Service Bureau & Multi-Office

EMP User Guide

Introduction

The Enterprise Management Portal (EMP) helps ensure that your branch offices and / or Sub-sites are correctly setup and if offering bank products, enrolled with a bank and are ready to file returns when tax season starts. We have made it easy for you to setup new locations, activate prior year locations, collect bank enrollment information, manage your payment account, and review statements. We created EMP for you to use as your data collection point with 24/7 access. Our Office Management Grid provides transparent site and Bank statuses, so you can easily keep track of the enrollment progress for your locations.

Contacting Service Bureau Support

You can contact Service Bureau Support by calling 206-209-2653 or emailing us at SVBSupport@utaxsoftware.com. You will be required to enter your Master User ID number prior to being connected to Service Bureau support. The SVB Support email address is for your use only, please do not give this address to your branch offices and / or Sub-sites. If you have authorized uTax to support your locations, they can obtain support by calling 206-209-2653 or by emailing help@erosupport.com. Note: The hours shown below are subject to change.

Important Feature Reminders!

Co-Branders

In addition to prominent placement with the EMP user interface, co-branded logos are included in EMP generated emails to your Sub-Sites, for our co-branding partners who take advantage of EMP's enrollment management and software distribution services.

Sub-Site Activation

- The Bulk Activate Sub-Site page is enhanced with drop down menu's to quickly change the answer to setup questions including Company Name hyperlinks that allows the SVB/MO to jump directly into the Sub-site Configuration for other changes upon activation. You can also edit the Service Bureau and Transmitter fee(s) from a link located on the bulk-site activation page.

Office Management Grid (OMG)

- The OMG has two viewing/search modes, *Search by Sites* and *Organization View.* Refer to page 16 for more details.

Enrollment

- To improve EFIN management, unused EFINs from prior years are filtered out of view by default.

First-time Login

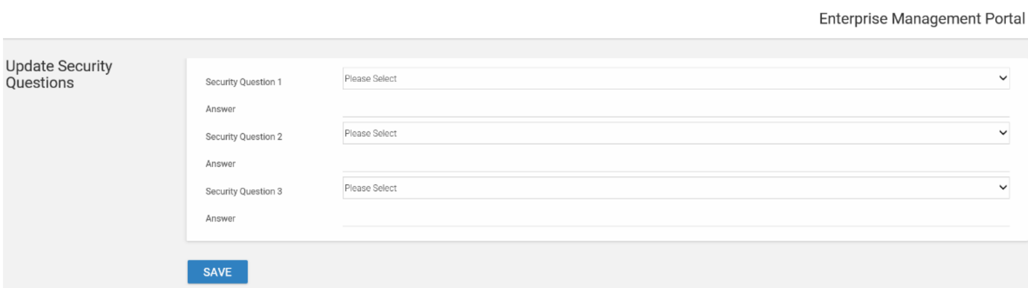
If you have previously logged into EMP, skip to the Main Office Settings & Bank Enrollment section below.

To login to your personalized EMP Portal:

1. Navigate to: https://emp.myempportal.com
2. Enter your **User ID** and **Temporary Password** and then click the **Login button**.

   Important Note: If you do not know your User ID or Temporary Password, refer to the email you received announcing the opening of bank enrollment and office setup, or contact Partner Support for assistance.

3. Once logged in, answer the 3 security questions. Click **Save** to continue.

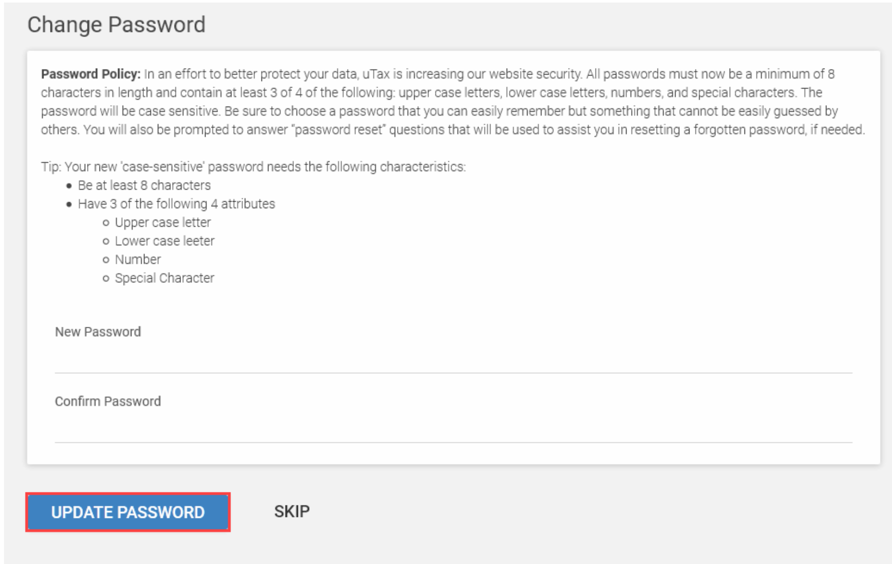


4. You will be prompted to change your password. Once you have entered your new password, click **Update Password**.

   Note: Passwords must be:

   - A minimum of 8 characters in length
   - Contain at least 3 of 4 of the following:
     - upper case letters
     - lower case letters
     - numbers
     - special characters
   - The password will be case sensitive.

   You will also be prompted to answer "password reset" questions that will be used to assist you in resetting a forgotten password.



Main Office Settings & Bank Enrollment

The EMP **Main Office** configuration process includes these important steps:

1. Setup and Activation of your Main Office
2. Choose to apply Default Settings for all NEW Sub-Sites and / or Branch Locations
3. Activation of new and returning Sub-sites and / or Branch Locations
4. Bank enrollment

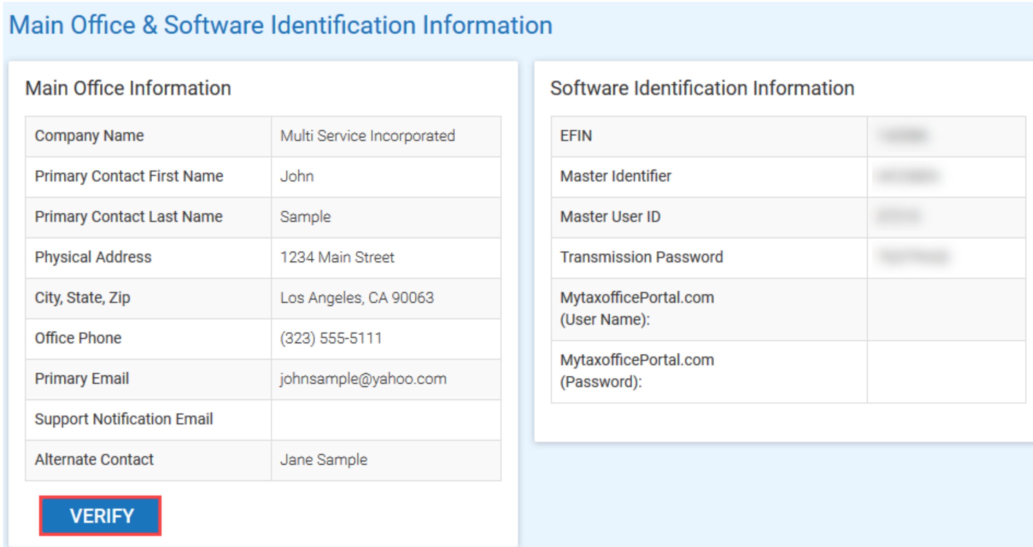
Main Office Information and Software Identification Information

In this section, you will configure your Main Office, the office that receives returns or copies of returns and return status information from your Sub-sites.

IMPORTANT NOTE: You must first activate your Main Site before you can manage / activate your Sub-sites.

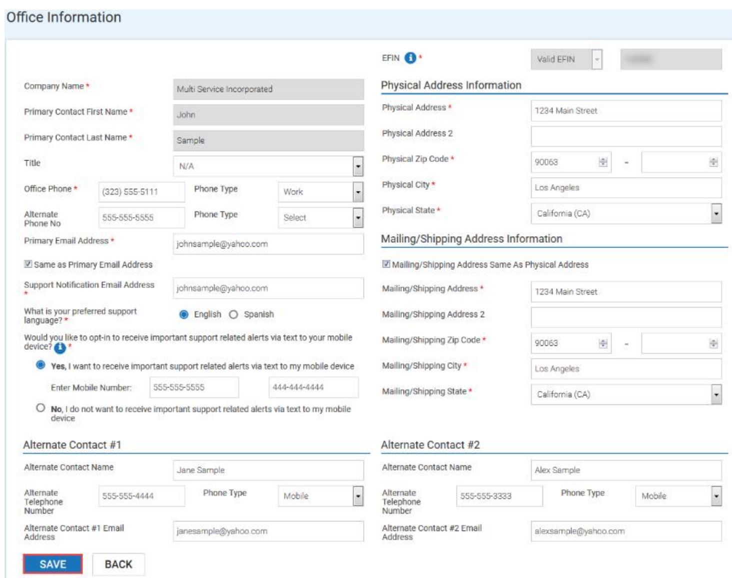
The first time you log into the EMP, you will need to verify that the information we have on file for **your office** is correct.

1. Click the **VERIFY** button to review your Main Office information.



Note: The **VERIFY** button will transform into an **EDIT** button after you have verified your information. Click **EDIT** if changes are required after you have verified your information.

2. Review the information, make necessary edits, and then click the **SAVE** button.



Note: Please contact your Account Manager if modifications to the **Company Name** or **Primary Contact** are required.

Main Office Configuration

Answers to these questions tell us how your company (Main office) is handling enrollment, communications, support, software distribution, and optional Sub-site default settings

3. Do you want uTax to manage the process of enrolling your Sub-sites?
   - Selecting **Yes** will:
     - Grant your Sub-sites access to the unbranded EMP to complete their enrollment application.
     - Sub-sites will receive Enrollment notifications inviting them to complete enrollment.
     - uTax Partner Support will provide support and follow up to help your Sub-sites complete their bank enrollment before tax season begins.

   - Selecting **No** will:
     - Require you to manage the enrollment process for your Sub-sites.
     - Require you to answer the following question: *Would you like your Sub-sites to complete their enrollment information online at the unbranded EMP?*
       - Answering **Yes** will allow your Sub-sites to complete their own enrollment application using the EMP after you have assigned fees and completed their configuration on the EMP.
       - Answering **No** means your Sub-sites will not receive Enrollment notifications inviting them to complete enrollment. <u>You will be required to complete their enrollment application via the EMP on their behalf</u>.

4. Do you want uTax to manage the process of onboarding your Sub-sites?
   - Selecting **Yes** will alert the uTax Partner Support Team to contact your **NEW** Sub-sites to assist with the installation and configuration of the prior year program, conversion of the prior year tax returns, enrolling with a bank, and the installation and configuration of the new tax program.

   - If **No** is selected, onboarding services <u>**will not**</u> be provided by uTax.

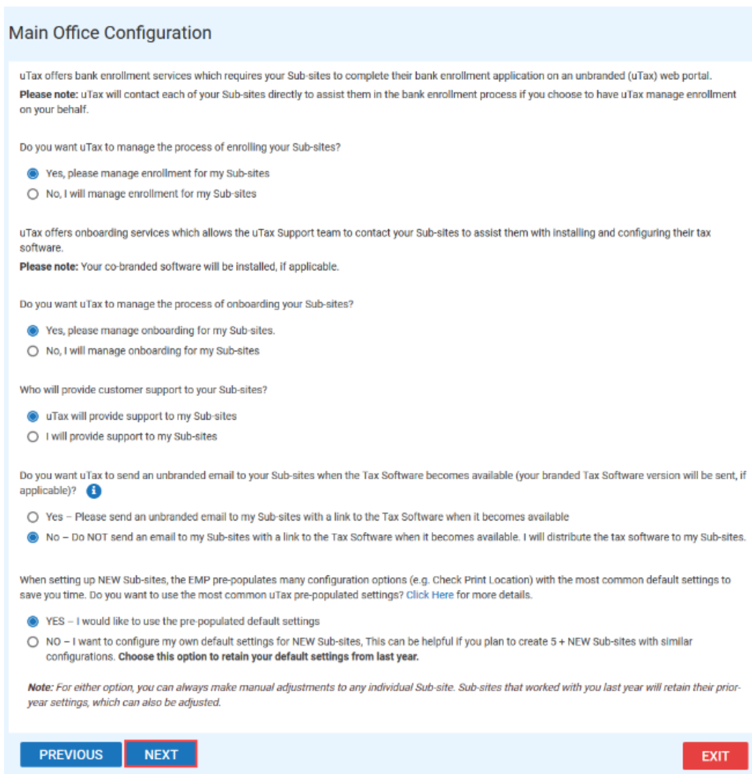
5. Who will provide support to your Sub-sites?
   - Select **uTax will provide support to my Sub-sites** if you want to give your Sub-sites access to the uTax Support Team to assist during tax season. **Note:** To keep your brand safe, all calls are answered, "Thank you for calling Partner Support".
   - Select **I will provide support to my Sub-sites** if you provide your own support.
   - Do you want uTax to send an unbranded email to your Sub-sites when the Tax Software becomes available (your branded Tax Software version will be sent, if applicable)?
     - Yes – Please send an unbranded email to my Sub-sites with a link to the Tax Software when it becomes available
     - No – Do NOT send an email to my Sub-sites with a link to the Tax Software when it becomes available. I will distribute the tax software to my Sub-sites.
   - Do you want Partner Support to provide a Tax Software download link to your Sub-site(s) if they call in and make a request for Partner Support to send it?
     - Yes, if my Sub-site calls in and requests Partner Support to provide them software, please send it.
     - No, if my Sub-site calls in and request Partner Support to provide them software, please do not send the software and direct the Sub-site to call me (the Main site).

6. When setting up **NEW** Sub-sites, the EMP pre-populates many configuration options (e.g., Check Print Location) with the most common default settings to save you time. Do you want to use the most common uTax pre-populated settings?
   - Select - **YES – I would like to use the pre-populated default settings**, if you want New Sub-sites configured with the most common default settings.
   - Select - **NO - I want to configure my own default settings for NEW Sub-sites**. This can be helpful if you plan to create 5 or more NEW Sub-sites with similar configurations. **Reminder!** Choose this option to retain your default settings from last year.

   Important Note: You will have the opportunity to adjust default settings prior to activating individual Sub-sites, regardless of how this question is answered.

   If you have answered **YES**, skip to the Default Fee Setup section of this document, otherwise continue below.

7. Click the **NEXT** button to continue.



Configuring Default Settings

In the *Default Sub-site Configuration and Default Fee Setup* section, we ask general questions about how you want to manage your sites. The EMP will use many of your answers to pre-configure settings to save time and improve accuracy when you create new sites. **NOTE:** Prior year Default Sub-site Configuration information is carried forward from the previous year if you are a returning Partner.

Important Note: Each Sub-site can also be modified individually by you before the office is activated, allowing for unique settings and fees, which may or may not apply to specific sites you have special arrangements with.

Default Sub-site Configuration

10. How will your **new** Sub-sites send tax return data?
    - Select "**All Sub-sites will transmit to the IRS via our Central Site (Transmitter)**" if most or all your new Sub-sites will send tax returns without sending them to your Main-office for review.
    - Select "**All Sub-sites will transmit to the Main Office (Feeder)**" if most or all your new sites will send tax returns to your Main-office for review.
    - Select "**Mixed**" if you want to be required to answer this question for each new Sub-site.

11. Which Affiliate Programs would you like your Sub-sites to have access to?
    - Select the Affiliate Program that you would like your Sub-sites to have access to.

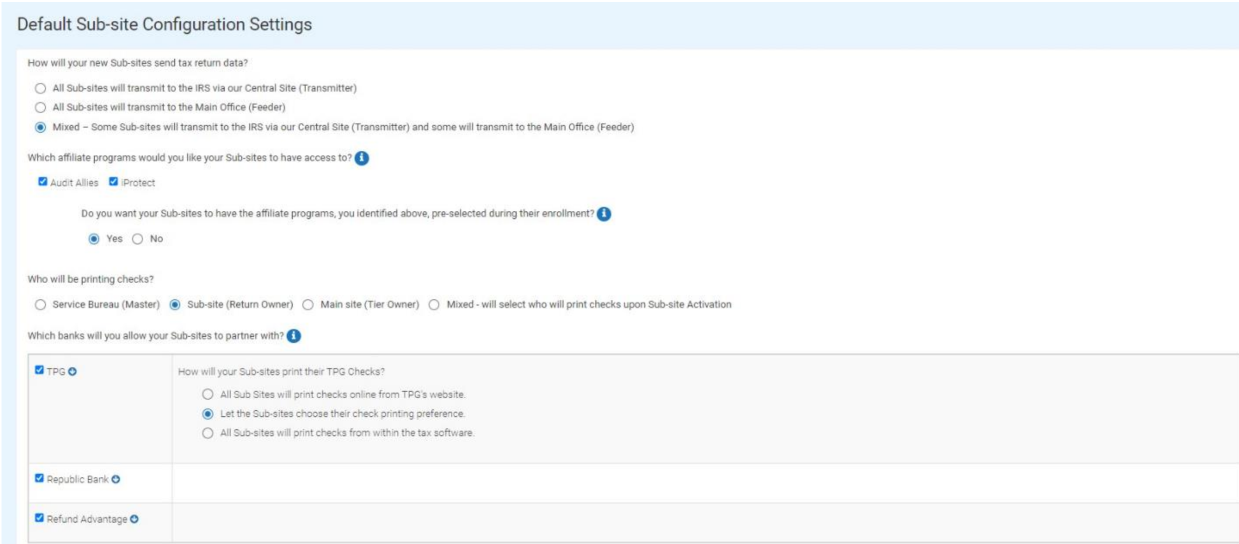
      Note: The Sub-site can also choose to automatically add their selected ancillary products to each bank product return, including a markup amount, if applicable.

12. Do you want your Sub-sites to have the Affiliate Programs, identified above, pre-selected during their enrollment?
    - Select **Yes** to pre-select the affiliate programs for your Sub-sites. **Note:** Your Sub-sites can choose not to participate in the affiliate programs you have pre-selected for them.
    - Select **No** if you want your Sub-sites to make the selections themselves.

13. Who will be printing checks?
    - Select **Sub-site (Return Owner)** if most of your new sites will print their own checks.
    - Select **Main site (Tier Owner)** if the main site, you in most cases, will print checks on behalf of your Sub-sites.
    - Select **Mixed** – If you do not want this answer pre-selected when you create a new office.

14. Which banks would you like your Sub-sites to partner with?
    - Select the bank(s) you want to make available to your Sub-sites for enrollment.
      Note: If TPG is selected, you will be prompted to answer the following check printing question: How will your Sub-sites print their TPG Checks?

15. Click the **NEXT** button to continue.



Default Fee Setup

This is where you will manage your *default* **Service Bureau (SVB) Fee and Transmitter Fee**. These fees will be deducted from each funded bank product return. The fees you enter here are set as the default fees when you create new Sub-sites.

This section shows the **Transmitter Fee**, **Technology Fee**, the **uTax SVB Fee**, and the **Federal/State e-File** fees listed in your uTax agreement. **Note:** For compliance reasons, the **Technology Fee** and **Transmitter Fee** have been exchanged with each other, however the combined total of these two fees remains unchanged.


Default Fee Setup and Configuration

uTax & Transmitter Fees

Bank Product Fees	Amount
uTax Service Bureau Fee	$ 10
Transmitter Fee	$ 25.95
Technology Fee	$ 4

e-File Fees Amount	Amount
uTax State e-File Fee	$ 0
uTax Federal e-File Fee	$ 0
CPTS Technology Fee (EF Only)	$ 4

This next section is where you set default fees to appear in your NEW Sub-sites for each bank. It is also where you will manage whether you want to allow your Sub-sites to include add-on amounts of their own (in addition to your add-on amounts, and the uTax fee).

18. Would you like to set Default Fees for your Sub-sites?
    - Selecting **Yes** will prompt you to enter your default fees.
        - Enter the amount you want to set as the default fee for your Sub-sites, for each bank. **Note:** The SVB fee for each Sub-site can be individually customized by you before each site is activated.

Tip: If your SVB fee varies amongst your sites, we suggest that you enter the most common amount.

- Selecting **No** will require you to enter a **Service Bureau and Transmitter Fee** for each new office you create.

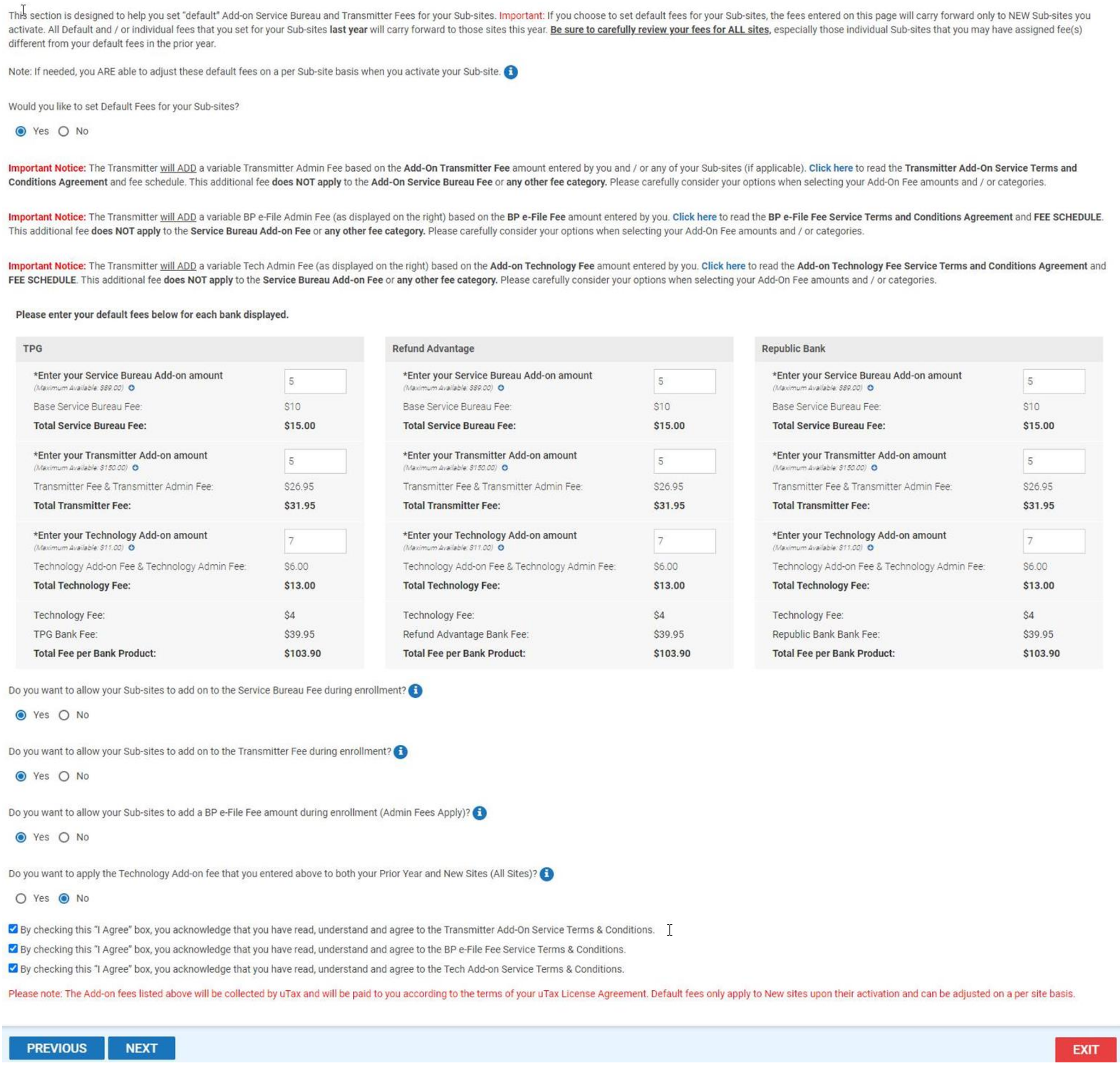
19. Do you want to allow your Sub-sites to add on to the **Service Bureau Fee** during enrollment?
    - Selecting **Yes** will:
        - Allow your Sub-sites to include their own add-on amount on top of your SVB and the uTax fee.
    - Selecting **No** will:
        - Configure the EMP so your Sub-sites are not able to include their own add-on amount on top of your SVB and the uTax fee.
    - Click **NEXT** to continue to the next page.

20. Do you want to allow your Sub-sites to add on to the **Transmitter Fee** during enrollment?
    - Selecting **Yes** will:
        - Allow your Sub-sites to include their own add-on amount on top of your Transmitter Add-on and the Transmitter Fee.
        - **Admin Fees will apply**
    - Selecting **No** will:
        - Configure the EMP so your Sub-sites are not able to include their own add-on amount on top of your Transmitter Add-on and Transmitter fee.
    - Click **NEXT** to continue to the next page.

21. Do you want to allow your Sub-sites to collect a **Bank Product e-File Fee** during enrollment?
    - Selecting **Yes** will:
        - Allow your Sub-sites to include the Bank Product e-File Fee to each tax return that includes a bank product.
        - **Admin Fees will apply**
    - Selecting **No** will:
        - Configure the EMP so your Sub-sites are not able to collect a Bank Product e-File Fee.
    - Click **NEXT** to continue to the next page.

22. Do you want to apply the **Technology Add-On Fee** that you entered above to both your Prior Year and New Sites (All Sites)?
    - Selecting **Yes** will:
        - Set the Technology Add-On Fee entered above for all of your sites (Prior Year and New) in EMP by default.
        - **Admin Fees will apply**
    - Selecting **No** will:
        - Apply the Technology Add On-Fee entered above to **ONLY NEW SITES**. Prior Year sites will not have the new Technology Add-On Fee applied.
    - Click **NEXT** to continue to the next page.

23. **Click** the "I agree" boxes to acknowledge that you understand the Transmitter Add-On, BP e-File Fee, and Tech Add-On Fee Terms & Conditions.



This section is designed to help you set "default" Add-on Service Bureau and Transmitter Fees for your Sub-sites. Important: If you choose to set default fees for your Sub-sites, the fees entered on this page will carry forward only to NEW Sub-sites you activate. All Default and / or individual fees that you set for your Sub-sites **last year** will carry forward to those sites this year. **Be sure to carefully review your fees for ALL sites**, especially those individual Sub-sites that you may have assigned fee(s) different from your default fees in the prior year.

Note: If needed, you ARE able to adjust these default fees on a per Sub-site basis when you activate your Sub-site.

Would you like to set Default Fees for your Sub-sites?

Yes No

Important Notice: The Transmitter will ADD a variable Transmitter Admin Fee based on the **Add-On Transmitter Fee** amount entered by you and / or any of your Sub-sites (if applicable). **Click here** to read the **Transmitter Add-On Service Terms and Conditions Agreement** and fee schedule. This additional fee **does NOT apply** to the **Add-On Service Bureau Fee** or **any other fee category.** Please carefully consider your options when selecting your Add-On Fee amounts and / or categories.

Important Notice: The Transmitter will ADD a variable BP e-File Admin Fee (as displayed on the right) based on the **BP e-File Fee** amount entered by you. **Click here** to read the **BP e-File Fee Service Terms and Conditions Agreement** and **FEE SCHEDULE**. This additional fee **does NOT apply** to the **Service Bureau Add-on Fee** or **any other fee category.** Please carefully consider your options when selecting your Add-On Fee amounts and / or categories.

Important Notice: The Transmitter will ADD a variable Tech Admin Fee (as displayed on the right) based on the **Add-on Technology Fee** amount entered by you. **Click here** to read the **Add-on Technology Fee Service Terms and Conditions Agreement** and **FEE SCHEDULE**. This additional fee **does NOT apply** to the **Service Bureau Add-on Fee** or **any other fee category.** Please carefully consider your options when selecting your Add-On Fee amounts and / or categories.

Please enter your default fees below for each bank displayed.

TPG		Refund Advantage		Republic Bank	
*Enter your Service Bureau Add-on amount (Maximum Available: $89.00)	5	*Enter your Service Bureau Add-on amount (Maximum Available: $89.00)	5	*Enter your Service Bureau Add-on amount (Maximum Available: $89.00)	5
Base Service Bureau Fee:	$10	Base Service Bureau Fee:	$10	Base Service Bureau Fee:	$10
Total Service Bureau Fee:	**$15.00**	**Total Service Bureau Fee:**	**$15.00**	**Total Service Bureau Fee:**	**$15.00**
*Enter your Transmitter Add-on amount (Maximum Available: $150.00)	5	*Enter your Transmitter Add-on amount (Maximum Available: $150.00)	5	*Enter your Transmitter Add-on amount (Maximum Available: $150.00)	5
Transmitter Fee & Transmitter Admin Fee:	$26.95	Transmitter Fee & Transmitter Admin Fee:	$26.95	Transmitter Fee & Transmitter Admin Fee:	$26.95
Total Transmitter Fee:	**$31.95**	**Total Transmitter Fee:**	**$31.95**	**Total Transmitter Fee:**	**$31.95**
*Enter your Technology Add-on amount (Maximum Available: $11.00)	7	*Enter your Technology Add-on amount (Maximum Available: $11.00)	7	*Enter your Technology Add-on amount (Maximum Available: $11.00)	7
Technology Add-on Fee & Technology Admin Fee:	$6.00	Technology Add-on Fee & Technology Admin Fee:	$6.00	Technology Add-on Fee & Technology Admin Fee:	$6.00
Total Technology Fee:	**$13.00**	**Total Technology Fee:**	**$13.00**	**Total Technology Fee:**	**$13.00**
Technology Fee:	$4	Technology Fee:	$4	Technology Fee:	$4
TPG Bank Fee:	$39.95	Refund Advantage Bank Fee:	$39.95	Republic Bank Bank Fee:	$39.95
Total Fee per Bank Product:	**$103.90**	**Total Fee per Bank Product:**	**$103.90**	**Total Fee per Bank Product:**	**$103.90**

Do you want to allow your Sub-sites to add on to the Service Bureau Fee during enrollment?

Yes No

Do you want to allow your Sub-sites to add on to the Transmitter Fee during enrollment?

Yes No

Do you want to allow your Sub-sites to add a BP e-File Fee amount during enrollment (Admin Fees Apply)?

Yes No

Do you want to apply the Technology Add-on fee that you entered above to both your Prior Year and New Sites (All Sites)?

Yes No

- [x] By checking this "I Agree" box, you acknowledge that you have read, understand and agree to the Transmitter Add-On Service Terms & Conditions.
- [x] By checking this "I Agree" box, you acknowledge that you have read, understand and agree to the BP e-File Fee Service Terms & Conditions.
- [x] By checking this "I Agree" box, you acknowledge that you have read, understand and agree to the Tech Add-on Service Terms & Conditions.

Please note: The Add-on fees listed above will be collected by uTax and will be paid to you according to the terms of your uTax License Agreement. Default fees only apply to New sites upon their activation and can be adjusted on a per site basis.

PREVIOUS NEXT EXIT

Fee Payment

Fee Reimbursement Account

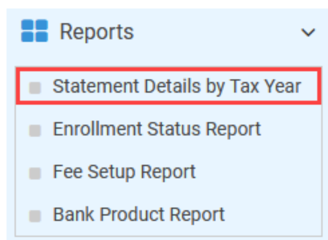
We request this information to ensure that your add-on amounts are processed and delivered to you timely and accurately. All Add-on amounts associated with Service Bureau Fees, Transmitter Fees, iProtect Mark-up Amounts, and any other credits, including any Add-on amounts collected on behalf of Sub-sites, will be credited to the Main site account according to the terms of your uTax Agreement. Any charges and/or outstanding balances will be applied against the credit amounts before deposit.

Important Note: Completion of the **Payment Information** section is required for your Main Site.

Payment Information
Each tax season, uTax processes invoices for e-Filed returns that did not include a Bank Product and/or for any outstanding Balance Due on Accounts that is carried forward into the next tax season, including the Cash Saver program. We request payment information to ensure that these invoices can be processed timely and accurately.

Your account will only be charged if a balance exists after add-on amount reimbursement credits are applied (if applicable), per payment terms as stated in your uTax Agreement.

Note: By completing this information, you are authorizing uTax Software to charge the account that is designated for any remaining balance. You will receive statements from uTax for your records. Statements are also available for viewing in EMP by clicking **Statement Details by Tax Year** under the **Reports** menu, illustrated below. If you have any questions, please contact your Account Manager at 844-440-UTAX (8829).

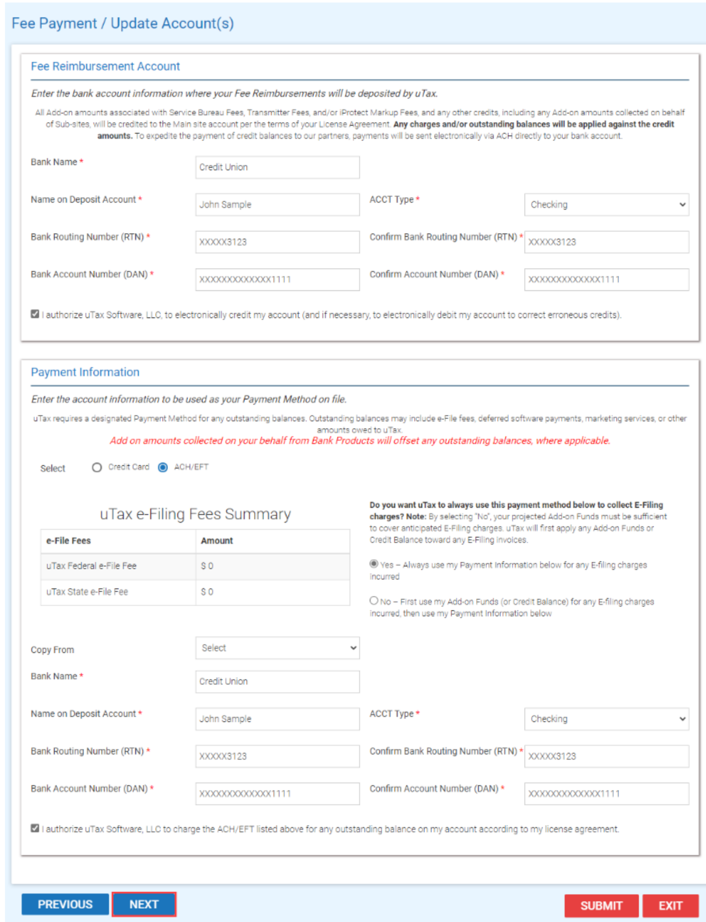


24. Enter your bank account information in the **Fee Reimbursement Account** and **Payment Information** sections**. Important Note:** Completion of the **Payment Information** section is required for all uTax partners.

25. **Do you want uTax to always use this payment method below to collect E-Filing charges? Select** Yes or No.

26. **Select** the check box that authorizes uTax, LLC to electronically credit your account and to electronically debit your account to correct erroneous credits.

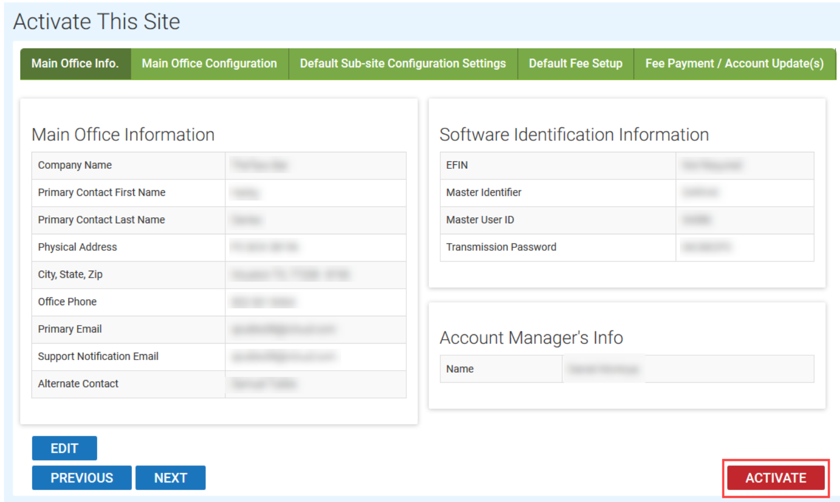
27. Click **NEXT**.



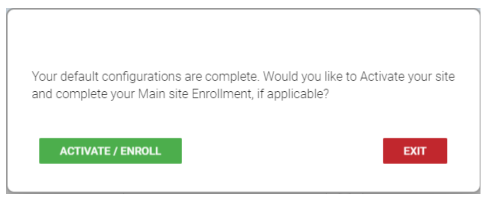
Summary and Activation

This section displays the configuration options you selected throughout the Setup process. After activation of your Main Site, you will be able to manage your Sub-sites from the **Office Management Grid** (OMG).

Review the information, if necessary, by clicking on the tabs. Click the **ACTIVATE** button when you are satisfied with the information.



After activating your Main-site , a pop-up window will appear if you are enrolling with a bank. Click the **ACTIVATE/ENROLL** button and skip to Step 2 in the Bank Enrollment section of this document. If you are not ready to proceed with enrollment, click the **EXIT** button.



Managing Sub-sites

Office Management Grid

The EMP Office Management Grid (OMG) gives you visibility throughout the setup and enrollment process by providing you with status and details about your Sub-sites. From the OMG, you can view all your Sub-sites, create new ones, and activate individual prior year sites. **Note:** Skip to the Bulk Activate Sub-sites section of this document for instructions about how to activate multiple prior year sites at once.

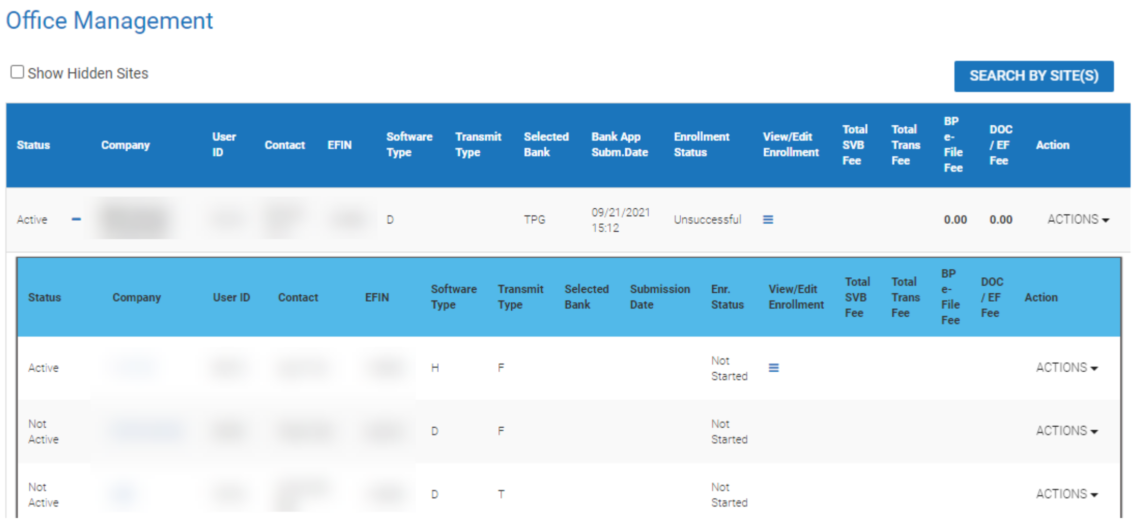
The OMG has two viewing/search modes, *Search by Sites* and *Organization View.* The default is *Organization View*. In this view, Sub-sites are organized in a hierarchy. This view is especially helpful if you have a Sub-site that has Sub-sites of their own, because the hierarchy will be evident in the OMG.

Click the *Search by Sites* button to filter the OMG or search for a Sub-site. See the Searching and Filters section of this document for more information.

Viewing Your Sub-sites

- **Status –** displays the current year activation status for the "Sales Year".
  - **Not Active** – means that you have not *Activated* this site for the upcoming tax season
  - **Active** – means that you have *Activated* this site for the upcoming tax season. Activated sites can enroll with a bank through EMP when configured to do so. Activation may also include on-boarding services by the Support Team for New Sub-sites if you have chosen to take advantage of that service.
  - **Review** – you have either created a new Sub-site and are waiting for the User ID/Password to be created OR you have edited an existing Sub-site and saved the information without activating the site.
  - **Hold** – means that you have placed the site on Hold. Sites are not able to transmit tax returns when placed on Hold.
- **Company –** will display the Company Name of your Sub-site. By clicking on the Company Name, you can open the Sub-site record to make edits or changes to their Sub-site Configuration, and most importantly, **ACTIVATE** them.
- **Parent ID** – Sub-sites with a User ID in the Parent ID column are sites underneath that (parent) Sub-site.
- **User ID** – displays the User ID assigned to the Sub-site
- **Contact** – displays the first and last name of your Sub-site's contact person
- **EFIN** – contains the 6-digit EFIN number assigned to this site. Note: If the EFIN is BOLD, you can hover over the EFIN and see any additional EFINs that have been associated to this site.
- **Software Type** – The *D* designation means the site is configured to use the standard 1040 *Desktop* program. *M* is used when the site is using *MSO*. *H* is used when the site is a using the *Hosted* program.
- **Transmit Type** – displays whether your Sub-site submits tax returns directly to the Central Site (T = Transmitter) or to you (F = Feeder).
- **Selected Bank** – displays the bank that was selected during the Sub-site's enrollment. **Note:** Hover your cursor over this field to view the status of multiple bank applications that have been created for this EFIN.
- **Submission Date** – displays the date that the bank enrollment application was submitted to the bank.
- **Enrollment Status** – displays the current bank status for the selected active bank. **Note:** Hover your cursor over the Enrollment Status to see the selected bank.
- **Total SVB Fees** – displays the **total combined SVB fee**, which is the sum of the uTax SVB fee, your SVB add-on amount, and any additional SVB add-on amounts entered by your Sub-sites. **Note:** Hover your cursor over this field to display a breakdown.
- **Total Trans Fees** – displays the total Transmitter Fees, which includes the Transmitter Fee, the Technology Fee, Add-On Technology Fees and if applicable, your SVB/MO Transmission Add-on Amount, and your Sub-sites Transmissions Add-on Amounts, and any applicable Admin Fees**.** **Note:** Hover your cursor over this field to display a breakdown.
- **BP e-File Fee** – displays the Bank Product e-File amount that was submitted to the bank.
- **Doc/EF Fee** – displays the Documentation Fee (TPG) or the EF Fee (RBT) assigned to this site from within the bank app.
- **Action** – Click on the word **Action**:
  - From your Main site to:
    - Reset Password

- Add a Desktop Site (MSO site, Hosted site if applicable)
- From your Sub-site:
  - Reset Password
  - View Archive
  - Hide Site
    - Removes this Sub-site from your view. This can be used for sites that are not using your services for this upcoming tax season.



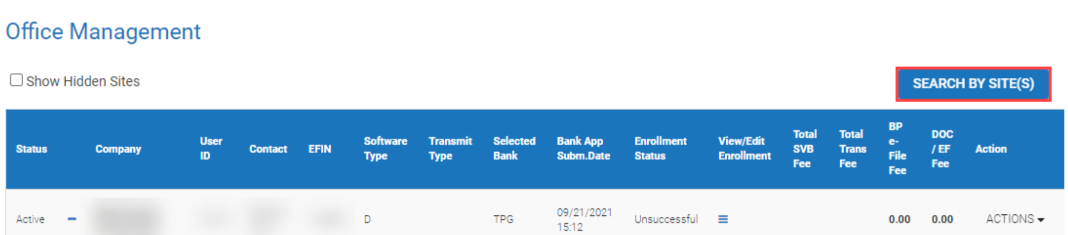
Searching and Filters

While it is possible to search and filter your Sub-sites while the OMG is configured in *Standard View*, it is recommended that you switch to *Filter View* prior to doing so. Searching or applying filters while in *Standard View* may yield inconsistent search results if one or more of your Sub-sites has Sub-sites of their own.

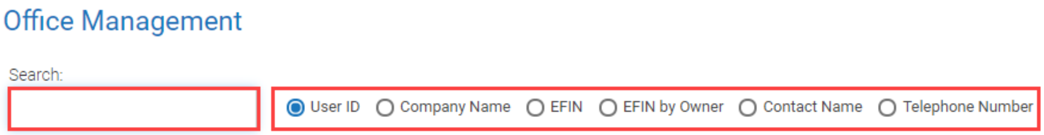
Important Note: Each time you log into EMP, the OMG is configured for *Standard View.* When in *Standard View*, the **Filter View** button is present so you can easily switch to **Filter View** mode. When in *Filter View* mode, the **Standard View** button is shown so you can switch back to *Standard View* if necessary.

Searching the OMG

1. If necessary, switch to the *Search by Sites View* by clicking the **SEARCH BY SITE(S)** button.

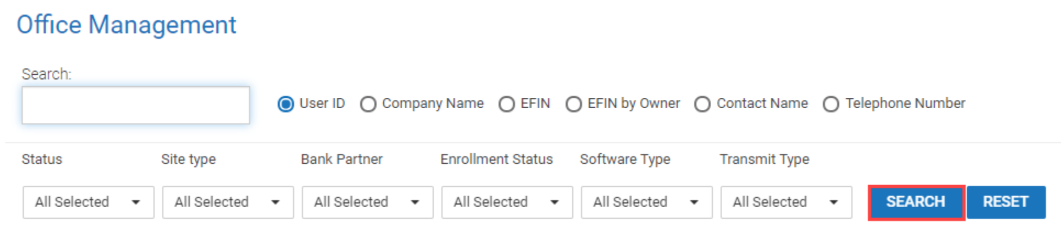


2. **Type** your search string in the search box and then **Select** the appropriate radio button, shown below.



Note: When searching by EFIN, use the **EFIN by Owner** radio button to narrow the result to the Sub-site that submitted the EFIN to the bank. Search using the **EFIN** radio button to return results for all sites configured to use that EFIN.

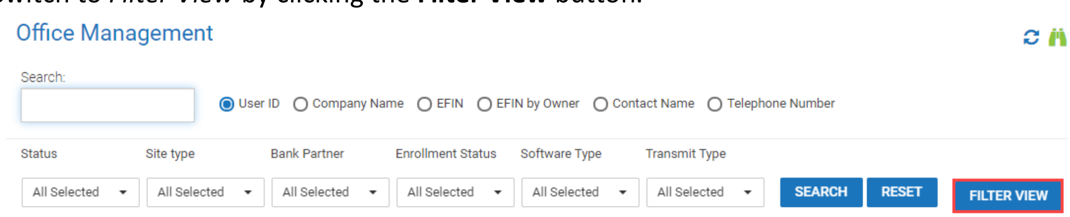
3. Click the **SEARCH** button to initiate the search.



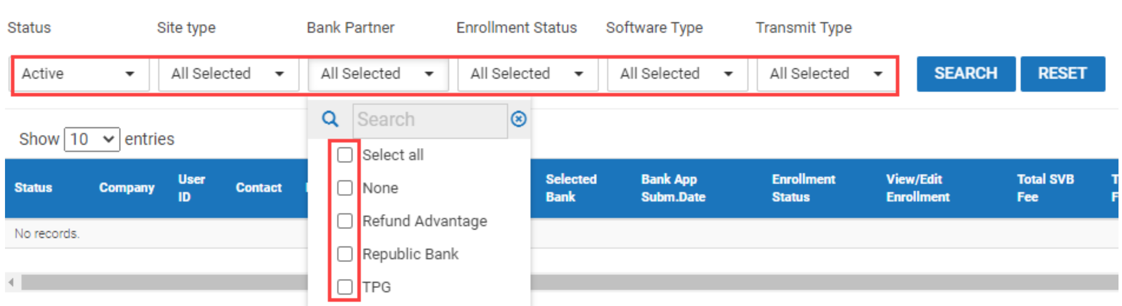
Filtering the OMG

Filtering is useful for refining the sites displayed on the OMG based on certain criteria. For instance, with filtering it is possible to show only sites that have a *rejected* bank application or have selected *Republic* as their bank. Furthermore, it is possible to combine filters. For example, filters could be configured so the OMG only displays sites that are both *Rejected* and have selected *Republic* as their Bank Partner.

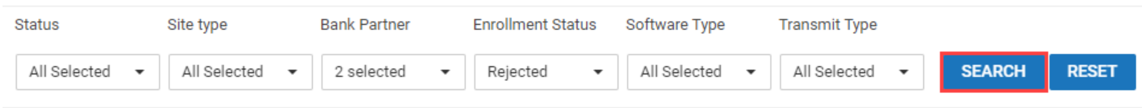
1. Switch to *Filter View* by clicking the **Filter View** button.



2. Click *one or more* of the filter **drop-down boxes** and select *one or more* of the **options** within each drop-down.



3. Click the **SEARCH** button to apply the filter.



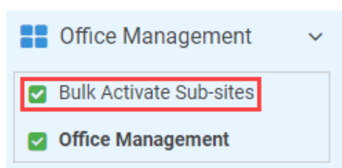
Bulk Activate Sub-sites

With the Bulk Activate Sub-sites feature you can now activate multiple **prior-year** Sub-sites at a time, instead of individually. **Note:** See the *Activating a Prior Year Site from the OMG* section below for instructions about how to activate Sub-sites individually.

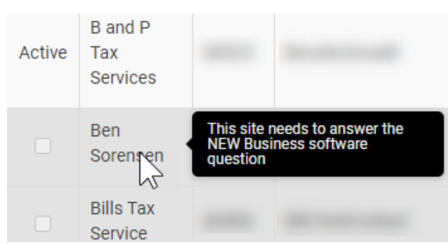
Notes:

- Not all Sub-sites are eligible for bulk activation. For instance, Sub-sites borrowing an EFIN are not eligible for bulk site activation until the EFIN is submitted for enrollment (by the EFIN owner), and in some cases accepted by a bank.
- It is recommended that you first enroll sites, individually or via Bulk Activate Sub-sites, whose EFINs are used by more than one site. Doing so will ensure that the Sub-sites are eligible for Bulk Activate Sub-sites.

1. To use the feature, click on **Bulk Activate Sub-sites** on the Office Management menu.



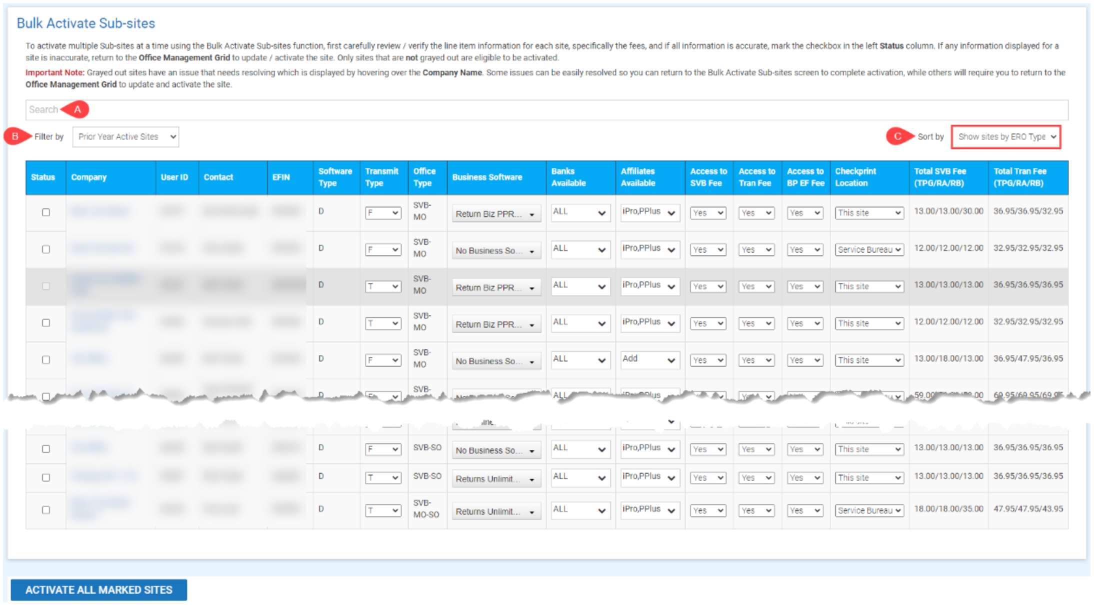
Prior year Sub-sites are shown in the grid. Sites previously activated for TY2020, and those eligible for bulk site activation, are shown in white. Sites ineligible for bulk activation are shown in gray. **Note:** Hover your cursor over the Company Name field on an ineligible Sub-site to view the reason why the site is ineligible for bulk activation.



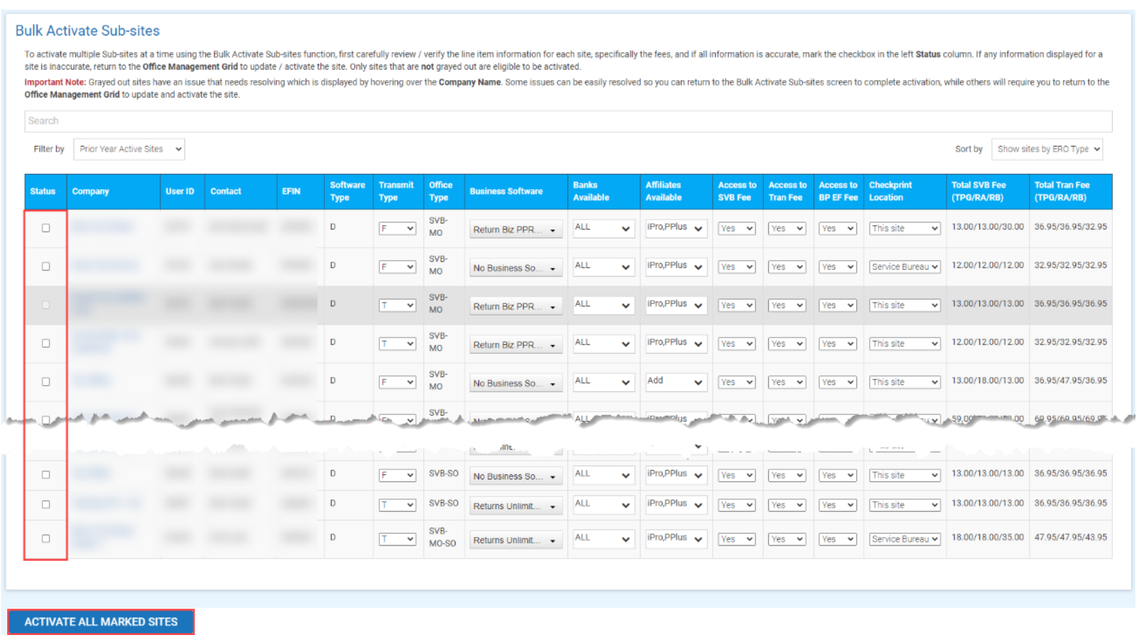
a. To **Search** for an office, simply begin typing your search term in the search box. The search feature will return results in real-time using the data available in each of the columns in the grid. For example, typing *64* will filter the grid to show only offices where the combination of 64 exists, whether that combination exists in a User ID, EFIN, Company Name, etc.

b. By default, the **Filter by** feature is set to *Prior Year Active Sites.* Selecting *All sites* will display prior year sites that were not activated last year.

c. By default, the sort feature is set to *Show sites by ERO type*. To show sites by hierarchy instead – within your organizational groups, select Show sites by Hierarchy. **Note:** This is useful if a sub-site has a sub-sites(s) of its own.



2. Place a **checkmark** in the *Status* column of each eligible site you want to activate and then click the **ACTIVATE ALL MARKED SITES** button.

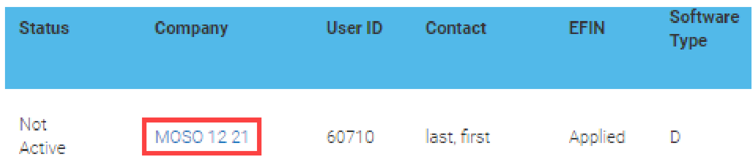


3. The following message will appear upon successful activations.

Activating a Prior Year Sub-site from the OMG

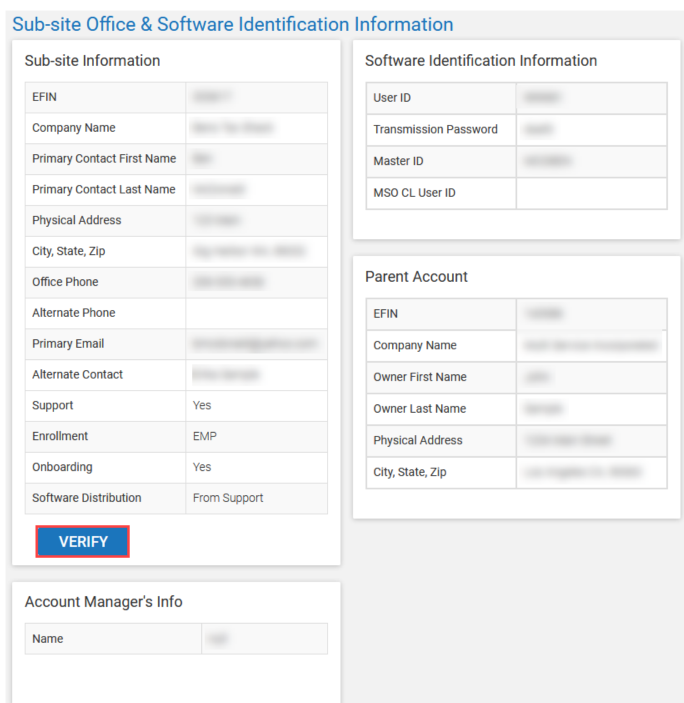
The following instructions show you how to activate Sub-sites **individually** (vs using the Bulk Activate Sites feature described earlier). Most answers are already pre-configured based on last year's office configuration.

1. To activate a prior year Sub-site, **click** on the blue colored Company Name on the Office Management Grid.



Office Information

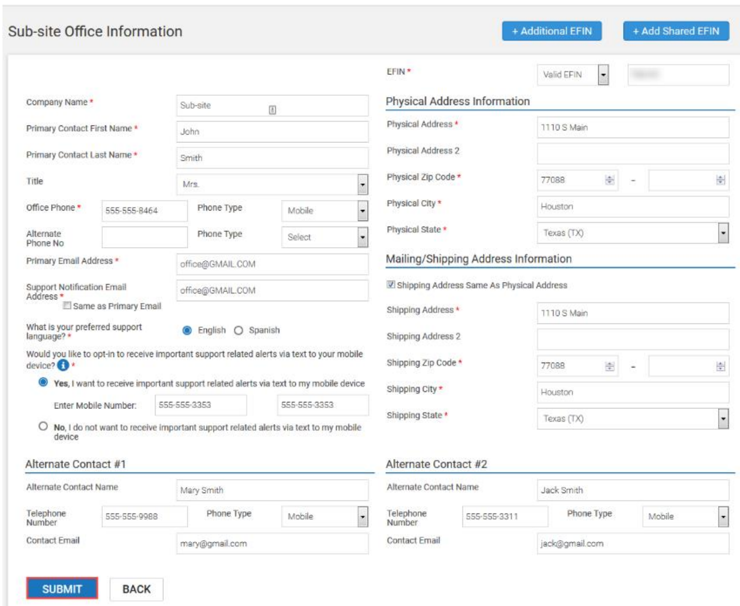
2. Click the **Verify** button.



3. **Edit** the information, if necessary.
   Note: Each EFIN Status option is described below:

- **Valid EFIN** – if your Sub-site has a valid EFIN that is being used by only this Sub-site or is "sharing" this EFIN with another Sub-site, then Valid EFIN should be selected. The site with the Valid EFIN designation – is considered the "owner" of the EFIN.
- **Applied** – if the Sub-site does not have an EFIN when the site is created, the EFIN status should be set to Applied. This will allow you to complete the remainder of the site setup information so that you can obtain a User ID and password.
- **Sharing** – Select "Sharing" for sites that do NOT have their own EFIN but are using an EFIN from another site within your customer base.
    - Once Sharing is selected, you will be prompted to enter the EFIN this site is using.
    - A Sub-site can only select Sharing if the Valid EFIN (they are using) has a submitted bank application.

4. Click **SUBMIT** when complete.



Sub-site Configuration

This section will cover some general setup questions about this Sub-site.

Note:

- If Sharing is selected for the site as their EFIN Status, several of the bank related questions do not appear
- The icon appears next to questions that require an answer

5. What kind of Sub-site will this office be?
    - Select **Single Office (most common)** if this is a single office.
    - Select **Main Site with Sub-offices** if this office will have sub-offices under it.
      Note: This answer is pre-configured based on last year's office configuration.

6. How will this Sub-site send tax return data?
   - Select **To the IRS via our Central Site (Transmitter)** if the Sub-site will transmit their own returns. **Note:** The Main Site / Master ID will still receive copies of these returns.
   - Select **To the Main site for Review (Feeder)** if this site will have its Main Site / Master ID review and transmit returns to the IRS via our Central Site.
     Note: This answer is pre-configured based on last year's office configuration.

7. Would you like to add Business Software to this site (additional charges may apply)?
   - **Yes – please add the Base Business PPR Package ($165) to this site** – which includes 1 business return as part of the package. Cost per return after the first one is $40 each. (Software charges will be incurred and invoiced to the main site immediately upon selection/activation of this site, while Business returns will be invoiced to the main site on bi-weekly cycles during season and monthly in the offseason).
   - **Yes – please add the Business PPR5 Bundle Package ($300) to this site** – which includes 5 business returns as part of the package. Cost per return after the 1st 5 is $35/each. (Software charges will be incurred and invoiced to the main site immediately upon selection/activation of this site, while Business returns will be invoiced to the main site on bi-weekly cycles during season and monthly in the offseason)
   - **Yes – please add the "Unlimited" Business Package ($1,099) to this site** – (Software charges will be incurred and invoiced to the main site immediately upon selection/activation of this site).
   - **No – This site does NOT want Business Software**

8. Which Affiliate Programs would you like your Sub-sites to have access to?
   - Select the Affiliate Program that you would like your Sub-sites to have access.

   Note: The site can also choose to automatically add their selected ancillary products to each bank product return, including a markup amount, if allowed.

9. Which banks would you like your Sub-sites to partner with?
   - Select the bank(s) you would like to make available to your Sub-sites for enrollment.
     Note: If TPG is selected, you will be prompted to answer the following check printing question: How will your Sub-sites print their TPG Checks?

10. Who will print checks for this site?
    - Select **This site (Return owner)** if this site prints their own checks.
    - Select **Main site (Tier owner)** if this sites parent will print the checks.
    - Select **Service Bureau (Main site)** – if the SVB will print the checks.

11. Do you want to allow this Sub-site to add on to the Service Bureau Fee during enrollment?
    - Select **YES** – if you would like to allow your Sub-site to Add on to the Service Bureau Fee during enrollment
    - Select **NO** – if you do not want your Sub-site to Add on to the Service Bureau Fee during enrollment

12. Do you want to allow this Sub-site to add on to the Transmitter Fee during enrollment?

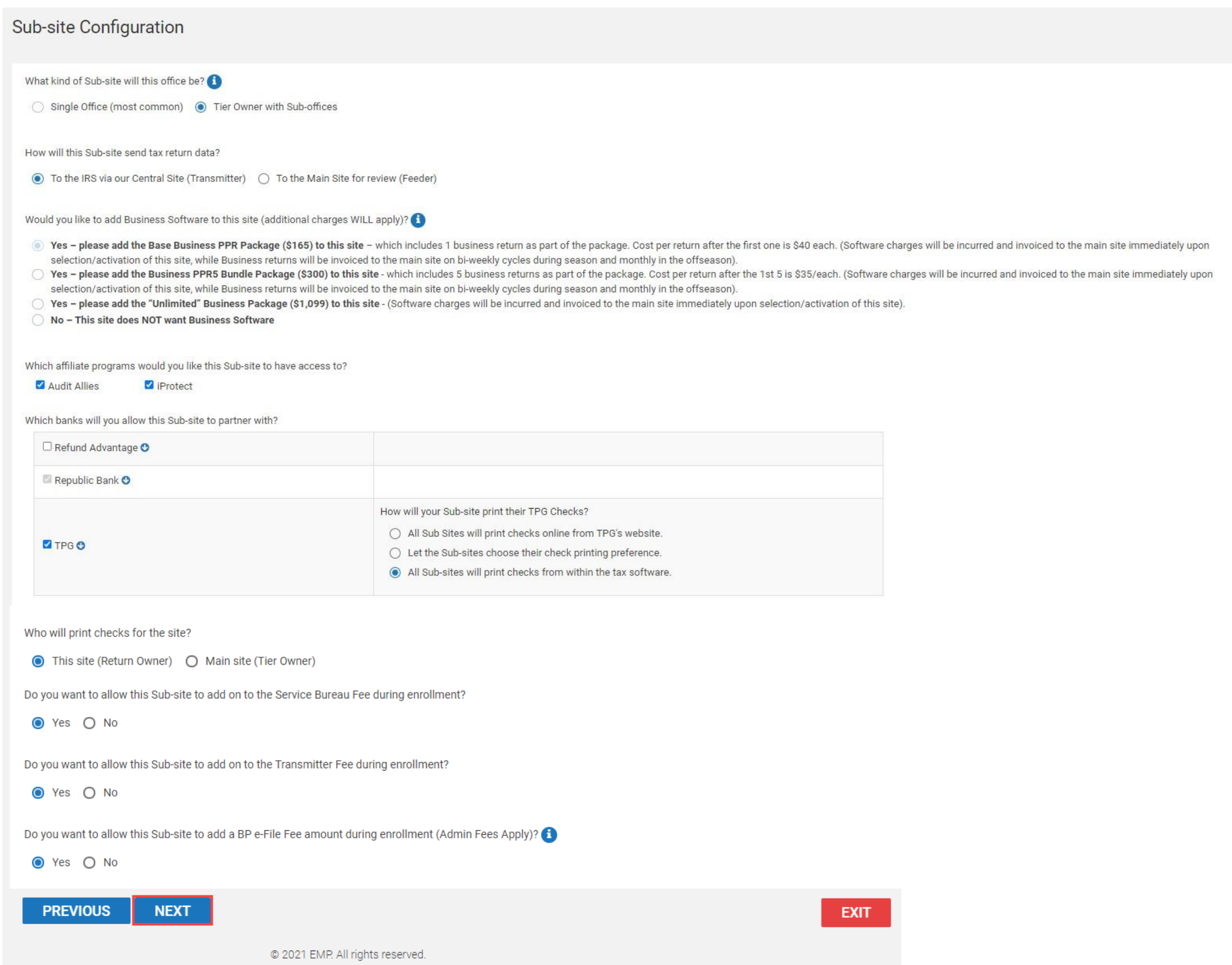
- Select **YES** – if you would like to allow your Sub-site to Add on to the Transmitter Fee during enrollment.
- Select **NO** – if you do not want your Sub-site to Add on Transmitter Fee during enrollment.

Note: Any Transmitter Add on amounts will incur the Transmitter Admin Fee based on the applicable tier that can be found in the Transmitter Admin Fee Agreement.

13. Do you want to allow this Sub-site to collect a Bank Product e-File Fee during enrollment?
    - Select **YES** – if you would like to allow your Sub-site to collect a Bank Product e-File Fee during enrollment.
    - Select **NO** – if you do not want your Sub-site to collect a Bank Product e-File Fee during enrollment.

Note: Any Bank Product e-File fees will incur the BP e-File Admin Fee based on the applicable tier that can be found in the BP e-File Admin Fee Agreement.

14. Click **NEXT**

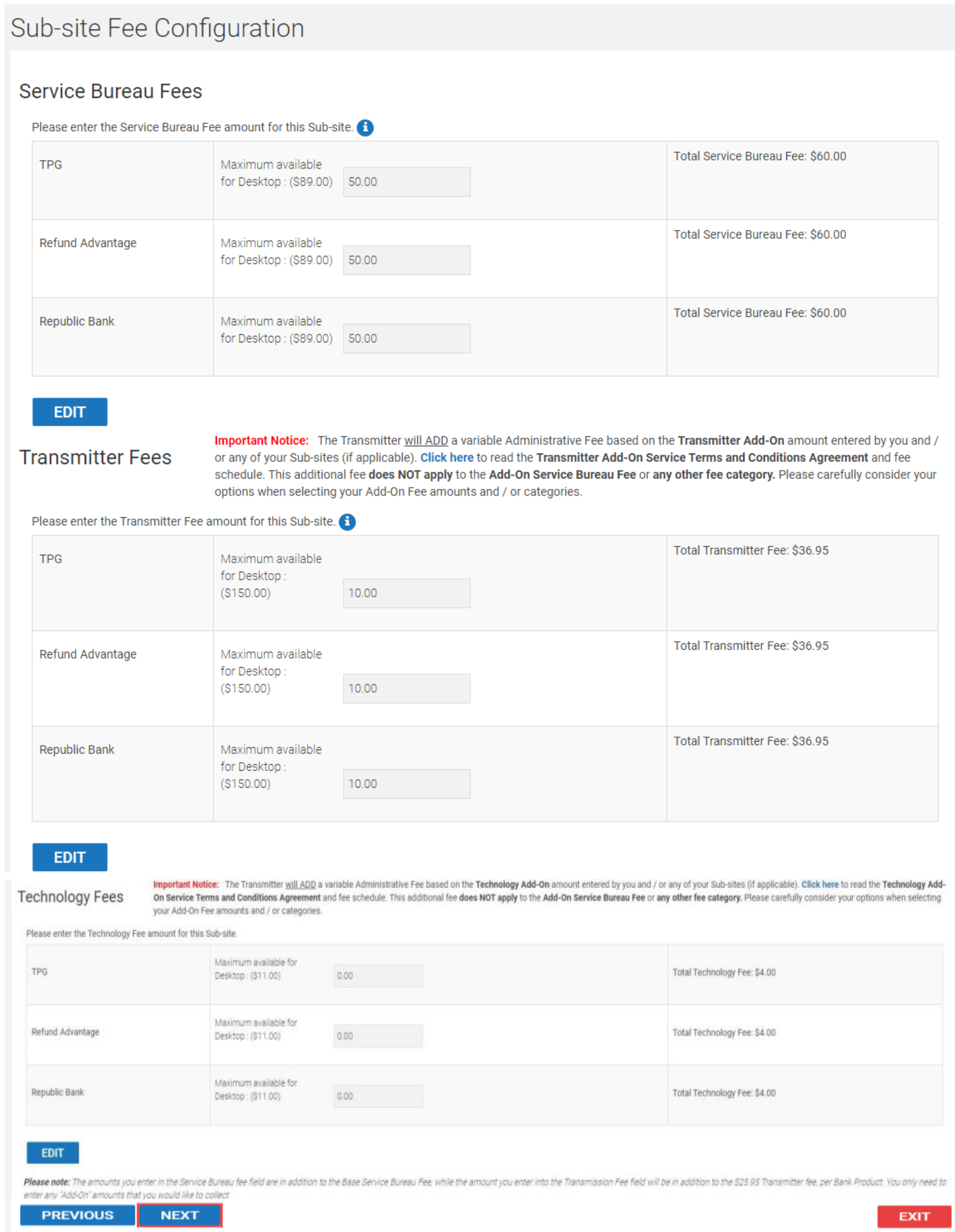


Sub-site Fee Configuration

This section allows you to edit the SVB Add-on Amount and your Transmitter Add-on Amount for the site. It is preconfigured with last year's add-on amounts and fee configuration. EMP will validate the add-on and fee amounts entered to ensure they do not exceed the limits designated by the banks. **Note:** If you have selected Sharing as their EFIN status, this page will not appear.

15. Adjust the add-on amounts for each bank as needed.

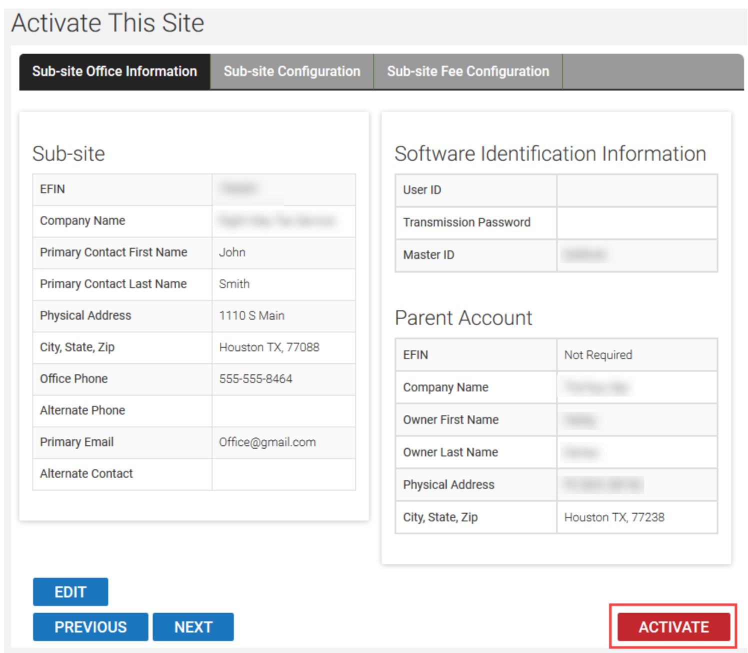
16. Click the **NEXT** button to continue.



Activation

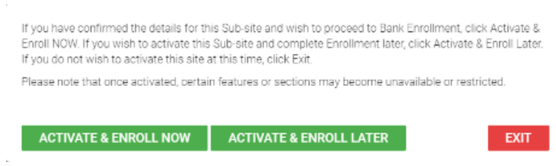
17. Review the information by clicking the tabs across the top and then **EDIT** to modify the information.

18. Click the **ACTIVATE** button when complete.



<u>If you elected to have uTax manage the enrollment for your Sub-sites, **no further action is needed**.</u> Partner Support will continuously send email reminders until enrollment has been submitted and our enrollment team will follow up with each site until Approved.

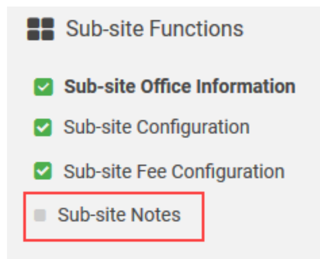
If you elected to manage your own enrollment, after activating your Sub-site a pop-up window will appear. If you are ready to proceed with enrollment, click the **ACTIVATE & ENROLL NOW** button and proceed to Step 2 in the Bank Enrollment section of this document. If you are not ready to proceed with enrollment, click the **ACTIVATE & ENROLL LATER** button. Return to the OMG and begin with Step 1 in the Bank Enrollment section of this document when you are ready to enroll.



Sub-site Notes

With Notes, you can enter reminders or other information specific to this Sub-site. Notes are optional and are not visible to the Sub-site. They are saved with a date and time stamp.

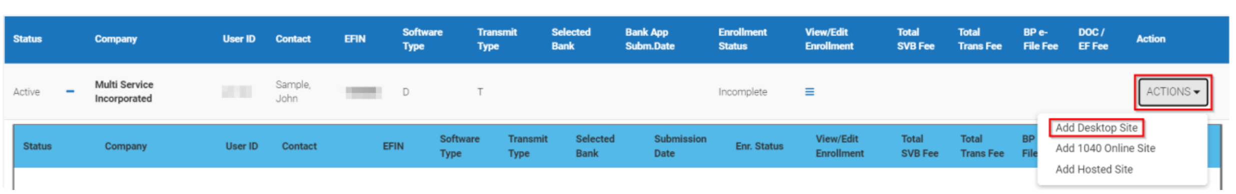
1. Click the **Sub-site Notes** option under Sub-site Functions on the left to access the notes feature.



2. Type your note and then click **SAVE** to continue. **Note:** Click the Sub-site Notes option under Sub-site Functions again to access Sub-site Notes you have previously created.

Creating a New Sub-site

1. From the Office Management Grid, click the **Actions** menu next to your Main Office, or the appropriate *Main Site with Sub-site(s)*, and then click **Add Desktop Office**. **Note:** If you have purchased MSO or the Hosted program and you want to add one of those office types, select **Add Hosted Site** or **Add MSO Site** when appropriate.

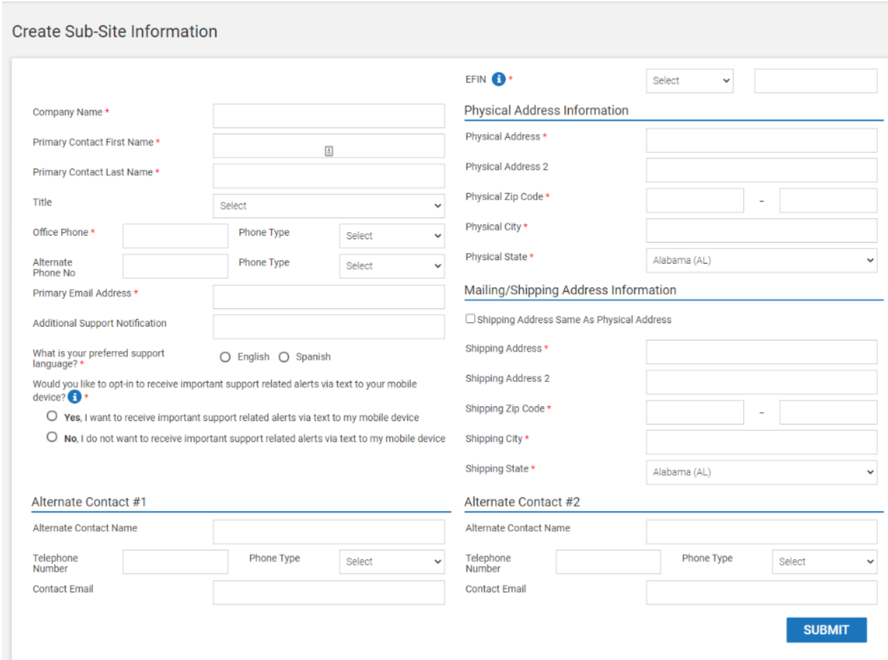


Create Sub-site Information

2. **Enter** the information in each required field.
   Note: Each EFIN Status option is described below:
   - **Valid EFIN** – if your Sub-site has a valid EFIN that is being used by only this Sub-site or is “sharing” this EFIN with another Sub-site, then Valid EFIN should be selected. The site with the Valid EFIN designation – is considered the “owner” of the EFIN.
   - **Applied** – if the Sub-site does not have an EFIN when the site is created, the EFIN status should be set to Applied. This will allow you to complete the remainder of the site setup information so that you can obtain a User ID and password.

- **Sharing** – Select "Sharing" for sites that do NOT have their own EFIN but are using an EFIN from another site within your customer base. If Sharing is selected, you will be required to enter the shared EFIN. Only EFINs with submitted bank applications will be allowed to share.

3. Click the **Submit** button.



Sub-site Configuration

This section will ask some general setup questions about this Sub-site.

19. What kind of Sub-site will this office be?
    - Select **Single Office (most common)** if this is a single office.
    - Select **Main Site with Sub-offices** if this office will have sub-offices under it.

20. How will this Sub-site send tax return data?
    - Select **To the IRS via our Central Site (Transmitter)** if the Sub-site will transmit their own returns. **Note:** The Main Site / Master ID will still receive copies of these returns.
    - Select **To the Main site for Review (Feeder)** if this site will have its Main Site / Master ID review and transmit returns to the IRS via our Central Site.

21. Would you like to add Business Software to this site (additional charges may apply)?
    - **Yes – please add the Base Business PPR Package ($165) to this site** – which includes 1 business return as part of the package. Cost per return after the first one is $40 each. (Software charges will be incurred and invoiced to the main site immediately upon selection/activation of this site, while Business returns will be invoiced to the main site on bi-weekly cycles during season and monthly in the offseason).
    - **Yes – please add the Business PPR5 Bundle Package ($300) to this site** – which includes 5 business returns as part of the package. Cost per return after the 1st 5 is $35/each. (Software charges will be incurred and invoiced to the main site immediately upon

selection/activation of this site, while Business returns will be invoiced to the main site on bi-weekly cycles during season and monthly in the offseason)
- **Yes – please add the "Unlimited" Business Package ($1,099) to this site** – (Software charges will be incurred and invoiced to the main site immediately upon selection/activation of this site).
- **No – This site does NOT want Business Software**

22. Which affiliate programs would you like this Sub-site to have access to?
    - Select the affiliate programs you would like this Sub-site to see during enrollment

    Note: The site can also choose to automatically add their selected ancillary products to each bank product return, including a markup amount, if allowed.

23. Which banks would you like your Sub-sites to partner with?
    - Select the bank(s) you want to make available to your Sub-sites for enrollment.

24. Who will print checks for this site?
    - Select **This site (Return owner)** if this site prints their own checks.
    - Select **Main site (Tier owner)** if this sites parent will print the checks.
    - Select **Service Bureau (Main site)** – if the SVB will print the checks.

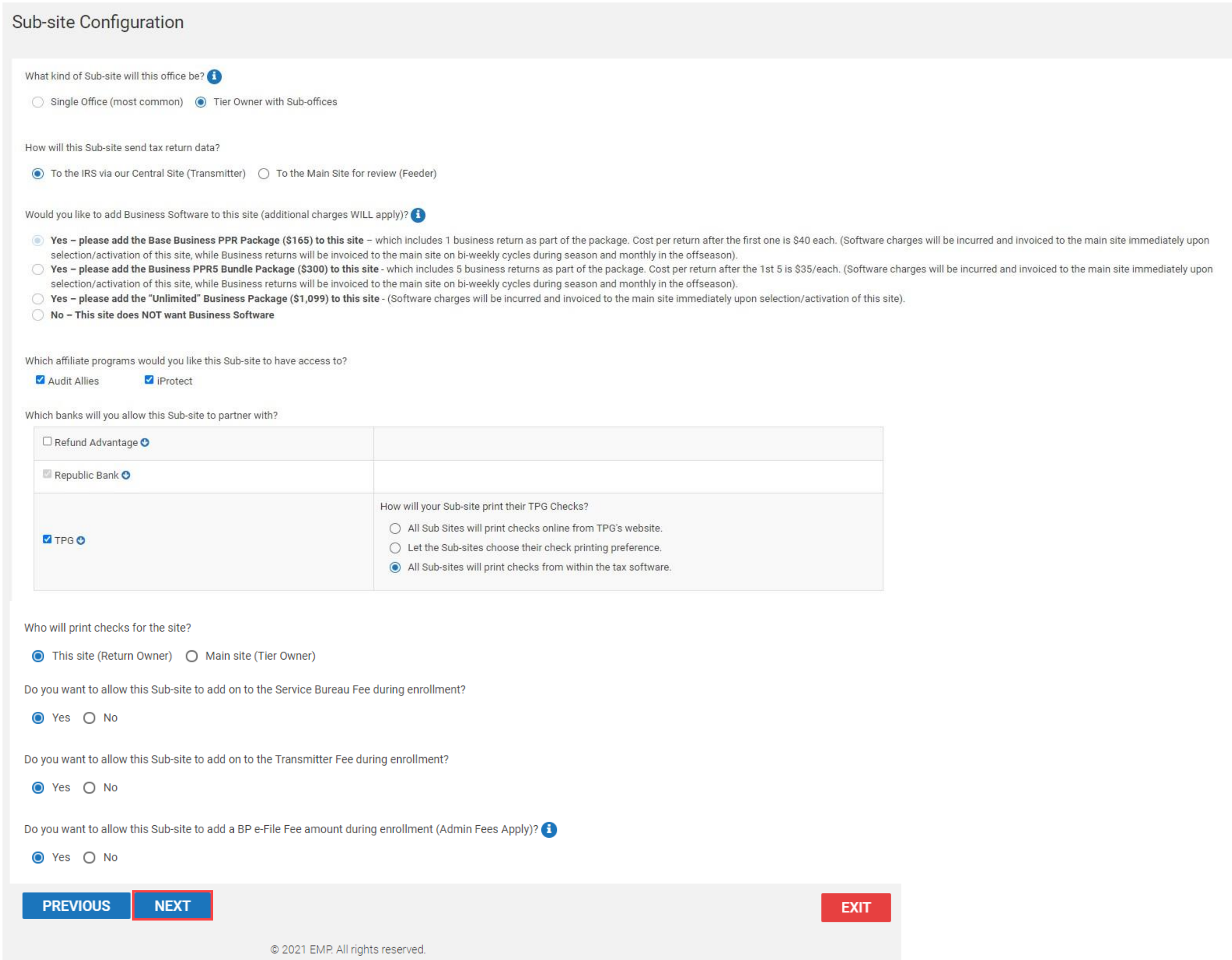
25. Do you want to allow this Sub-site to add on to the Service Bureau Fee during enrollment?
    - Select **YES** – if you would like to allow your Sub-site to Add on to the Service Bureau Fee during enrollment
    - Select **NO** – if you do not want your Sub-site to Add on to the Service Bureau Fee during enrollment

26. Do you want to allow this Sub-site to add on to the Transmitter Fee during enrollment?
    - Select **YES** – if you would like to allow your Sub-site to Add on to the Transmitter Fee during enrollment.
    - Select **NO** – if you do not want your Sub-site to Add on Transmitter Fee during enrollment.

    Note: Any Transmitter Add on amounts will incur the Transmitter Admin Fee based on the applicable tier that can be found in the Transmitter Admin Fee Agreement.

27. Do you want to allow this Sub-site to collect a Bank Product e-File Fee during enrollment?
    - Select **YES** – if you would like to allow your Sub-site to collect a Bank Product e-File Fee during enrollment.
    - Select **NO** – if you do not want your Sub-site to collect a Bank Product e-File Fee during enrollment.

    Note: Any Bank Product e-File fees will incur the BP e-File Admin Fee based on the applicable tier that can be found in the BP e-File Admin Fee Agreement.



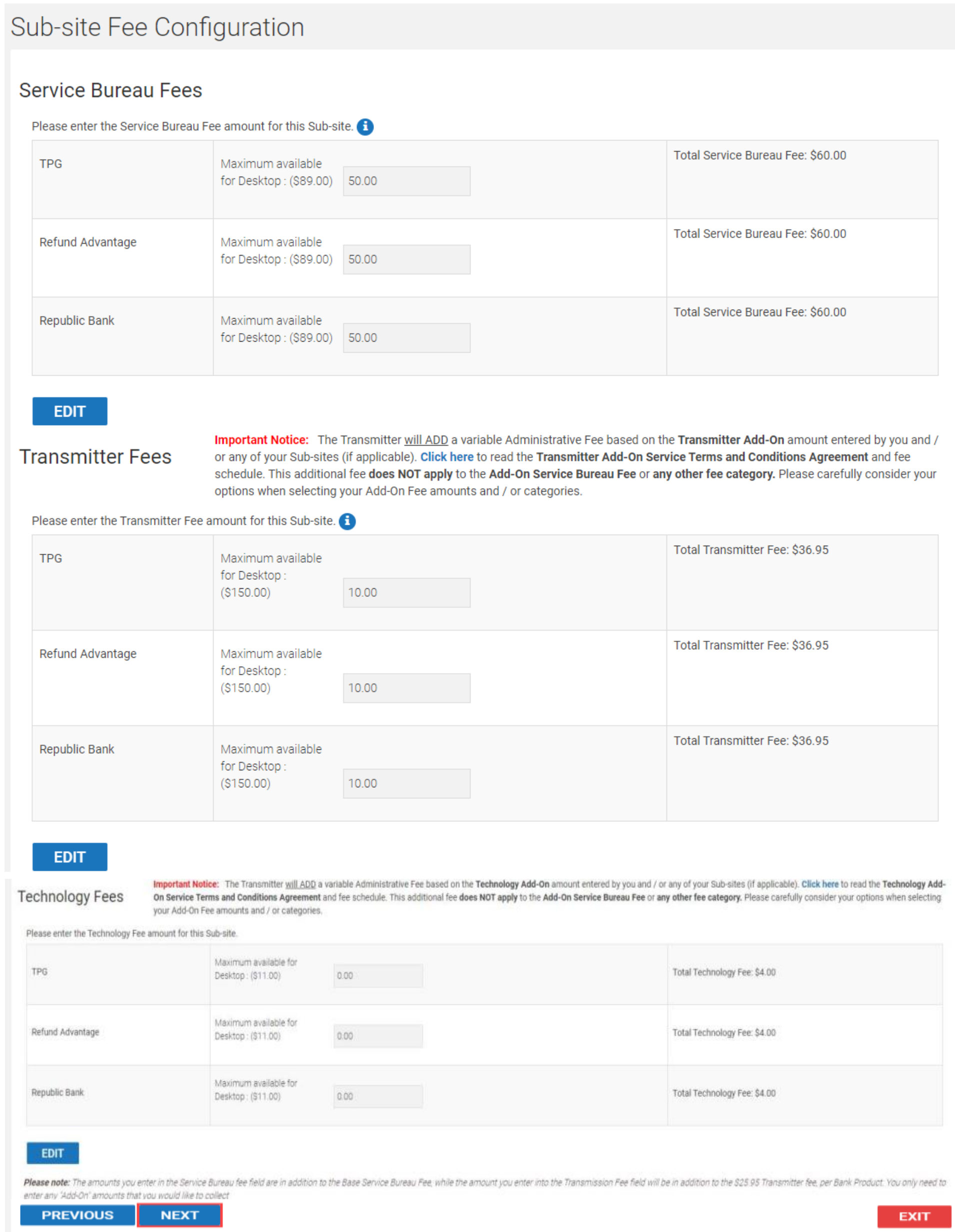
Sub-site Fee Configuration

This section allows you to setup your SVB Add-on Amount and your Transmitter Add-on Amount for individual sites. This is where you will assign fees to your individual sites and add your SVB add-on fee in each of the bank's fee fields. EMP will validate the fees entered so they do not exceed the limits designated by the banks.

Note: If you are not charging a SVB fee **you must enter 0**. If you are adding on to the Transmitter fee, it must be between $2 and the maximum amount available.

16. Enter the amounts for this Sub-site. Make edits if necessary.

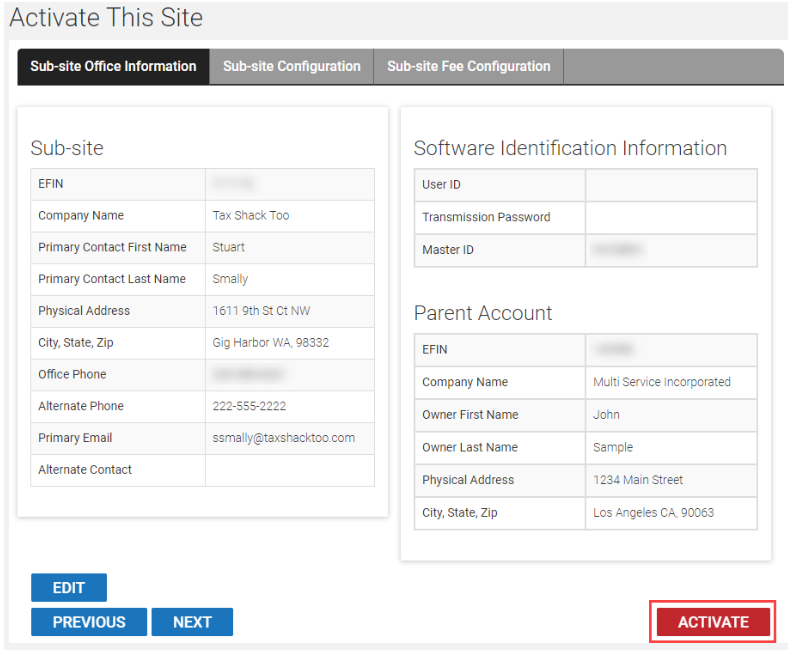
17. Click the **NEXT** button to continue.



Activation

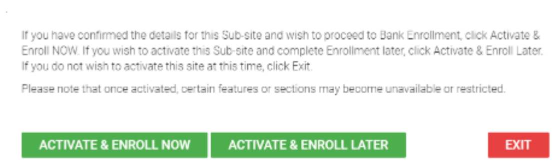
18. Review the information by clicking the tabs across the top and click **EDIT** to modify the information.

19. Click the **ACTIVATE** button when complete.



<u>If you elected to have uTax manage the enrollment for your Sub-sites, **no further action is needed**.</u> Partner Support will continuously send email reminders until enrollment has been submitted and our enrollment team will follow up with each site until Approved.

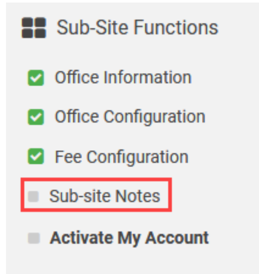
If you elected to manage your own enrollment, after activating your Sub-site a pop-up window will appear. If you are ready to proceed with enrollment, click the **ACTIVATE & ENROLL NOW** button and proceed to Step 2 in the Bank Enrollment section below. If you are not ready to proceed with enrollment, click the **ACTIVATE & ENROLL LATER** button. Return to the OMG and begin with Step 1 in the Bank Enrollment section below when you are ready to enroll.



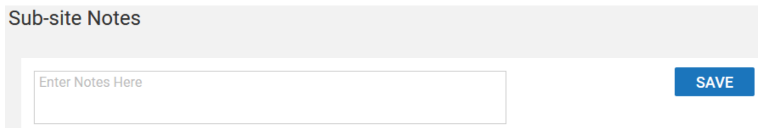
Sub-site Notes

With Notes, you can enter Sub-site specific information. Notes are not required and are for YOUR use only. Sub-sites do NOT see these notes. Notes are saved with a date and time stamp. Proceed to step 18 to add a note, otherwise skip to step 20.

16. Click the **Sub-site Notes** option under Sub-site Functions on the left to access the notes feature.



17. Click the **Save** button to continue and then click **Activate My Account** on the menu on the left.

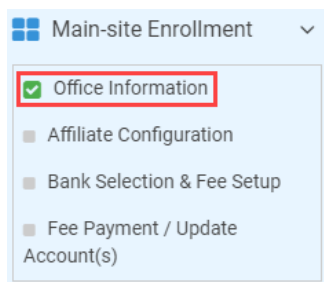


Bank Enrollment

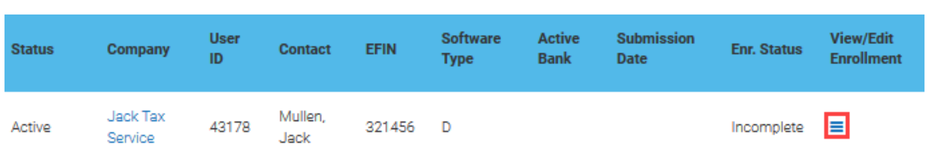
The following instructions are for tax offices offering Bank Products to their clients.

1. Enrolling offices:

   a. **To enroll your Main Office**: Under the **Main-site Enrollment** section in the left pane, click on the **Office Information** menu item.



   b. **To enroll a Sub-site:** Click the enrollment icon in the View/Edit Enrollment column for the Sub-site.

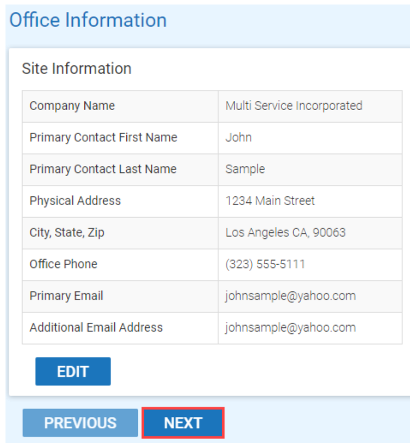


Status	Company	User ID	Contact	EFIN	Software Type	Active Bank	Submission Date	Enr. Status	View/Edit Enrollment
Active	Jack Tax Service	43178	Mullen, Jack	321456	D			Incomplete	

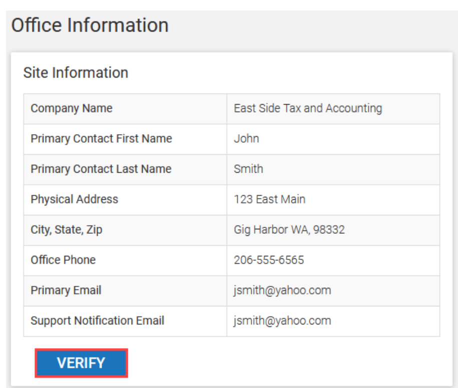
Office Information

2. The **Office Information** screen:

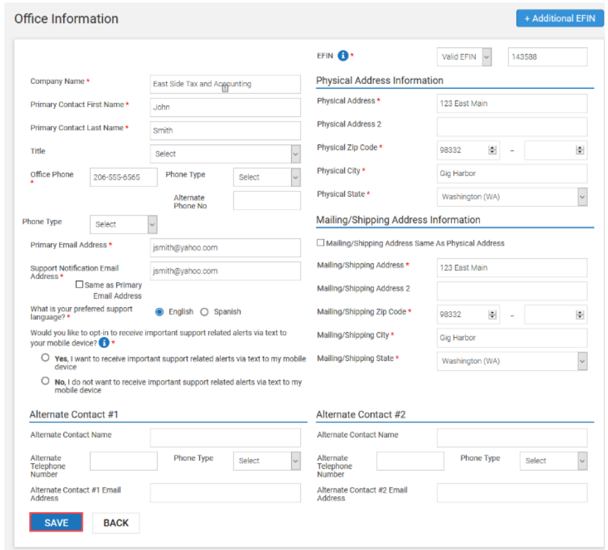
   a. **If you are enrolling your Main Office**: If the Office Information screen is accurate, click **NEXT**, otherwise click **EDIT**, make corrections, click **SAVE,** then click **NEXT**.



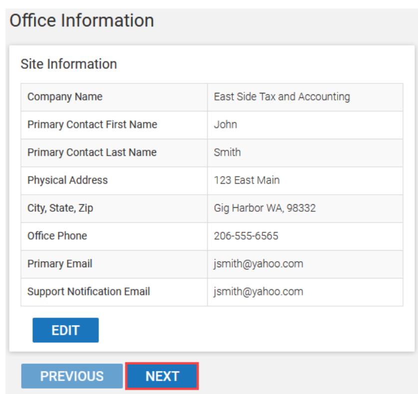
   b. **If you are enrolling a Sub-site** outside of the Sub-site Activation process:
      i. Click **VERIFY**



      ii. Make changes if required then click **SAVE**.



iii. Click **NEXT**.



Affiliate Program Configuration

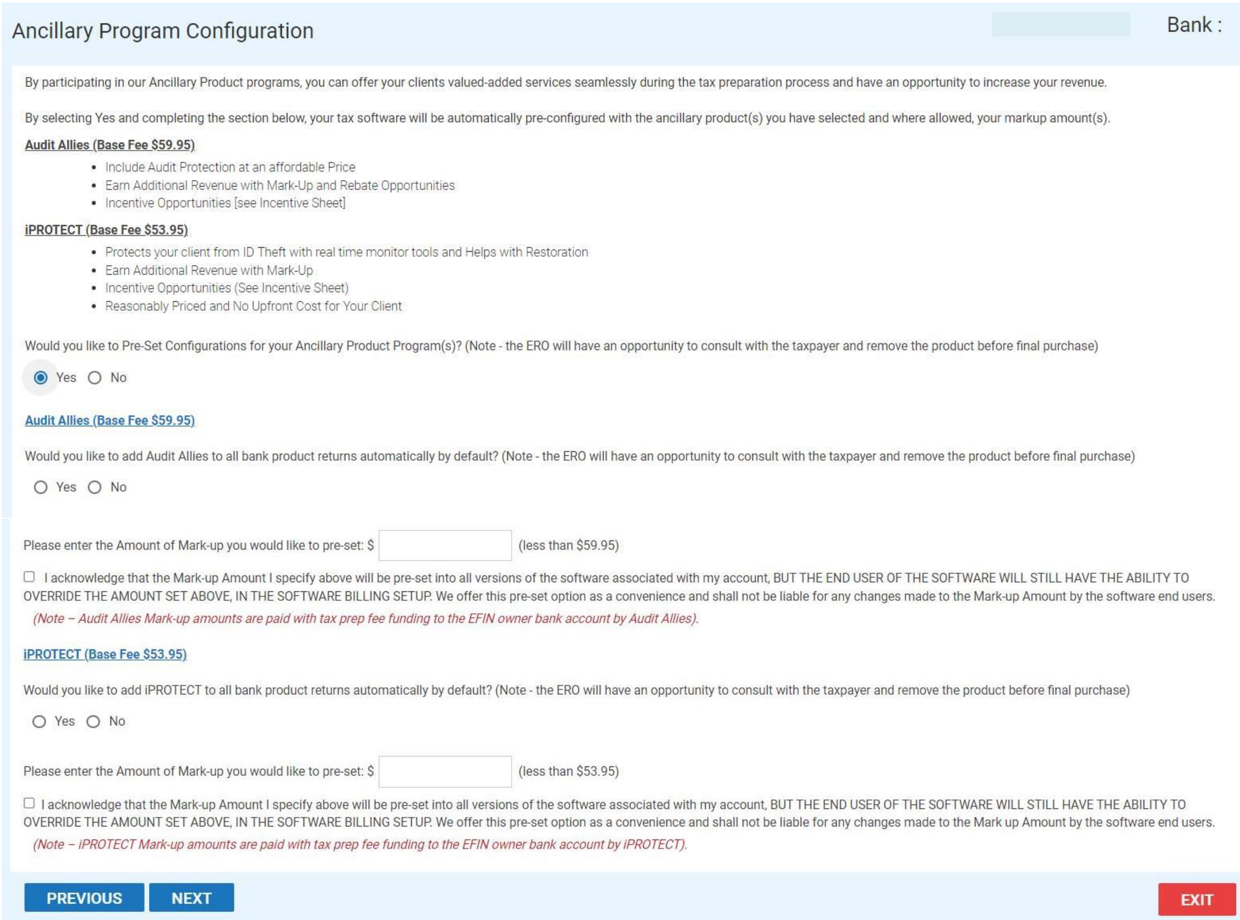
1. Would you like to Pre-Set Configurations for your Affiliate Program(s)? (The ERO will have an opportunity to consult with the taxpayer and remove the product before final purchase). **Note:** To view information about each one of these programs click the **Information Icon** .

   a. Selecting **Yes**, we will configure your tax program with the settings you have chosen.

      Important Note: The Mark-up Amount you specify here will be pre-set into all versions of the software associated with this site, BUT YOU WILL STILL HAVE THE ABILITY TO OVERRIDE THE AMOUNT SET ABOVE, IN THE SOFTWARE BILLING SETUP. This pre-set option is offered as a convenience, and we are not liable for any changes made to the Mark-up Amount by the software end users.

   b. Selecting **No**, will not pre-configure your tax program with any affiliate settings. **Important Note:** Depending on your security settings, end users may be able configure these settings in their software billing setup.

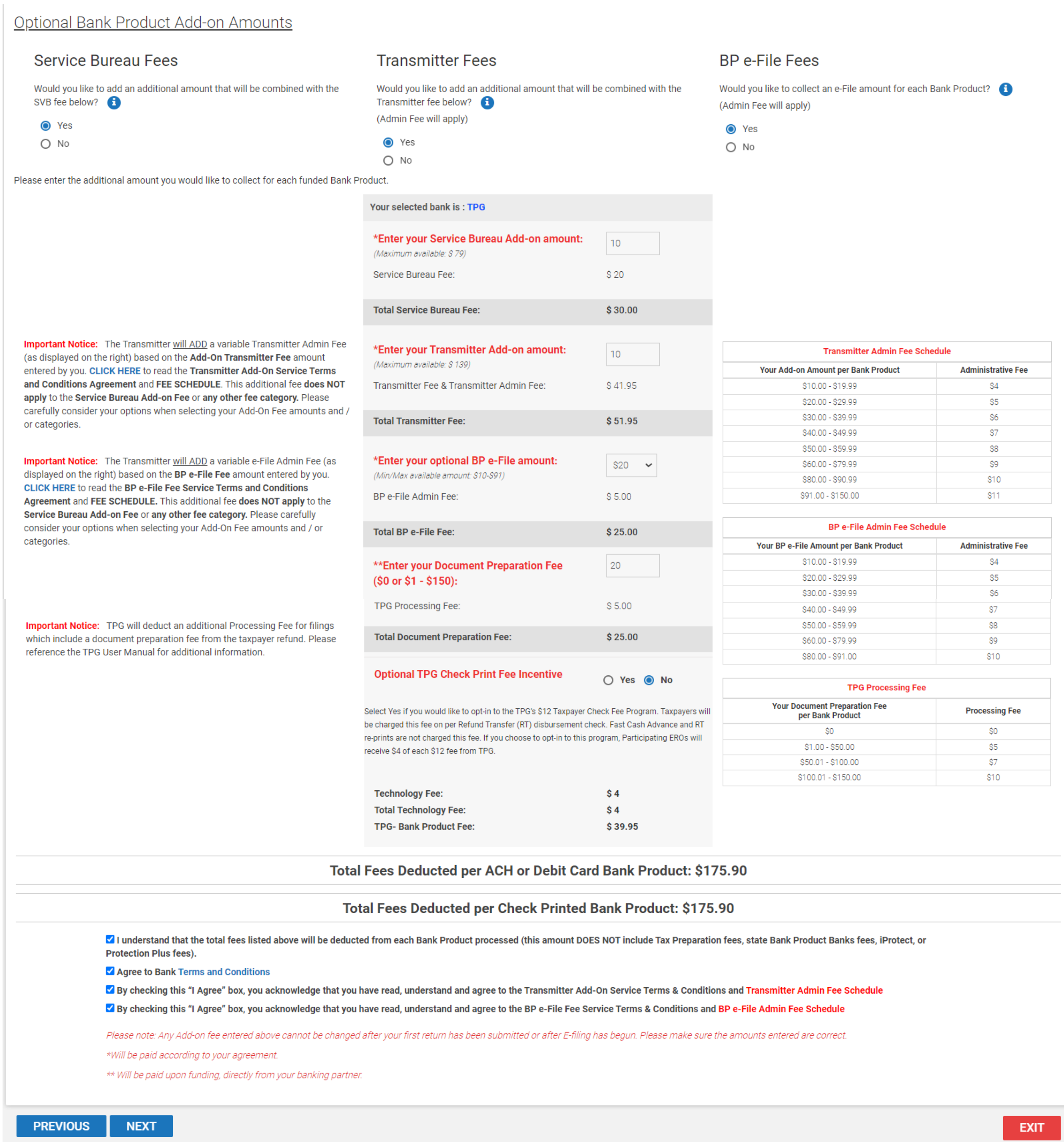
2. Click **NEXT** to continue.



Bank Selection & Fee Setup

In this section, you will select a bank and configure the add-on amount. This information will be sent automatically to the Central Site and to your selected bank once you have completed the EMP Enrollment process.

1. Select the bank you would like to partner with for this upcoming tax season. Click the Information icon next to the bank for more details about their program. Select **NONE** if you do not want to enroll with a bank. If **None** was selected in step one, click **NEXT** to proceed, otherwise, continue below.



Optional Bank Product Add-on Amounts

Service Bureau Fees

Would you like to add an additional amount that will be combined with the SVB fee below?

Yes
No

Transmitter Fees

Would you like to add an additional amount that will be combined with the Transmitter fee below?
(Admin Fee will apply)

Yes
No

BP e-File Fees

Would you like to collect an e-File amount for each Bank Product?
(Admin Fee will apply)

Yes
No

Please enter the additional amount you would like to collect for each funded Bank Product.

Your selected bank is : TPG

*Enter your Service Bureau Add-on amount: 10
(Maximum available: $ 79)
Service Bureau Fee: $ 20
Total Service Bureau Fee: $ 30.00

Important Notice: The Transmitter will ADD a variable Transmitter Admin Fee (as displayed on the right) based on the **Add-On Transmitter Fee** amount entered by you. CLICK HERE to read the **Transmitter Add-On Service Terms and Conditions Agreement** and **FEE SCHEDULE**. This additional fee **does NOT apply** to the **Service Bureau Add-on Fee** or **any other fee category.** Please carefully consider your options when selecting your Add-On Fee amounts and / or categories.

*Enter your Transmitter Add-on amount: 10
(Maximum available: $ 139)
Transmitter Fee & Transmitter Admin Fee: $ 41.95
Total Transmitter Fee: $ 51.95

Transmitter Admin Fee Schedule	
Your Add-on Amount per Bank Product	Administrative Fee
$10.00 - $19.99	$4
$20.00 - $29.99	$5
$30.00 - $39.99	$6
$40.00 - $49.99	$7
$50.00 - $59.99	$8
$60.00 - $79.99	$9
$80.00 - $90.99	$10
$91.00 - $150.00	$11

Important Notice: The Transmitter will ADD a variable e-File Admin Fee (as displayed on the right) based on the **BP e-File Fee** amount entered by you. CLICK HERE to read the **BP e-File Fee Service Terms and Conditions Agreement** and **FEE SCHEDULE.** This additional fee **does NOT apply** to the **Service Bureau Add-on Fee** or **any other fee category.** Please carefully consider your options when selecting your Add-On Fee amounts and / or categories.

*Enter your optional BP e-File amount: $20
(Min/Max available amount: $10-$91)
BP e-File Admin Fee: $ 5.00
Total BP e-File Fee: $ 25.00

BP e-File Admin Fee Schedule	
Your BP e-File Amount per Bank Product	Administrative Fee
$10.00 - $19.99	$4
$20.00 - $29.99	$5
$30.00 - $39.99	$6
$40.00 - $49.99	$7
$50.00 - $59.99	$8
$60.00 - $79.99	$9
$80.00 - $91.00	$10

**Enter your Document Preparation Fee ($0 or $1 - $150): 20
TPG Processing Fee: $ 5.00
Total Document Preparation Fee: $ 25.00

Important Notice: TPG will deduct an additional Processing Fee for filings which include a document preparation fee from the taxpayer refund. Please reference the TPG User Manual for additional information.

TPG Processing Fee	
Your Document Preparation Fee per Bank Product	Processing Fee
$0	$0
$1.00 - $50.00	$5
$50.01 - $100.00	$7
$100.01 - $150.00	$10

Optional TPG Check Print Fee Incentive — Yes / No

Select Yes if you would like to opt-in to the TPG's $12 Taxpayer Check Fee Program. Taxpayers will be charged this fee on per Refund Transfer (RT) disbursement check. Fast Cash Advance and RT re-prints are not charged this fee. If you choose to opt-in to this program, Participating EROs will receive $4 of each $12 fee from TPG.

Technology Fee: $ 4
Total Technology Fee: $ 4
TPG- Bank Product Fee: $ 39.95

Total Fees Deducted per ACH or Debit Card Bank Product: $175.90

Total Fees Deducted per Check Printed Bank Product: $175.90

I understand that the total fees listed above will be deducted from each Bank Product processed (this amount DOES NOT include Tax Preparation fees, state Bank Product Banks fees, iProtect, or Protection Plus fees).
Agree to Bank Terms and Conditions
By checking this "I Agree" box, you acknowledge that you have read, understand and agree to the Transmitter Add-On Service Terms & Conditions and Transmitter Admin Fee Schedule
By checking this "I Agree" box, you acknowledge that you have read, understand and agree to the BP e-File Fee Service Terms & Conditions and BP e-File Admin Fee Schedule

Please note: Any Add-on fee entered above cannot be changed after your first return has been submitted or after E-filing has begun. Please make sure the amounts entered are correct.

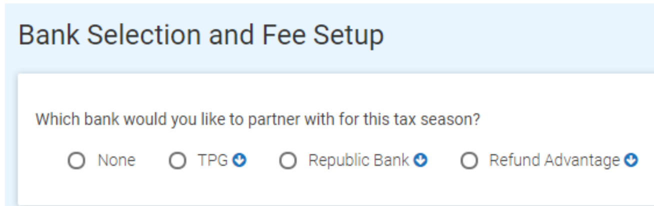
**Will be paid according to your agreement.*

*** Will be paid upon funding, directly from your banking partner.*

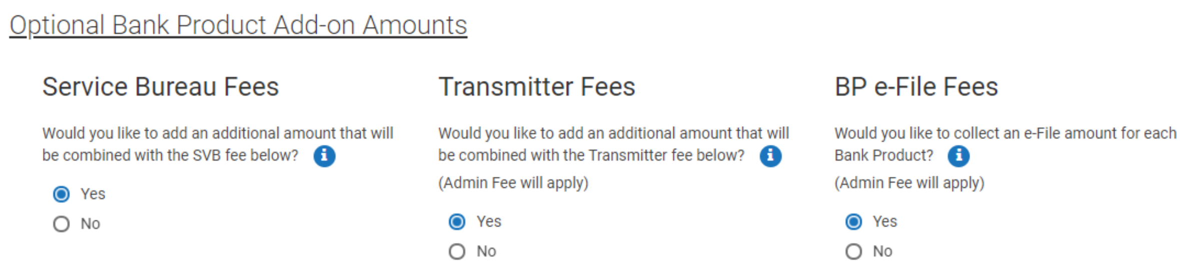
PREVIOUS NEXT EXIT

2. Determine if you would like to collect an additional **Add-on Amount** for one or more categories shown below.

   When you add on to the **Service Bureau, Transmitter Fee, and/or BP e-File Fee**, you can collect additional add-on amounts outside of your Tax Preparation charge, as categorized on the billing schedule/bank application. Click on the icon for more information.



Important Note: By utilizing any of the optional Bank Product Add-on Amounts categories, you will be requesting that the amount entered be deducted from your client's tax refund and be combined with the fees you currently pay as agreed upon in your uTax Agreement. Please note that **Admin Fees** apply to Transmitter and BP e-File Fee categories. The Service Bureau Fee category and any bank specific fee categories do not incur Admin Fees (excluding the TPG Document Prep fee).



a. Would you like to add an additional add-on amount that will be combined with the uTax Service Bureau fee below?
   - Select **Yes** to open a data entry box where you can enter an add-on amount up to the amount listed in parenthesis.
   - Select **No** if you do not want an add-on amount.

   Note: The amount that you add on to your current Service Bureau fee will be what is paid to you for all **funded bank product** returns.

b. Would you like to add an additional add-on amount that will be combined with the Transmitter fee below?

   Note: The amount that you add on to the current Transmitter fee will be what is paid to you for all **funded bank product** returns.

   Important Notice: The Transmitter <u>will ADD</u> a variable e-File Admin Fee (as displayed on the right) based on the **Transmitter Add-on Amount** entered by you. The Service Bureau Fee category and any bank specific fee categories do not incur Admin Fees (excluding the TPG Document Prep fee). Please carefully consider your options when selecting your Add-On Amounts and / or categories.

Transmitter Admin Fee Schedule	
Your Add-on Amount per Bank Product	**Administrative Fee**
$10.00-$19.99	$4
$20.00-$29.99	$5
$30.00-$39.99	$6
$40.00-$49.99	$7
$50.00-$59.99	$8
$60.00-$79.99	$9
$80.00-$90.99	$10
$91.00-$150.00	$11

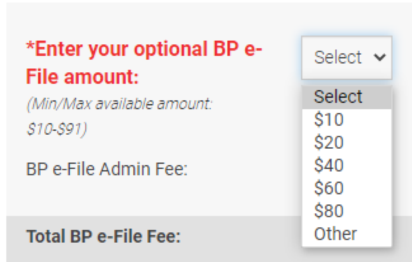
- Selecting **Yes** opens a data entry box where you can enter an amount up to the amount listed in parenthesis.
- Selecting **No,** means you will have no add-on amount added on to the Transmitter fee you currently pay.

c. Would you like to collect an e-File add-on amount for each Bank Product?
   a. Select **Yes** and the BP e-File Fee section will appear.
      i. Select one of the predefined amounts or select **Other** to key a custom amount up to the amount listed in parenthesis.
      ii. If you select Other, the amount entered must be between $10-$91.

Note: The amount that you enter in the BP e-File fee field will be what is paid to you for all **funded bank product** returns according to the BP e-File Fee Service Terms and Conditions Agreement.

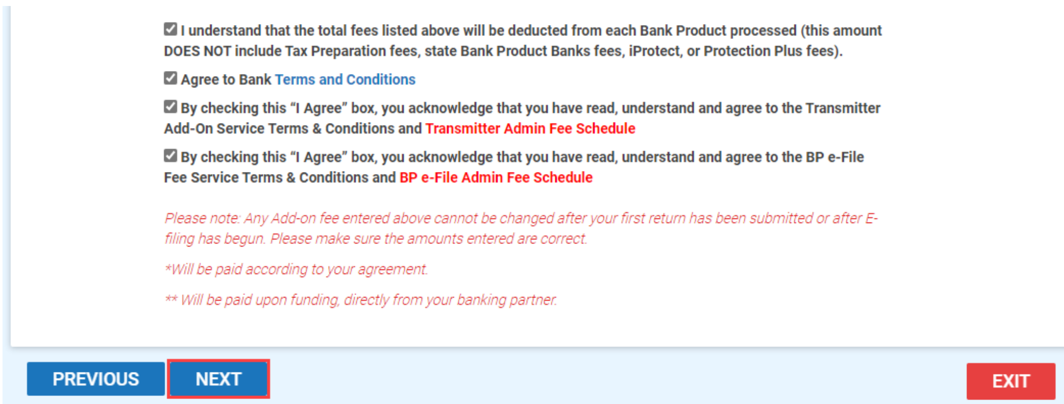
Important Notice: The Transmitter <u>will ADD</u> a variable e-File Admin Fee (as displayed on the right) based on the **BP e-File Add-on Amount** entered by you. The Service Bureau Fee category and any bank specific fee categories do not incur Admin Fees (excluding the TPG Document Prep fee). Please carefully consider your options when selecting your Add-On Amounts and / or categories.

BP E-File Admin Fee Schedule	
Your Add-on Amount per Bank Product	**Administrative Fee**
$10.00-$19.99	$4
$20.00-$29.99	$5
$30.00-$39.99	$6
$40.00-$49.99	$7
$50.00-$59.99	$8
$60.00-$79.99	$9
$80.00-$91.00	$10



- Selecting **No,** means you do not want to utilize this fee category

3. Click to confirm your **understanding of fees** and to agree to the Terms and Conditions listed below and then click **NEXT** to continue.



Fee Payment

Enter your bank account information in the **Bank Product Fee Deposit** section. Then click **NEXT**.
Note: If you are completing the enrollment application for your main site, you can also review the **Fee Reimbursement** and **Payment Information** that you completed earlier during Main-site activation.

Bank Product Fee Deposit

If you are processing tax returns at your main office, enter the bank account where you want your tax preparation fees to be deposited.

Fee Reimbursement Account

We request this information to ensure that your add-on amounts are processed and delivered to you timely and accurately. All Add-on amounts associated with Service Bureau Fees, Transmitter Fees, iProtect Mark-up Amounts, and any other credits, including any Add-on amounts collected on behalf of Sub-sites, will be credited to the Main site account according to the terms of your uTax Agreement. Any charges and/or outstanding balances will be applied against the credit amounts before deposit.

Payment Information

Each tax season, uTax processes invoices for e-Filed returns that did not include a Bank Product and/or for an outstanding Balance Due on Accounts that are carried forward into the next tax season, including the Cash Saver program. We request payment information to ensure that these invoices can be processed timely and accurately, Your account will only be charged if a balance exists after add-on amount reimbursement credits are applied (if applicable), per payment terms as stated in your uTax Agreement.

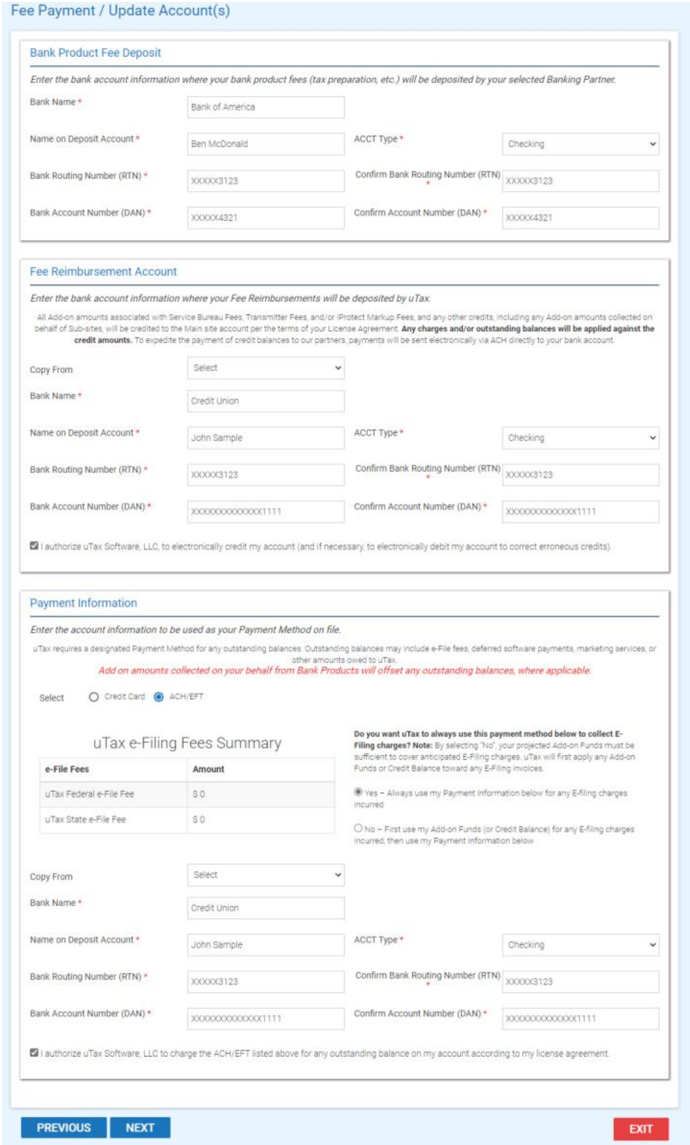
Note: By completing this information, you are authorizing uTax Software to charge the account that is designated for any remaining balance. You will receive statements from uTax for your records. Statements are also available for viewing in EMP by clicking **Statement Details by Tax Year** under the **Reports** menu. If you have any questions, please contact your Account Manager at 844-440-UTAX (8829).

5. Enter your bank account information in the **Fee Reimbursement Account** and **Payment Information** sections**. Important Note:** Completion of the **Payment Information** section is required for all uTax partners.

6. **Do you want uTax to always use this payment method below to collect E-Filing charges? Select** Yes or No.

7. **Select** the check box in the that authorizes uTax, LLC to electronically credit your account and to electronically debit your account to correct erroneous credits.

8. Click **NEXT**.



Bank Enrollment Application

If enrollment information was available from the prior year for your selected bank, many of the fields will be auto filled for you. Please verify imported information before proceeding.

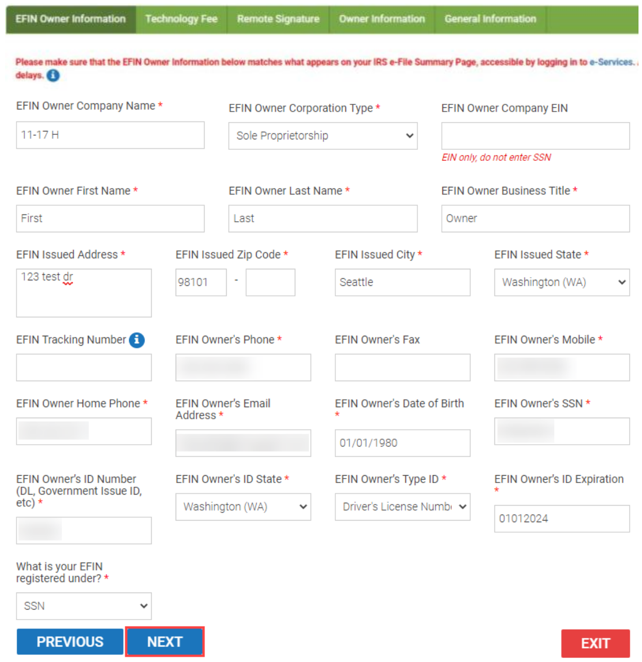
The fields that appear on your bank application vary depending on the bank you selected, but all bank applicants are required to complete the **EFIN Owner Information** and acknowledge the **Technology Fee** and **Remote Signature** sections detailed below.

1. Please complete all the required screens in the bank application, including the Remote Signature acknowledgement screen shown below, and then click **NEXT** to continue through the application.

EFIN Owner Information

The IRS automatically validates the EFIN on all transmitted returns against their records. We recommend logging into the IRS e-services website to obtain your e-File Summary Information and Tracking Number, to ensure the information you are submitting through the enrollment process matches what the IRS has on record.

1. Complete the EFIN Owner Information and then click the **NEXT** button.



Technology Fee

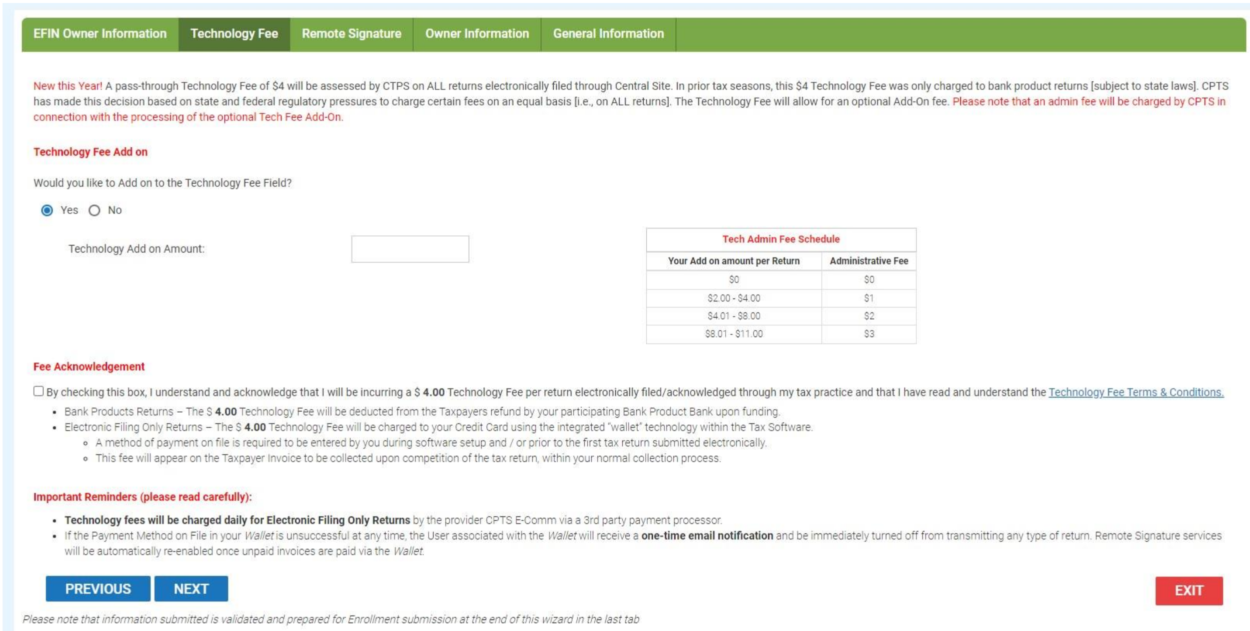
A pass-through Technology Fee of $4 will be assessed on ALL returns electronically filed through Central Site. In prior tax seasons, this $4 Technology Fee was only charged to bank product returns (subject to state laws).

The Technology Fee will allow for an optional Add-On fee. Note: An admin fee will be charged by CPTS in connection with the processing of the optional Tech Fee Add-on.

Technology Fee Admin Fee Schedule	
Your Add-on Amount per Return	**Administrative Fee**
$0.00	$0
$2.00-$4.00	$1
$4.01-8.00	$2
$8.01-$11.00	$3

1. Using the Yes/No button, indicate if you wish to add-on to the Technology Fee. If you select "Yes", enter the amount you wish to add in the "Technology Add on Amount" field. The Add-on fee limits and applicable Administrative Fees are displayed in the chart to the right of the field.

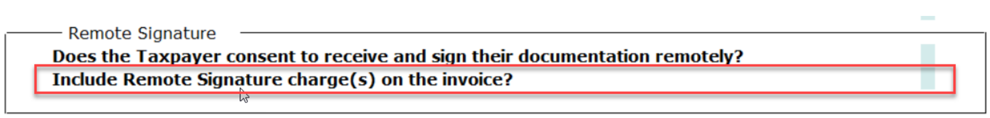
2. Place a checkmark in the Fee Acknowledgement section and then click the “Next” button to advance to the Remote Signature page.



Remote Signature Option

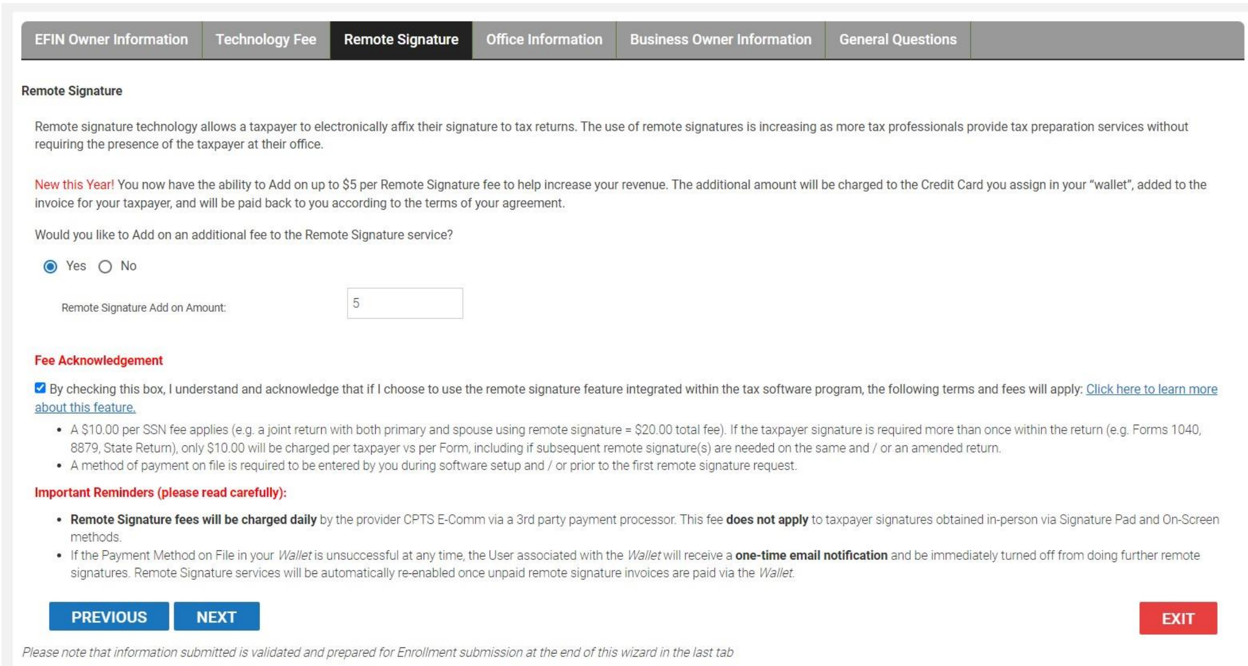
Due to the increased use of remote signature technology within the tax industry as more tax professionals provide tax preparation services without requiring the presence of the taxpayer at their office, our current integrated remote signature provider has changed their policy and is now charging to offer this service. Please note that we receive no part of the provider’s fee. Click here for more information.

1. New this Year! You now have the ability to add on up to $5.00 per signature to the Remote Signature fee to help increase your revenue. The additional amount will be charged to your “Wallet” payment method in the software, added to the invoice for your taxpayer and will be paid back to you according to the terms of your agreement.
    a. Note: In order for the Remote Signature Fee to be added to your taxpayer’s invoice, this box at the bottom of the Client Data Screen must be selected.



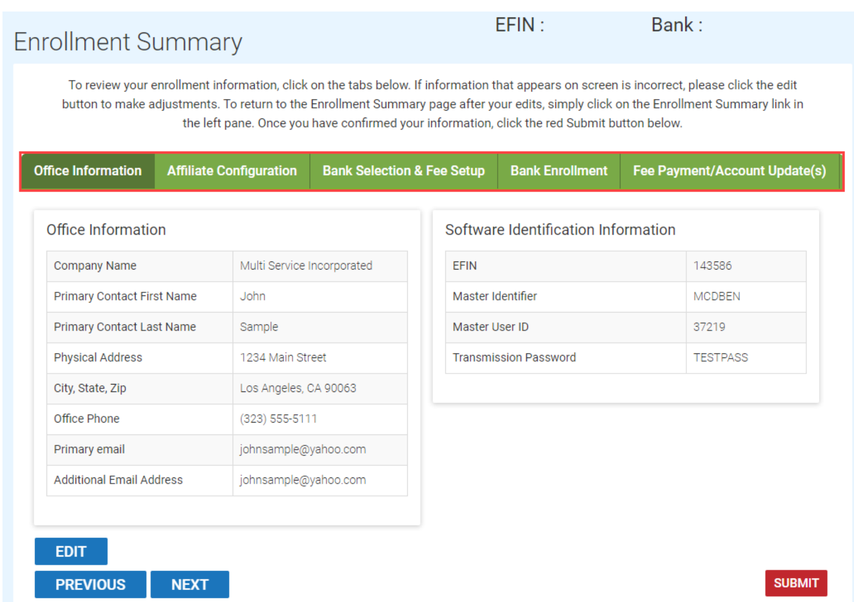
2. If you wish to add-on to the Remote Signature Fee, select “Yes” and then enter an amount up to $5.00 in the field labeled “Remote Signature Add on Amount”.

3. Place a checkmark in the Fee Acknowledgment field to indicate your agreement and then click the **NEXT** button.

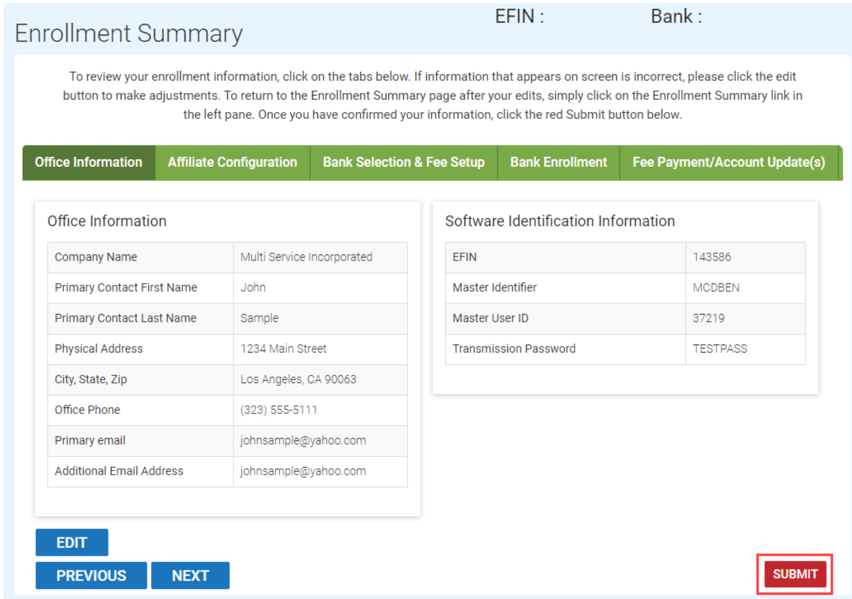


Enrollment Summary

1. Finally, review the enrollment details by clicking the tabs indicated below. If any information is incorrect, click the **EDIT** button in that section to make the change.



2. When you are satisfied that all your information is correct, click the **SUBMIT** button to send the information to the bank for processing.



After clicking SUBMIT, you should see the following "Successful Enrollment" message. If you do not receive this message and / or receive an error message, contact Partner Support at 206-209-2653

The EFIN owner should receive an email from their selected bank in approximately 48 hours containing further instructions. If the email is not received, please contact the bank.

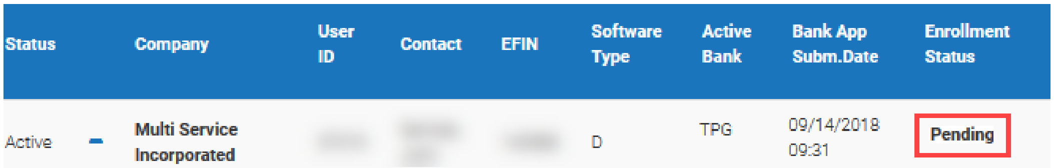
- **TPG** – (800) 779-7228 – https://cisc.sbtpg.com
- **Refund Advantage** – (800) 967-4934 – https://www.refund-advantage.com
- **Republic Bank** – (866) 491-1040 – https://www.republicrefund.com

You will also receive an automatic email notification from EMP (Notifications@EROSupport.com) confirming the submission of your bank enrollment application, and again, once it has been approved.

Checking Bank Enrollment Status

After completing the bank application, you can check the status in EMP.

1. The status of your application can be found in the **Enrollment Status** column on **the Office Management Grid**.

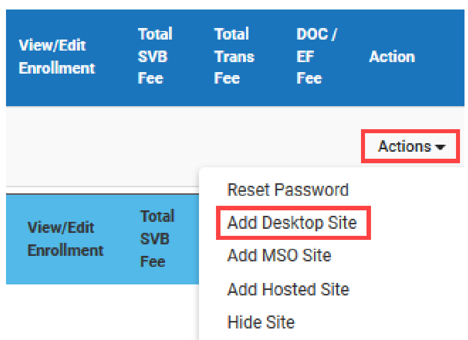


Please contact Partner Support at 206-209-2653 if you have any questions.

Service Bureau Adding Multi-Offices

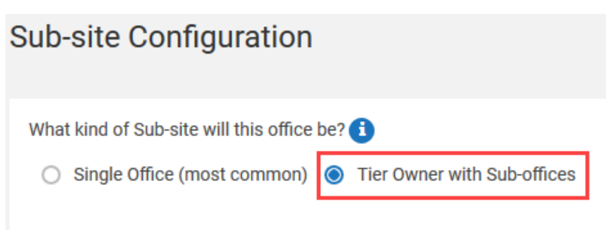
Some Service Bureaus can create a multi-office "tier". A tier is a Sub-site "main office" with a "Sub-site(s)" reporting to them, and/or sending returns to them. Follow the steps below to create a new tier.

1. Click the **Actions** button and then select **Add Desktop Site** to create the "main office". Note: The site must be activated prior to completing this step.



2. Complete the required Sub-site Office Information, click **SUBMIT**, and then **NEXT** to continue.

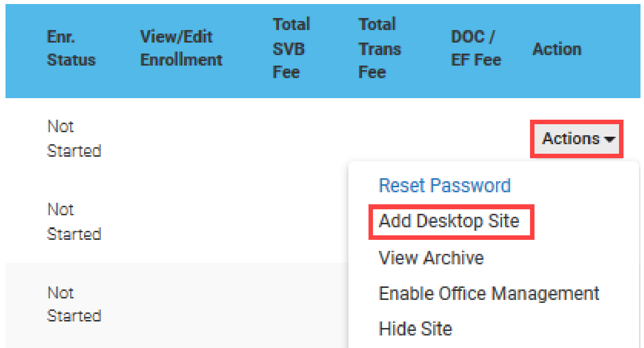
3. To designate this office as a Multi-Office site (Tier), select **Tier Owner with Sub-offices** when answering *What kind of Sub-site will this office be?*



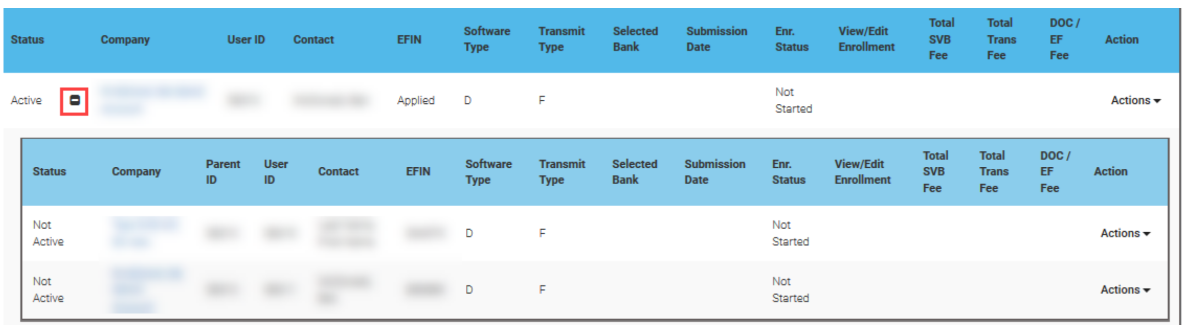
4. Answer the remaining questions and then click the **NEXT** button.

5. Complete the remaining configuration options and then **Activate** the office.

6. After the new Multi-Office site is activated, you can add Sub-sites under it by clicking the **Actions** button and then clicking **Add Desktop Site**.



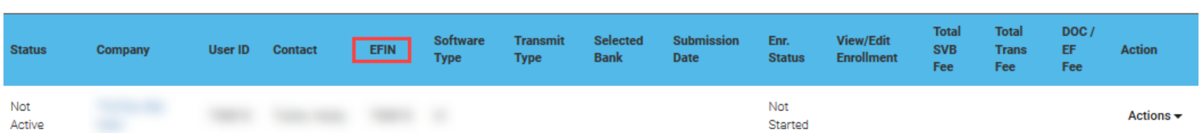
Note: Click the ⊞ icon next to the new site to view Sub-sites within the tier as indicated below.



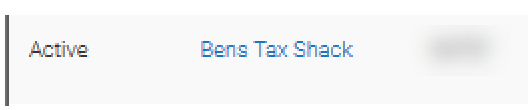
Sharing an EFIN

With the EMP, you can allow your Sub-sites to use an EFIN owned by a different office. To ensure an EFIN is shared properly, do the following:

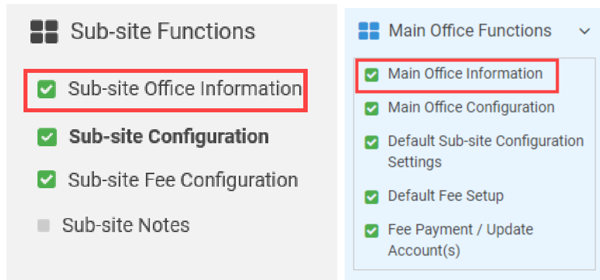
1. Make note of the EFIN of the office *loaning* the EFIN.



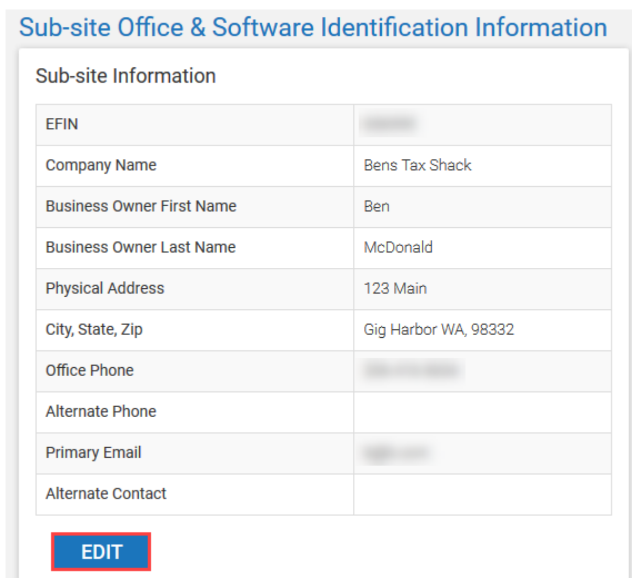
2. From the Office Management screen, open the office that will be *borrowing* the EFIN.



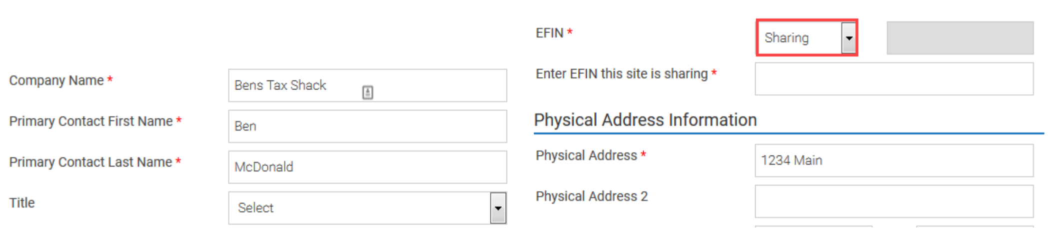
3. From the Office Functions menu on the left, click **Sub-site Office Information** if a Sub-site is borrowing the EFIN, or **Main Office Information** if your Main site is borrowing the EFIN.



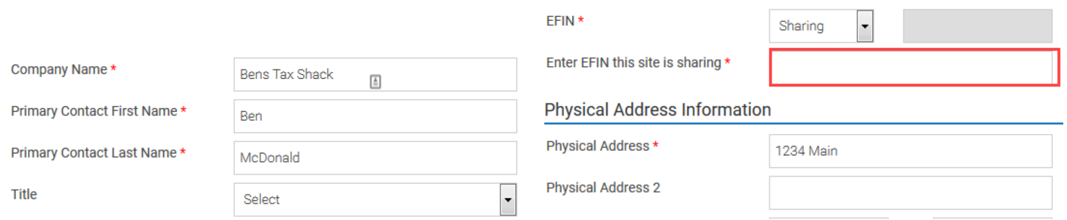
4. Click the **EDIT** or **VERIFY** button.



5. Select **Sharing** from the EFIN dropdown menu.

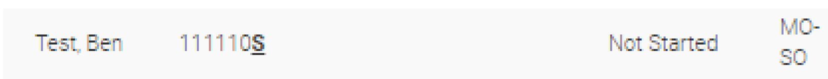


6. Type the **EFIN** from Step 1 in the field indicated below.



7. Click the **SUBMIT** button.
   Note: An EFIN can only be shared if the site that owns the Valid EFIN is activated and has submitted a bank application for that EFIN.

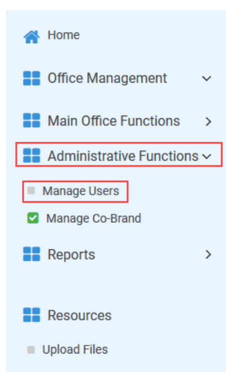
The EFIN is now shared. You can see that an EFIN is shared on the OMG, as the EFIN will have a bold letter 'S' to denote that the EFIN is one that is being borrowed (shared by the designated site). **Note:** Please allow 3 business hours for the uTax Partner Support staff to implement the change.



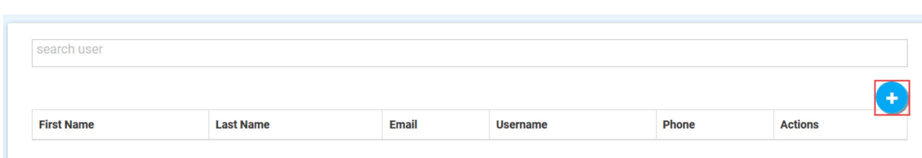
Managing EMP Users

It is possible to create EMP users. With this feature you can allow your manager or other staff members access to EMP, while limiting their access according to your needs.

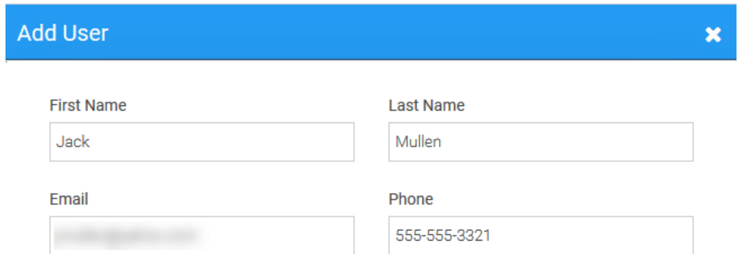
1. From the left pane menu, click **Administrative Functions** and then **Manage Users**.



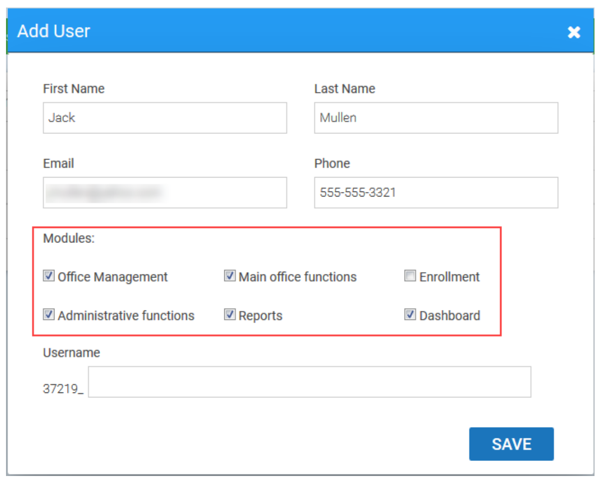
2. Click the **Plus** icon.



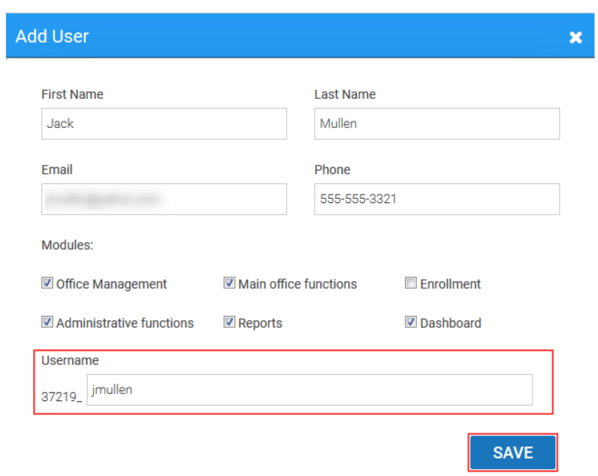
3. Enter a First Name, Last Name, Email, and Phone. **Note:** A temporary password will be emailed to the email address entered.



4. Place a checkmark next to each of the modules the new user should have access to. **Note**: *Office Management, Main Office Functions, Administrative Functions*, and *Reports* refer to the left-hand menu items and features. *Enrollment* refers to bank enrollment applications and *Dashboard* refers to the Office Management Grid.



5. Type a username in the Username field and then click **SAVE**.
   IMPORTANT NOTE: Your User ID and an underscore will be appended to the beginning of the username you have chosen. In the example below, the new username is *37219_jmullen*.

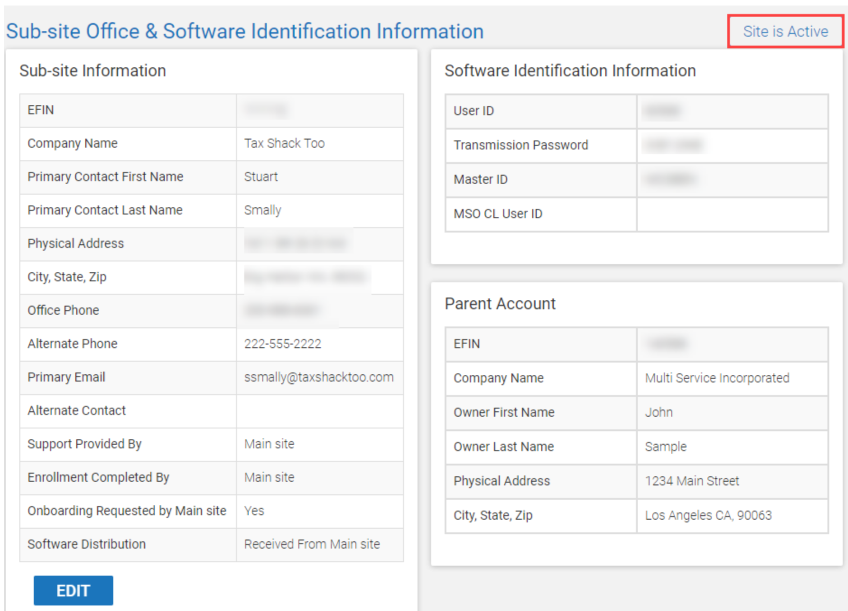


Placing a Sub-site on Hold

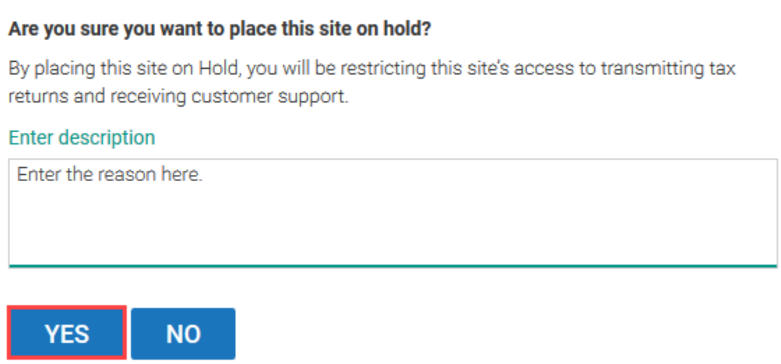
With the EMP, you can prevent a Sub-site(s) from transmitting tax returns and discontinue support services from uTax by placing the Sub-site(s) on hold.

1. Open the sub-site to be placed on hold.

2. Click the **Site is Active** button.



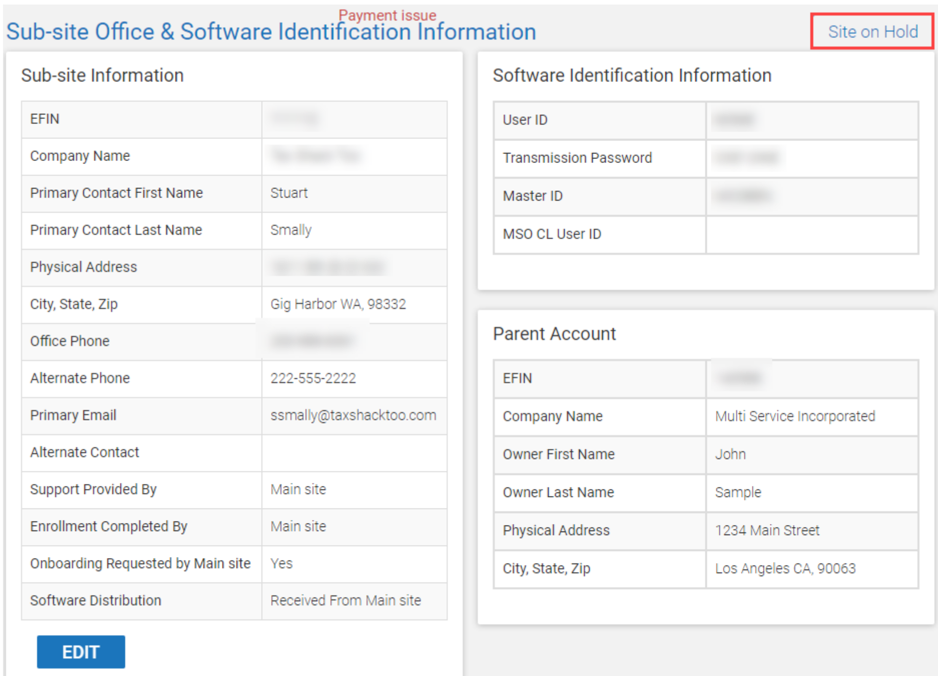
3. **Type** the reason why this site is being placed on Hold. Include instructions for Partner Support should this office contact them. Click **YES to put this site on hold**. Click **NO** to cancel.



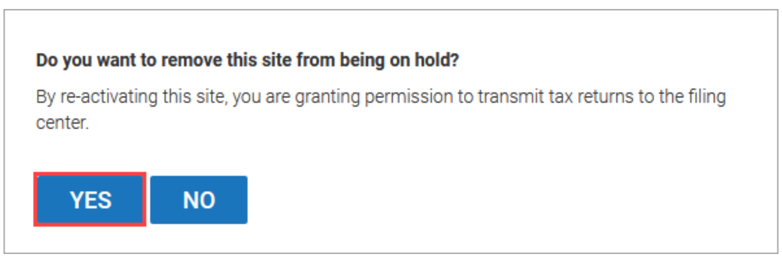
Removing the Hold status

1. Open the Sub-site on hold.

2. Click the **Site on Hold** button.



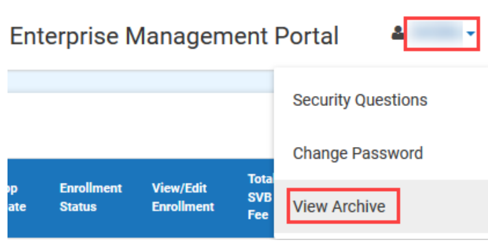
3. Click **YES** to complete the process or click **NO** to cancel.



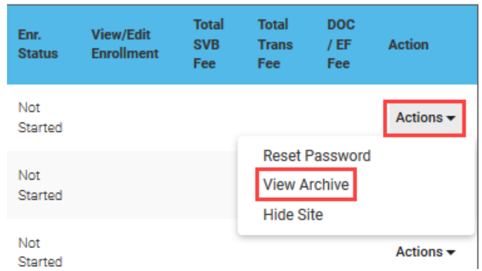
The Archive (Viewing Prior Year Data)

You can view prior year configuration settings by way of the Archive. Follow the steps below to access the Archive.

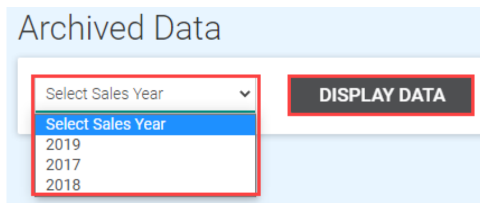
1. Complete steps below for the office type you want to access.
   a. *Main Office* – Click the **User ID** and select **View Archive**.



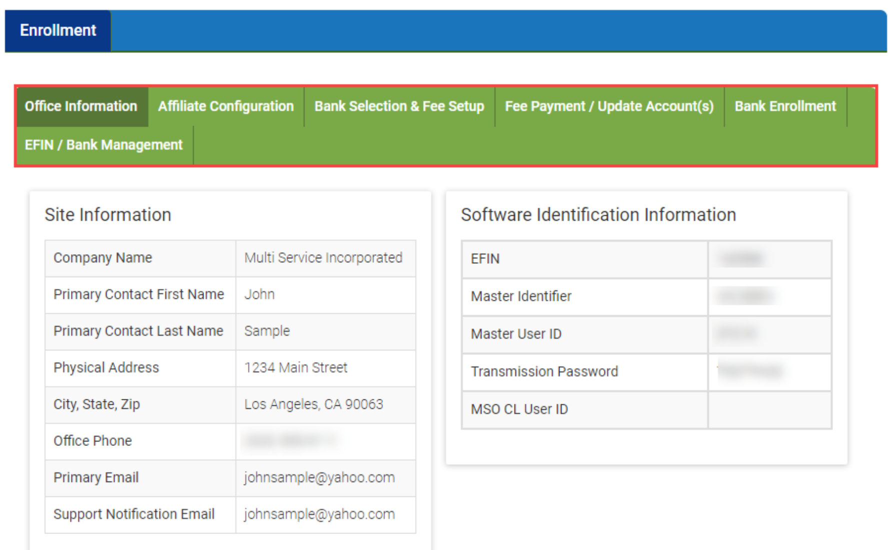
   b. *Sub-site* – Click the **Actions** button, then click **View Archive**.



2. Select the appropriate **year** and then click the **DISPLAY DATA** button.



3. Click the tabs at the top to view the information in that section.



Please contact the Service Bureau Support Team at 206-209-2653 if you have any questions.