

AARP Tax-Aide Program Order Form Instructions:

This form shows *any and all unrestricted* materials available for ordering through AARP in support of the AARP Tax-Aide program. If the item is not listed on this form, it is either a restricted/recognition item (separate order form exists for these items) or it is not a current AARP Tax-Aide product.

Fill out one order form per recipient address. Provide a complete street address. Do *not* use PO boxes. Please allow 30 days for delivery of your order.

This online order form has 2 online tools associated with it that should assist volunteers in ordering items they wish to receive. These 2 features include:

- 1) Samples of many of these items exist on the Extranet (www.aarp.org/tavolunteers). Forms can be found in the "Forms" tab. Guides and Manuals can be found in the "Manuals, Policy & Procedures" tab and many of the other items can be found in the "Recruit & Promote" section. In some instances, the item is only available on the Extranet and are indicated as such in the "Qty" column of the form.
- 2) Help features are included that can assist volunteers in selecting the quantity they intend to receive. These help features are available by putting your cursor in the "Qty" column. If the box is highlighted in YELLOW, then a help feature exists. Quantities should be ordered in singles unless specifically referenced in the on-line help feature. To access the help feature, hit the "F1" key on the keyboard after placing your cursor in the yellow box.

Once the form is completed, it will need to be sent to the Fulfillment department. This can be done by email (fulfillment@aarp.org), printing the form and faxing it (703-541-5921/5922), or printing the form and mailing it to the following address:

AARP Fulfillment
P.O. Box 96796
Washington DC 20090-6796

***In some instances, items are only available in an electronic copy off of the AARP Tax-Aide Extranet (www.aarp.org/tavolunteers) for individual volunteer orders, or are automatically shipped once ready from the National Office. These items are listed on the order form, but the quantity requested box "QTY" is filled in with "Extranet" or "Auto Ship".

Problems with your Order once you have submitted it?

What happens when my request is not available/back ordered?

Back orders can be caused by 2 different things: we have not finished printing the items, or we have run out of the items. If you need the items immediately and the item is backordered, the National Office may be able to ship an emergency supply. Additionally, items are also posted on the extranet.

When you receive a back order notice, do not resubmit your order. Your order will be fulfilled once product is made available.

What to do if you have not received your AARP order or you need it right away?

Contact your Sr. Field Support Technician. Give them as much information about your order as possible so that they can research your request on your behalf. Also contact your Sr. Field Support Technician if it is very close to the start of the tax season and you have not yet received the following *critical* items: Tax Record Envelopes, Sign-In Sheets.

What to do if your AARP shipment received has errors in it (such as wrong quantity, wrong items, etc)

Contact AARP Fulfillment department immediately. If you do not receive a satisfactory solution, contact your Sr. Field Support Technician.

AARP Tax-Aide Program Order Form

Please complete all of the following section (Required):

First Name:	Last Name:	Volunteer ID:
Address:	City:	State: Zip Code:
Telephone Number (including area code):		
Date Requested (mm/dd/yyyy):		Date Needed (mm/dd/yyyy):

>>>Please allow up to 30 days for delivery<<<

Stock #	Administrative Material	Qty
N/A	Accident Incident Form	Extranet
D0140	Business Reply Envelope #10	
B778	Business Reply Envelope 9x12	
N/A	Expense Statement (Excel version)	Extranet
E234	Expense Statement (Paper version)	
B971	Foundation Volunteer Envelope #10	
B1013	Foundation Volunteer Envelope 9x12	
E0251	Generic Volunteer Award Certificate	
N/A	IRS Intake Form*	IRS
C2358	Name Card Insert Sheets (6/sheet)	
E297	Order Form	
C2467	Out of Scope Poster	
D147	Personnel Form	
C1055	Plastic Card Holders	
E284	Site Information Form	
D18386	Site Sign-In Sheet	
D12225	Tax Record Envelope	
N/A	Volunteer/Site Recognition Form	Extranet
N/A	Volunteer Direct Deposit Form	Extranet
B955	Volunteer Foundation Letterhead	

Stock #	Spanish Materials	Qty
D17222	(SP) Brochure - Recruitment	
C1547	(SP) Countertop Holder	
D18159	(SP) Fact Sheet- Program Description	
D17224	(SP) Free Tax Help Banner	
D16719	(SP) Free Tax Help Brochure (PHP)	
D15589	(SP) Free Tax Help Poster	
D13399	(SP) Free Tax Help Site Information Flyer	
N/A	(SP) IRS Intake Form*	IRS
N/A	(SP) Publicity Announce/Ad Slick	Extranet
N/A	(SP) Recruitment Ad Slick	Extranet
D18198	(SP) Recruitment Poster Kit	
D17464	(SP) Tax Record Envelope	
D17463	(SP) Tell-a-friend Wallet Card (8/Sheet)	

Stock #	Recruitment Materials	Qty
D141	Brochure - Recruitment English	
N/A	Recruitment Ad Slick	Extranet
D15925	Recruitment Poster Kit	

Stock	Publicity Materials	Qty
D12545	Countertop Holder	
D12609	Fact Sheet - Program Description	
D13401	Free Tax Help Brochure (PHP)	
D143	Free Tax Help Poster	
D13398	Free Tax Help Site Information Flyer	
N/A	Publicity Announcement/Ad Slicks	Extranet
D18809	Split Refund Brochure	
D17223	TA-Free E-Filing Banner	
D12546	TA-Free Tax Help Long Banner	
D16617	TA-Free Tax Help Square Banner	
C1358	Tell-a-friend Wallet Card (8/Sheet)	

Stock #	Handbooks & Digests	Qty
N/A	Policy Manual**	Auto Ship
N/A	Operational Guidelines	Extranet
N/A	Local Coordinator Digest**	Auto Ship
D16276	Counselor Digest**	
N/A	State Coordinator Guide**	Auto Ship
N/A	Partnership & Comm. Guide**	Auto Ship
N/A	Technology Mgt Guide	Extranet
N/A	Training Guide (inc TRS/Instructors)	Extranet
N/A	Administrative Specialist Manual	Extranet
N/A	VMIS Technical Manual	Extranet

* AARP Tax-Aide Intake & Interview Pads (Item #D18445) have been discontinued. Intake Forms must be ordered directly from the IRS.

** Also available on the Extranet.