

**AARP Foundation Tax-Aide
Two 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).

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.

Following 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. Counselor creates the return in TaxSlayer (entering SSN and completing the Filing Status and Personal Information screens), uploads the scan files to the return in TaxSlayer, and deletes the scan 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.

INTAKE:

[100] Taxpayer arrives at site as scheduled.

[110, 120] Volunteer (can be Client Facilitator) explains the Two Visit Scan Model to Taxpayer, and asks if Taxpayer wishes to proceed. (See Two Visit Scan Model Script, found in the Portal Libraries at Service Delivery Models/Scan Models/Two Visit Scan Model/Scripting)

[130, 140] If Taxpayer does not want to proceed, Taxpayer leaves site to pursue other options and is marked as Q&A.

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

[141, 142] The Taxpayer is assigned to a Counselor who conducts an intake interview, annotating additional information as needed, and organizes the documents for scanning.

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

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

SCANNING:

[200] Counselor scans Taxpayer information and tax 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, 230, 235] 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)

Once Counselor confirms files are uploaded to TaxSlayer, the scan file(s) are deleted from the TSO Scans folder. Scan files must be deleted from the TSO Scans folder within five (5) calendar days of when the files were created. (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.*

Taxpayer leaves the site with an appointment to return approximately one week later to finalize the return. Taxpayer takes all of their documents with them; no hard copy Taxpayer information is left at the site.

PREPARATION OF RETURN:

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

[310, 320, 330] Counselor prepares return referencing the scan files in 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 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.

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

[440, 445] Counselor completes the quality review and marks the return “Passed” in TaxSlayer.² Return is held pending Taxpayer’s return to the site for their final appointment.

FINALIZING THE RETURN:

[500, 505, 506] Taxpayer returns to the site as scheduled and participates in a detailed review of their return with a Counselor. This is the quality review “engaging the Taxpayer” to “solicit their understanding and agreement to the facts of the return” in accordance with QSR #2 as stated in IRS Publication 5166. If any additions or revisions are required, Counselor makes them. Counselor prints out the return, explains the Form 8879, and obtains Taxpayer signature on the 8879. (See Two Visit Scan Script, found in the Portal Libraries at Service Delivery Models/ Two Visit Scan Model/Scripting) Taxpayer leaves the site with all of their information and a complete copy of the final return; no hard copy Taxpayer information is retained at the site.

[550] Counselor marks the return “Complete” and “Ready to e-file” in TaxSlayer.

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

If the return is rejected, a designated Counselor confers with Taxpayer as necessary to resolve the reject and re-transmits the return.

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