

October 2, 2006

Issue 2006.11

ExacNews

ExacTax Client:

The final deadline for most returns is nearly here! Please review your supplies and order what you may need. In a pinch you can copy a form, other than Form PI, from your instruction manual. *Never copy Form PI or any input forms with proforma data.*

Electronic Filing

All requests for electronic filing must be received by ExacTax no later than Sunday, October 15th. Returns that are e-filed timely but are rejected have until Friday, October 20th to make corrections and re-transmit.

Regular Office Hours: We are open from 8:30 to 5:00, Pacific Time, Monday through Friday.

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

Tax Organizers

The Tax Organizer Order Form will be mailed out at the end of October. This will list all 1040 clients processed by October 27th. You may add and delete Organizer orders from the list. If the list is not returned by the deadline, ExacTax will print Tax Organizers based on the pre-orders as shown on the list. Late requests for Tax Organizers will be processed in January, after the proforma has been printed.

➔ Tax Organizers are not processed for accounts that have not renewed for 2006. Be sure that you renew for 2006 before you send in your order.

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.

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!*



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>