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TIPS AND TRICKS

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TAX ASSISTANT

MAIN SCREEN

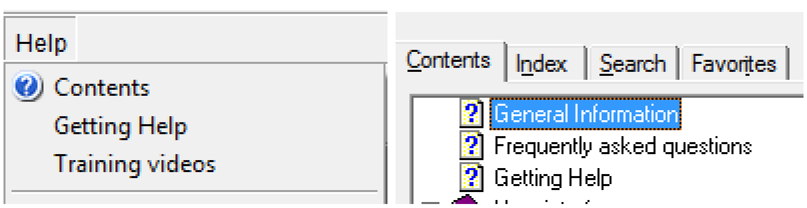
Getting Help

Did you know? You can access help in Assistant at any time by using the F1 key on your keyboard. This will automatically link you to the relevant help topic for the form you are currently using.

The Assistant **Help** is designed to assist you in all areas of the Assistant program.

There are a number of ways to access Help in Assistant:

1. Press the F1 key anywhere within the Assistant program.
2. Choose *Contents* from the *Help* menu. This will take you to the contents page of the help. You can also search for a topic of interest via the *Search* menu
3. Choose *Training videos* from the *Help* menu to access our online training videos.



Marking Clients

Did you know? Client marking is useful when you want to apply batch operations on a list of clients such as:

- Exporting marked clients
- printing letters for multiple clients
- printing reports for multiple clients

A client can be marked whenever the Client list is displayed. Click on the first column in the client list next to the client code to mark the client. When the client is marked a green tick will appear. To remove the Mark, click on the column again. The tick (mark) will disappear.

*	Code	N	Client name
✓	ALLEQUI		ALL EQUIPMENT CO (NSW) PTY LTD
	BARRYCM		BARRY C M & M J
	BARTONE		BARTON ESQUIRE TRUST
✓	BONDS		BOND SUPERANNUATION FUND

Searching Clients

Did you know? You can search for a client by using the CTRL+F shortcut on your keyboard. You can then search by multiple parameters including TFN or ABN.

There are a number of ways to quickly locate a client in Assistant:

1. Use the '**Find Text**' search command via CTRL+F on your keyboard
2. Depending on which sorting order you selected, you can find clients by typing in a search string. For example, if you sorted the Client list by client code, you can search the Client list by entering the client code directly from your keyboard. The system will jump to the first client in the list that matches your entered string. The string you entered will be displayed in the title bar after the Assistant heading
3. Apply filters from the left-hand navigator to filter by 'Client Type' and other various filters

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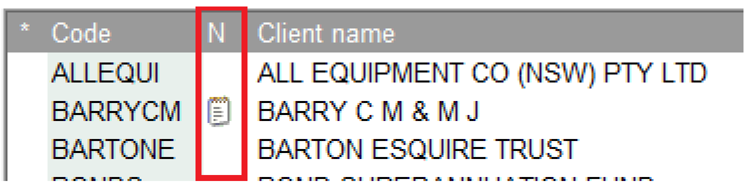
Client Notes

Did you know? Notes can be created with reminders which will add an image to those clients that have notes attached to their record. You can also add Agent notes for a tax return or form via the 'Status' button for a particular client.

The Notes screen has been designed to provide the means to add multiple notes related to the selected client. To add a note, click on the 'N' column next to the Client code.



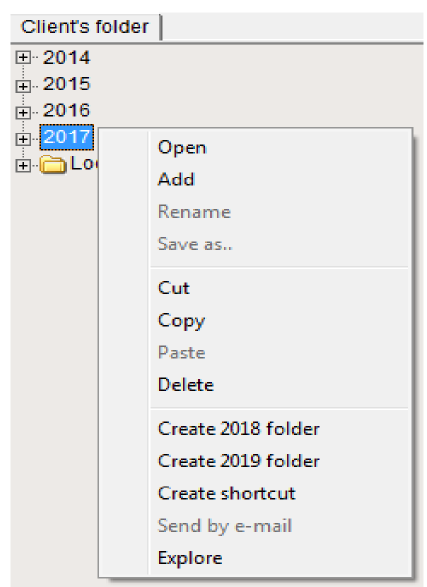
Clients Folder

Did you know? You can easily upload documents into clients' folders by using the 'drag and drop' feature. You can also easily navigate directly to the clients' folder in Windows Explorer by right-clicking and selecting the option 'Explore' within the clients' folder.

The Client's Folder can be used in conjunction with the **Document Manager** to simulate the functionality of Windows Explorer. The Client's Folder displays the structure of the client's files and folders while the Document Manager displays a list of files and folders.

Another feature of the Client's Folder is the **Lookup Folder**. The Lookup Folder is a folder on your disk or network, the contents of which will be displayed in the Client's Folder of Assistant. Assistant will alert you if a new file becomes available in the Lookup Folder.

The new file can then be moved from the Lookup Folder to the folder of the selected client. The lookup folder can be configured under Assistants Options menu.

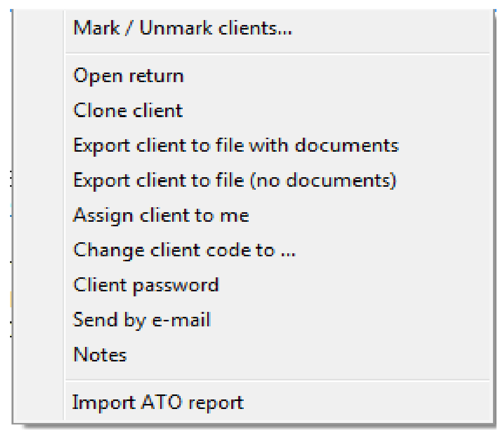


Miscellaneous menu options

Did you know? You can change a clients code, set a password for a client file or clone a client record by accessing this popup menu.

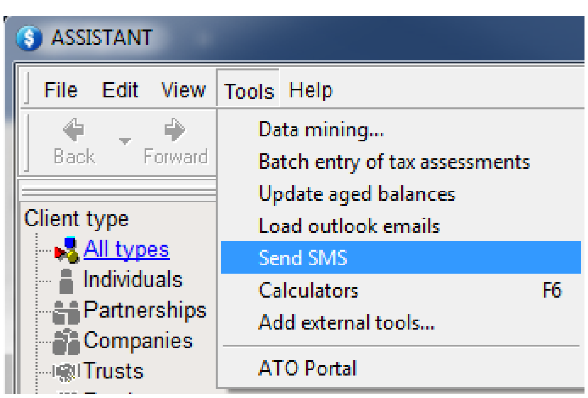
Right-clicking your mouse on the main screen of Assistant will present you with a number of additional options including:

- Clone client – Create a duplicate client in the client list. Useful for backup or testing data entry.
- Export client – Export a client to ZIP file. Useful for transferring to another agent for lodgment when offsite or for backup purposes.
- Change client code – Change the clients code to reflect your own formatting.
- Client password – Set a password to access the clients tax return, files and folders.
- Send by e-mail – quickly send the client file through to Thomson Reuters Support team for analysis or directly to the client.



Sending SMS messages

Did you know? You can send a client that has an appointment in the Assistant Diary a custom SMS reminder of their appointment with you.



With Assistant's SMS service you can send SMS to marked clients, staff members, clients with appointments and more at the click of a button.

You can open the SMS tool via the 'Tools' menu then select 'Send SMS'. You will need to pre-purchase SMS credits via the Software Assistant website.

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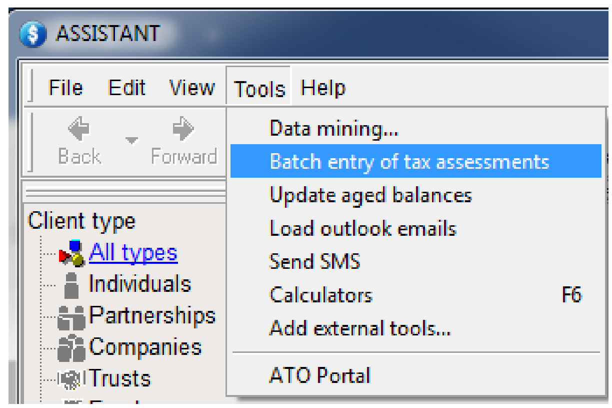
Batch entry of tax assessments

Did you know? You can use the Batch entry of tax assessments menu to easily record multiple tax assessments at the same time.



The batch tax assessment entry form allows you to enter a number of tax assessments on one screen. With a big volume of assessment notices the use of batch tax assessment entry form will reduce the data entry time, because you will not need to locate and open each client's tax return status form individually.

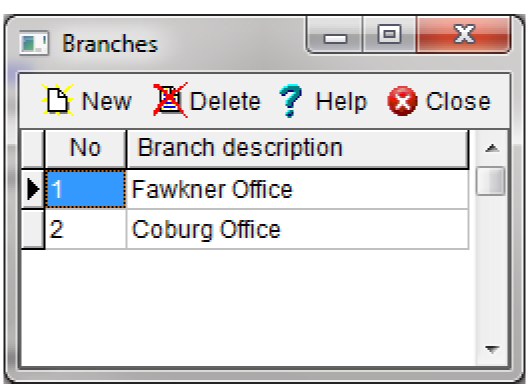
To access the batch entry of tax assessments, select '**Tools > Batch entry of tax assessments**'

Tax Assistant records the details to the main database automatically when you close the batch tax assessment entry form. The records that were successfully recorded into the main database will be hidden when the assessment form is opened next time. To view old records, tick the "**Show all records**" checkbox.

Branches

Did you know? Branches can be used if you have multiple offices and need to segment clients and staff by branch.

To access Branches, select 'File > Maintain templates > Branches> and list all branches.



- You can assign a client to a branch via the '**Client details**' window using the '**Branch ID**'
- You can assign a staff member to a branch via '**Edit > Security, Users etc**' menu then select 'Administer'.

Permissions can then be applied to staff members to restrict access to clients by a specific branch if required.

Assigning clients

Did you know? You can restrict access to certain clients by specific staff members.

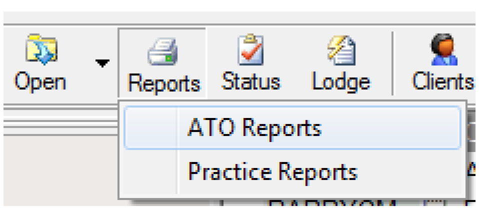
You can use the 'Assign to' function in Assistant to assign clients to specific staff members. Permissions can then be adjusted so that these clients are only visible by the assigned staff member.

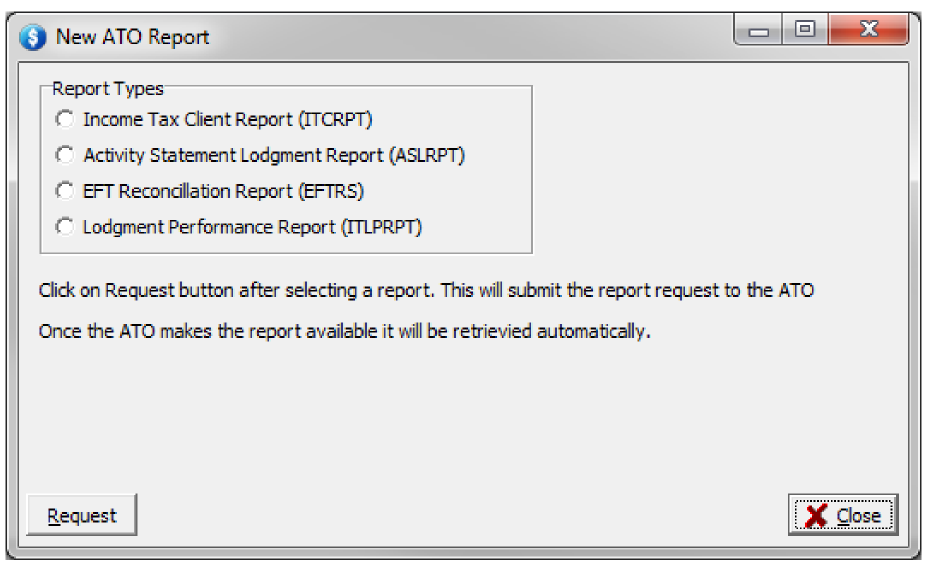
- Right-click on a client record and select '**Assign client to me**' to assign the staff member to yourself
- Open the Client details window and use the '**Assigned to**' dropbox to assign the client to one of your staff.
- Permissions can be adjusted via the '**Edit > Security, users etc**' menu then by clicking the '**Administer**' button.

Accessing ATO Reports

Did you know? You can access various ATO reports via PLS including the EFT Reconciliation Report via '**Reports > ATO Reports**'.

The following reports are available via PLS. Once available the reports will then be retrieved automatically:

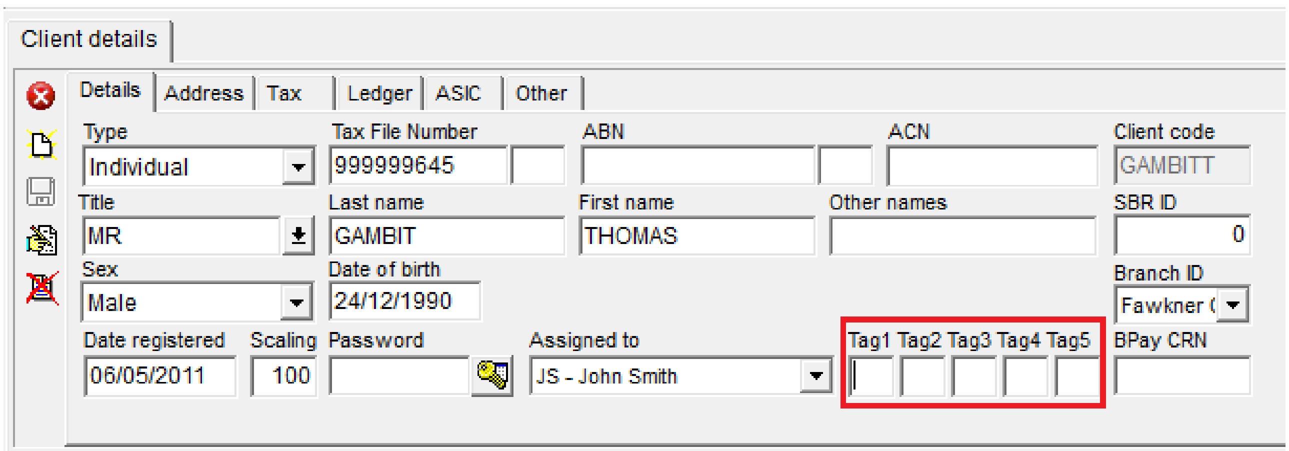




Custom client tagging

Did you know? Tags can be used to group or filter clients by certain criteria.

You can add up to five custom tags for each client. You can then mark and filter clients based on custom tags.



Automating backups

Did you know? You can schedule Assistant to back up your database automatically at a certain date/time using Windows Task Scheduler.

Contact our Support team for assistance in configuring automatic backups for your Practice.

Shortcuts

Did you know? Assistant has several keyboard shortcuts you can use to quickly launch specific tools in the software.

For example, use the **F9** key on your keyboard to quickly activate the **mail-merge** feature for the selected client. For a full list of keyboard shortcuts, search for 'shortcuts' in the Assistant Help menu.

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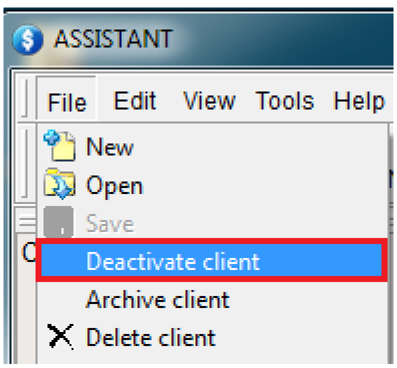
Active/Inactive clients

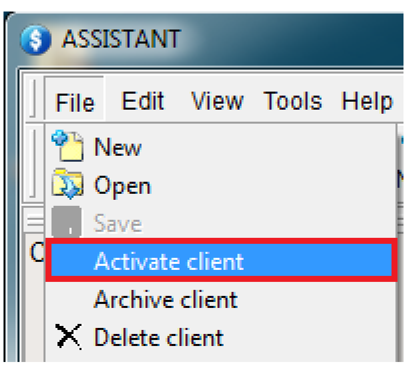
Did you know? Clients can be marked as 'inactive' so that they are hidden from the main client list. The data of the client will still be in the database but it will be hidden.

You can set the status of a client to inactive if they haven't used your service for quite some time and you do not want the client to be included in any of the reports generated by Tax Assistant.



To set a client as **inactive**:

- Select the client that you wish to deactivate.
- Select "File | Deactivate client". The client will then be hidden in the Client list.



To **activate** an inactive client:

- Remove the tick next to the "Active" filter on the Navigator.
- Locate the inactivate client.
- Select "File | Activate client". The client will now be active and accessible from the Client list.

Run multiple instances of Assistant

Did you know? You can have multiple tax returns open at the same time in Tax Assistant.

You can run Tax Assistant multiple times from the desktop shortcut. This allows you to open multiple tax returns simultaneously, especially useful if you have more than one monitor on your desk.

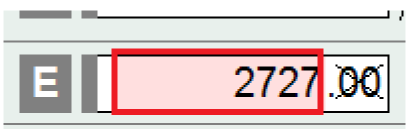
TAX RETURN

Tax Audit Alert

Did you know? Tax Audit Alert is a tool built into Software Assistant & Onvio that will alert you when your client is at risk of a tax audit from overclaiming on WRE.

Tax Audit Alert will alert you based on an Individual client's occupation, gender and income if your client is claiming above the ATO's average for WRE.

Keep an eye out for the following pink coloured box in the Deductions page of the IITR which will alert you when an alert is triggered.



You'll be able to view the Tax Audit Alert from the top navigator by clicking on the Alerts button once it has been triggered.

From here you can view the alert details and print the alert to share with your client.

Go-to-item shortcut

Did you know? You can navigate directly to a specific tax return item using the CTRL+G command.

You can quickly access a specific return item by using the CTRL+G command with the item number when inside a tax return.

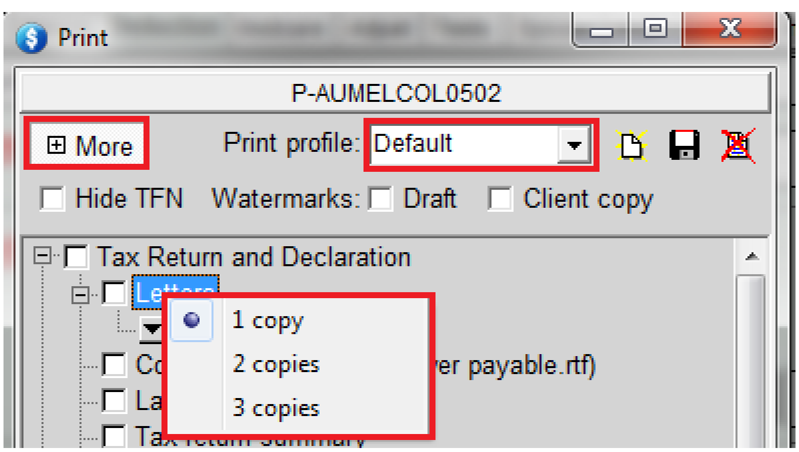
For example, you can navigate directly to item 10 – Gross interest by pressing CTRL+G then 1 then 0 on your keyboard.

Tax return print options

Did you know? There are several ‘hidden’ options when printing a tax return.

When printing a tax return in Assistant you have several additional options available before the print-preview screen is displayed.

1. Click on the ‘**+ More**’ button at the top left corner of the print screen to access additional options such as removing the TFN or adding a watermark
2. Right-click on individual return items to print multiple copies of individual items
3. You can create different print profiles to set the print options to only mark particular items or re-arrange the order of items printed
    I. Click on the **New Print Profile** button located at the top of the print options
    II. Enter in a name for the print profile and check the items you wish to print and/or re-arrange the item order
    III. Click on the **Save selected print profile** button located at the top of the print options
    IV. When selecting this print profile, the default options will now be displayed
4. Custom letters can be attached along with the tax return via the ‘**Letters**’ dropdown menu. These templates must be in ‘RTF’ format and can be created using the Assistant Letter Editor.



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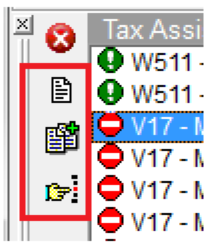
Validation error reports

Did you know? Detailed validation error reports are available which can help you with more complex errors.



To produce the error report, select the error in the error list then click on the **Print selected error report** button.

Tax Assistant's error report will provide a detailed explanation of the selected error. In addition to the extended error explanation it will show the failed validation test with the values from the tax return that makes the identification of the problem easy.

To print an error report for all the errors detected, click on the **Print ALL error reports** button. The report will list each error detected in the return one after another.

To navigate to the error on the tax return, either double-click on the error or use the **Go to field** button.

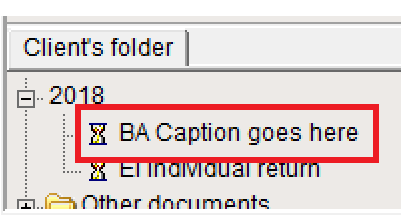
All the above options are also accessible via right-click using your mouse in the validate window.

Tax return captions

Did you know? Captions can be used to overwrite the default name of the return when it is saved.

Captions are particularly useful if you need to rename a tax return as it is shown in the Client's folder. For example, you might want to name the BAS period for a PLS BAS/IAS.

1. Open the tax return for which caption you'd like to amend
2. Click on the '**Status**' button
3. Enter the text you'd like displayed for the return in the '**Caption**' field
4. Save and close the return. The return will be labelled according to the caption



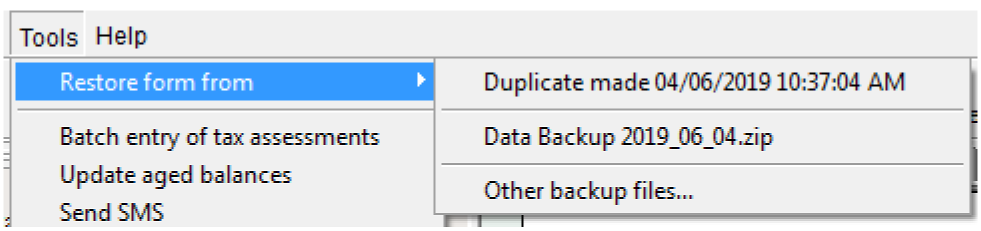
Restoring forms via backup

Did you know? If you have accidentally deleted some parts of the return or form, you can always restore the return from the duplicate file or a backup file.

The duplicate file is a file located outside of the main database backup and is saved every time you change the status of the return or form.

To restore the return or form:

- Click on '**Tools > Restore return from**'
- Select either the duplicate file or an existing backup file.



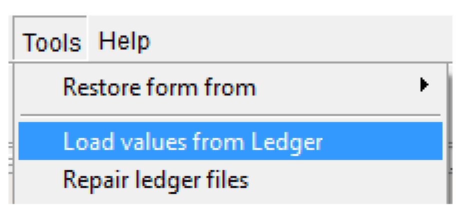
Importing from Ledger to Tax/BAS

Did you know? If a client has a general ledger activated then you can use the values from Ledger Assistant to populate their tax return or Activity Statement.

When you create a tax return for the client, Tax Assistant will ask if you would like to use values from the ledger. If you answer **Yes**, then Tax Assistant will complete the appropriate fields in the return with values entered in the ledger. Tax Assistant will only ask this when you are creating a new tax return.

If you already have a return started for the client or you answered No and you later decide to use values from their ledger, you will have to use the "**Load values from ledger**" option from the **Tools** menu.

The BAS form can also load ledger values from non-current periods. To do this, set the "**Form due date**" field on the BAS to a non-current period and then select "**Tools | Load values from ledger**". Tax Assistant will then transfer values from the ledger for the period ending on the date set in the form due date field.



Simpler BAS

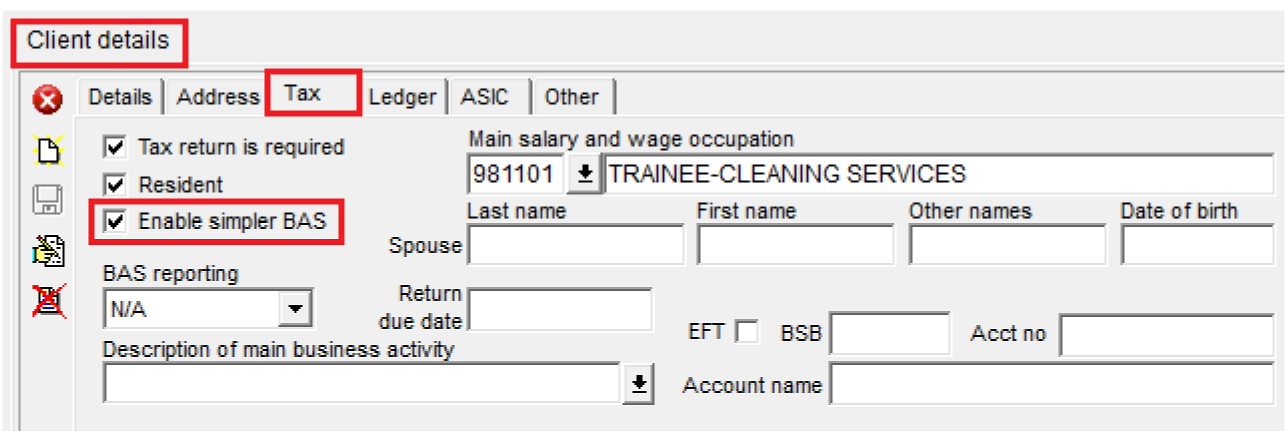
Did you know? You can enable Simpler BAS as the default reporting method for a client in Tax Assistant which will disable certain reporting fields that are not mandatory.

From 1 July 2017, Simpler BAS is the default reporting method for small businesses with a GST turnover of less than $10 million. They have less GST information to report on their BAS.

Small businesses only need to report:

- G1 Total sales
- 1A GST on sales
- 1B GST on purchases

In Tax Assistant you can enable simpler BAS via the **Client details** window (click on the **Clients** button on the top navigator). This will disable the fields not required for Simpler BAS, including G2, G3, G10 and G11.



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PLS Pre-fill

Did you know? You can pre-fill the IITR and Activity Statements using PLS without the need to visit the ATO Portal.

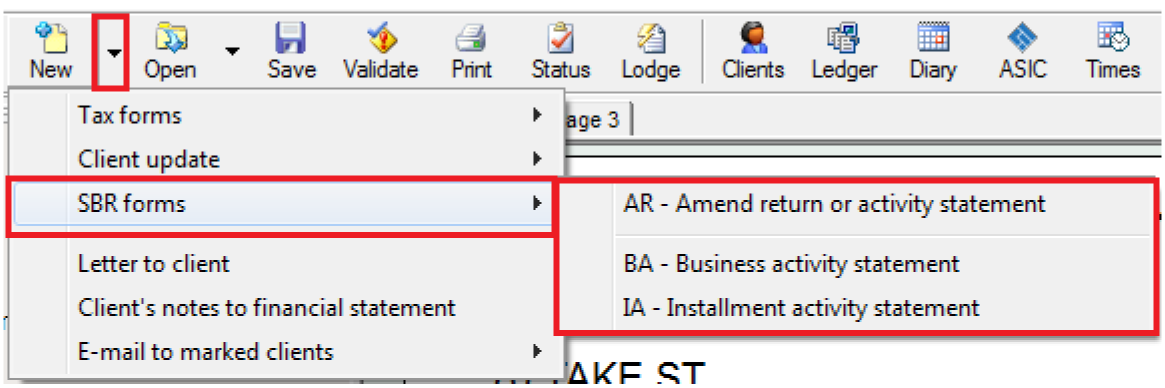
Tax Assistant has the ability to quickly pre-fill an Individual Tax Return as well as Activity Statements.

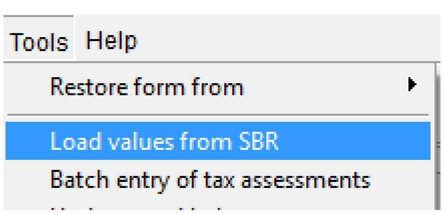
To prefill an Individual Tax Return:

1. Click on the '**Pre-fill**' button once the return has been started. The return will be pre-filled from the ATO in a matter of seconds.

To prefill an Activity Statement:

1. To start a PLS Activity Statement, select **New > SBR forms**
2. Activity Statement pre-fill will happen automatically when the return is started. If pre-filling a BAS, available periods will be shown on the screen when the return is started.
3. To force pre-fill on an existing PLS BAS, select **Tools > Load values from SBR**





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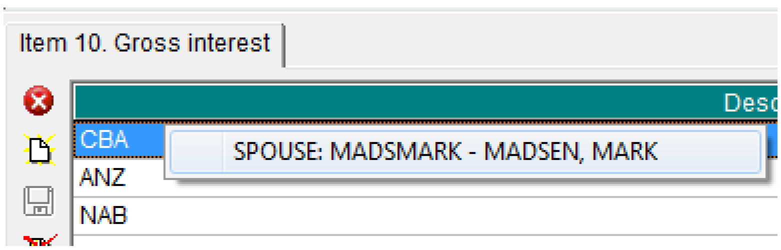
Transferring worksheets

Did you know? Most items in an ITR can be transferred to a related party by using the 'Transfer out' function or by right-clicking on the item.

You might already be familiar with the 'Transfer out' function that is present in various worksheets and schedules including Rent and CGT, but did you know that you can also transfer other items such as Dividends and Interest?



Right-click on the individual line items in these worksheets to transfer the line item to the related party such as a spouse.

LEDGER ASSISTANT

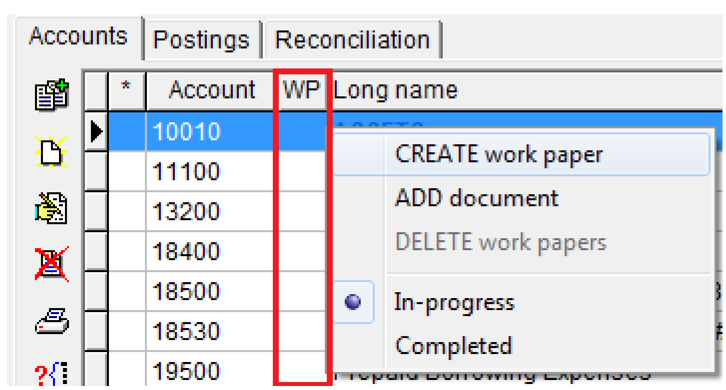
Workpapers

Did you know? You can add work papers within a clients' Ledger.

The **work paper** column of the Accounts screen (heading WP) allows maintaining work papers for the ledger accounts.

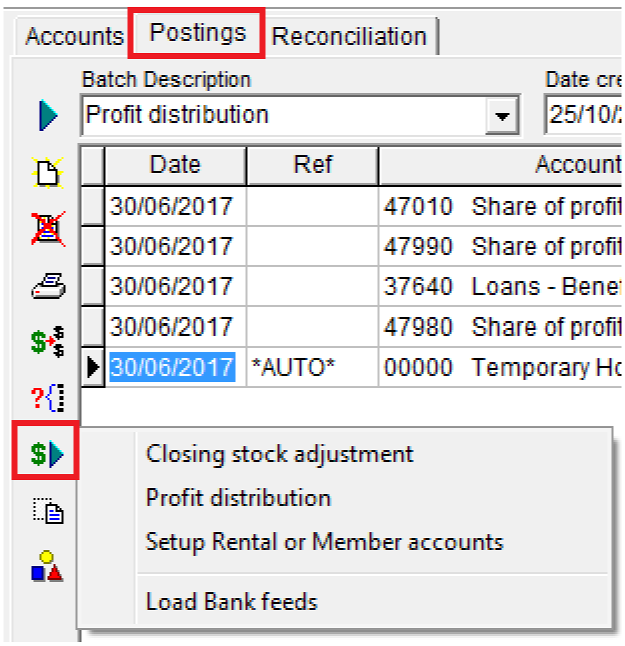
To create or open a work paper for an account, click on the WP column next to the account number then use the popup menu to open a work paper.

The program will suggest using an Excel template from the templates folder. A sample "Work Paper.xlsx" template has been supplied with the software. You may create other templates to be used in your ledger clients.



Transaction journal wizard

Did you know? Ledger Assistant has journal wizard available to assist you when dealing specially with SMSF, Trusts, rental properties and closing stock.



The Transaction Journal Wizard available in the **Postings** screen of Ledger contains a number of wizards designed to help you with journal entry for Trusts, SMSFs as well as managing rental properties and stock.

The options displayed under this menu will change depending on the entity type.

For example, a Trust Ledger will have the Profit distribution wizard whereas a SMSF will have the Member account allocation wizard.

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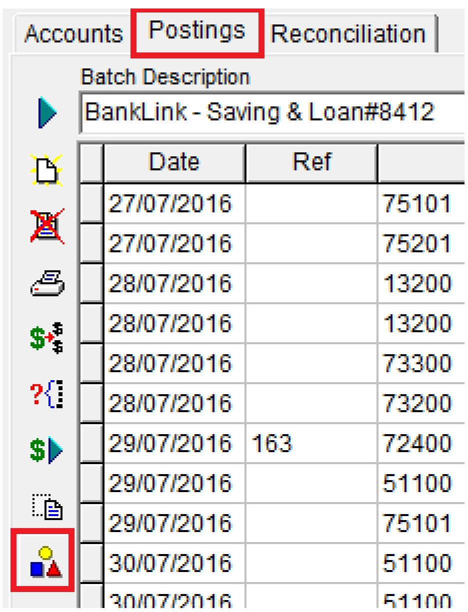
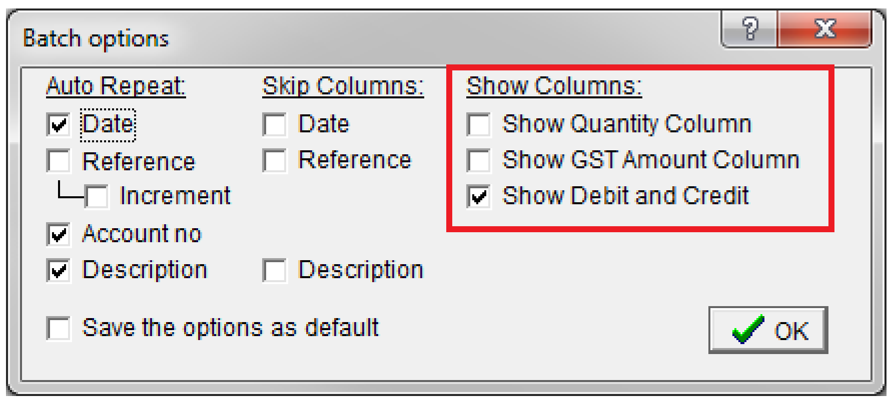
Enabling additional columns

Did you know? You can enable additional columns such as Quantity or GST in Ledger Assistant.

There may be times you need to enter quantity (such as livestock) or overwrite a GST amount for a specific journal entry. To do so you will need to enable these additional columns as they are not switched on by default.

Use the '**Batch properties**' button available under the **Postings** screen to enable these columns.





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Import from Excel

Did you know? You can import ledger transactions such as a Trial Balance from Excel (CSV) into Ledger Assistant.

Ledger Assistant is able to import transactions from exported Comma delimited or Tab delimited files. Such files can be generated from the MYOB, QuickBooks or other popular accounting packages.

Use the '**File** > **Import transactions** > **Import ledger transactions**' menu to begin the import process.

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Bank Feeds

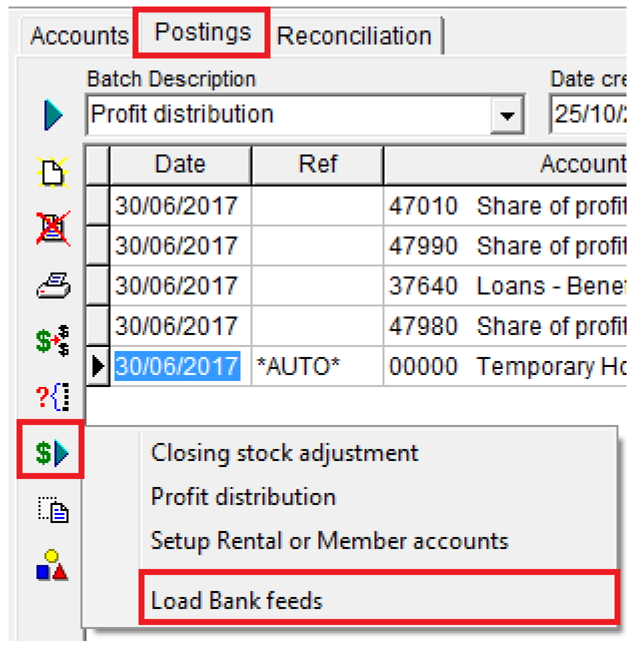
Did you know? You have the option of purchasing Bank Feeds to download banking transactions rather than manually importing them from an Excel spreadsheet.

Bank feeds are available at $22 per bank account with no ongoing fees or restrictions on number of downloaded transactions.

You can create your client a secure portal so that they can link their bank account securely. Ledger Assistant has support for thousands of different banks.

To import the bank feeds, use the '**Transaction journal wizard**' button via the '**Postings**' screen in Ledger Assistant.

Contact our Support team for further assistance with configuring bank feeds for your clients.

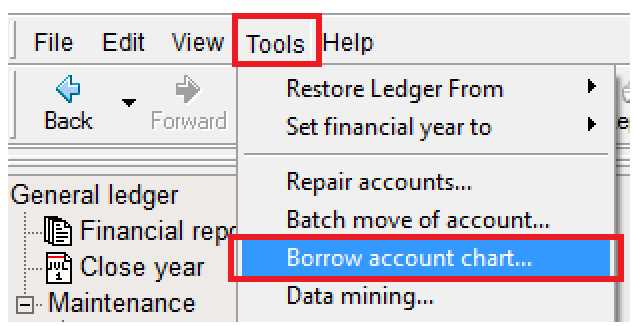


Borrow Account Chart

Did you know? You can borrow an account chart from a similar entity rather than re-creating it from scratch.

Use the '**Tools > Borrow account chart**' option to transfer the client chart of Accounts from a similar Ledger.

This allows you to transfer existing accounts without having to re-create them from scratch.



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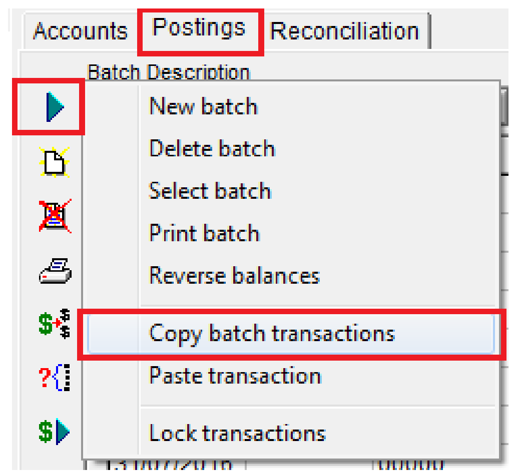
Copying transactions

Did you know? You can copy transactions via the Postings screen between Batches and other Ledger records.

If you made an error posting transactions to the wrong batch or period or if you wish to clone the recurring transactions, use the copy and paste of transactions technique:

1. Hold the Shift key on the keyboard and left-click on the first transaction you wish to copy
2. Scroll list of transactions using the scroll-bar only until you see the last transaction you wish to copy
3. Hold the *Shift* key on the keyboard and left-click on the transaction - all transactions between first and last transaction will be highlighted
4. Right-click on the highlighted transactions then select "**Copy transactions**"
5. Open the batch or period to paste transactions to
6. Right-click on the existing transactions
7. Select "**Paste transactions**" item in the pop up menu.



You can also copy the whole batch including transactions from the **Batch** menu then select '**Copy batch transactions**'.

Custom report templates

Did you know? You can customise Ledger notes such as the Audit report or Compilation Report for specific clients.

Notes in Ledger Assistant can be customised a number of different ways. For example, you may need to adjust Ledger notes for only a specific client rather than all similar entities.

To customise Ledger reports at a global level (e.g. modifying all Trust Ledger notes):
Select '**File > Maintain templates > Notes to Accounts**'

To customise Ledger reports for a specific client:
With the client Ledger open, select '**New > Client's notes to financial statement**'.

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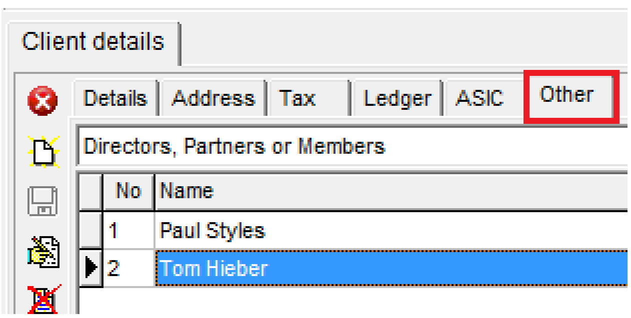
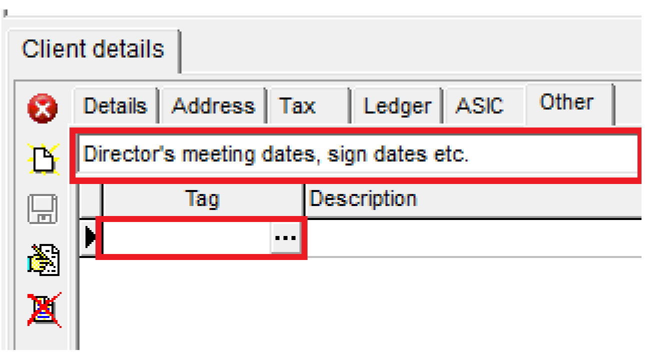
Directors meeting dates, sign dates

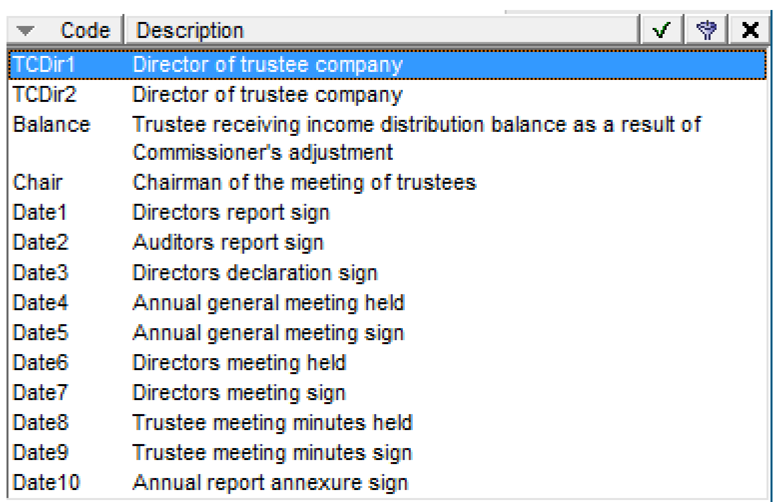
Did you know? You can add Director's or Auditor's names so they are automatically transferred into the relevant Ledger reports.

Use the '**Other**' tab of the **Client details** window to add **Directors, Partners or Members** information so that is transferred automatically into the Ledger reports.



There is an additional section under the dropdown menu labelled '**Director's meeting dates, sign dates etc.**' that can be used to list information such as Director or Chairman names or Audit and AGM dates.





ASIC REGISTER ASSISTANT

Download data from ASIC

Did you know? You can import data into ASIC Register Assistant directly from ASIC by using an RA71 form.

ASIC Register Assistant enables the downloading of company details from ASIC. Use this feature when you start using ASIC Register Assistant for the first time or when adding a new company.

The lodgment of **RA71** form is required to request a download of company details from ASIC. You can only request details of the companies that you are acting for as an agent. Otherwise Form 362 (Appointment or cessation of a registered agent by a company) has to be lodged before you can download company data from ASIC.

The data download facility provides you with information taken from ASIC's ASCOT database, which reflects the data captured from documents lodged by the company. ASIC does not warrant the completeness or accuracy of this data.

Files, such as RA62 and RA72 can be imported to ASIC register. To import the files:

1. Select '**File > Import data > Import ASIC reports**'
2. Use the **Files of type** filter to filter the files by required type
3. Double-click on the file you want to import

Importing the RA62 file will set the review dates to each of the companies in the file. Importing the RA72 will create or update the company details.

Minutes and resolutions templates

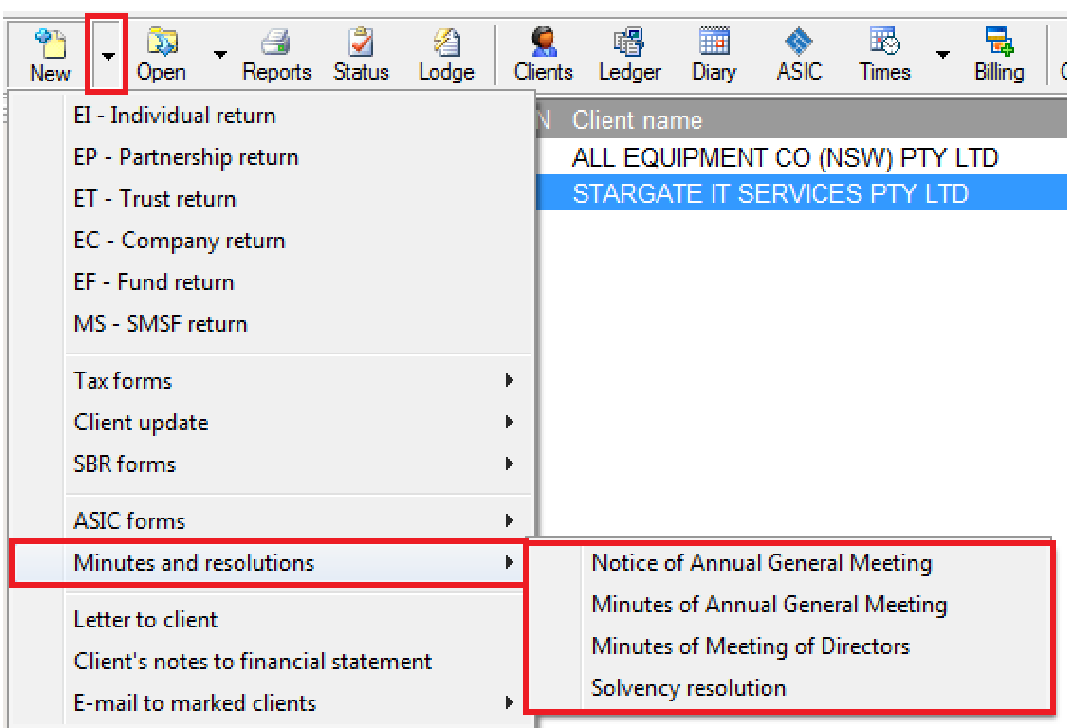
Did you know? ASIC Register Assistant can manage minutes and resolutions such as Notice of Annual General Meeting.

ASIC Register Assistant comes with set of MS-Word templates for maintaining the company register, such as Company Constitution, Minutes of directors, Share certificate etc. The templates are kept in Assistant's Letters folder and have "asic" prefix in their names (for instance, asicConstitution.doc).

The templates are linked to the Company registration application form 201 and Change of company details form 484 and appear in the print options of these forms.

To edit templates, select "**File | Maintain templates | MS-Word templates**" and choosing the appropriate template.

You also have the ability to edit minutes and resolutions such as the Minutes of AGM or Minutes of Meeting of Directors via the '**New > Minutes and resolutions**' menu.



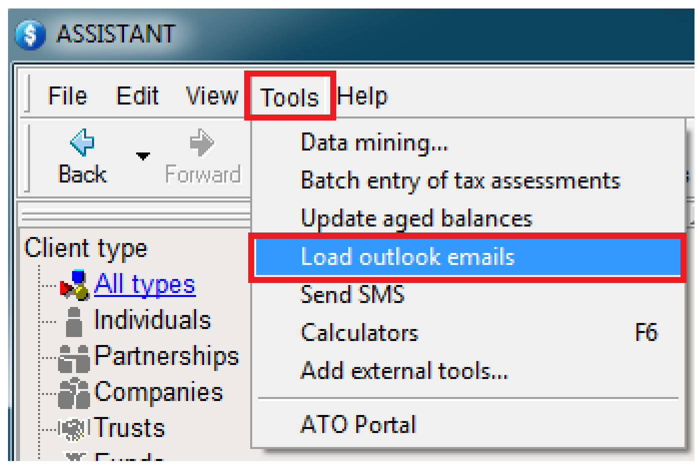
PRACTICE ASSISTANT

Load Outlook emails

Did you know? Assistant can automatically scan Microsoft Oulook emails and then save them to the corresponding clients' folders in Assistant.

This is a great tool that will allow you to automatically store client emails (inbox, sent items etc) into the corresponding clients' folders in Assistant.

1. The client's email address must first be entered in the email field on the Clients details form. Make sure that the email address matches with the one in Microsoft Outlook.
2. Click on the "**Tools | Load Outlook emails**" command.
3. The emails will then be saved to the clients' folders. To access them select the client and then expand the Other Documents folder in the Client's folder.

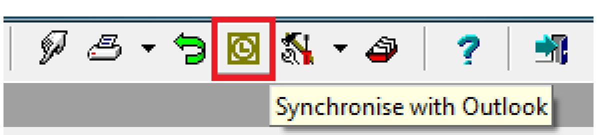


Diary synchronisation with Outlook

Did you know? The Assistant Diary can integrate directly with Outlook.

Amongst a number of other features, the Assistant Diary can integrate with Outlook to import calendar appointments as well as send calendar appointments directly to Outlook (bi-directional sync).

Use the '**Synchronise with Outlook**' button once the Diary is open to initiate the sync.



SOFTWAREASSISTANT

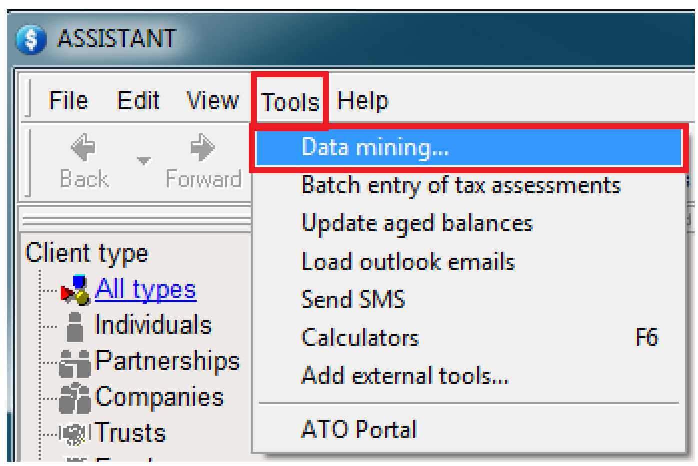
TIPS AND TRICKS

Data Mining

Did you know? The Data mining tool allows you to build custom reports and extract data from tax returns in Assistant.

Data Mining allows you to extract data from clients' tax returns which can then be used to:

- mark the clients whose data was extracted,
- export data to a comma separated file (*.CSV) for further processing in a spreadsheet software (MS Excel),
- generate a report of the extracted data.



For example, you might want a report which shows all Accountants that have Rental properties in their tax returns.

You can access the Data Mining tool via '**Tools** > **Data mining**' assuming you have an active Practice Assistant license.

Feel free to contact our Support team if you'd like assistance to build custom reports to extract data from your clients' tax returns.

Job Flow Alerts

Did you know? The Job Flow Alerts tool alerts you to critical business activities such as Companies with review dates, or returns and forms due for lodgement.

You can access Job Flow Alerts via the F12 key on your keyboard, or via the '**View** > **Job flow alerts**' menu.

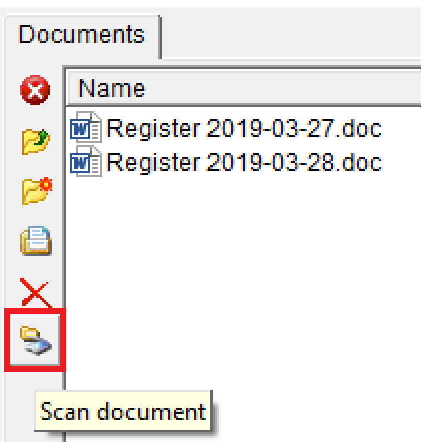
Alerts will be displayed automatically when user logs in to ASSISTANT if the "**Show Job flow alerts**" option is selected in the ASSISTANT's options.

Document Manager

Did you know? You can scan files directly to the Clients folder as PDF or JPG.

The Document Manager in Assistant has a Scanning tool built in. This allows you to can files directly to JPG or PDF (if enabled in Assistant Options).

Click on the '**Scan document**' button to get started:



Note that for the Scan tool to work you need to have the correct TWAIN scanner driver installed or you may receive an error.