

Single Office Enrollment & Office Setup Guide

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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.

Contacting Support

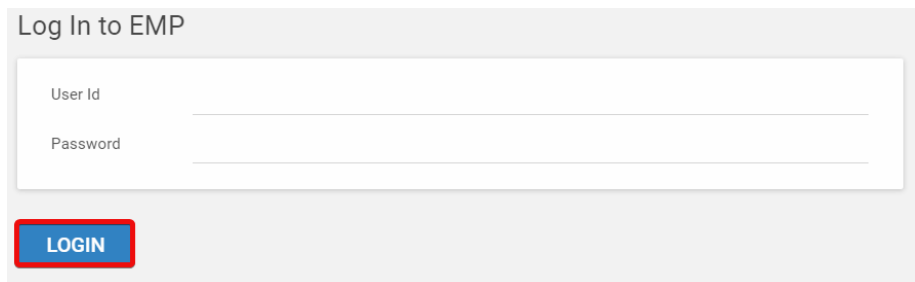
You may reach Partner Support by emailing us at help@erosupport.com or call us at 206-209-2653.

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.



Log In to EMP

User Id _____

Password _____

LOGIN

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

Single Office Setup & Enrollment Guide

Update Security Questions

Security Question 1 Please Select

Answer

Security Question 2 Please Select

Answer

Security Question 3 Please Select

Answer

SAVE

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.

Change Password

Password Policy: In an effort to better protect your data, uTax is increasing our website security. All passwords must now be a minimum of 8 characters in length and contain at least 3 of 4 of the following: upper case letters, lower case letters, numbers, and special characters. The password will be case sensitive. Be sure to choose a password that you can easily remember but something that cannot be easily guessed by others. You will also be prompted to answer “password reset” questions that will be used to assist you in resetting a forgotten password, if needed.

Tip: Your new 'case-sensitive' password needs the following characteristics:

- Be at least 8 characters
- Have 3 of the following 4 attributes
 - Upper case letter
 - Lower case leeter
 - Number
 - Special Character

New Password

Confirm Password

UPDATE PASSWORD SKIP

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.

Office Information

Site Information

Company Name	Smith Tax
Primary Contact First Name	John
Primary Contact Last Name	Smith
Physical Address	123 Main
City, State, Zip	Gig Harbor WA, 98335
Office Phone	(555) 623-2142
Primary Email	john@smithtax.com
Support Notification Email	

VERIFY

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: If modifications to the **Company Name** or **Owner Name** are needed, please contact Partner Support.

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Company Name *	Smith Tax	EFIN ⓘ *	Valid EFIN ▾	999961
Primary Contact First Name *	John	Physical Address Information		
Primary Contact Last Name *	Smith	Physical Address *	123 Main	
Title	Select ▾	Physical Address 2		
Office Phone *	(555) 623-2142	Physical Zip Code *	98335 ▾	- ▾
Phone Type	Select ▾	Physical City *	Gig Harbor	
Alternate Phone No		Physical State *	Washington (WA) ▾	
Phone Type	Select ▾	Mailing/Shipping Address Information		
Primary Email Address *	john@smithtax.com	<input type="checkbox"/> Mailing/Shipping Address Same As Physical Address		
Support Notification Email Address *	john@smithtax.com	Mailing/Shipping Address *	123 test	
<input checked="" type="checkbox"/> Same as Primary Email Address		Mailing/Shipping Address 2		
What is your preferred support language? *	<input checked="" type="radio"/> English <input type="radio"/> Spanish	Mailing/Shipping Zip Code *	98101 ▾	- ▾
Would you like to opt-in to receive important support related alerts via text to your mobile device? ⓘ *	<input checked="" type="radio"/> Yes, I want to receive important support related alerts via text to my mobile device	Mailing/Shipping City *	Seattle	
	Enter Mobile Number: 206-555-1256	Mailing/Shipping State *	Washington (WA) ▾	
	<input type="radio"/> No, I do not want to receive important support related alerts via text to my mobile device			
Alternate Contact #1		Alternate Contact #2		
Alternate Contact Name	Janice Appleton	Alternate Contact Name		
Alternate Telephone Number	266-561-1133	Phone Type	Mobile ▾	
Phone Type	Mobile ▾	Alternate Telephone Number		
Alternate Contact #1 Email Address	japleton@yahoo.com	Phone Type	Select ▾	
		Alternate Contact #2 Email Address		

SAVE **BACK**

Affiliate Program Configuration

Please select the affiliate programs you are interested in, if available to your site.

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** ⓘ .

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Ancillary Program Configuration Bank :

By participating in our Ancillary Product programs, you can offer your clients valued-added services seamlessly during the tax preparation process and have an opportunity to increase your revenue.

By selecting Yes and completing the section below, your tax software will be automatically pre-configured with the ancillary product(s) you have selected and where allowed, your markup amount(s).

Audit Allies (Base Fee \$59.95)

- Include Audit Protection at an affordable Price
- Earn Additional Revenue with Mark-Up and Rebate Opportunities
- Incentive Opportunities [see Incentive Sheet]

IPROTECT (Base Fee \$53.95)

- Protects your client from ID Theft with real time monitor tools and Helps with Restoration
- Earn Additional Revenue with Mark-Up
- Incentive Opportunities (See Incentive Sheet)
- Reasonably Priced and No Upfront Cost for Your Client

Would you like to Pre-Set Configurations for your Ancillary Product Program(s)? (Note - the ERO will have an opportunity to consult with the taxpayer and remove the product before final purchase)

Yes No

Audit Allies (Base Fee \$59.95)

Would you like to add Audit Allies to all bank product returns automatically by default? (Note - the ERO will have an opportunity to consult with the taxpayer and remove the product before final purchase)

Yes No

Please enter the Amount of Mark-up you would like to pre-set: \$ (less than \$59.95)

I acknowledge that the Mark-up Amount I specify above will be pre-set into all versions of the software associated with my account, BUT THE END USER OF THE SOFTWARE WILL STILL HAVE THE ABILITY TO OVERRIDE THE AMOUNT SET ABOVE, IN THE SOFTWARE BILLING SETUP. We offer this pre-set option as a convenience and shall not be liable for any changes made to the Mark-up Amount by the software end users.
(Note - Audit Allies Mark-up amounts are paid with tax prep fee funding to the EFIN owner bank account by Audit Allies).

IPROTECT (Base Fee \$53.95)

Would you like to add IPROTECT to all bank product returns automatically by default? (Note - the ERO will have an opportunity to consult with the taxpayer and remove the product before final purchase)

Yes No

Please enter the Amount of Mark-up you would like to pre-set: \$ (less than \$53.95)

I acknowledge that the Mark-up Amount I specify above will be pre-set into all versions of the software associated with my account, BUT THE END USER OF THE SOFTWARE WILL STILL HAVE THE ABILITY TO OVERRIDE THE AMOUNT SET ABOVE, IN THE SOFTWARE BILLING SETUP. We offer this pre-set option as a convenience and shall not be liable for any changes made to the Mark up Amount by the software end users.
(Note - IPROTECT Mark-up amounts are paid with tax prep fee funding to the EFIN owner bank account by IPROTECT).

- 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.

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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

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:**
(Maximum available: \$ 75)

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.

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.

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.

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

***Enter your Transmitter Add-on amount:**
(Maximum available: \$ 125)

Transmitter Fee & Transmitter Admin Fee: \$ 41.95

Total Transmitter Fee: \$ 51.95

***Enter your optional BP e-File amount:**
(Minimum available amount: \$10-\$50)

BP e-File Admin Fee: \$ 5.00

Total BP e-File Fee: \$ 25.00

****Enter your Document Preparation Fee (\$0 or \$1 - \$150):**

TPG Processing Fee: \$ 5.00

Total Document Preparation Fee: \$ 25.00

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 the fee on per Refund Transfer (RT) disbursement check. Fast Cash Advance and RT reports 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

BP e-File Fees

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

Yes
 No

Your Add-on Amount per Bank Product	Administrative Fee
\$10.00 - \$15.99	\$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

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

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

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. If your contract allows, 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 [EFIN Owner Information](#) section. If you are enrolling with a bank, continue below.

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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

Bank Selection and Fee Setup

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

None TPG Republic Bank Refund Advantage

If your contract allows you to add on to the **Service Bureau, Transmitter, and/or Bank Product e-File** fees, when you add on to these fees you can collect additional add-on amounts outside the Tax Preparation fee, commonly referred to as “Add-On Amounts”. If your office is configured to do so, you may be able to include add-on amounts to the SVB Fee, Transmitter Fee, and Bank Product e-File fee fields that appear on the bank application in the tax return. By including an additional add-on amount to these fees, you are 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 software contract.

Important Note: 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). 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.

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

- a. Would you like to add an additional add-on amount that will be combined with the 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.

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- 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 \$4.00 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.

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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

***Enter your optional BP e-File amount:**
(Min/Max available amount: \$10-\$91)

BP e-File Admin Fee:

Total BP e-File Fee:

Select ▼
Select
\$10
\$20
\$40
\$60
\$80
Other

- 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.

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

4. Click **NEXT** to continue.

Bank Product Fee Deposit

1. Enter your bank account information in the **Bank Product Fee Deposit** section and then click the **NEXT** button still to continue.

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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 *	First Bank of Washington	ADCT Type *	Checking
Name on Deposit Account *	Jack Smith	Bank Routing Number (RTN) *	123123123
Bank Routing Number (RTN) *	123123123	Confirm Bank Routing Number (RTN) *	123123123
Bank Account Number (DAN) *	321321321	Confirm Account Number (DAN) *	321321321

Enrollment Application

Complete the **EFIN Owner Information** and **Remote Signature** Options.

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** and **Remote Signature Options** sections.

Bank Enrollment - None

EFIN Owner Information

Technology Fee

Remote Signature

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.

EFIN Owner Information | Technology Fee | Remote Signature | Owner Information | General Information

Please make sure that the EFIN Owner information below matches what appears on your IRS e-File Summary Page, accessible by logging in to e-Services. . delays. ⓘ

EFIN Owner Company Name *	EFIN Owner Corporation Type *	EFIN Owner Company EIN	
11-17 H	Sole Proprietorship	<i>EFIN only, do not enter SSN</i>	
EFIN Owner First Name *	EFIN Owner Last Name *	EFIN Owner Business Title *	
First	Last	Owner	
EFIN Issued Address *	EFIN Issued Zip Code *	EFIN Issued City *	EFIN Issued State *
123 test dr	98101	Seattle	Washington (WA)
EFIN Tracking Number ⓘ	EFIN Owner's Phone *	EFIN Owner's Fax	EFIN Owner's Mobile *
EFIN Owner Home Phone *	EFIN Owner's Email Address *	EFIN Owner's Date of Birth *	EFIN Owner's SSN *
		01/01/1980	
EFIN Owner's ID Number (DL, Government Issue ID, etc) *	EFIN Owner's ID State *	EFIN Owner's Type ID *	EFIN Owner's ID Expiration *
	Washington (WA)	Driver's License Num	01012024

What is your EFIN registered under? *

SSN

PREVIOUS **NEXT** **EXIT**

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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.

EFIN Owner Information
Technology Fee
Remote Signature
Owner Information
General Information

New this Year! A pass-through Technology Fee of \$4 will be assessed by CPTS 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]. CPTS has made this decision based on state and federal regulatory pressures to charge certain fees on an equal basis [i.e., on ALL returns]. The Technology Fee will allow for an optional Add-On fee. Please note that an admin fee will be charged by CPTS in connection with the processing of the optional Tech Fee Add-On.

Technology Fee Add on

Would you like to Add on to the Technology Fee Field?

Yes
 No

Technology Add on Amount:

Tech Admin Fee Schedule	
Your Add on amount per Return	Administrative Fee
\$0	\$0
\$2.00 - \$4.00	\$1
\$4.01 - \$8.00	\$2
\$8.01 - \$11.00	\$3

Fee Acknowledgement

By checking this box, I understand and acknowledge that I will be incurring a \$ 4.00 Technology Fee per return electronically filed/acknowledged through my tax practice and that I have read and understand the [Technology Fee Terms & Conditions](#).

- Bank Products Returns – The \$ 4.00 Technology Fee will be deducted from the Taxpayers refund by your participating Bank Product Bank upon funding.
- Electronic Filing Only Returns – The \$ 4.00 Technology Fee will be charged to your Credit Card using the integrated “wallet” technology within the Tax Software.
 - A method of payment on file is required to be entered by you during software setup and / or prior to the first tax return submitted electronically.
 - This fee will appear on the Taxpayer invoice to be collected upon completion of the tax return, within your normal collection process.

Important Reminders (please read carefully):

- **Technology fees will be charged daily for Electronic Filing Only Returns** by the provider CPTS E-Comm via a 3rd party payment processor.
- If the Payment Method on File in your *Wallet* is unsuccessful at any time, the User associated with the *Wallet* will receive a **one-time email notification** and be immediately turned off from transmitting any type of return. Remote Signature services will be automatically re-enabled once unpaid invoices are paid via the *Wallet*.

PREVIOUS
NEXT
EXIT

Please note that information submitted is validated and prepared for Enrollment submission at the end of this wizard in the last tab

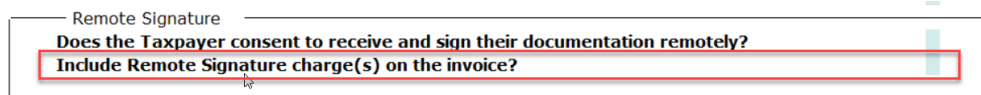
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Remote Signature Options

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.

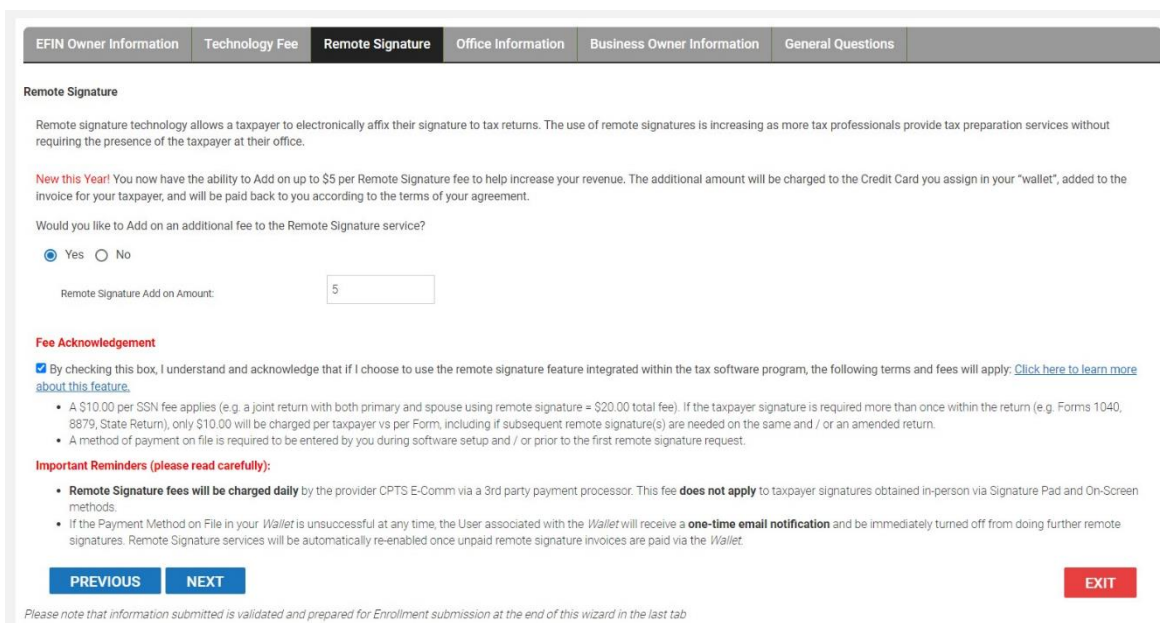
1. New this Year! You now have the ability to add on up to \$5.00 per signature to the Remote Signature fee to help increase your revenue. The additional amount will be charged to your "Wallet" payment method in the software, added to the invoice for your taxpayer and will be paid back to you according 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.



Remote Signature

**Does the Taxpayer consent to receive and sign their documentation remotely?
Include Remote Signature charge(s) on the invoice?**

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.



EFIN Owner Information Technology Fee **Remote Signature** Office Information Business Owner Information General Questions

Remote Signature

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 preparation services without requiring the presence of the taxpayer at their office.

New this Year! You now have the ability to Add on up to \$5 per Remote Signature fee to help increase your revenue. The additional amount will be charged to the Credit Card you assign in your "wallet", added to the invoice for your taxpayer, and will be paid back to you according to the terms of your agreement.

Would you like to Add on an additional fee to the Remote Signature service?

Yes No

Remote Signature Add on Amount:

Fee Acknowledgement

By checking this box, I understand and acknowledge that if I choose to use the remote signature feature integrated within the tax software program, the following terms and fees will apply: [Click here to learn more about this feature.](#)

- A \$10.00 per SSN fee applies (e.g. a joint return with both primary and spouse using remote signature = \$20.00 total fee). If the taxpayer signature is required more than once within the return (e.g. Forms 1040, 8879, State Return), only \$10.00 will be charged per taxpayer vs per Form, including if subsequent remote signature(s) are needed on the same and / or an amended return.
- A method of payment on file is required to be entered by you during software setup and / or prior to the first remote signature request.

Important Reminders (please read carefully):

- **Remote Signature fees will be charged daily** by the provider CPTS E-Comm via a 3rd party payment processor. This fee **does not apply** to taxpayer signatures obtained in-person via Signature Pad and On-Screen methods.
- If the Payment Method on File in your *Wallet* is unsuccessful at any time, the User associated with the *Wallet* will receive a **one-time email notification** and be immediately turned off from doing further remote signatures. Remote Signature services will be automatically re-enabled once unpaid remote signature invoices are paid via the *Wallet*.

PREVIOUS **NEXT** **EXIT**

Please note that information submitted is validated and prepared for Enrollment submission at the end of this wizard in the last tab

Single Office Setup & Enrollment Guide

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.

Enrollment Summary EFIN : Bank : TPG

To review your enrollment information, click on the tabs below. If information that appears on screen is incorrect, please click the edit button to make adjustments. To return to the Enrollment Summary page after your edits, simply click on the Enrollment Summary link in the left pane. Once you have confirmed your information, click the red Submit button below.

Office Information | Affiliate Configuration | Bank Selection & Fee Setup | Bank Enrollment | Fee Payment/Account Update(s)

Office Information

Company Name	11-17 H
Primary Contact First Name	First
Primary Contact Last Name	Last
Physical Address	
City, State, Zip	Seattle, WA 98101
Office Phone	444-444-4444
Primary email	
Additional Email Address	

Software Identification Information

EFIN	
Master Identifier	MCOBEN
Master User ID	
Transmission Password	

[EDIT](#) [PREVIOUS](#) [NEXT](#) [SUBMIT](#)

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.

Enrollment Summary EFIN : Bank : TPG

To review your enrollment information, click on the tabs below. If information that appears on screen is incorrect, please click the edit button to make adjustments. To return to the Enrollment Summary page after your edits, simply click on the Enrollment Summary link in the left pane. Once you have confirmed your information, click the red Submit button below.

Office Information | Affiliate Configuration | Bank Selection & Fee Setup | Bank Enrollment | Fee Payment/Account Update(s)

Office Information

Company Name	11-17 H
Primary Contact First Name	First
Primary Contact Last Name	Last
Physical Address	
City, State, Zip	Seattle, WA 98101
Office Phone	444-444-4444
Primary email	
Additional Email Address	

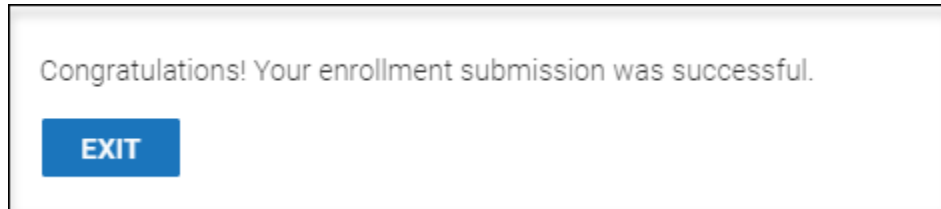
Software Identification Information

EFIN	
Master Identifier	MCOBEN
Master User ID	
Transmission Password	

[EDIT](#) [PREVIOUS](#) [NEXT](#) [SUBMIT](#)

Single Office Setup & Enrollment Guide

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 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.