxpayer. This confirms Taxpayer brought the document to the intake appointment if there is a question 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)

[235] 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 My Files / 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/Scan Models/Tip Sheets) ***TaxSlayer will retain uploaded scan files until November 2022 so they will remain accessible should a problem arise.***

PREPARE

[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 the information entered in the TaxSlayer Personal Information is correct. Also confirm any information entered on the Dependent screen.

[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

[410] 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.

[410] Confirm the information entered in the TaxSlayer Personal Information is correct. Also confirm any information entered on the Dependent screen.

[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

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