

# **ExacNews**

## **ExacTax Client:**

With only a little more than one week to go before April 15<sup>th</sup> the final push is on. As expected, the volume and the size of returns have increased and turnaround time has been running about 48 hours in house. Our production departments have been working overtime to get through the backlog so turnaround time should return to the normal 24 to 48 hours this week as we get caught up. ExacTax telephone support and return pick-up will be available on Saturday April 10<sup>th</sup>, from 8:30 AM to 5:00 PM, and Sunday, April 11<sup>th</sup>, from 9:00 AM to 3:00 PM, to assist you with your questions and reruns. (We apologize for last Sunday, 4/04, when our phone message said that we were closed until it was corrected around 10:30).

## **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 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 not be released until the account is current.**

## **Operating Hours**

The ExacTax support hours for the final week are as follows, (Pacific Time):

- Monday through Friday ..... **8:00 AM to 7:00 PM**
- Saturday, April 10..... 8:30 AM to 5:00 PM
- Sunday, April 11 ..... 9:00 AM to 3:00 PM

ExacTax will be closing at **5:00 P.M.** on Thursday, April 15<sup>th</sup>. All returns must be picked up by 4:45 P.M. to allow for logging and packing. We will be open our regular hours 8:30 – 5:00 on Friday, April 16<sup>th</sup>. We will be closed Saturday through Tuesday, April 20. Regular hours, 8:30 to 5:00 will resume on Wednesday, April 21<sup>st</sup>.

*Note:* E-file support for authorizations of corrected transmissions only will be available on Monday, April 18, and Tuesday April 20, from 9:00 AM – 3:00 PM.

## **Blank Extensions**

Blank extensions were printed and shipped last week for all 1040 proformas that were not processed as of April 1. These forms will be shipped under separate cover. There is no charge for this special service.

## **Electronic Filing Cut-Offs**

For electronically filed returns to be “timely filed”, they must be transmitted to the IRS and/or to the FTB on or before April 15, 2009 and **accepted** by the IRS and/or FTB on or before April 20, 2010. Therefore, ExacTax must receive electronic filing authorization by **3:00 P.M. (PT)** on April 15, 2010.

If a return is filed by April 15<sup>th</sup> and is rejected, the re-transmission of corrected, timely filed ***rejected*** returns must be authorized to ExacTax by **3:00 P.M. (PT)** on Tuesday, April 20, 2010. If you have not received ACKS for all returns that have been transmitted by April 15, please call Customer Service at 800-254-2244 by April 16 to confirm the status. If you have not received an ACK for an efile return then it should be considered as not filed.

Electronic filing of extensions is not available. Extension Form 4868, 7004 and/or state extensions ***must be*** filed on paper.

Returns for which a paper extension has been filed may still be filed electronically with the IRS and/or the FTB until October 15, 2010 and must be accepted by the IRS and/or the FTB on or before October 20, 2009.