

QSR # 3: Confirming Photo Identification and Taxpayer Identification Number (TIN)		Comments
11	<p>Are all volunteers using photo identification to confirm the identity of the taxpayer (and spouse, if married filing jointly) and Taxpayer Identification Numbers (TIN) for everyone listed on the return? (Tell me about the process used to confirm taxpayer identity and TIN.)</p> <p> <input type="checkbox"/> Yes-Photo IDs checked or exception applies <input type="checkbox"/> No-Not confirming taxpayer identification number <input type="checkbox"/> No-Not reviewing photo identification <input type="checkbox"/> No-Other (use if more than one "No" applies) <input type="checkbox"/> No-Spouse/Taxpayer not present/No Power of Attorney </p>	
QSR # 4: Reference Materials		Comments
12	<p>Are all required reference materials available at the site (electronic or paper)? (Tell me what reference materials you have at the site.)</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Volunteer Tax Alerts/Quality Site Requirements Alerts/CyberTax Alerts not available <input type="checkbox"/> No-Publication 4012 not available <input type="checkbox"/> No-Other (use if more than one "No" applies) <input type="checkbox"/> No-Publication 17 not available <input type="checkbox"/> No-Publication 4299 not available </p>	
13	<p>Is there a process which ensures all volunteer alerts are reviewed by all IRS-tax law certified volunteers? (What is your process for sharing volunteer alerts with your volunteers?)</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
QSR # 5: Volunteer Agreement		Comments
14	<p>Is the volunteer's identity, name and address confirmed using government-issued photo ID, and are Forms 13615 signed and dated by the volunteer and approving official? (Tell me the process for securing signed volunteer agreements.)</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Not signed/dated by volunteer or approving official <input type="checkbox"/> No-Unable to verify <input type="checkbox"/> No-Form 13206 does not certify Forms 13615 validation <input type="checkbox"/> No-Not requiring government-issued photo ID <input type="checkbox"/> No-Other </p>	
15	<p>Were any violations to the Volunteer Standards of Conduct (VSC) identified?</p> <p> <input type="checkbox"/> No violations identified <input type="checkbox"/> Yes-Violation to VSC #1 - Follow all Quality Site Requirements (QSR) <input type="checkbox"/> Yes-Violation to VSC #2 - Do not accept payment, ask for donations, or accept refund payments for federal or state tax return preparation from customers <input type="checkbox"/> Yes-Violation to VSC #3 - Do not solicit business from taxpayers you help or use the information you gained about them (taxpayer information) for any direct or indirect personal benefit for yourself, any other specific individual or organization <input type="checkbox"/> Yes-Violation to VSC #4 - Do not knowingly prepare false returns <input type="checkbox"/> Yes-Violation to VSC #5 - Do not engage in criminal, infamous, dishonest, notoriously disgraceful conduct, or any other conduct considered to have a negative effect on the VITA/TCE programs <input type="checkbox"/> Yes-Violation to VSC #6 - Treat all taxpayers in a professional, courteous, and respectful manner </p>	
16	<p>Did the site meet the components for QSR # 5?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
17	<p>Is the latest revision of Publication 4836, VITA/TCE Free Tax Programs (VolTax), available to all taxpayers who seek services at the site? (Tell me about your process for ensuring volunteers and taxpayers know how to report unethical issues.)</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
QSR # 6: Timely Filing of Tax Returns		Comments
18	<p>Are timely filing requirements met after securing taxpayer consent? (Talk about your process for transmitting returns, obtaining acknowledgements, and correcting rejects. Tell me about the site's process to have taxpayers sign their tax return.)</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No-Not notifying taxpayers of rejects timely <input type="checkbox"/> No-Not transmitting timely <input type="checkbox"/> No-Form 8879 not signed prior to e-filing Form 4868 <input type="checkbox"/> No-Form 8879 not signed <input type="checkbox"/> No-Other (use if more than one "No" applies) <input type="checkbox"/> No-Not retrieving acknowledgments timely </p>	
QSR # 7: Civil Rights		Comments
19	<p>Is a current Civil Rights poster made available to all taxpayers who seek services at the site? (Talk about your process for ensuring volunteers and taxpayers know how to report Civil Rights issues identified at your site.)</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	

QSR # 8: Correct Site Identification Number (SIDN)		Comments
20	Is the site using the correct site identification number? (What site identification number are you using?) <input type="checkbox"/> Yes <input type="checkbox"/> No	
QSR # 9: Correct Electronic Filing Identification Number (EFIN)		Comments
21	Is the site using the correct electronic filing identification number? (What electronic filing identification number are you using?) <input type="checkbox"/> Yes <input type="checkbox"/> No	
QSR # 10: Security, Privacy, and Confidentiality		Comments
22	Are the site's computers and internet connection encrypted and password protected? (Tell me about measures taken to password protect computers and internet connections.) <input type="checkbox"/> Yes <input type="checkbox"/> No-Internet not secure <input type="checkbox"/> No-Computers without passwords <input type="checkbox"/> No-Other	
23	Are adequate security measures taken to protect computers, printers and all other equipment during and after site operating hours? (Tell me about measures taken to protect computers and all equipment used by the site.) <input type="checkbox"/> Yes <input type="checkbox"/> No	
24	Does the site protect, safely store and properly dispose of personally identifiable information (PII)? (Talk about the process you use to protect, store and dispose of taxpayer data.) Document site response in the comments section. <input type="checkbox"/> Yes <input type="checkbox"/> No-PII not properly disposed <input type="checkbox"/> No-PII not protected <input type="checkbox"/> No-Other	
25	If Section 7216 is applicable, are consent notices obtained and properly secured? (Do you or your partner collect taxpayer information which is used for anything other than preparing tax returns? If yes, talk about how a taxpayer's denial to consent of use and disclosure notices are handled.) <input type="checkbox"/> Yes-Consent notices are properly secured <input type="checkbox"/> No-Consent notices are not properly secured <input type="checkbox"/> N/A-Consent notices are not required	
26	Did the site meet the components for QSR #10? <input type="checkbox"/> Yes <input type="checkbox"/> No	
27	Does the site use the tax software features to generally limit volunteer access to tax returns? (Talk about the processes used to limit volunteer access to tax returns in the tax software.) <input type="checkbox"/> Yes <input type="checkbox"/> No	
28	Do all volunteers identify themselves to the taxpayers they assist? (Tell me about your site's process for volunteers identifying themselves to taxpayers.) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Site Operations		Comments
29	Is the site operating information correct in SPECTRM? (What are your site operating days and hours?) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Adherence to Quality Site Requirements		Comments
30	What is the overall Quality Site Requirement adherence rating?	The adherence rate is calculated by awarding 10 points for each of the measurement questions marked "Yes". The measurement questions are 5, 9, 11, 12, 16, 18, 19, 20, 21, and 26.

Remarks section (include any general comments and/or required comments if there was insufficient space in an individual question's Comments section)