

## **TY 2022 Possible Shutdown Procedures**

### **Server Down, Power Outage, Printers not Functioning, Etc.**

- 1. Wait awhile to see if the situation changes.**
  
- 2. Deal with the Taxpayers in this manner if the SC shuts the site down:**
  - A. Make 3 lists in order to track the taxpayer**
    - 1) TPs waiting to begin a return**
    - 2) TPs in QR**
    - 3) TPs with a return in progress with the counselor**
  
  - B. Send home the taxpayers who have not yet begun a return. Make another appointment for them if possible (anywhere)**

**-Take TP's name and phone number. A custom appointment may be able to be made---but you need to clear this with the Site Manager.**
  
  - C. Those in QR should be told to return to QR at the beginning of the next day or two at Colony Cottage (or Lady Lake Library if it is on a Tuesday).**
    - a. Alert the next day CF team leader(s) as to the unusual circumstances.**
  
  - D. Those in process need to be rescheduled. The TP needs to see the counselor at the site where the return was started. They may need a custom appointment. Take their name and phone number.**
  
  - E. Last option: Expand Colony Cottage Saturday Site with extra counselors to serve interrupted taxpayers. This is a LC/SC decision.**

**12/18/22**