

May 1, 2007

Issue 2007-14

ExacNews

ExacTax Client:

Everyone at ExacTax would like to thank you again for making this a very successful processing season. Although processing is never 'over', we hope you will take some time off soon to relax and recover.

User Meetings

ExacTax believes 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 and fastest turnaround times ever!

We would appreciate your participation in one of our ExacTax User Meetings. These informal 3 hour meetings will be held in several locations in northern and southern California 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. The southern California meetings will be held the week of June 4 -8 and northern California meetings will be the week of June 18-21.

Operating Hours

Our regular hours are 8:30 – 5:00, Monday through Friday, through May 17th.

▶ ***Beginning May 18th through September 14th ExacTax will be closed on Fridays.***

ExacTax will also be closed on Memorial Day, May 28 and July 4-6.

Extension Returns

As discussed in the previous ExacNews, returns that are extension need to make entries on Input Form Ext [4] for the federal extension date and on the CAEst [6A] for the California extension date. If late interest and penalties are requested and the extension information has not been entered, failure to file penalties may also be computed.

If extension payments are entered and the extension dates have been omitted, ExacTax will add the required form to batch returns and a procedure charge will apply.



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.

Electronic Filing

Returns for which a paper extension has been filed may still be filed electronically with the IRS and/or the FTB until October 15, 2007 and must be accepted by the IRS and/or the FTB on or before October 20, 2007.

Note: E-file transmissions are done each day that ExacTax is open.

Proforma for Late Returns

If you process a 2004 or 2005 1040 return and want to receive the following year's proforma, contact the Customer Support Department to order this. Please wait until you have reviewed the return before placing the proforma order. A \$4.00 proforma charge plus a shipping charge will apply. These will be processed on a weekly basis.

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.

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>