

April 18, 2006

Issue 2006.5

ExacNews

Exactax Client:

Everyone at Exactax would like to thank you for making this a very successful processing season. Although processing is never 'over', we are now on to extension time and the rest is downhill from here.

We believe that our customer, the tax preparer, should have the opportunity to express ideas and ways to improve both our service and our tax product. Our ultimate success is due in part to your many valued suggestions and critiques throughout the years. Due to changes that were implemented from your many thoughtful comments and suggestions, we were able to enjoy one of the lowest rerun rates ever!

All of the staff genuinely appreciate and enjoy the many nice letters, comments and treats that have been sent by our satisfied customers. We look forward to providing all of your processing needs during the extension period.

California Forms 9000/9000R: Input form [CA31] for processing the low-income credit for Homeowner's and Renter's Property Tax Assistance will be available in mid-June. *Note:* These forms can not be filed with the FTB before July 1, 2006.

User Meetings: We would appreciate your participation in one of our Exactax User Meetings. These informal 3 hour meetings will be held in several locations this June, hosted by Richard Johnson. We want to hear from you about what worked and didn't work and how we can improve our service for future tax seasons. Your input and hands-on experience with the product is crucial to our development process. The meeting dates and locations are currently being scheduled and will be announced in the next ExacNews.

Billing Queries and Reminders: When requesting adjustments to your billing, state the reason in the comment section of your remittance and submit 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.

Operating Hours: Beginning April 24, we will be open regular hours 8:30 – 5:00, Monday through Friday. We will be closed on Memorial Day, May 29 and July 3-4. Beginning May 5th, we will be closing on Fridays at 12:30.

Electronic Filing: Returns for which a paper extension has been filed may still be electronically filed with the IRS and/or the FTB until October 16, 2006 and must be accepted by the IRS and/or the FTB on or before October 22, 2006. From May 10th through October 20th the IRS will do one (1) drain at 11:00 AM



Pacific Time. All authorizations should be submitted to ExacTax by 10:00 AM Pacific Time to be included in that day's transmission.

Late Proforma: 2005 Proforma for 2004 fiscal year business returns will be run on a monthly basis. If you process a 2004 1040 and want to receive a 2005 proforma, contact the Customer Support Department to order this. A \$4.00 proforma charge plus a shipping charge will apply. These will be processed on a weekly basis.

Prior Year Returns: Prior year returns will now be processed on a daily basis.

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 (Batch users)	714-254-7228	
E-file Transmissions (RDE)	714-284-4815	
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 web site: <http://www.exactax.com>