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Issue 2008-15

ExacNews

Exactax Client:

Once again, Exactax would like to thank you for a very pain-free tax season. We appreciate the opportunity to be your tax service provider. We value your business highly and your input is always greatly appreciated and. We all know that the tax season never really ends – it just moves south to October. With that said, everyone at Exactax wishes you well and hopefully, a nice bit of time off until then.

CD Archives for 2005 and 2006 Returns

All orders for CD archives received to date should be mailed by Monday, May 5th. Remember, the 10% discount for ordering the 2005 and 2006 archive only applies to orders received by 5/31/2008. Please allow at least one week for CD orders to be filled.

Operating Hours

Exactax's operating hours are 8:30 – 5:00, Monday through Friday until May 15th.

▶ *Beginning May 16th through September 12th Exactax will be closed on Fridays.*

Exactax will also be closed on May 26th and July 3rd.

When Calling Exactax

For faster service dial Customer Support directly at 800-254-2244 rather than going through the main desk. For reruns, ordering forms, supplies or for tracking the status of a return call the RST Desk at 800-786-4272.

Extension Returns

As discussed in the previous ExacNews, returns that are on extension need to have entries on Input Form Ext [6A] for the federal extension date and the California extension date, if applicable. 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 mark the extension box and use the default extension date of 10/15/08.

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, 2008 and must be accepted by the IRS and/or the FTB on or before October 20, 2008.

Note: E-file transmissions are made every day that ExacTax is open.

RDE Reruns

If you have transmitted a return for processing without any error messages and the 'Last Log' column on your RDE Communications Center client list does not immediately show 'RDE', do not assume that it has not been received by ExacTax. Before re-transmitting the return, click on the *Utilities* menu and select *Retrieve Communications Log*. This will refresh your client list with the latest data from the ExacTax server. If the status still does not appear as 'RDE', contact Customer Support to verify that it has not been received. ExacTax does not give credit for RDE reruns.

RDE Users – Make Backups!

Now is the perfect time to make a backup of all your client files and put them in a safe location. It only takes a few minutes but can save you hours of grief.

Program Updates

The latest software upgrade, Version 2007.6 has been shipped to all RDE users. After installing this CD you must then check for updates, as several have already been issued.

The final version of the Texas 1040 (LLC), 1065 and 1120 are on this release and are now available for processing.

Proforma for Late Returns

If you process a 2004, 2005 or 2006 1040 return and want to receive the following year's proforma, contact the Customer Support Department. 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 requests 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

Customer Support	800-254-2244	
Telephone Rerun, Supplies, Tracing (RST)	714-239-6139	800-786-4272
Electronic Filing (Batch users)	714-254-7228	
E-file Transmissions (RDE)	714-284-4815	
Customer Support fax	714-254-7210	
Accounting fax	714-999-6566	