



ezytax  
BLUE

outstanding  
tax returns



## **OUTSTANDING LIST**

Occasionally, an ITR cannot be completed on the same day, as more information may need to be supplied. Some clients may also need many days or weeks to return to the booth and finish off the ITR.

The Outstanding list will need to be completed to keep track of these people, as when they do return, another member of staff may be present to finalize the return. The list can be found under **Ezytax(T:) > Location > Administration > Outstanding ITRs**.

Try to get as many forms completed on the day i.e Sub Dec, Bank Details, Trust Form, to reduce the amount time needed when they do return and **TAKE PAYMENT**.

People need to pay before they leave the booth, as often they will not return. If payment is the part of the process that is outstanding, **keep all the paperwork with you**.

Each station has an Outstanding Folder where the paperwork can be stored until such time as they do return. Ensure all relevant paperwork is either stapled together, paper clipped or put in a plastic wallet to avoid items getting lost. Also use a Post-IT note on the paperwork to briefly explain what the situation is.

At the end of each week, check that all the Outstanding papers in the file at the booth match what is recorded on the list. Ensure all outstanding paperwork also has a Post-IT Note saying why it is outstanding.

Everyone can access this list so please remember to save and close as soon as you have finished with it, as others will not be able to access or update until you have done so.

# COMPLETING OUTSTANDING LIST

- 1) ALL Outstanding ITR's need to be entered onto SS and put O/S as Status and explain why outstanding.

CAIRNS EZY TAX										
WILLOWS – STATION 2 (EWTQ02)										
DATE:		03/06/21								
CLIENT NAME	INVOICE #	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT	STATUS	REVIEW	DATE LODGED	ADDITIONAL NOTES (If status is 'Outstanding' give detailed explanation of what is still required)
KATSAROS, Jessica	#20EWTQ20353	MP	ITR20,19	EFT	03/06/21	\$138.00	To Be Reviewed			
KATSAROS, Jessica	#20EWTQ20353	MP	NLA 15,16,17,18	EFT	03/06/21	\$88.00	Lodged			
SMITH, Tracey	#20EWTQ20354	MP	ITR20	EFT	03/06/21	\$69.00	O/S			Waiting on payslip

- 2) Put notes in MYOB so others can follow the paper trail.

Notes	
Title	Date
Client to email rental info	3/06/2021
ENTER NOTES HERE	30/06/2020
Practice client	30/06/2020

- 3) Each location will have an Outstanding ITR list in the administration folder > Select the current financial year.

This PC > Ezytax (T:) > Townsville > Administration > Outstanding ITRs

Name	Date modified	Type	Size
Outstanding 2018 Townsville	9/11/2018 12:01 PM	Microsoft Excel 97-2...	401 KB
Outstanding 2020 Townsville	25/06/2020 10:29 AM	Microsoft Excel 97-2...	394 KB
OUTSTANDING 2021 - Townsville	3/06/2021 2:43 PM	Microsoft Excel 97-2...	14 KB

- 4) The Outstanding List needs to have all relevant information completed according to the headings: Date, Client Name, ITR which is outstanding, Station/Location, Staff which started ITR, Client email and phone number, If they have paid and why outstanding.

A	B	C	D	E	F	G	H	I
OUTSTANDING LODGEMENT LIST 2021 – Townsville								
	- first contact		- second contact		- no contact details			
<u>DATE</u>	<u>CLIENT NAME</u>	<u>ITR YEAR</u>	<u>ELS LOCATION</u>	<u>STAFF/BOOTH</u>	<u>EMAIL</u>	<u>PAID</u>	<u>TELEPHONE #</u>	<u>O/S ITEMS</u>
03/06/21	SMITH, Tracey	2020	EWTQ02	MP	sam_tracey1@bigpond.com	PAID	0408751947	waiting on payslip

5) Once primary information has been entered, the next sections are in relation to completing the outstanding return. This is for filling in when client was contacted, how they were contacted and if they have sent the required information. Once return is completed you enter date return was finished and by which staff. If they paid the on the same day return was finished.

G	H	I	J	K	L	M	N	O	P	Q
<u>PAID</u>	<u>TELEPHONE #</u>	<u>O/S ITEMS</u>	<u>Notes</u>	<u>FIRST CONTACT DATE</u>	<u>FIRST CONTACT DETAILS</u>	<u>2ND CONTACT DATE</u>	<u>SECOND CONTACT DETAILS</u>	<u>ACTION</u>	<u>COMPLETED Date and name</u>	<u>LODGED</u>
PAID	0408751947	waiting on payslip		10/06/21	contact client via email	15/06/21	contact client via phone	payslip was sent	16/06/21 – MP	17/06/21

6) You will also need to write on a Post-IT note to be stuck to o/s return documents which will be put into the stations O/S folder in the cabinet.

**O/S – DATE**

**- IF PAID**

**- WHY OUTSTANDING**

**- DATE ADDED TO O/S SHEET**

EG: O/S 03/06/21

- PAID \$ 79 03/06/21

- Waiting on payslip

- added to O/S sheet 03/06/21

7) Once return is completed the SS needs to be updated. At the *bottom* of the SS there is a section for **Completed Outstanding Returns**. Enter client named,

original date the client came to the booth, who completed the return, what work was done. The payment method must be entered and the date paid. **NOTE: if paid when they first came to the booth DO NOT enter the amount.** Set status To Be Reviewed.

Completed Outstanding Returns:									
<i>Only to be used when a previously recorded Tax Return with an Outstanding Status is completed</i>									
CLIENT NAME	Original Station Sheet Date	INITIAL	WORK	PAYMENT TYPE	DATE PAID	AMOUNT*	STATUS	REVIEW	DATE LODGED
SMITH, Tracey	03/06/21	MP	ITR20	EFT	03/06/21		To Be Reviewed		

\*Only enter 'Amount' figure if payment taken today. If payment taken on a previous day leave blank

8) Once completed outstanding return and filled in the correct sections of the SS you need to go back to the original date the return was started and write in the notes section. Write **Completed on {DATE}**. This will help reviewers keep track of what work has been completed and when.

CAIRNS EZY TAX										
WILLOWS - STATION 2 (EWTQ02)										
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03/06/21										
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SMITH, Tracey	#20EWTQ20354	MP	ITR20	EFT	03/06/21	\$69.00	To Be Reviewed			Completed on the 16/06/21

At the end of each week, check that all the Outstanding papers in the file at the booth match what is recorded on the list. Ensure all outstanding paperwork also has a Post-IT Note saying why it is outstanding.

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