

CHAPTER V: SERVICES FOR AN ADDITIONAL FEE

The services described in this section are desired by the University. The election to utilize these services, however, will be dependent upon the price quoted for each service and, in some cases, on other factors as well.

A. SATURDAY PHONE SERVICE

The University anticipates that a significant number of its students and their families will prepare their tax returns on Saturdays, which is when they are likely to have questions or requests of the vendor. The University is interested in having the vendor provide extended hours of phone service to accommodate the Saturday demand; however, the cost of such extended service will be a key determining factor as to whether the University can afford to pay for this optional service.

1. The vendor should provide phone service on Saturdays during the peak servicing period. The phone service to be provided would be the same as that described in Section D. 1. "Phone Service" of Chapter IV "Basic Services."
2. The vendor should provide Saturday phone service during the hours when the highest volume of calls are anticipated.
3. The average performance standards of the Saturday phone service should equal those of the Monday-through-Friday phone service.
4. The vendor should provide Saturday phone service performance statistics, which would include Items 1) - 8) of Section A. 3. a. "Peak Servicing Period Statistics" of Chapter IV "Basic Services."

B. OPTIONAL ENCLOSURES WITH THE 1098-T SUPPLEMENTAL NOTICE

The University is contemplating enclosing two items with the 1098-T Supplemental Notice sent to students (but not with the notice sent to taxpayers).

1. Form for Collecting Taxpayer Information (W-9S Form Substitute)
 - a. The vendor should enclose with the 1098-T Supplemental Notice a form to collect taxpayer information.
 - b. The form will be designed by the University, in consultation with the vendor, and will likely be a half-page document.
 - c. The form should be included with the 1098-T Supplemental Notice sent to students. The population of students who are to receive this form will be determined by the University, e.g., students who already have taxpayer

information on file with the vendor may be excluded from the population targeted to receive the enclosure.

2. Return Address Envelopes

- a. The vendor should provide and enclose with the 1098-T Supplemental Form a return address envelope only if the taxpayer collection form also is enclosed.
- b. The envelope should have the vendor's address to which the completed form is to be returned.
- c. The vendor should provide a return address envelope that is of a size that can be easily enclosed in the envelope used for the 1098-T Supplemental Notice mailing and is made to fit the form for collecting taxpayer information.

C. AD-HOC REPORTS

The University may occasionally need ad-hoc reports, based on information maintained in the vendor's system. Ad-hoc reports are ones that typically are needed only once for a specific purpose and are not expected to be produced on a regular schedule; reports expected to be produced on a regular schedule would be considered "Standard Reports" (refer to Chapter IV, Section E, Item 7. "Reports and Data Retrieval"). Ad-hoc reports may be easier, more efficient, and more cost effective for the vendor to produce than for the University to receive an extract file and then create the reports locally.

1. Upon request, the vendor should produce ad-hoc reports. The vendor should assist the requester in developing the reporting specifications to ensure that the report results meet the information needs of the requester. However, if the requester wants information that is not available from the vendor's system, the vendor shall so inform the requester.
2. The vendor should make a best effort to provide the reports within the time line needed by the requester. If the requested time line cannot be accommodated, the vendor shall so notify the requester upon the request being made or as soon as possible thereafter.
3. The report should be produced in the medium specified by the requester. If the need for the ad-hoc report data are urgent, the vendor should respond accordingly, providing the information in as timely a manner as possible, e.g., calling the requester with the report results, faxing the report output, etc.

D. SOCIAL SECURITY NUMBER VERIFICATION

The Social Security Administration (SSA) offers an “Enumeration Verification System (EVS), the purpose of which is to “verify that a given Social Security Number is assigned to the individual whose name is submitted.” If a “match” does not occur, EVS reports on the particular data element that failed to pass the verification criteria; it does not, however, disclose the information that exists in the SSA’s system. Depending on the experience with the number of SSNs that IRS reports on the Notices of Missing and Incorrect SSNs (refer to Chapter IV, Section I. Item 2. “Response to IRS Notices of Missing and Incorrect SSNs”), the University may want the vendor to submit to the EVS a file for each campus EIN in an effort to provide more time to research and obtain better SSNs before they are reported to the IRS. There is currently no fee to submit a file to EVS; if a fee were to be charged for this service and if the University wanted the vendor to submit a file, the University would pay the EVS fee. Information about and the technical specifications for the EVS are provided in Appendix 4 “Enumeration Verification System (EVS), User Package for Employees.”

1. Upon request, the vendor should prepare and submit a file in accordance with the EVS instructions. The records to be included in each file will be determined by each campus, e.g., those pertaining to only certain Campus Programs, only those of taxpayers, etc.
2. The submission of files is likely to be once a year per Campus Program, if at all.
3. The vendor should submit the records in such a way as to allow feedback from EVS to be sorted by Campus Program.
4. The vendor should provide reports at the Campus Program level of the results from the match with EVS.