

**AARP Foundation Tax-Aide
Two Visit Scan Model
Script: INTAKE Stage ¹**

1. [100, 110, 120, 130] The following **blue text** is required when explaining the Two Site Visit Scan Model of tax return preparation to Taxpayers.

You will have two appointments to come to the site. During the first appointment, we will ask you questions about your tax situation, have you fill out several forms, and convert all of your documents to electronic images. The electronic images are saved in the same IRS-provided software we use to prepare your tax return. Our Counselors will prepare your return remotely. You will return to the site for a second appointment during which we will review the return with you and answer any questions you have. Once you provide your consent for us to e-file your return, we will give you a printed copy of your return and transmit the return to the IRS.

2. Do you have any questions?
 - a. If “Yes”, answer Taxpayer’s questions
 - b. IF “No”, proceed to item 3 below
3. **STOP POINT:** Do you want to have your return prepared this way?
 - c. If “Yes”, move to [140], below
 - d. If “No”, Taxpayer must pursue other options for tax preparation; mark this as a Q&A on the site’s Activity Log
4. [140, 141] Volunteer checks Taxpayer photo IDs and presents the Form 14446 to the Taxpayer and use the language below in **blue text** to explain the 14446:

IRS requires us to obtain your written consent to prepare your return without you present. This document explains how we will prepare your return. The last page contains two consents. The first is IRS’ request to review your return for accuracy; IRS asks your permission to review your return as part of their random review of Tax-Aide site operations. You do not have to allow this review for us to prepare your return.

The second provides your consent for our IRS-certified volunteers to prepare your return using technology such as telephone, video conferences, email, and secure storage of electronic files containing your personally identifiable information. You and your spouse, if married filing a joint return, must grant this consent in order for us to assist you with your return.

¹ Throughout this document the numbers appearing in brackets [xxx] are references to numbered boxes on the 1 Visit Scan Model flow chart.

- i. Do you have any questions?
 1. If YES, answer questions and proceed
 2. If NO, please review and check the boxes on page 3 either Yes or No and sign the form. Taxpayer (and spouse if applicable) must sign. If you are not willing to check YES for the second box and sign this form, we cannot assist you.
 - b. Have you filled out the Intake Booklet and other documents (if these were sent to Taxpayer prior to their appointment)
 - i. If NO, please complete the Intake Booklet (and other documents required according to site practices)
 - ii. If YES, gather Taxpayer's documents and assign the Taxpayer to a Counselor in accordance with site practices
5. **[142, 144, 144, 145]** A Counselor conducts an intake interview, making notes on the documents as needed and organizes the documents for scanning in accordance with site procedures
 - a. Confirm that Taxpayer has all documents needed for the return
 - i. If NO, handle per site practices
 - ii. If YES, proceed to the SCANNING stage

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1. **[200]** Scan Taxpayer documents into TSO Scans folder located in the MyFiles/Downloads area of the Chromebook.
2. **[210, 220]** Create the return in TaxSlayer, using information obtained during the intake interview to enter SSN, Filing Status, and complete the Basic Information screen; upload the scan files to the Taxpayer's return.
3. **[230]** Before Taxpayer departs site:
 - a. I'm placing all of the documents you brought to us in this Taxpayer envelope, we do not need the documents
 - b. Explain how the preparation and quality review process will be done remotely, counselors may contact you if they have any questions.
 - i. If necessary, they will contact you by phone or email. If by phone, the call may come from a private number or a number you do not recognize; please answer this type of call while we are working on your return. When you receive a call, ask the person calling for the pass code. The pass code will be *(enter the pass code set by your site's leadership)*. If the person does not know the pass code, do not continue speaking with them.
 - ii. If you are contacted by email, the email will come from an "aarpfoundation.org" address and will have "AARP Foundation Tax-Aide" in the subject line.
 - iii. Your next appointment is **xxxxxxxx**. At that time, we will review the return with you and finalize your tax return.
 - c. Taxpayer leaves site

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1. **[500, 505, 506]** Taxpayer returns to the site as scheduled
 - a. A Counselor goes over the return and answers any questions
 - b. If revisions are required to the return, make them and print another copy
 - a. Direct Taxpayer to the Form 8879 after the return has been reviewed with and approved by Taxpayer. The following **blue text** is required language to explain this form:

This is IRS Form 8879, by signing it you are stating that:

- **You have provided us with all of your TYxx documents;**
- **This return is complete and accurate to the best of your knowledge;**
- **You understand that this is your return and you are responsible for it;**
- **You are giving us permission to submit this tax return on your behalf;**

1. If Taxpayer agrees with the above statements, ask them to sign the 8879
 2. If the Taxpayer does not agree with the above statement or is unwilling to sign the 8879, explain to them that we cannot e-file their return, they will have to go elsewhere, and we must destroy the printed return and deactivate the return in TaxSlayer.
2. **[540]** – Once Taxpayer has signed the 8879
 - a. Give them a copy of the final return
 - b. Thank them for participating in this program
 - c. Complete log based on site procedures