ezytax
BLUE

outstanding tax returns

OUTSTANDING RETURNS PROCEDURE

PURPOSE

The Outstanding Returns process is used to manage tax returns that cannot be completed and lodged on the same day due to missing information, client delays, or other outstanding requirements.

Maintaining accurate records ensures that any staff member can easily pick up and complete the return when the client provides the required information.

BEFORE THE CLIENT LEAVES

Where possible, complete all available documentation before the client leaves, including:

- Client Information Form (CIF)
- Trust Account Authority
- Client Substantiation Declaration
- Bank Account Details
- Any other required forms

Payment should be collected before the client leaves whenever possible. Clients frequently fail to return, and collecting payment upfront reduces follow-up issues.

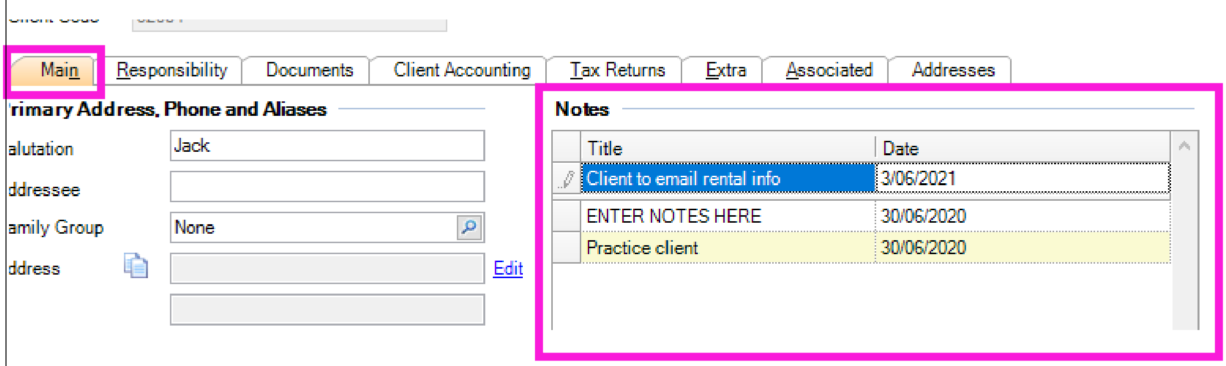
If payment is the only outstanding item, retain all paperwork until payment has been received.

UPDATING CONSOLE AND MYOB

If a return cannot be completed:

1. Save all work completed.
2. Enter detailed notes in Console.

3. Enter corresponding notes in MYOB.
4. Update the return status to **Outstanding**.
5. Clearly record:
    - What information is missing.
    - What action is required.
    - Whether payment has been received.
    - When the client is expected to return.



NOTES REQUIREMENTS

All notes entered into Console and MYOB must include:

- Your initials and date.
- What work has been completed.
- What information is still required.
- Any contact made with the client.
- Whether payment has been received.

Example:

JB 02/06/26 – Tax return commenced. Waiting on investment income statement and private health insurance statement. Client paid in full via EFTPOS. Follow-up required.

IMPORTANT: Notes must be detailed enough that another staff member can immediately understand the situation and continue working on the return without needing further explanation.

OUTSTANDING FOLDER

Each station must maintain an Outstanding Folder for incomplete returns.

When filing paperwork:

- Staple, paperclip, or place documents in a plastic sleeve.
- Ensure paperwork remains together.
- Attach a Post-It Note to the front.

Post-It Note Format

O/S – DD/MM/YY

- Paid / Not Paid
- Reason Outstanding
- Date Added to Folder

Example

O/S – 02/06/26

- Paid $99 EFTPOS
- Waiting on PAYG Summary
- Added to Folder 02/06/26

FOLLOW-UP TRACKING

All follow-up activity must be recorded in both Console and MYOB notes.

Record:

- Date contacted
- Method of contact (Phone, Email, SMS)
- Outcome of contact
- Whether information has been received

This ensures any staff member can continue the return if required.

Example:

JB 10/06/26 – Emailed client requesting private health insurance statement. Awaiting response.

COMPLETING AN OUTSTANDING RETURN

Once the client supplies the required information:

1. Complete the tax return.
2. Update Console notes.
3. Change the status to **To Be Reviewed**.
4. Record completion details on the Outstanding List.

Console Notes Example

JB 15/06/26 – Outstanding information received. Return completed and ready for review.

WEEKLY RECONCILIATION

At the end of each week:

- Review all paperwork in the Outstanding Folder.
- Ensure all files contain a Post-It Note explaining why they remain outstanding.
- Check that Console and MYOB notes accurately reflect the status of each outstanding return.
- Follow up any long-outstanding returns where appropriate.

Any discrepancies should be resolved immediately.

IMPORTANT

Outstanding returns must always have:

- Status set to Outstanding in Console.
- Clear and detailed notes in both Console and MYOB.
- All paperwork stored in the station's Outstanding Folder.
- A Post-It Note attached explaining the outstanding issue.
- Status changed to To Be Reviewed once completed.

Following these procedures ensures that any staff member can easily locate, understand and complete an outstanding return.