Processing an Individual Tax Return through EPM	
Steps	Process
Log in to Etax Practice Manager (EPM)	Go to the Etax Practice Manager (EPM) https://pm.etax.com.au Log in to EPM with your username and password.
Select the Client Tab and select Add new client	Select the TAB headed *Clients* at the top of the page, then select "Add Client".
Enter Client details	1. Client Type – Use the drop-down arrow to select the client type. 2. Personal details – Enter the taxpayer title, name and date of birth. 3. Contact Details – enter all contact details – ph/fax/email/web. 4. Street Address – Enter Street address, City, State, Postcode, Country 5. Postal Address – select "as above", or enter postal address details. 6. Other Details – TFN, ABN, ABN Branch, select BAS type, select IAS type, select client source.
Select Status	At the point of first setting up a client, the status will be "New". Note: You will need to have entered the clients' TFN before you can change the status to "Confirmed"
Create the client	7. Select "Create" to create the client.
Send Welcome Letter	1. Upon the completion of the steps above you are brought into the next TAB, headed *Welcome Letter*. 2. To send the welcome letter to the client, select "Send Email".
Change Client Status	1. Select the TAB at the top of the page, headed *Details.* 2. Under the heading "Client Details", refer to "Client Conversion Status" and select "Confirmed". 3. Then select "Save".
At this point the Client has been added to EPM and received a Welcome Email with client login details	
Add the Job for the Client	Select the TAB headed *Related Jobs*
Enter Job Details	1. Select "Add Job" under the Related Jobs tab 2. Use the drop down arrows to select Client, Job Type, Period Type, Reporting Period, and Budget Fees. 3. Select "Create".
Billing the Job	Under the TAB headed "Billing", the management of the Payment, Fee from Refund, and Discounts can be made.

	BEFORE clicking on the "Billing" TAB, you need to consider whether you want to set the fee or whether you want it set by Etax Local. If you want it set by Etax Local, you should not take any action on the fee other than to use the "Job Notes" TAB to select "New Message" to advise "Please charge the client at Market rates". If you do want to set the fee, you will need to do the following: a) Under the *Fee Estimate* TAB, use the calculator within this TAB to detail the breakup of the amount you want the client to be charged. The Fee Estimate worksheet is designed to be comprehensive. If you do not have a detailed breakup of the fee, but just want a single amount charged, make all amounts under the column headed "ELA Estimated Minutes", zero. b) Choose a subheading depending on the type of work, and refer to either: Bookkeeping, Accounting, Taxation, or ELA Client Management. Under the relevant heading, choose an appropriate category (for instance, under the subheading *Taxation* you might select "Prepare Income Tax Return"). c) Then, under the column headed "ELA Estimated Minutes" change the estimated number of minutes to a figure that automatically calculates the amount to be charged, which will appear in the field to the right of the ELA Estimated Minutes. d) The charge out rate is pre-set at $110/hour. If you find the calculation results in a requirement for an adjustment, (e.g. the final figure appears as dollars AND cents, you can simply make the adjustment by using the "Write Off" field at the base of the calculation sheet to input the required discount amount. e) This achieves a "Budget Total", which is the amount the client will be invoiced. f) Select "Save" g) Select "Copy total to job budget fees". This makes the amount appear under the "Job Details" TAB as "Budget Fees". h) In order to create the invoice, you will need to choose the appropriate time (normally upon review of the job by Etax Local Head Office, then click on the Field within the Fee Estimate TAB, that says "create invoice from budget". i) In doing all the above, if you find that you have inadvertently gone to the "Billing" TAB and the system has automatically generated an invoice, the only way to correct the amount is to use the Job Notes TAB, advise Etax Local Head Office of the issue and request that the amount of the invoice is changed to

	the amount it should be.
Send Letter of Engagement	1. Once the job has been created you will be brought to a new screen, from where you need to select the TAB headed LOE (Letter of Engagement) 2. Select the Box headed *Finalise Letter of Engagement*, then select *Save.* 3. Download a PDF of the LOE and attach it to the TAB headed *Client Documents.* 4. Select the TAB headed *Client Correspondence* and send a message to the client via Client Correspondence to view and approve. 5. The client will be sent an email requesting that they go to the portal, log in, and review an important notification.
Add the Client to the Tax Agent Portal (TAP) Add ATO Portal Reports as Attachments	To add a client to the Tax Agent Portal you will need the full name, date of birth and tax file number, recorded in the Client Details area (found within the "Details" section when you created the Client). 1. Select the TAB headed *TAP* 2. Select the TAB called *Add Client to TAP* 3. During the update process the TAB will say *Operation in progress* 4. Once added, select and save the prefill report and attach it to the JOB under the TAB headed *Attachments.* 5. A copy of the ATO account, Pre-fill reports, Lodgement history and Client details should all be attached in PDF format under the TAB headed *Attachments*. These documents are not visible to the client.
At this point the Job has been created, *and Etax Local has been appointed as the Tax Agent.*	
Update Workflow Status	Throughout the process of the job the various stages are identified in the TAB headed *Workflow* 1. Under the "Record" and "Process" sections the status should be changed as the job progresses by selecting the appropriate field to identify the job status.
Add Workpapers	This TAB is for *Workpapers* and includes any documents that perform calculations related to the tax return. These may include spread sheets summarising expenses, notes about the background to the client's activities, rental summaries or other similar documents typically prepared by an Accountant as part of the process of summarising data that appears in the tax return. These documents are not visible to the client.
Add Client Documents	1. This TAB is for documents provided by the Client, and as such,

	these remain visible to the client. Select the TAB headed *Client Documents* to upload all documents provided by the Client. These may include PAYG summaries, schedules provided by the Client, Interest details, Receipts for expenses and deductions, Summaries of receipts for expenses and deductions, Health Fund statements, a copy of the residency test if the client was not in Australia for the full financial year, and any other data that supports entries which will ultimately appear on the Tax Return. 2. If the Tax Return includes a business schedule, include the financial statements for the business. 3. If the Tax return includes other items such as Rental properties, include relevant rental summaries, if provided by the client. 4. Upload a copy of last year's tax return if you have it. 5. As a guide, all documents are required, however where large numbers of transactions are involved and a detailed summary has been prepared, include a copy of the summary. 6. For refunds over $3,000, Etax local will generally require all relevant source documents.
Create the Tax Return	1. Select the TAB headed *Tax Return* 2. Select *Click here to continue*
Enter Tax Return details	NOTE: As a minimum the persons TFN, Name and Date of birth must be added, in order to *Save* the record. 1. Complete all input fields on the first page of the tax return. 2. Select the TAB headed *Choose Sections* 3. Select the boxes relevant to the sections of the tax return to be completed 4. Select *Next* 5. Enter remaining tax return details to complete the input fields
Check Refund Estimate	1. Select *Next* 2. Review refund for general probability and to align with expectations
Client Correspondence	If you want to send correspondence throughout the course of the preparation of the Tax Return to the Client, select the TAB headed *Client Correspondence* to communicate with the client. This would apply for instance if you are requesting documents from the client.
Check the Compliance	Select the TAB headed *Compliance.* 1. Ensure that each area of the tax return and the compliance related matters have been properly considered, checked, and the relevant boxes selected (ticked) being "Yes" or "N/A" as appropriate.

Ready for First Review	Select the TAB headed Workflow and set the status of the job to Ready for first review after completing the compliance checklist. • When the Job is identified as being ready for First Review, an Accountant from Etax Local will review the job. • If there are matters that require attention or review, the Member will be contacted.
Second Review	Once the first review has been successfully completed, the compliance process within Etax Local necessitates a secondary review. • The Job status within the Workflow flow-chart under the TAB headed *Workflow* will reflect this.
Client to sign the return	Upon finalisation of a satisfactory secondary review, the return will be provided to the client for signing.
Lodging the Return	Once signed the job will be lodged with the Australian Tax Office (ATO).
Notice of Assessment	Upon receipt of the Notice of Assessment, the ATO correspondence will be checked and uploaded by Etax Local. • Should there be any difference (such as a deduction by the ATO for a child support payment which cannot be known prior to lodging the tax return), a message will be sent to the taxpayer in order that recognition of the difference between the estimated assessment and the actual assessment is determined.
Client Refund	1. In ordinary circumstances where a refund is made, this concludes the process for the Client. 2. If "Fee from Refund" has been selected within the TAB headed *Billing*, then the electronic transfer will occur and payment will be made to the client within 2 business days from receipt of funds by Etax Local from the ATO.
Payment to Member	**PLEASE NOTE**: As a Member you are an Etax Local contractor so you are paid a percentage of the fees Etax Local charges the client. You are paid directly by Etax Local and by law must not accept fees from the client for the tax agent services that Etax Local provides them. Payments to members are made weekly, on Tuesdays. 1. Where payment for services is on the basis of fee from refund, the member will be paid on the first Tuesday after Etax Local have received payment from the ATO.

	2. Where payment is made by the Client earlier than that date, the payment to the Member will be made on the first Tuesday following receipt of funds from the Client by Etax Local.