SCAN MODEL DOCUMENTATION
READ ME FIRST

Definitions

- No Site Visit Model – An all-electronic process using Google Meet video conferencing and the TaxSlayer Customer Portal.
- One Visit Model – Volunteers scan Taxpayer documents at the site, Google Meet video conferencing and the TaxSlayer Customer Portal are used to finalize the return.
- Two Visit Model – Volunteers scan Taxpayer documents at the site, Taxpayer returns to the site to finalize the return.

Library Structure

Documentation for all three scan models – One Visit Scan, Two Visit Scan, and No Site Visit – is located in the Service Delivery Models (SDM) folder in the Portal Libraries. That folder has two subfolders, one of those is titled **Scan Models**. Within the **Scan Models** folder, you will find four subfolders and four stand-alone documents. There is NO duplication across these folders/files.

In addition to this **Read Me First** document, the **Scan Models** subfolder contains two sets of sample documents.

(1) Two sample No Site Visit Service Request Tracking Forms. This form can be used to track Taxpayer requests for the No Site Visit Model up to the point the Taxpayer uploads their scan files to their return via the TaxSlayer Customer Portal.
   a. **No Site Visit Service Request Tracking Form – Enhanced**. This spreadsheet is set up with drop-down lists for several items and has instructions addressing how to modify the drop-down lists.
   b. **No Site Visit Service Request Tracking Form – Basic**. This spreadsheet is identical to the Enhanced version except all fields require manual data entry – there are no drop-down lists framed within this document.

(2) Two sample Site Activity Logs.
   a. **Site Activity Log – Enhanced**. This spreadsheet is set up with drop-down lists for several items and has instructions addressing how to modify the drop-down lists.
   b. **Site Activity Log – Basic**. This spreadsheet is identical to the Enhanced version except all fields require manual data entry – there are no drop-down lists framed within this document.

Sites are required to maintain a Site Activity Log that tracks specific information – electronically or on hard copy – and is retained through May 31 of the filing season. The required data points are highlighted on the **sample Site Activity Logs** and in the **Required Elements** document for each model. Sites are not required to use the sample logs, they may create their own Site Activity Log but must include information required per the **Required Elements** documentation.

There is a **Tip Sheets** subfolder within the **Scan Models** folder that contains tip sheets helpful to volunteers using the scan models. Not all tip sheets apply to all models; to address this, you will find an **Index** document that lists the tip sheet number and title, last revision date, and models to which each tip sheet applies.

The **Scan Models** folder contains one subfolder for each model.

Each model subfolder contains:

- ***The email templates (Legal Information and Tax Prep Information) and their related attachments are <u>required for use with the No Site Visit Model.</u>*** The templates are provided for the One Visit Scan and Two Visit Scan Models for sites that wish to use them.
  - **Legal Info Email + Attachments** – Legal Information Email Template, the Required Attachments Grid, and all attachments. There is a subfolder named "Spanish Language" that contains the Spanish versions of the Legal info email and associated attachments.
  - **Tax Prep Info Email + Attachments** -- Tax Prep Information Email Template, the Required Attachments Grid, and all attachments. There is a subfolder named "Spanish Language" that contains the Spanish versions of the Tax Prep Info email and associated attachments.
  - **Other Email Templates** – English and Spanish language versions of the Missing Documents" and "Missing Form 14446" emails templates.
- Six stand-alone documents.
  - a process flow chart for the model
  - a process description (a narrative version of the flow chart)
  - required elements of the model (things for which there is no discretion at the local level)
  - best practices for the model (things that worked for others last season)
  - scripting to be used with various stages of the model when volunteers are communicating with the Taxpayer
  - an IRS Form 14446 template (LC's must complete the site-specific information required at the top of page 1)

The Required Email Attachments Grid found in the Legal Info and Tax Prep Info folders identifies all of the attachments for each – those that are required and those that are recommended. Each attachment is clearly identified as either required or discretionary. Discretionary means that the decision whether to send/use a particular attachment is left with local leadership.

Model Documentation Explanations
Throughout the documentation, you will see numbers in brackets **[xxx]**. These numbers are cross references to the numbered boxes on the flow charts.

In addition to the Email Templates and Attachments, the subfolders for each model contain five stand-alone documents. Those are:

- **Best Practices –** lists activities that worked for various sites using one or more of the Scan Models last filing season.
- **Process Flow Chart** – this is a diagram of each step of the model from Taxpayer's first contact with the site through acceptance of the transmitted return.
- **Required Elements** – this document identifies those elements of the model that are required in terms of policy and procedures. Anything <u>not</u> specified in this document is at the discretion of local leadership.

- **Process Description** – this is a narrative form of the Process Flow Chart. This provides the same information as the Flow Chart but gives a little more detail.
- **Scripting** – for the No Site Visit and One Visit Scan Models, there is specific information that must be communicated to the Taxpayer during a site's initial contact with that Taxpayer; that information is contained in the **Script** document. There is also a script for 2 Visit Scan Model to address required language/information to be communicated to the Taxpayer regarding the Form 8879 during finalization of the return.

File Structure for Service Delivery Models Library