

September 18, 2006

Issue 2006.10

ExacNews

ExacTax Client:

Improvements to the 2006 input forms are moving ahead based on your many suggestions and recommendations. In addition, the turn around time in-house continues to remain excellent. However, we do expect a large increase in volume this year near the beginning of October so try to get your clients off the couch and into your office before the last minute. We find that a reminder letter with a late fee for appointments after September 30th usually works well to motivate procrastinators.

Billing Queries and Reminders

When requesting adjustments to your billing, state the problem in the comment section of your remittance and include it with your payment. Any problems or questions regarding billing queries may also be faxed directly to the Accounting Department at 714-999-6566. Requests for credit must be made in writing.

IMPORTANT: *Accounts with an outstanding balance over 21 days will be placed on C.O.D. status. C.O.D. accounts will be shipped UPS C.O.D. until the account is current. → C.O.D. status will delay shipment of proforma and organizers.*

Renewals

Renewals for RDE processors were mailed in May and Batch renewals were mailed in August. If you have not received your renewal, please contact our Customer Support Department to request a duplicate as soon as possible. → A late renewal will delay the shipment of your proforma and organizers.

Office Hours

Our regular hours are from 8:30 to 5:00, Pacific Time, Monday through Friday.

Extended Coverage: All departments will be open on Saturdays, October 7th and 14th from 9:00 AM to 3:00 PM, Pacific Time.

Labels

A set of labels will be mailed in late November at no charge. The set will contain two labels for each 1040 client processed by October 27th.

RDE Communications Center

RDE users should verify that they are using version 2005 2.0.2 of the RDE Communication Center. Start the RDE program and from the main menu bar select *Help / About ExacTax RDE Communications Center*. At the bottom of the



About dialog you should see **Version 2005 2.0.2**. If you do not see this version, from the main menu bar select *Utilities / Update Program*. If, after completing the update procedure, you still do not have the correct version, please contact the Customer Support Department.

Deleting Proforma Pages

Never remove an input form with proforma data on it. Pre-printed data is in the input file and to remove it the item must be deleted by the data entry operator. If you discard the form or cover over the item, our operator will not delete the information.

Telephone Reruns and Supply Orders: To process Telephone Reruns or order supplies, call 800-786-4272. The operating hours are the same as for Customer Support. When calling in a Telephone Rerun, please have all information ready, including the form number or form name, form section and box number for the changes. Always have your account number, the log number of the return and the needed changes ready for the Telephone Rerun Representative. In order to be processed and ready for shipment the following day, Telephone Reruns must be called in by 4:30 P.M.

Important ExacTax Telephone Numbers

Main numbers	714-284-4802	800-352-3638
Customer Support	800-254-2244	
Telephone Rerun	714-239-6139	800-786-4272
Electronic Filing	714-254-7213	
Main fax	714-284-4814	
Customer Support fax	714-254-7210	
Accounting fax	714-999-6566	

Street address: **2301 W Lincoln Ave #100**
Anaheim, CA 92801

Or mail to: **P.O. Box 61048**
Anaheim, CA 92803-6148

To contact us by e-mail, use the following addresses:

- Sales..... **exsales@exactax.com**
- Customer Support..... **exsupport@exactax.com**
- Electronic Filing..... **efrdeaut@exactax.com**
- Technical Support..... **extech@exactax.com**
- Administrative..... **exadmin@exactax.com**
- Accounting..... **exaccts@exactax.com**

Also, visit our improved web site: <http://www.exactax.com>