Single Office
EMP User Guide

Contents

Single Office Setup & Enrollment Guide

Introduction

Providing 24/7 access, the Enterprise Management Portal (EMP) makes your office setup and bank enrollment easy. ALL offices must complete the Office Setup portion in EMP, even if the office does not offer bank products. This ensures your office (information) is properly configured prior to transmitting returns. Offices that are offering bank products must ALSO complete the Bank Enrollment section as usual. With EMP, you are also able to manage your payment account information and review transaction statements.

Contacting Support

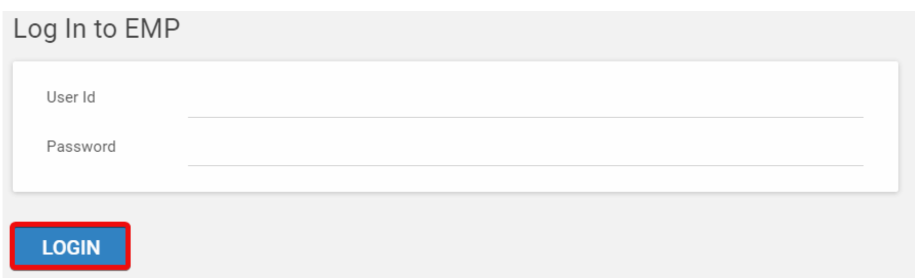
You may reach Partner Support by emailing us at support@utaxsoftware.com, or call us at 206-209-2653.

First-time Login

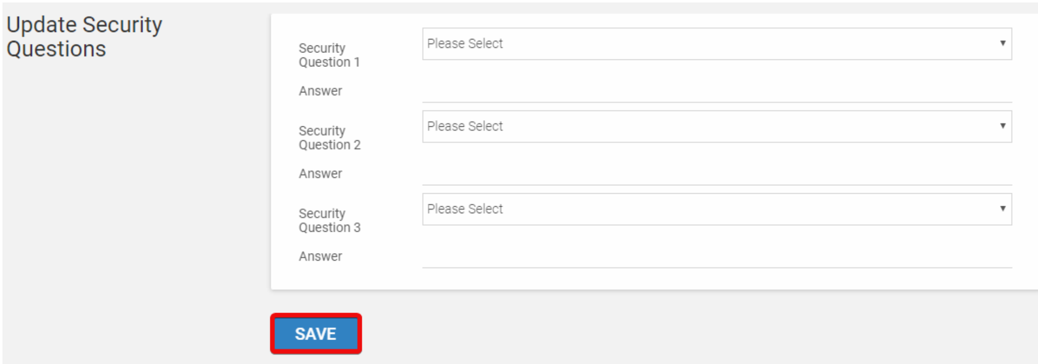
Note: If you have logged into EMP before, skip to the Enrollment section below.

To login to your personalized EMP Portal:

1. Navigate to: https://emp.myempportal.com
   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.



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

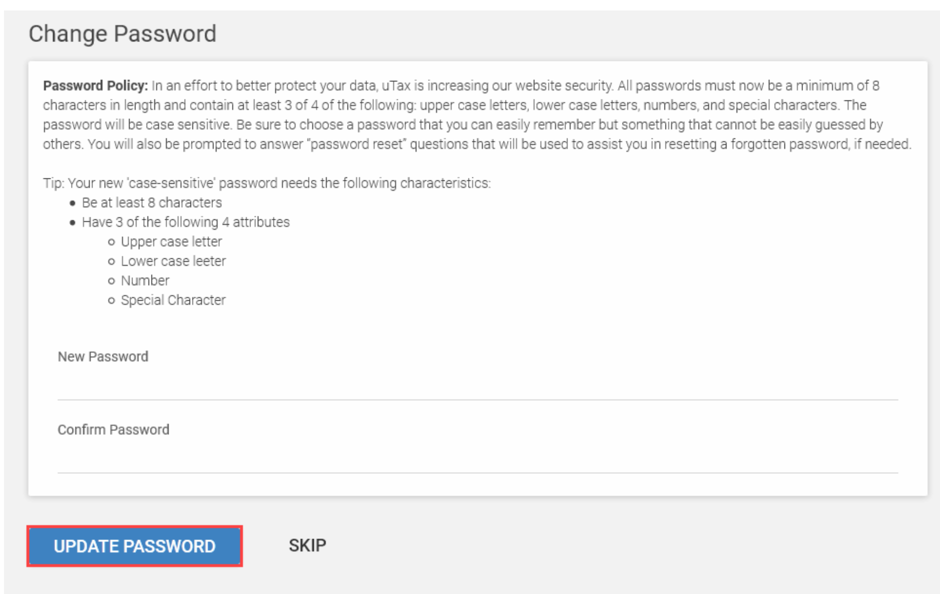


3. You will then be prompted to change your password. Enter a new password and then click the **UPDATE PASSWORD** button.

   Note: Passwords **must**:

   - Contain at least 8 characters
   - 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.

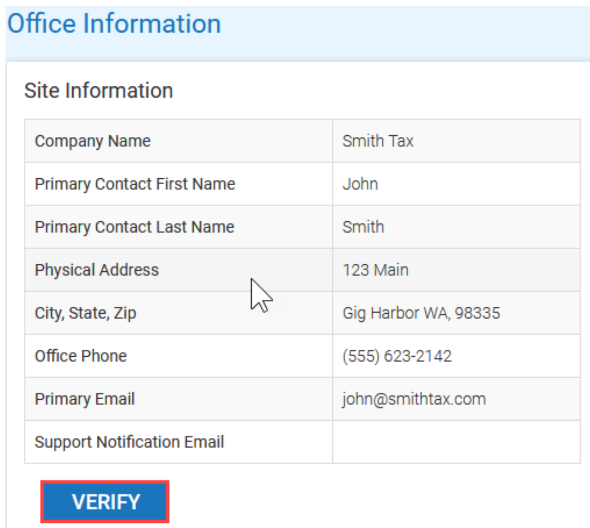


Enrollment

Office Information

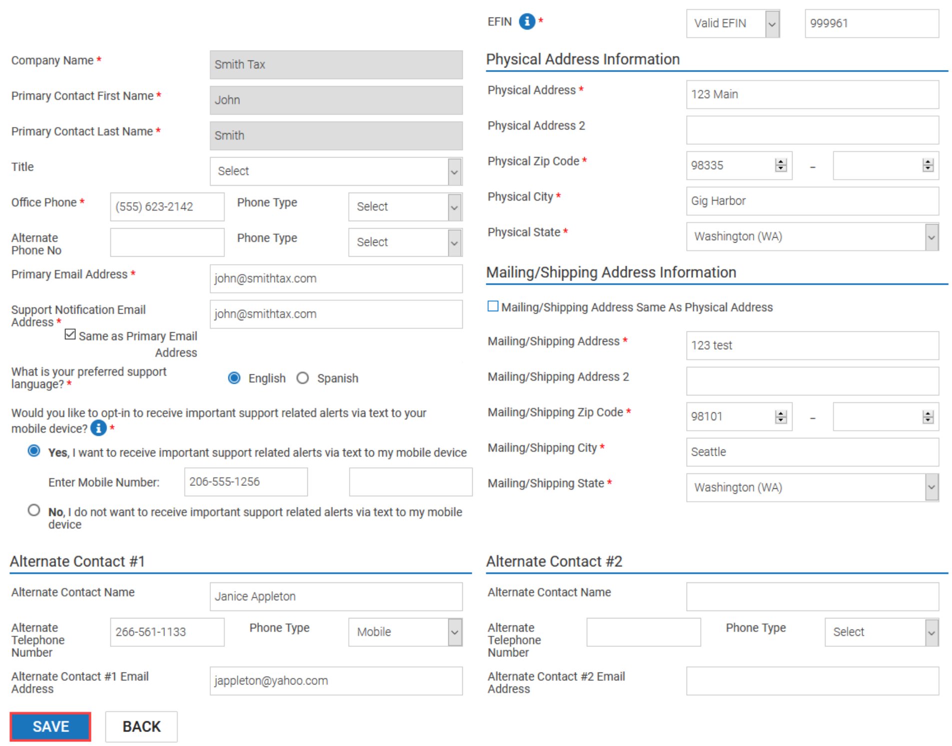
The first time you log into the EMP please verify that the information we have on file for your office is correct.

1. Click the **Verify** button to display the Office Information.



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

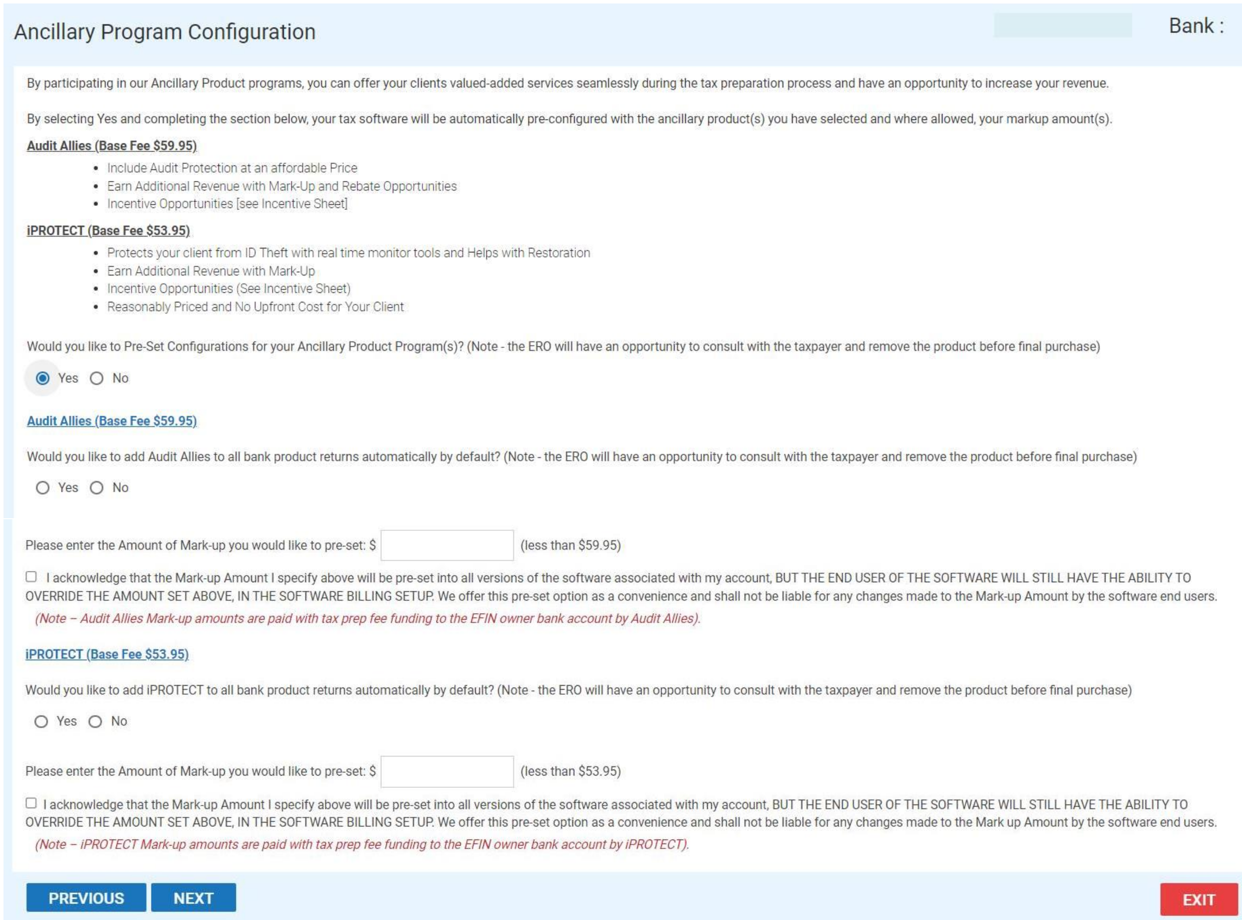
2. Review the information carefully, make necessary edits, and then click the **SAVE** button.
Note: Please contact your Account Manager if modifications to the **Company Name** or **Primary Contact** are required.



Affiliate Program Configuration

Please select the affiliate programs you are interested in.

1. Would you like to Pre-Set Configurations for your Affiliate Program(s)? (You 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.

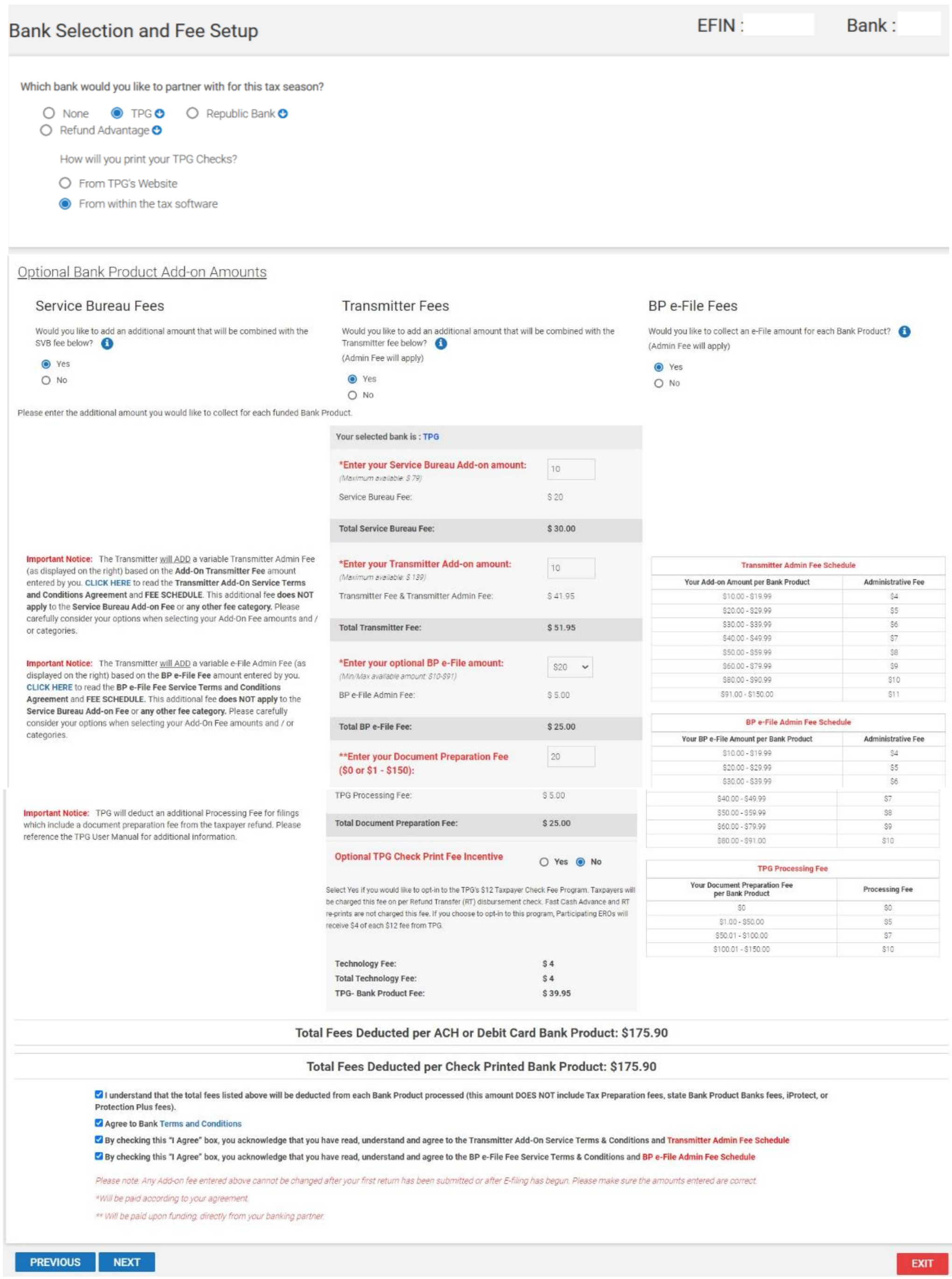
   Important Note: The Mark-up Amount you specify here will be pre-set into all versions of the software associated with this site, BUT YOU WILL STILL HAVE THE ABILITY TO OVERRIDE THE AMOUNT SET ABOVE, IN THE SOFTWARE BILLING SETUP. This pre-set option is offered as a convenience, and we are not liable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



Bank Selection and Fee Setup EFIN : Bank :

Which bank would you like to partner with for this tax season?

None TPG Republic Bank
Refund Advantage

How will you print your TPG Checks?

From TPG's Website
From within the tax software

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

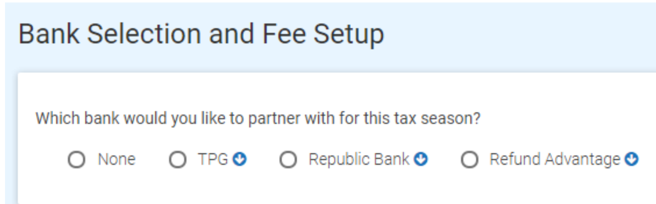
Please note: Any Add-on fee entered above cannot be changed after your first return has been submitted or after E-filing has begun. Please make sure the amounts entered are correct.

**Will be paid according to your agreement*

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

PREVIOUS NEXT EXIT

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, click **NEXT** on-screen and proceed to Fee Payment / Update Accounts(s) section. If you are enrolling with a bank, continue below.



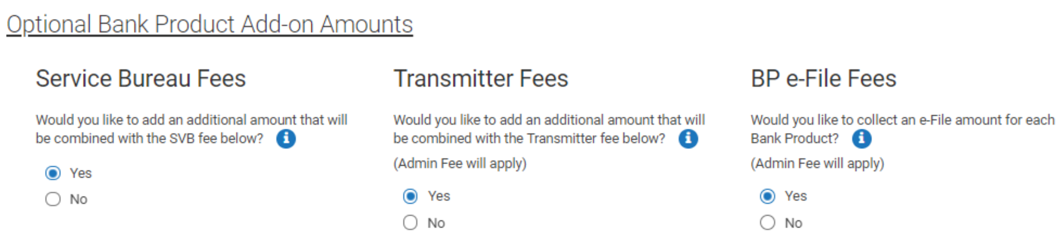
Note: If "TPG" is selected, you will be asked to select which printing option you would prefer to use.

- How will you print your TPG Checks?
  - From TPG's website
  - From within the Tax Software

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 ℹ icon for more information. **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.

   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 Administrative 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 will ADD 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.

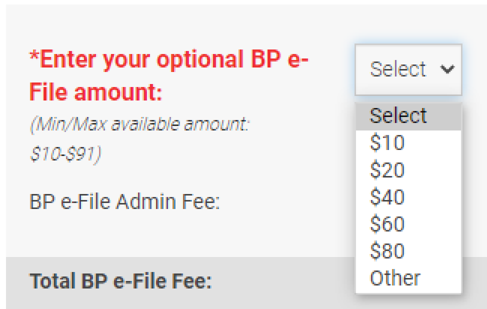
c. Would you like to collect an e-File add-on amount for each Bank Product?
   a. Select **Yes** and the BP e-File Fee section will appear.
      i. Select one of the predefined amounts or select **Other** to key a custom amount up to the amount listed in parenthesis.
      ii. If you select Other, the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

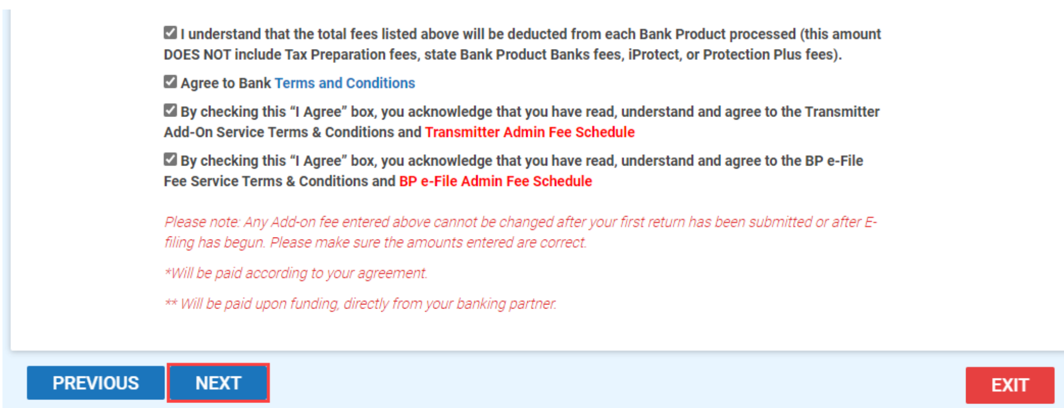
BP E-File Admin Fee Schedule	
Your Add-on Amount per Bank Product	**Administrative Fee**
$10.00-$19.99	$4
$20.00-$29.99	$5

$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



b. 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.



4. Click **NEXT** to continue.

Fee Payment / Update Accounts(s)

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.

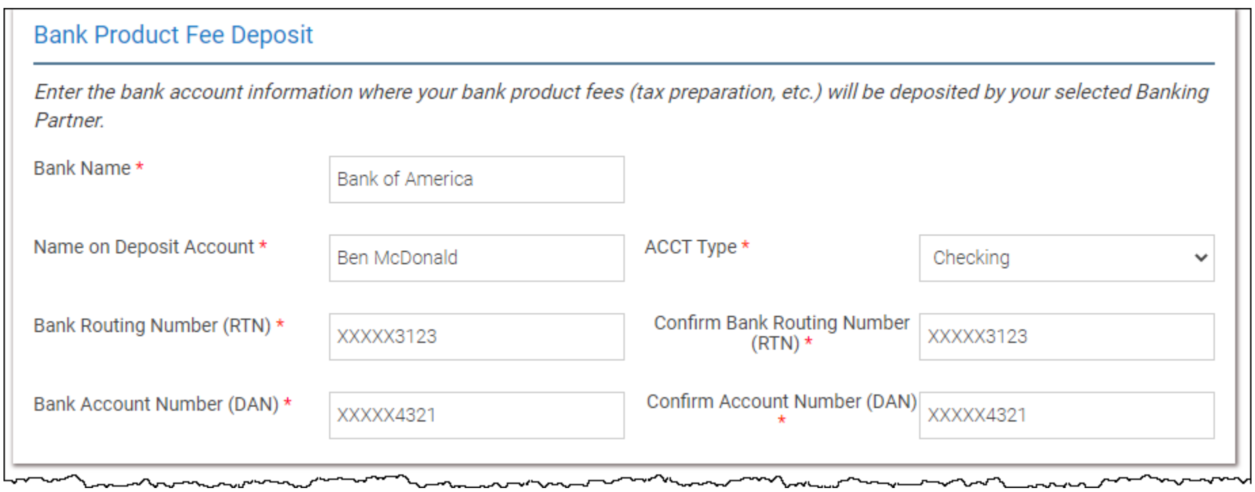
Your account will only be charged if a balance exists after add-on amount reimbursement credits are applied (if applicable), per payment terms as stated in your uTax Agreement.
By completing this information, you are authorizing uTax Software to charge the account that is designated for any remaining balance. You will receive statements from uTax for your records. These statements are also available on the EMP from the Reports menu option. If you have any questions, please contact your Account Manager at 844-440-UTAX (8829).

1. Enter your bank account information in the **Bank Product Fee Deposit** section and **Fee Reimbursement Account**. If you are NOT offering bank products or iProtect, enter your account information in the **Payment Information** section. **Important Note:** Completion of the **Payment Information** section is required for all uTax partners.

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

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

4. Click **NEXT**.


Bank Product Fee Deposit

Enter the bank account information where your bank product fees (tax preparation, etc.) will be deposited by your selected Banking Partner.

Bank Name * Bank of America

Name on Deposit Account * Ben McDonald

ACCT Type * Checking

Bank Routing Number (RTN) * XXXXX3123

Confirm Bank Routing Number (RTN) * XXXXX3123

Bank Account Number (DAN) * XXXXX4321

Confirm Account Number (DAN) * XXXXX4321

Fee Reimbursement Account

Enter the bank account information where your Fee Reimbursements will be deposited by uTax.

All Add-on amounts associated with Service Bureau Fees, Transmitter Fees, and/or iProtect Markup Fees, and any other credits, including any Add-on amounts collected on behalf of Sub-sites, will be credited to the Main site account per the terms of your License Agreement. **Any charges and/or outstanding balances will be applied against the credit amounts.** To expedite the payment of credit balances to our partners, payments will be sent electronically via ACH directly to your bank account.

Copy From: Select

Bank Name *: Credit Union

Name on Deposit Account *: John Sample

ACCT Type *: Checking

Bank Routing Number (RTN) *: XXXXX3123

Confirm Bank Routing Number (RTN) *: XXXXX3123

Bank Account Number (DAN) *: XXXXXXXXXXXXX1111

Confirm Account Number (DAN) *: XXXXXXXXXXXXX1111

☑ I authorize uTax Software, LLC, to electronically credit my account (and if necessary, to electronically debit my account to correct erroneous credits).

Payment Information

Enter the account information to be used as your Payment Method on file.

uTax requires a designated Payment Method for any outstanding balances. Outstanding balances may include e-File fees, deferred software payments, marketing services, or other amounts owed to uTax.

Add on amounts collected on your behalf from Bank Products will offset any outstanding balances, where applicable.

Select ○ Credit Card ◉ ACH/EFT

uTax e-Filing Fees Summary

e-File Fees	Amount
uTax Federal e-File Fee	$ 0
uTax State e-File Fee	$ 0

Do you want uTax to always use this payment method below to collect E-Filing charges? Note: By selecting "No", your projected Add-on Funds must be sufficient to cover anticipated E-Filing charges. uTax will first apply any Add-on Funds or Credit Balance toward any E-Filing invoices.

◉ Yes – Always use my Payment Information below for any E-filing charges incurred

○ No – First use my Add-on Funds (or Credit Balance) for any E-filing charges incurred, then use my Payment Information below

Copy From: Select

Bank Name *: Credit Union

Name on Deposit Account *: John Sample

ACCT Type *: Checking

Bank Routing Number (RTN) *: XXXXX3123

Confirm Bank Routing Number (RTN) *: XXXXX3123

Bank Account Number (DAN) *: XXXXXXXXXXXXX1111

Confirm Account Number (DAN) *: XXXXXXXXXXXXX1111

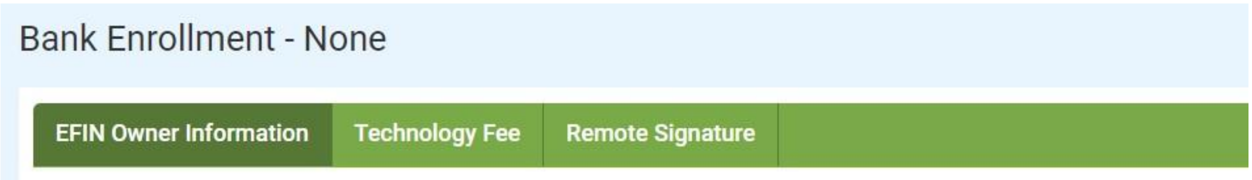
☑ I authorize uTax Software, LLC to charge the ACH/EFT listed above for any outstanding balance on my account according to my license agreement.

PREVIOUS | NEXT | EXIT

Enrollment Application

Complete the **EFIN Owner Information, Technology Fee** and **Remote Signature** Tabs.

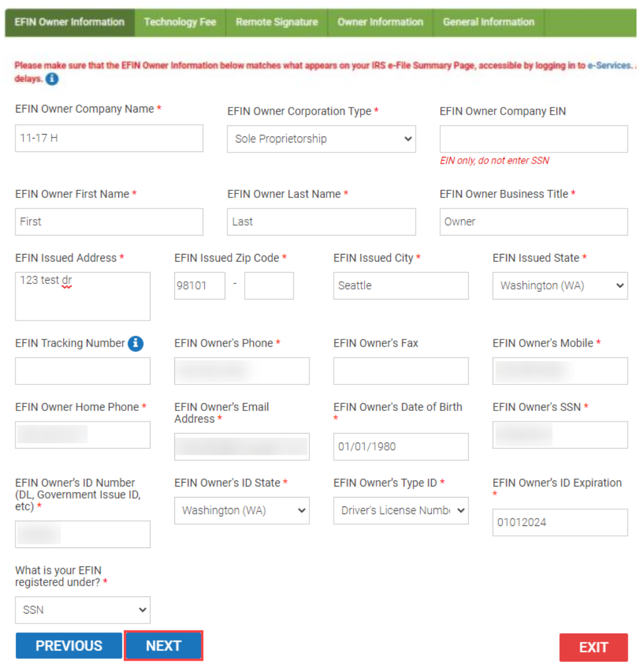
Note: If you selected NONE in Bank Selection & Fee Setup (because you are not offering bank products), you must still complete the **EFIN Owner Information, Technology Fee** and **Remote Signature** sections.



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.



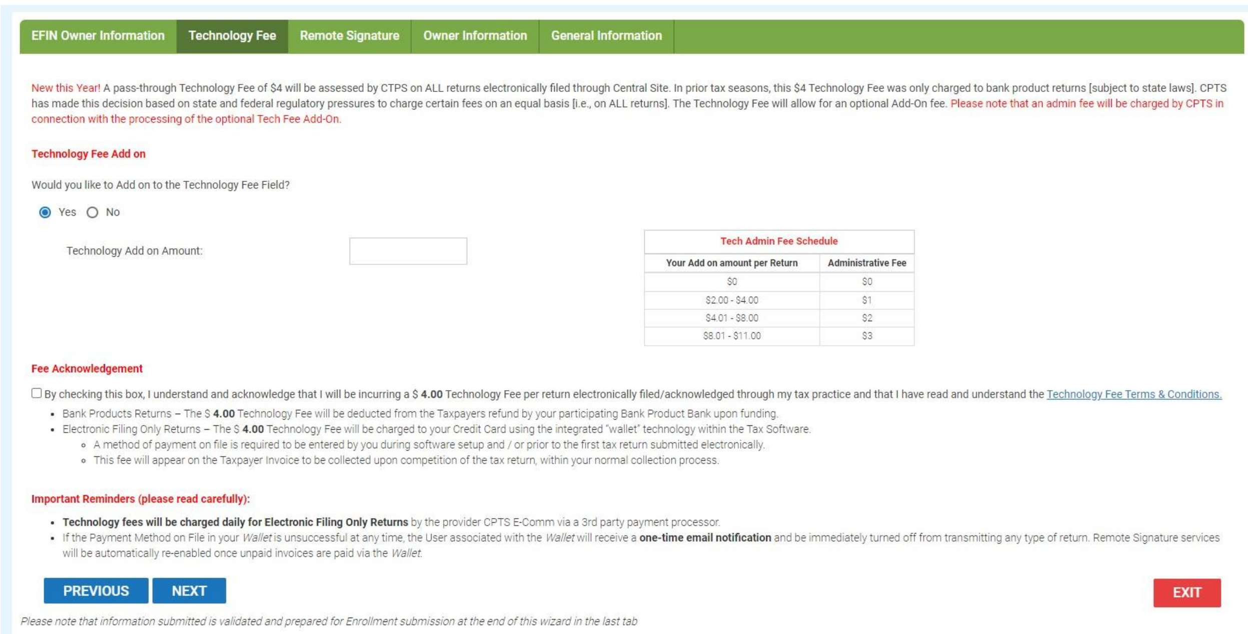
Technology Fee

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 allows 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.

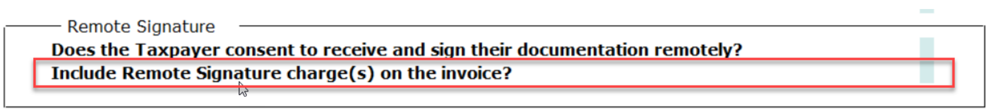


Remote Signature Options

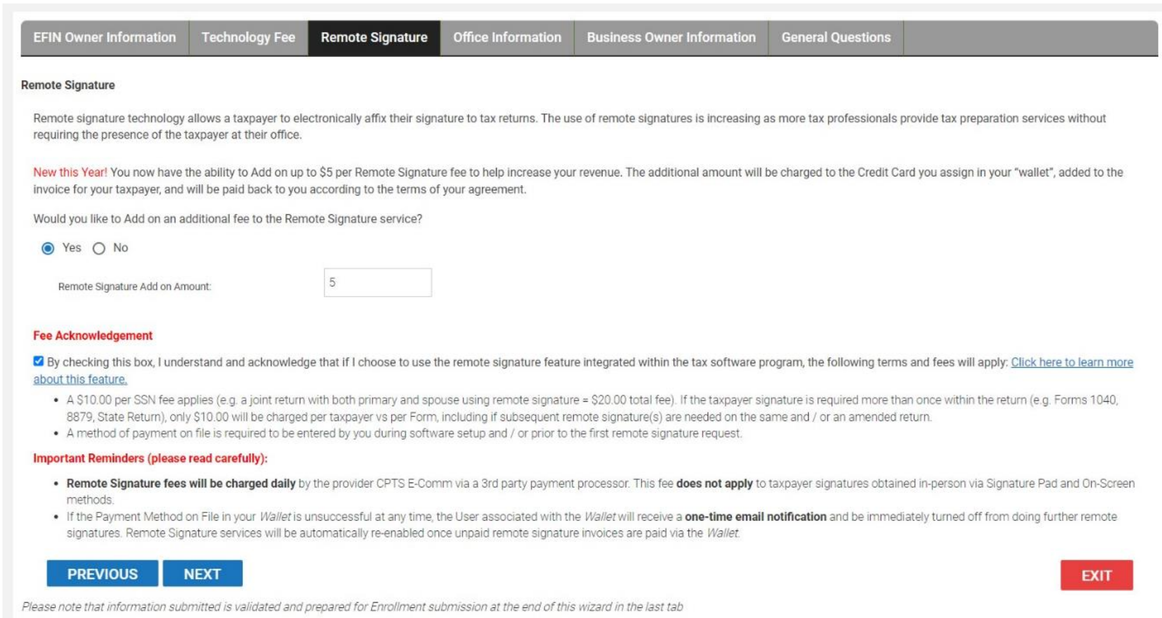
Remote signature technology allows a taxpayer to electronically affix their signature to tax returns. The use of remote signatures is increasing as more tax professionals provide tax services without requiring the presence of the taxpayer at their office.

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.



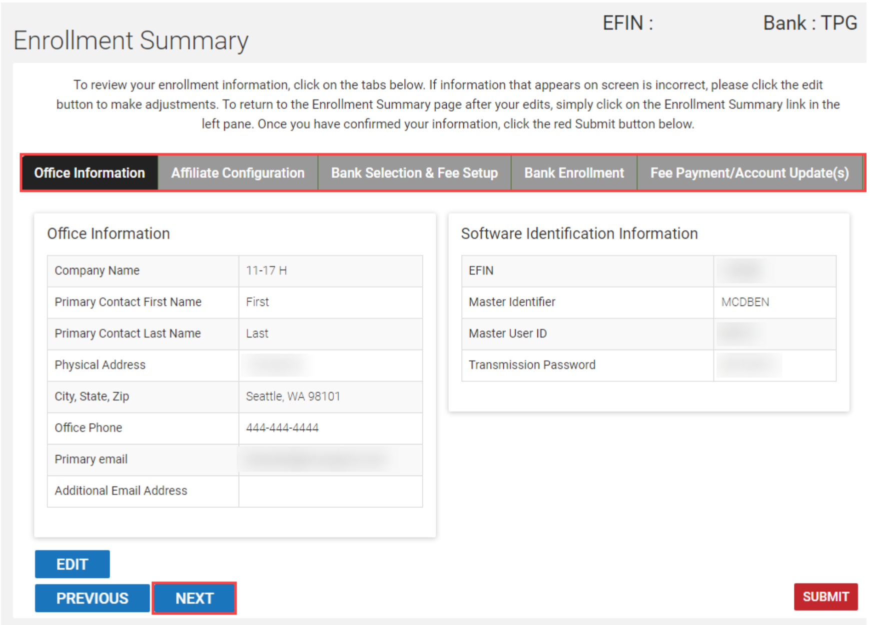
2. If you wish to add-on to the Remote Signature Fee, select "Yes" and then enter an amount up to $5.00 in the field labeled "Remote Signature Add on Amount".
3. Place a checkmark in the Fee Acknowledgment field to indicate your agreement and then click the **NEXT** button.



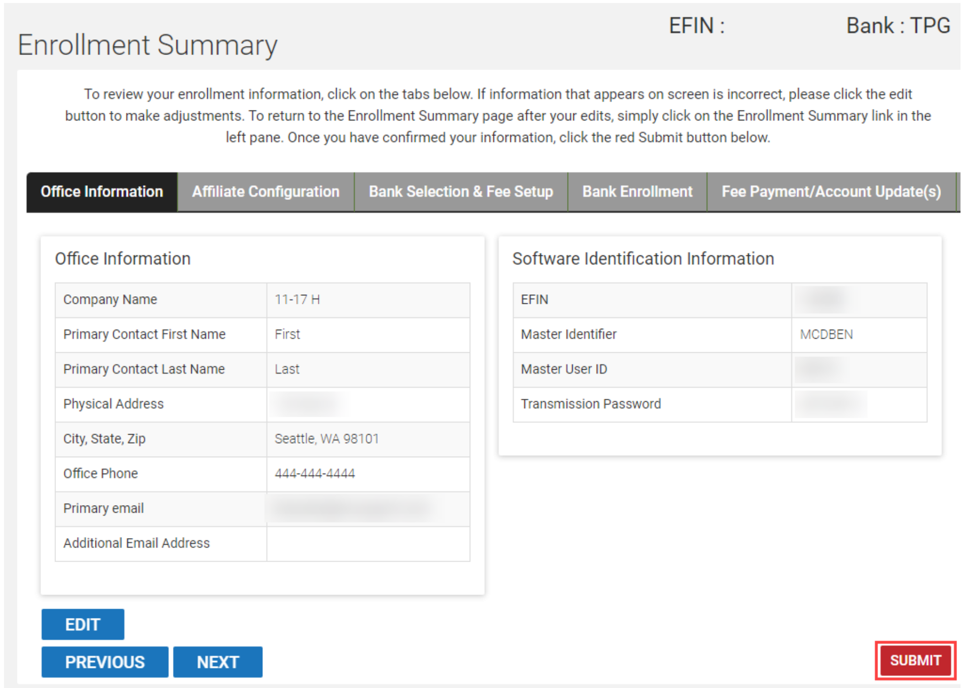
If enrollment information was available from the prior year for your selected bank, many of the fields will be automatically filled for you. Please verify imported information before proceeding.

Enrollment Summary

1. Finally, review your 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 your information to the Central Site 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.

If you enrolled with a bank, you should receive an email from your selected bank in approximately 48 hours containing further instructions. If you do not receive the email, please contact your 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 successful **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. Log into the EMP.

2. You will find the status of your application in the Bank Status Section.

Bank Status

Bank	TPG
Status	Approved
Submitted Date	10/24/2018 16:03

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