

Glossary of Tax-Aide Acronyms

Updated 2025

A

AARP = organization dedicated to empowering Americans 50 and older
AARP Foundation = Tax-Aide's supporting organization; volunteer arm of AARP
AC = Administration Coordinator
ACA = Affordable Care Act (aka Obamacare)
ADS = Administrative Specialist; volunteer
AGI = Adjusted Gross Income
AND = Assistant National Director
ASC = Assistant State Coordinator; volunteer
AVR = All Volunteer Roster

C

CC = Communication Coordinator (district level)
CF = Client Facilitator; volunteer who pre-screens taxpayer's information
Coordinator = Volunteer leader in program
COU = Counselor; Tax-Aide volunteer who is IRS certified and prepares taxes

D

DC = District Coordinator; volunteer leader
DMT/DLT = District Management Team/District Leadership Team

E

EFC = Electronic Filing Center
E-file = Electronic filing of tax returns
EFIN = Electronic Filing Identification Number
EIC/EITC = Earned Income Tax Credit
EIN = Employer identification number
ERO = Electronic Return Originator, volunteer responsible for E-Filing returns

F

FAQ = Frequently asked questions
FRR = Flat rate request form used by leaders and non-leaders

I

INS = Instructor; district level volunteer, IRS certified

IRS = Internal Revenue Service

ITIN = Individual Taxpayer Identification Number

K

KAP = Konnex Access Process; AARP call center; calls distributed to SCs

L

LC = Local Coordinator; volunteer leader

N

Natl = National level of AARP Foundation Tax-**Aide**

NLDC = National Leadership Development Committee

NLT = National Leadership Team/Committee of Tax-Aide

NOC = National Operations Committee

NROC = National Recruitment and Outreach Committee

NTC = National Technology and Security Committee

NTTC = National Tax Training Committee

O

OSHC = OneSupport Help Center; program documentation and information

P

PCS = Partnership and Communications Specialist

PIN = Personal Identification Number

PTIN = Paid Practitioner Tax Identification Number

PVS = Prospective Volunteer Specialist

Q

QR = Quality Review(er)

QSR = Quality Site Requirement

R

RAA = Regional Administration Coordinator

RC = Regional Coordinator; volunteer leader

RO = volunteer in state responsible for IRS e-file applications

RPA = Regional Partnership Communications Advisor; volunteer leader

RRA = Regional Training Advisor; volunteer leader

RTA = Regional Technology Advisor; volunteer leader

S

SBIN = Service Bureau Identification Number

SC = State/Split State Coordinator; volunteer leader

SCO = Shift Coordinator; volunteer leader who reports to Local Coordinator

Scope = limitations of what tax topics may or may not be completed by volunteer

SE = Self-employed

SEP = Simplified Employee Pension Plan

SF = Support Facilitator; volunteer who assists as greeter, interpreter, etc.

SIDN = Site Identification Number, specific to all returns filed at individual site

SMT = State Management Team

SPEC = Stakeholder, Partnerships, Education and Communication;
IRS group responsible for tax assistance volunteer programs

Summary Activity Report = state level report of assistance provided by AARP

T

TC = Technology Coordinator (District Level)

TCE = Tax Counseling for the Elderly; grant program supporting Tax-Aide

TCS = Technology Specialist; volunteer leader

TM = IRS SPEC Manager; supports both TCE and VITA in a territory

TP = Taxpayer (preferred rather than customer or client)

TRC = Training Coordinator; volunteer leader (District Level)

TRS = Training Specialist; volunteer leader (State Level)

TSO = TaxSlayer Online software

V

VITA = another volunteer IRS SPEC grant program similar to TCE