



ezytax
BLUE

ezytax
console



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CONSOLE MANUAL

PURPOSE

The Console is the firm's central workflow management system. It is used to:

- Monitor tax return progress
- Track outstanding work
- Manage invoices and payments
- Record daily station activity
- Monitor lodgments
- Complete start-of-day and end-of-day procedures
- Reconcile cash, EFTPOS and banking

All staff are responsible for ensuring Console records are accurate and updated in real time.

Welcome to the Ezytax Blue Console

This portal provides quick access to all administrative functions. Please select one of the options below to get started with managing clients, invoices, and more.

 Clients Manage client information, view client history, and add new clients to the system. View Clients	 Invoices Create new invoices, view existing invoices, and process payments. Manage Invoices	 New Invoice Create a new invoice for a client. Select job items and set pricing. Create Invoice
 Job Items Manage the services and job items offered to clients including pricing. Job Items	 Review Process Review jobs and manage review workflow. Review Queue	 Station Sheet Manage daily station sheet operations and tracking. Station Sheet
 Start of Day Process start of day procedures and float data. Start of Day	 End of Day Process end of day procedures and float data. End of Day	 Fee From Refund Manage fees from refund invoices and update their status. Fee From Refund
 Reviewed TBL Manage Reviewed TBL jobs and update their lodged status. Reviewed TBL	 Incomplete Manage Incomplete jobs and update their status. Incomplete	 Outstanding Manage Outstanding jobs and update their status. Outstanding

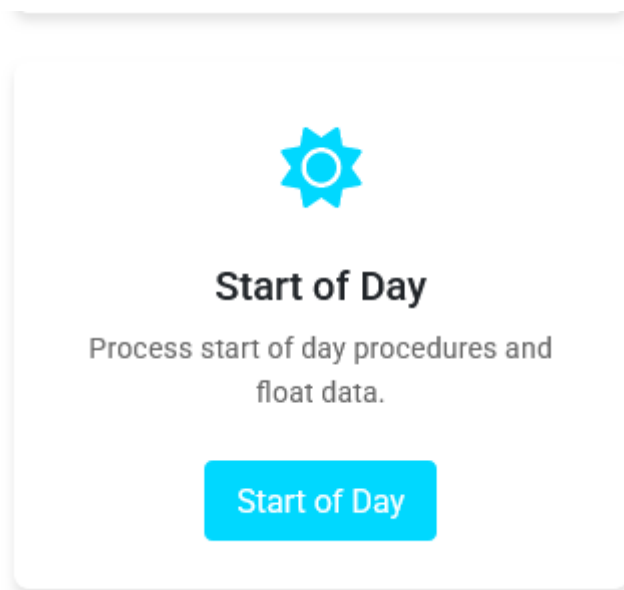
START OF DAY

Start of Day must be completed before seeing clients.

The Start of Day process records your station float and confirms that your station is ready to commence trading.

PROCEDURE

1. Open the Start of Day screen.



2. Confirm the **Date**, **Location** and **Previous Float Total** are correct.
3. Count the Station Float.
4. Enter the denominations into the appropriate fields.
5. Confirm the float balances.
6. Enter **Notes** if necessary
7. **Save** the Start of Day record.

Start of Day

Date

11 / 12 / 2025

Location

ECCQ01

Float Balance

PREVIOUS FLOAT TOTAL \$103.20

Previous Float Notes:

Carried over from End of Day on 2025-12-10

Enter the quantities of each denomination found in the cash drawer

Cash 0.05	5c	0
Cash 0.10	10c	0
Cash 0.20	20c	0
Cash 0.50	50c	0
Cash 1.00	\$1.00	0
Cash 2.00	\$2.00	0
Cash 5.00	\$5.00	0
Cash 10.00	\$10.00	0
Cash 20.00	\$20.00	0
Cash 50.00	\$50.00	0
Cash 100.00	\$100.00	0
TOTAL		\$0.00
FLOAT BALANCE		NO

Notes:

Save

IMPORTANT

All float handling procedures, discrepancy reporting requirements and staff responsibilities are detailed in the **Float & Banking Manual**.

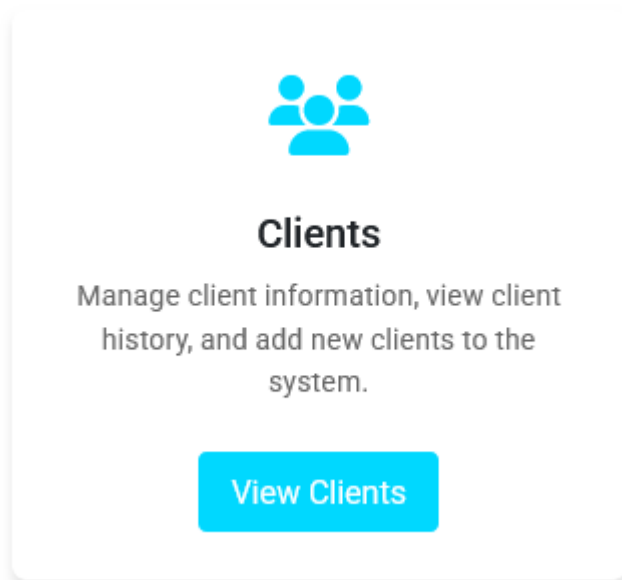
Staff must comply with the **Float & Banking Manual** at all times when handling cash or station floats.

CLIENTS

The Clients section is used to create, search and maintain client records.

SEARCHING FOR A CLIENT

1. Open Client Search.



2. Enter the Client's Name.

Search clients...

All Locati

Filter

17923 clients

+ Add New Client

CLIENT NAME	TYPE	TFN	ABN	EMAIL	PHONE	STATUS	ACTIONS
LEARNER HOURS PTY LTD	Company	-	-	jeanniepearce66@outlook.com	-	✓	Edit Delete
A.C.N. 673 353 501 PTY LTD	Company	402898838	77673353501	a_kishore@live.com	0424146744	✓	Edit Delete
AFRICOMM PTY LTD	Company	946374566	72163460508	pierre_jeanne@bigpond.com	0458186915	✓	Edit Delete
AKOFI PTY LTD	Company	240230212	51681572092	MANIGOLA78@GMAIL.COM	-	✗	Edit Delete
AUS LOVE PTY LTD	Company	-	55662647270	book@keepcleanonthego.com	0466697281	✗	Edit Delete
B&F PERFORMANCE	Company	-	-	4jgarage.shop@gmail.com	0468415482	✗	Edit Delete

3. Select the correct Client Record.

Always verify:

- Name
- Date of Birth
- Contact Details

before proceeding.
Update if necessary.

ADDING A NEW CLIENT

If a client cannot be located:

1. Select Add New Client.

All Fields

Search clients...

All Locations

Filter

17923 clients

+ Add New Client

CLIENT NAME	TYPE	TFN	ABN	EMAIL	PHONE	STATUS	ACTIONS
LEARNER HOURS PTY LTD	Company	-	-	jeanniepearce66@outlook.com	-	✓	Edit Delete
A.C.N. 673 353 501 PTY LTD	Company	402898838	77673353501	a_kishore@live.com	0424146744	✓	Edit Delete
AFRICOMM PTY LTD	Company	946374566	72163460508	pierre_jeanne@bigpond.com	0458186915	✓	Edit Delete
AKOFI PTY LTD	Company	240230212	51681572092	MANIGOLA78@GMAIL.COM	-	✓	Edit Delete
AUS LOVE PTY LTD	Company	-	55662647270	book@keepcleanontheego.com	0466697281	✗	Edit Delete
B&F PERFORMANCE	Company	-	-	4jgarage.shop@gmail.com	0468415482	✗	Edit Delete

2. Complete all required fields:

- Name
- Address
- Phone Number
- Email Address
- TFN

3. Select Save Client.

Client Type

Individual

First Name

Middle Name

Surname

Date of Birth

dd / mm / yyyy

Tax File Number

Phone

Email Address

Save

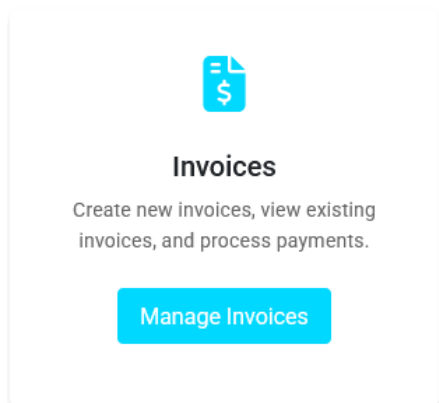
IMPORTANT:

After saving, refresh the page before searching for the client.

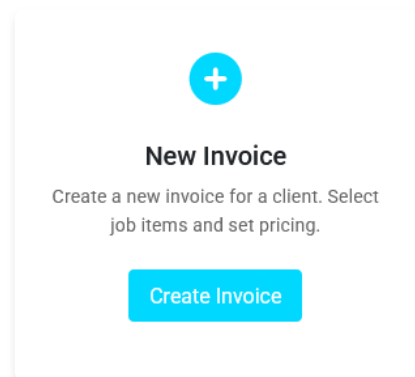
INVOICING

Every completed service must have an invoice created.

You can search for invoices here:



Or Create New Invoice here:



CREATING AN INVOICE

1. Select New Invoice.
2. Search for the client.
3. Confirm:
 - **Location**
 - **Station**
 - **Invoice Date**
4. Select Invoice Items.

Add Letterhead
Add BX Letterhead
Remove Letterhead

Search or select client
Add New Client

Location
BSCQ01
Invoice Number
#26BSCQ0100038
Invoice Date
14 / 04 / 2026

Items

1
Select Item

Description (Optional)

+ Add New Item

Price Override
\$0.00

Subtotal \$0.00
GST \$0.00
TOTAL \$0.00

Add Letterhead
Add BX Letterhead
Remove Letterhead

Search or select client

Search...
Wendy SIETINS
Leroy TETLEY
Josh CAWLEY
Victoria FELIPE ACACIO
Ephraim MUSOMBWA
Stanley TOM
Kelli WILKINS
Maria ANDRICH
Murray PRIESTER
Kulwinder KAUR
Philemon NGENOH
Jai CASSADY
Russ DENNIS
Joanite TAN
John FORDE

Location
BSCQ01
Invoice Number
#26BSCQ0100038
Invoice Date
14 / 04 / 2026

Price Override
\$0.00

Subtotal \$0.00
GST \$0.00
TOTAL \$0.00

SELECTING SERVICES

Click **Select Item**.

Choose all applicable services.

Common examples include:

Service	Additional Charge?
Individual Tax Return	Standard Fee
Dividends	Additional
Managed Funds	Additional
Rentals	Additional
Foreign Income	Additional
Motor Vehicle Logbook	Additional
Business Income	Additional

Items

1

Select Item

Price Override

\$0.00 X

Description (Optional)

+ Add New Item

Items

1

2025 Individual Income Tax Return

99.00

\$99.00 X

Select Item

2009 and earlier Individual Income Tax Return

2009 and earlier Individual Income Tax Return - FFR

2010 Individual Income Tax Return

2010 Individual Income Tax Return - FFR

2011 Individual Income Tax Return

2011 Individual Income Tax Return - FFR

2012 Individual Income Tax Return

2012 Individual Income Tax Return - FFR

2013 Individual Income Tax Return

2013 Individual Income Tax Return - FFR

2014 Individual Income Tax Return

2014 Individual Income Tax Return - FFR

2015 Individual Income Tax Return

2015 Individual Income Tax Return - FFR

2016 Individual Income Tax Return

2016 Individual Income Tax Return - FFR

2017 Individual Income Tax Return

2017 Individual Income Tax Return - FFR

Subtotal

\$90.00

GST

\$9.00

TOTAL

\$99.00

Estimate

exceedin

Taxation

Process

via CASH

the proc

Review:

required

Refunds

business

Copy:

If

Tax Invc

ment for HECS-HELP, spouse's FTB overpayment or

ble). A Notice of Assessment from the Australian

process your tax return is subject to the ATO. If you paid

To avoid delays, please do not contact our office until

sions are detected during this routine check, you will be

calculated on the information you have given us. This

u proceed with lodgment..

tion.

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Streamline CA Pty Ltd T/A Ezytax Blue
ACN: 117 905 236
PO BOX 4711, CAIRNS QLD 4870

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Invoice Review Checklist

Before saving:

- ✓ Correct client
 - ✓ Correct station
 - ✓ Correct date
 - ✓ Correct invoice number
 - ✓ Correct services selected
-

SAVING THE INVOICE

Select Save Invoice.

The invoice status will automatically become:

UNPAID

Add Letterhead

Add BX Letterhead

Remove Letterhead

Wendy SIETINS

Add New Client

Location

BSCQ01

Invoice Number

#26BSCQ0100038

Invoice Date

14 / 04 / 2026

Items

1

2025 Individual Income Tax Return

99.00

\$99.00

+ Add New Item

Subtotal

\$90.00

GST

\$9.00

TOTAL

\$99.00

Estimate: Please note that this is our estimate of your assessment which may be subject to Tax Office adjustment for HECS-HELP, spouse's FTB overpayment or exceeding your concessional or non-concessional superannuation contributions cap in 2023 or 2024 (if applicable). A Notice of Assessment from the Australian Taxation Office will be forwarded to you at a later date..

Processing Times: Please note all tax returns are reviewed prior to lodging. Once lodged, the time it takes to process your tax return is subject to the ATO. If you paid via CASH/EFTPOS it can take up to 14 working days. If you paid via FTB then it can take up to 21 working days. To avoid delays, please do not contact our office until the processing times have elapsed..

Review: Please note that your Income Tax Return will be reviewed by a Senior Accountant. If any errors or omissions are detected during this routine check, you will be required to RE-SIGN your tax return prior to the return being lodged with the ATO..

Refunds: Please note that we do not give refunds if you do not agree with the assessment. The assessment is calculated on the information you have given us. This business operates on a time-based billing and as such you are required to pay us for our time whether or not you proceed with lodgment..

Copy: If you would like a copy of your tax return, please send your request to taxreturns@ezytaxblue.com.au..

Tax Invoice: ABN 57 117 905 236 Liability limited by a scheme approved under Professional Standards Legislation.

Save

Create New Invoice

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Streamline CA Pty Ltd T/A Ezytax Blue
ACN: 117 905 236
PO BOX 4711, CAIRNS QLD 4870

14

Add Letterhead
Add BX Letterhead
Remove Letterhead

Wendy SIETINS
Unpaid

Location
BSCQ01
Invoice Number
#26BSCQ0100038
Invoice Date
14 / 04 / 2026

Items

1
2025 Individual Income Tax Retui
99.00
\$99.00

+ Add New Item

Notes

Subtotal \$90.00
GST \$9.00
TOTAL \$99.00
Paid Amount \$0
Amount Due \$99.00

Estimate: Please note that this is our estimate of your assessment which may be subject to Tax Office adjustment for HECS-HELP, spouse's FTB overpayment or exceeding your concessional or non-concessional superannuation contributions cap in 2023 or 2024 (if applicable). A Notice of Assessment from the Australian Taxation Office will be forwarded to you at a later date.

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Copy: If you would like a copy of your tax return, please send your request to taxreturns@ezytaxblue.com.au.

Tax Invoice: ABIN 57 117 905 236 Liability limited by a scheme approved under Professional Standards Legislation.

Save Changes
Unpay Invoice
Pay Invoice
Create New Invoice
Create Refund Invoice

TAKING PAYMENT

Select **Pay Invoice**.

Choose **Full Payment, Split Payment or Fee From Refund**

Available payment methods:

- EFTPOS
- Credit Card
- Cash

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- Fee From Refund (FFR) (**do not enter a Payment Date**)

Enter:

- Payment Date
- Payment Amount
- Payment Method

Select Pay.

The invoice status will update to **PAID**.

The screenshot shows a 'Pay Invoice' modal window. The background interface includes buttons for 'Add Letterhead', 'Add BX Letter', and 'Unpaid' status. The invoice is for 'Marty McCexample'. The 'Items' section shows '1' of '2025 Individual Income'. The 'Notes' section is empty. The 'Pay Invoice' modal is open, allowing selection of payment type, date, method, and amounts for various payment options. The 'Pay' button is highlighted in blue.

PRINTING CLIENT DOCUMENTS

After payment:

1. Print Invoice.
2. Print Estimate.
3. Attach EFTPOS receipt if applicable.

Provide all documents to the client before they leave.

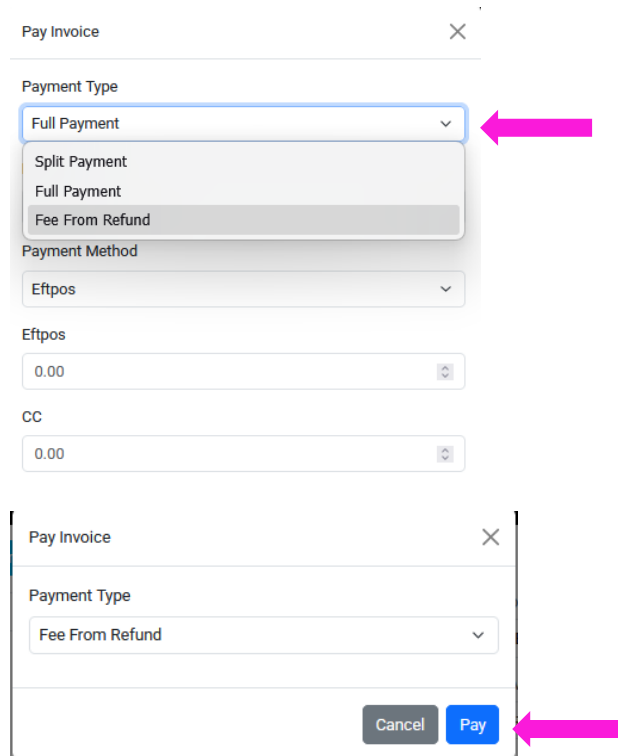
FEE FROM REFUND (FFR)

Fee From Refund may only be used **after** confirming eligibility under the FFR Policy.

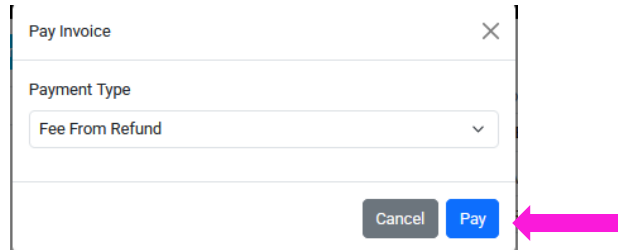
Processing FFR

1. Select Pay Invoice.
2. Change Payment Type to Fee From Refund.
3. Select Pay.

The invoice will be linked to the client's expected refund.



The screenshot shows the 'Pay Invoice' form with the 'Payment Type' dropdown menu open. The options are 'Full Payment', 'Split Payment', 'Full Payment', and 'Fee From Refund'. The 'Fee From Refund' option is highlighted. A pink arrow points to this option. Below the dropdown, the 'Payment Method' is set to 'Eftpos', and the 'Eftpos' and 'CC' fields show '0.00'.



The screenshot shows the 'Pay Invoice' form with the 'Payment Type' dropdown menu set to 'Fee From Refund'. The 'Cancel' and 'Pay' buttons are visible at the bottom right. A pink arrow points to the 'Pay' button.

STATION SHEETS

Station Sheets track all work completed during the day.

Station Sheets record:

- Client Name
- Invoice Number
- Work Completed
- Payment Details
- Review Status
- Lodgment Status

UPDATING A STATUS

After completing a return:

1. Tick the box beside the client.
2. Select **Change Selected Status**.
3. Choose the correct status.

Most completed returns will be updated to:

TO BE REVIEWED

Station Sheet

Date

11 / 12 / 2025

Location

BSCQ01

☐ Select All

Change Selected Status

☐	CLIENT NAME	INVOICE #	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT	STATUS	REVIEW	DATE LODGED	LODGEMENTS CHECKED BY	NOTES
☒	Linda MCNEILL	#25BSCQ0100227	MD	25/ITR,Div	CC	11/12/25	\$110.00	In Progress				

Overall Amounts Paid via different Methods

Eftpos Total

\$0.00

CC Total

\$110.00

Cash

\$0.00

Fee From Refund

\$0.00

PayPal

\$0.00

Direct Debit

\$0.00

Save

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Change Status

New Status

In Progress

In Progress

OS (Outstanding)

Errors – To Be Fixed

Re-sign Needed

To Be Reviewed

Sent For Signing

DNL (Do Not Lodge)

First Review

Reviewed TBL

Lodged

Lodgement Not Required

NOTES POLICY

Accurate notes are critical to ensuring work can be easily followed by other staff members, reviewers and management.

Whenever updating a client's status, adding comments to a Station Sheet, or recording progress on an Outstanding Return, detailed notes must be entered.

WHEN ENTERING NOTES

Make sure you:

- Include your initials and the date so other staff know who completed the work and when it was completed. This allows team members to follow up with the correct person if questions arise.
- Clearly record what work has been completed.
- Clearly record what work still needs to be completed.
- Record any contact made with the client, including emails, phone calls or requests for information.

- Include sufficient detail so another staff member can understand the status of the return without reviewing the entire file.

Example Note

05/08/26 JB

Reviewed client file and entered all employment income and deductions. Emailed client requesting 2024 share trading summary to complete CGT calculations. Awaiting response from client.

IMPORTANT

Once all outstanding work has been completed and the return is ready for review, the status must be updated to:

TO BE REVIEWED

This notifies the review team that the return is ready for revision and prevents unnecessary delays in processing.

Failure to maintain detailed notes may result in delays, duplicated work and reviewer queries.

☐	CLIENT NAME	INVOICE #	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT	STATUS	REVIEW	DATE LODGED	LODGEMENTS CHECKED BY	NOTES
☐	Linda MCNEILL	#25BSCQ0100227	MD	25ITR,Div	CC	11/12/25	\$110.00	Lodged	MB	12/12/25	MD	

Example

05/08/26 JB

Client has rental property. Awaiting depreciation schedule from quantity surveyor.

Good notes create a complete audit trail.

STATUS DEFINITIONS

TO BE REVIEWED

Return is paid, completed and ready for review.

OS (Outstanding)

Additional information or work required.

Once information is received, complete the return and send for review.

Change status back to:

TO BE REVIEWED

Sent for Signing

Return reviewed and sent for signing to client via AdobeSign.

Once signed, the return is to be lodged.

☐	Lainey CALLAGHAN	#25ECCQ0104580	MD	25ITR	Eftpos	29/11/25	\$99.00	Sent For Signing	Action	Notes
--------------------------	------------------	----------------	----	-------	--------	----------	---------	------------------	--------	-------

Change status back to:

TO BE REVIEWED

Errors To Be Fixed

Used by reviewers when corrections are required.

You must review and correct the errors each day. Even if you did not make them.

Examples:

- Missing PAYG documentation.
- Missing rental schedules.
- Missing ABN workpapers.
- Unsigned documents.
- Deduction queries.

CLIENT: Liam O'DONOVAN

NOTES

ERRORS

JV - 2024 Warning for deductions - These are also High for the 2025FY, please advise if this was discussed with client and if support documentation was check (specially Tools)

Errors – To Be Fixed

Update Status

Cancel

After corrections are completed:

Change status back to either:

TO BE REVIEWED

Or

RE-SIGN NEEDED

Unpaid

Used when an invoice remains unpaid. These items should be monitored regularly.

☐	Prabhjot SINGH	#26ESTQ0100004	PJ	NLA,CF	NOT PAID	\$1124.00	In Progress	Action	Notes
--------------------------	----------------	----------------	----	--------	----------	-----------	-------------	--------	-------

Once paid, the return is to be reviewed.

Change status back to:

TO BE REVIEWED

DNL (Do Not Lodge)

Client does not wish to lodge. Work remains billable.

Re-Sign Needed

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Changes after review have altered:

- Taxable Income
- Refund
- Amount Payable

Updated estimate must be signed.

Once resign is received, the return is to be reviewed.

Change status back to:

REVIEWED - TBL

Lodgment Not Required

Used for:

- Consultations
- Accountant Letters
- Bookkeeping
- Administrative Services
- Analyst Plans

LODGED

Work successfully lodged with the ATO.

Examples:

- Tax Return
- BAS
- Non-Lodgment Advice

COMPLEX – NOT STARTED

For complex tax returns where work has not yet commenced.

COMPLEX – AWAITING INFO

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For complex tax returns where we are waiting for the client to provide us with information.

COMPLEX – TO BE CALCULATED

For complex tax returns where it is waiting for a staff member to finish the return.

TRANSMISTTED

Step between Reviewed TBL and Lodged where we can verify the number of returns needing to be lodged.

Change status to:

LODGED

FIRST REVIEW

For first review by a Senior Accountant prior to final review.

REVIEWED - TBL

Tax return has been reviewed and is ready for lodgment.

Change status to:

TRANSMISTTED

REVIEWED TBL (TO BE LODGED)

REVIEWED – TBL is used to note the tax returns has been reviewed and is ready to lodge.

This process must be completed daily during tax season.



Reviewed TBL

Manage Reviewed TBL jobs and update their lodged status.

Reviewed TBL

Reviewed TBL

Date Range

01 / 07 / 2025 to 29 / 12 / 2025

Location

ECCQ01

☐ Select All

Lodgement Date:

30 / 12 / 2025

Change selected to Lodged

☐	CLIENT NAME	INVOICE #	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT	STATUS	ACTION	NOTES
☐	AKOFI PTY LTD	#25ECCQ0104484	CF	SGC,BAS,PhCall,ABNRego	Eftpos	13/11/25	\$387.00	Reviewed TBL	Action	Notes
☐	Kanako ASANO	#25ECCQ0104655	CF	26ITR,STTR<\$25k	Eftpos	23/12/25	\$219.00	Reviewed TBL	Action	Notes
☐	Benjamin JAIME	#25ECCQ0104661	CF	25ITR	CC	29/12/25	\$99.00	Reviewed TBL	Action	Notes

Save

Step 1 – Verify Lodgment on ATO Portal

1. Search the client.
2. Open Lodgments.
3. Select Income Tax.
4. Locate the relevant year.
5. Record the Received Date.

Summary Profile Accounts and payments Lodgments Super Business

For action

✓ Lodgments are up to date.

Payments

Account

Income tax 551

Activity statements

Income tax

Non-lodgment advice

NFP self-review return

Taxable payments annual report

Client reports

Client forms

Balance

\$7.70

[Payment options >](#)

Income tax

Not lodged History

2024-25 Individual

[Key definitions](#)

Assessment	Status	Outcome	
Original	Issued	\$7.70 debt	View details Notice of assessment

Received date
12 December 2025

Assessment issue date
19 December 2025

Step 2 – Verify Lodgment in MYOB

1. Search client using TFN.
2. Open Tax Returns.
3. Review Date Lodged.

Pre-fill Manager Find Clients

Search for 127 617 750

☐ Name and Code ☒ Tax File Number ☐ ABN

Total 1 result(s). Search list last updated on 30/12/2025 10:19:18

Drag a column header here to group by that column.

☐	Code	Name
☒	18838	McNeill, Ms Linda Jane

Main Responsibility Documents Client Accounting Tax Returns Extra Associated Addresses Proof of Identity (POI)									
Tax Returns									
Drag a column header here to group by that column.									
S	Tax Year	Form Type	From	To	Status	Status Date	Date Due	Date Lodged	Validation File
	2025	Individual	1/07/2024	30/06/2025	Lodged	12/12/2025	15/05/2026	12/12/2025	VALID_18838_EI_001
	2024	Individual	1/07/2023	30/06/2024	Lodged	23/07/2024	5/06/2025	23/07/2024	VALID_18838_EI_002
	2023	Individual	1/07/2022	30/06/2023	Lodged	14/08/2023	5/06/2024	14/08/2023	VALID_18838_EI_001
	2022	Individual	1/07/2021	30/06/2022	Not started		6/06/2023		
	2021	Individual	1/07/2020	30/06/2021	Lodged	6/09/2021	7/06/2022	6/09/2021	VALID_18838_EI_001
	2020	Individual	1/07/2019	30/06/2020	Lodged	3/08/2020	8/06/2021	3/08/2020	VAL ID 18838 EI 001

Step 3 – Mark as Lodged

Once both dates match:

1. Select the return.
2. Enter the lodgment date.
3. Select Change Selected to Lodged.

Reviewed TBL

Date Range

01 / 07 / 2025

to

29 / 12 / 2025

Location

ECCQ01

☐ Select All

Lodgement Date:

30 / 12 / 2025

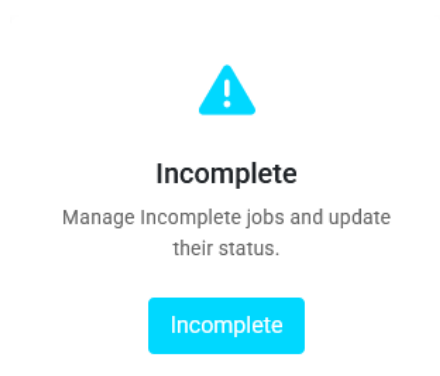
Change selected to Lodged

☐	CLIENT NAME	INVOICE #	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT	STATUS	ACTION	NOTES
☐	AKOFI PTY LTD	#25ECCQ0104484	CF	SGC,BAS,PhCall,ABNRego	Eftpos	13/11/25	\$387.00	Reviewed TBL	Action	Notes
☐	Kanako ASANO	#25ECCQ0104655	CF	26ITR,STTR<\$25k	Eftpos	23/12/25	\$219.00	Reviewed TBL	Action	Notes
☐	Benjamin JAIME	#25ECCQ0104661	CF	25ITR	CC	29/12/25	\$99.00	Reviewed TBL	Action	Notes

Save

INCOMPLETE JOBS

The Incomplete Jobs screen is used to monitor returns that are not yet finalised.



Click:

- Start Date = 1 July
- End Date = Current Date
- Select Location

Incomplete

Date Range

01 / 07 / 2025

to

19 / 01 / 2026

Location

ECCQ01

☐ Select All

Change Selected Status

☐	CLIENT NAME	INVOICE #	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT	STATUS	ACTION	NOTES
☐	Timothy CREECY	#25ECCQ0103662	MB	24ITR,25ITR	Eftpos	22/09/25	\$198.00	OS (Outstanding)	Action	Notes
☐	Jacqueline HOLT	#25ECCQ0104151	MD	CGT,24ITR,25ITR,Trust	Eftpos	19/10/25	\$334.00	OS (Outstanding)	Action	Notes
☐	Naomi HUGHES	#25ECCQ0104571	MD	25ITR	Eftpos	28/11/25	\$99.00	OS (Outstanding)	Action	Notes
☐	Lainey CALLAGHAN	#25ECCQ0104580	MD	25ITR	Eftpos	29/11/25	\$99.00	Sent For Signing	Action	Notes
☐	Jacqueline GUARDIONI	#25ECCQ0104603	MB	25STTR<\$25k,Rental	Direct Debit	22/11/25	\$249.00	OS (Outstanding)	Action	Notes
☐	Richard GRAY-SPENCE	#25ECCQ0104621	CF	25ITR	Eftpos	10/12/25	\$99.00	OS (Outstanding)	Action	Notes

CLIENT: Jacqueline HOLT

NOTES

2024 is OS and was done in BO - Client needs to email share buy/sell information

M.D: 2024 was moved to BZ

M.D 17/11 - Reminder email was sent

2025 Reviewed - don't lodge until we receive the CGT for 2024 - might be a loss and will need to be carried forward if it is

ERRORS

OS (Outstanding)

Update Status

Cancel

MONITOR REGULARLY:

- Outstanding
- Sent for Signing
- Errors to be Fixed
- Unpaid
- Completed – Not Started
- Complex – Awaiting Information
- Complex To be Calculated

SECTION 8 – OUTSTANDING RETURNS

Outstanding returns require further action before completion.

Common reasons include:

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- Share information required.
 - Crypto calculations required.
 - Foreign income information required.
 - Super Notice of Intent required.
 - Additional client documentation required.
-

Notes Requirements

Every note must include:

- Date
- Initials
- Action completed
- Action still required

Example

05/08/26 JB

2024 return prepared. Awaiting share trading summary to complete CGT calculations.

Client Follow Up

Outstanding returns should be reviewed regularly.

If the client has not been contacted recently:

1. Draft email.
2. Contact client.
3. Record details in notes.
4. Update status.

Always maintain a complete paper trail.

[INSERT OUTSTANDING RETURNS SCREENSHOT]

END OF DAY

End of Day must be completed before leaving your station.

The End of Day process is used to:

- Reconcile station takings.
- Record daily payments.
- Complete EFTPOS reconciliation.
- Record petty cash transactions.
- Record banking details.

PROCEDURE

1. Select your **Station**.
2. Complete the **End of Day** reconciliation – enter ALL the money in your money tin.
3. Record any **Petty Cash** transactions per the receipts and Petty Cash jotform.
4. Complete **Merchant Settlement** reconciliation.
5. Click **Banking** and enter money to be banked
6. Save the End of Day report.

End of Day

Date

13 / 12 / 2025

1c

0

10c

0

10c

0

50c

0

\$1.00

0

\$2.00

0

\$5.00

0

\$10.00

0

\$20.00

0

\$50.00

0

\$100.00

0

\$0.00

\$103.20 (from Start of Day report)

\$0.00 on specified date for Location ID

\$0.00 from this page

Location

ECCQ01

Petty Cash Items

Petty Cash Receipt #1

0.00

Delete

Add

Etpos Total

0.00

CC Total

0.00

Select other stati

Merchant Summary Total

TOTAL

\$0.00

STARTING FLOAT

\$103.20

CASH TAKINGS

\$0.00

PETTY CASH

\$0.00

CASH BALANCE

NO

BANKED AMOUNT

\$0.00

NEW FLOAT

\$0.00

MERCHANT BALANCE

YES

Notes

End of Day Notes:

Record any issues, discrepancies, or important information about today's transactions...

Use this field to record any issues, discrepancies, or important information that occurred during the day.

Banking

Save

IMPORTANT

Cash reconciliation, float balancing, petty cash requirements, discrepancy reporting and cash security requirements are detailed in the **Float & Banking Manual**.

Banking procedures are detailed in the **Float & Banking Manual**.

Petty cash procedures are detailed in the **Petty Cash Manual**.

Merchant summary procedures are detailed in the **Merchant Summary Manual**.

Staff must comply with all applicable policies when completing End of Day procedures.

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BANKING

Where cash has been received during the day, banking information must be recorded as part of the End of Day process.

Banking ×

5¢	0	⬆	⬇	⬆
10¢	0	⬆	⬇	⬆
20¢	0	⬆	⬇	⬆
50¢	0	⬆	⬇	⬆
\$1.00	0	⬆	⬇	⬆
\$2.00	0	⬆	⬇	⬆
\$5.00	0	⬆	⬇	⬆
\$10.00	0	⬆	⬇	⬆
\$20.00	0	⬆	⬇	⬆
\$50.00	0	⬆	⬇	⬆
\$100.00	0	⬆	⬇	⬆
TOTAL				\$0.00

NOTES

Save

IMPORTANT

All banking procedures, including:

- Daily banking requirements
- Approved banking institutions
- Security procedures
- Deposit requirements
- Merchant settlement reconciliation
- Discrepancy reporting

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are governed by the **Float & Banking Manual**.

Staff must read and comply with the Float & Banking Manual before undertaking any banking activities.

Any discrepancies identified during banking or reconciliation must be reported to Management immediately.

SECURITY REQUIREMENTS

- Notify Management via Slack before leaving.
 - Keep cash concealed.
 - Complete deposit documentation immediately.
 - Do not leave excess cash onsite.
 - Report discrepancies immediately.
-

DAILY COMPLIANCE CHECKLIST

Before leaving each day ensure:

- ✓ Start of Day completed
- ✓ Invoices completed
- ✓ Station Sheet updated
- ✓ Reviewed TBL checked
- ✓ Outstanding jobs reviewed
- ✓ End of Day completed
- ✓ Banking completed
- ✓ Merchant Summary completed
- ✓ Station Sheet printed
- ✓ Client paperwork filed correctly