Welcome to ProSeries® tax software

For information about specific topics after you install the ProSeries program:

- See the ProSeries User's Guide (as explained on page 36 of this guide).
- Enter keywords or a question in the Search Help field on the Help toolbar, then click **Search**. (The Help toolbar is located near the top-right corner of the ProSeries window.)

Important: If you want information about a specific type of return, start or open a return of that type before you start the search.

What's new with ProSeries tax software for 2004

The following table summarizes major enhancements to ProSeries tax software for the 2004 tax year. This is not an all-inclusive list of changes.

Feature...	What's new...
New products	• ProSeries State Partnership returns — Hawaii, New Hampshire, Utah • ProSeries State Estate Tax returns — California

Feature...	What's new...
Electronic filing and Bank Products	• Use the new **E-File** command on the main menu bar for all electronic filing and bank products commands. (The **Electronic Filing** and **Bank Products** commands have been removed from the **File** menu.) • Filter clients in the EF Center according to status using three new tabs – **All**, **Pending**, and **Accepted**.
E-file Massachusetts business returns and corporate extensions	• You can file Massachusetts corporation, S corporation, partnership, and fiduciary returns electronically. You also can file Massachusetts corporation and S corporation extensions electronically. (Massachusetts has mandated that Massachusetts business returns and corporate extensions for the 2004 tax year be filed electronically.)
E-file Michigan Single Business Tax returns	• You can file Michigan Single Business Tax returns electronically. (Michigan has mandated that Michigan Single Business Tax returns for the 2004 tax year be filed electronically.)
Missing client information	• You can use the Missing Client Information system to track client information. From HomeBase, you can identify client returns that are missing information, print lists of missing client information, and send reminder e-mails to clients.
Part-year resident and nonresident state returns	• For individuals who must file more than one state return, new worksheets in ProSeries/1040 and enhancements to the ProSeries State products help you allocate income to each part-year resident and nonresident state return.
Active duty military wages and state returns	• Additions to the Form W-2 Worksheet in ProSeries/1040 and enhancements to the ProSeries State products help you calculate deductions, credits, and special tax treatment on state returns for active duty military personnel.
Billing and invoicing	• You can charge per line of data on Schedule B in ProSeries/1040 returns. • You can charge per line of data on Schedule D in ProSeries/1040 returns.
Product updating	• The process for updating previously-installed ProSeries products has been improved.
Network performance	• More functionality resides on each workstation (and less on the network server) when ProSeries software is installed for network use this year, so the program runs faster on each workstation.

For information about some of the enhancements to specific ProSeries tax products:

● See the product Release Notes that accompanied the ProSeries CD, or

● Click the **Help Center** button on the ProSeries toolbar, choose **ReadMe Information** in the Help Center, then select the ProSeries tax product, or

● Click the **Help Center** button on the ProSeries toolbar, then select **What's New This Year?** in the Help Center, or

● Start a new return or open a previously-saved return for that ProSeries tax product, then go to the Search Help field (near the top-right corner of the ProSeries window).

Type keywords or a question in the Search Help field, then click the **Search** button.

Review the list of search results in the Help Center. Click the blue, underlined title of a search result to see more information.

Computer system requirements

Make sure that each computer on which you intend to use ProSeries software for the 2004 tax year meets or exceeds the minimum requirements for all relevant components.

The minimum requirements and recommendations for ProSeries 2004 software differ from those for ProSeries 2003 software.

The minimum requirements shown below should provide adequate performance on most computer configurations. Systems that don't meet the minimum requirements may not operate as designed.

For more information about how system requirements can affect ProSeries operation, go to www.proseries.com.

Component	Recommendation	Minimum Requirement
Computer	Pentium 4, 1.3 GHz or faster	Pentium 266 MHz or equivalent AMD processor
Memory	512 MB RAM or more. More memory normally results in improved performance.	128 MB RAM. More memory may be required if you install many products and have a large number of clients.
Hard disk space	2 GB or more, depending on the number of products you install and the number of clients you have.	650 MB. More space may be required if you install many products and have a large number of clients.
Windows operating system	One of the following: • Windows 2000 (service pack 3 or later) • Windows XP (Home or Professional edition)	One of the following: • Windows NT (version 4.0, service pack 6a or later) • Windows 98 (second edition) • Windows ME
Screen resolution	1024 x 768 or higher	800 x 600
Printer	Hewlett-Packard LaserJet Series 4 or later (or 100% compatible) with at least 1 MB of printer memory	Hewlett-Packard LaserJet or PCL compatible with 1 MB of printer memory
Disk drive	CD-ROM 12X or faster	CD-ROM 6X or faster
Internet connection	High-speed Internet connection (such as T-1, DSL, or cable modem) or 56 K modem	28.8 K modem
Internet Browser	Microsoft Internet Explorer 6.0 or later	Microsoft Internet Explorer 5.5, service pack 2 or later (Internet Explorer 6.0 is installed if Internet Explorer 5.5, service pack 2 or later isn't already installed).
Internet Service Provider (ISP)	ProSeries software works with most ISPs. Contact your ISP if you have a specific question.	None required. However, an ISP is required for features that use the Internet, such as online delivery of products and electronic filing.

Getting ready for the 2004 tax season

Know your responsibilities. You and your clients are responsible for correctly reporting all information that is required by the Internal Revenue Service or applicable state taxing agency, and for the accuracy of each return that you file.

Be familiar with your computer system. If you're unfamiliar with the basic operation of your computer, your Microsoft Windows operating system, or your computer network (if applicable), read the owner's guide for your computer, Windows help, or the network documentation.

Understand the ProSeries License Agreement. You must read and understand the ProSeries License Agreement. The ProSeries License Agreement appears at the start of the installation procedure. After the software has been installed, you can review the ProSeries License Agreement in the Help Center or the ProSeries User's Guide. Please note the following conditions of the ProSeries License Agreement:

- You are licensing the software for use by a named entity and its employees at one identified location.
- You are representing to Intuit® that the firm name and address you provide is the primary firm name and location used in the normal course of business.
  - This is the name and address under which you market yourself and your professional services.
  - This firm name and address will appear in the "Paid Preparer" designation on tax returns.
- You may enter information about as many preparers as needed, provided that they all are employees of the firm listed at that particular address.
- Multiple preparers who operate as separate and distinct firms—even if they share office space—are considered to be unique and each preparer must purchase a license for his or her own copy of the ProSeries software.

Preparing for electronic filing

If you want to file returns (or extension request forms) electronically, you must be able to connect to the Internet from the computer on which you install the ProSeries program. In addition, you must have an IRS-issued Electronic Filing Identification Number (EFIN).

If you are new to electronic filing or no longer have a valid EFIN, you can apply for one using either of the following methods:

- **Online.** To use the new IRS *e-file* application, go to www.irs.gov, choose the **e-file** link, then click on the **e-services** link in the **e-file for Tax Professionals** section.
- **Form 8633.** Submit Form 8633, Application to Participate in the IRS *e-file* Program.

  Important: You must use the version of Form 8633 dated July 2003. If you submit an earlier version, the IRS will reject your application. The IRS recommends that you submit your application at least 45 days prior to the date that you intend to begin filing returns electronically. You can find Form 8633 and information about electronic filing at www.proseries.com. Select **E-Filing**, then **How to E-File**. You can also find Form 8633 and information about electronic filing at the IRS Web site, which is http://www.irs.gov/.

Tip: If you have additional questions about electronic filing, call the IRS e-help desk at 1-866-255-0654.

State enrollment requirements

Some states require additional electronic filing enrollment paperwork. Verify the electronic filing enrollment requirements for each state where you plan to file returns electronically.

You can link to each state taxing agency's Web site from www.proseries.com. Select **Resources**, then select **State Links**.

For more information about electronic filing, see "Filing returns electronically" on page 37.

Preparing to offer bank products

When you file your clients' individual returns electronically, they can receive loans based on their expected federal refunds in the form of Refund Anticipation Loans (RALs), Refund Transfers (RTs), and Refund Transfer Direct Deposits (RTDDs). In addition, your fees are deducted from the client's refund and deposited into your bank account electronically.

Before you can offer bank products to your clients, you must first apply to Santa Barbara Bank & Trust, Republic Bank, or First Security Bank to participate in their banking products program. To apply, go to www.proseries.com, select **E-Filing**, select **Bank Products**, then follow the instructions.

For more information about bank products, see "Overview of Bank Products" on page 47.

Preparing to accept major credit cards and eChecks

You can use the ProSeries/Merchant Account Service to accept payment for your services by major credit cards and e-Checks.

If you aren't already a ProSeries/Merchant Account Service customer, you must apply for the ProSeries/Merchant Account Service program. To apply, go to www.proseries.com, select **Products**, select **Services**, then select **Merchant Account Services**.

Tip: To apply for the ProSeries/Merchant Account Service program after you install the ProSeries program, go to the **Tools** menu, choose **Accept Credit Cards/eChecks**, then choose **Sign Up**.

Ordering presentation folders and envelopes

To purchase presentation folders and window envelopes, call Professional Tax Products at 1-888-236-8137, or go to the Professional Tax Products Web site at http://www.proseriessupplies.com.

Preparing for ProSeries setup

You can use each ProSeries tax product and electronic filing product on an **unlimited basis** or a **pay-per-return basis**.

Using ProSeries products on an unlimited basis

- **Tax products.** When you use a ProSeries tax product on an unlimited basis, you pay a fixed fee to purchase that product, but you don't pay a fee to print or convert returns for electronic filing.
- **Electronic filing products.** When you use a ProSeries electronic filing product on an unlimited basis, you pay a fixed fee to purchase that product, but you don't pay a fee to transmit returns electronically.

Using ProSeries products on a pay-per-return basis

- **Tax products.** When you use a ProSeries tax product on a pay-per-return basis, you don't pay a fee to purchase that product, but you must authorize payment for each return before you can print it or convert it for electronic filing.
- **Electronic filing products.** When you use a ProSeries electronic filing product on a pay-per-return basis, you don't pay a fee to purchase that product, but you must authorize payment for each return before you can transmit it electronically.

Important: Service and delivery fees are separate from product purchase fees.

Important: If you want to use a ProSeries product on an unlimited basis, call ProSeries Sales at 1-800-934-1040 or order online at www.proseries.com. The product information in your customer record will be updated. Product licensing can be done automatically if your computer is connected to the Internet (which is the recommended method), or you can use the manual method for product licensing (by selecting **License Products** from the ProSeries **Tools** menu).

When you install ProSeries software, you'll select the tax products that you want to install. If you haven't already purchased the Unlimited version of a tax product or corresponding electronic filing product, the Pay-Per-Return version of that product will be installed.

Tip: To see more information about Pay-Per-Return products before you install ProSeries software, go to www.proseries.com, choose **Resources**, select **ProSeries User's Guide**, then see chapter 8, "Using Pay-Per-Return Products."

You will be prompted for information about the following topics during ProSeries setup. (You can enter this information as you use ProSeries later, if you prefer.)

For this topic...	You should know this...
Firm and Preparers	Basic information about your firm and the preparers who will be using the ProSeries software
Electronic Filing	Information about the person who will be the electronic filing contact for your firm, if you're going to offer electronic filing to your clients
Bank Products	Your bank products registration information, including information about the bank account where your fees will be deposited by Santa Barbara Bank & Trust, if you're going to offer bank products to your clients through Santa Barbara Bank & Trust
Billing	How you want to set up ProSeries billing options such as standard fees, hourly charges, and per-form charges

Getting your computer system ready

You can install ProSeries software for stand-alone use or for network use. First, decide how you will install and use ProSeries software, then get your computer(s) ready.

Important: Before you can install ProSeries software for network use, you must purchase the ProSeries/Network Version product.

Decide how you are going to use ProSeries software

How you install and then use ProSeries software depends on several factors, including the number of computers on which you want to use ProSeries.

One computer. If you're going to use ProSeries software on one computer, install the program for stand-alone use on that computer's hard drive.

See "Installing ProSeries software for the 2004 tax year" on page 9.

Multiple computers. If you're going to use ProSeries software on more than one computer, you can install the program for stand-alone or network use.

- **Stand-alone use.** If each preparer maintains an independent set of clients, install the ProSeries program for stand-alone use on the hard drive of each computer.

  See "Installing ProSeries software for the 2004 tax year" on page 9 for instructions.

- **Network use.** If preparers regularly share tasks and review returns for other preparers, install the ProSeries program for network use.

  1. Install the ProSeries network components to a shared drive from the computer you choose to be the ProSeries Admin workstation. You'll also install and set up the ProSeries program on the ProSeries Admin workstation at that time.

     Any computer (including the network administrator's workstation) can be the ProSeries Admin workstation. However, we strongly recommend that the ProSeries Admin workstation have an Internet connection to help ensure that you always have the latest version of the ProSeries tax products that you use.

  2. Install and set up the ProSeries program on each additional computer that will be a workstation that runs the ProSeries program (and that will access ProSeries network components and client files from the shared drive where ProSeries is installed).

  For instructions, see the ProSeries Network Installation Guide that you received with this guide if you purchased ProSeries/Network Version.

Important: If a preparer is going to prepare returns on a laptop or notebook computer that will be mobile (in a manner permitted by the ProSeries Software License Agreement), install ProSeries for stand-alone use on the hard drive of that laptop or notebook computer.

Tip: If you install ProSeries software for stand-alone use on a laptop or notebook computer, be sure to use the **Copy/Backup** and **Restore** commands on the **Client File Maintenance** menu (which is accessed from the **File** menu) when "moving" client files from the network to the laptop or notebook, or from the laptop or notebook to the network.

Prepare your computer system

We suggest you review the following before installing ProSeries software.

Internet connectivity

Having an Internet connection allows you to take advantage of ProSeries features such as online delivery of tax products and tax product updates, product licensing, electronic filing, bank products, and the www.proseries.com and www.my.proseries.com Web sites.

We recommend that the following have a valid Internet connection before you install ProSeries software:

- Each computer on which you will install ProSeries software for stand-alone use
- The ProSeries Admin workstation from which you install ProSeries software for network use, because all product downloads and product updates must be done at the ProSeries Admin computer

Computer performance

We strongly recommend that you do the following for each computer that will run ProSeries software:

- Run the Scan Disk and Disk Defragmenter system tools to correct any errors on the hard drive and speed up access to the contents of the hard drive. (For more information, refer to Windows Help.)
- Use virus-protection software to check for viruses on the hard drive.

Know the location of your ProSeries 2003 client files

ProSeries software for the 2004 tax year can transfer relevant data from ProSeries 2003 client files into new ProSeries 2004 client files.

If you used ProSeries software for the 2003 tax year, make sure you know the location of last year's ProSeries client files—especially if your ProSeries 2003 client files are stored on 3.5-inch disks or other external storage media.

Tip: The default installation location for the ProSeries 2003 client file directory was C:\ProWin03\03Data.

Know the location of the other important data files

If you use QuickBooks® software, Quicken® software, Intuit EasyACCT® software, ProSeries/ Fixed Asset Manager, a trial balance program, or any other software from which you expect to import client data, make sure you know where the relevant data files are located.

Installing ProSeries software for the 2004 tax year

This section explains how to install ProSeries software on each computer that will use ProSeries independently. If you purchased ProSeries/Network Version, refer to the ProSeries Network Installation Guide for instructions.

You install ProSeries software from the first ProSeries CD that you receive. Each ProSeries CD contains the latest version of each ProSeries tax product that's currently available. (For details about each ProSeries CD, see "Software service and delivery information" on page 25.)

When you run the ProSeries installation program, select each ProSeries tax product that you expect to use for the 2004 tax year—even if you're only installing Client Organizer from the ProSeries Head Start CD. The installation program will install each tax product that you selected, provided the tax product is on the ProSeries CD. The ProSeries User's Guide will also be installed.

Important: We strongly recommend that you install Client Organizer from the Head Start CD so you can receive other products via the Internet as soon as possible. For more information, see "Keeping your ProSeries tax products up-to-date" on page 25.

Before you install ProSeries software for the 2004 tax year, note the following important information:

- **Release Notes.** Read the printed Release Notes and any other material that accompanied the ProSeries CD.

  THE RELEASE NOTES MAY CONTAIN, AMONG OTHER THINGS, ADDITIONAL LICENSING TERMS THAT GOVERN THE USE OF THE PROSERIES SOFTWARE AND RELATED SERVICES.

- **Packing slip.** The packing slip that accompanied the ProSeries CD contains the following information that you will need:
  - Your Customer Number and ZIP code
  - The install code for ProSeries/Network Version, if you purchased ProSeries/Network Version
  - The install code for ProSeries/Practice Manager, if you purchased that program
  - The install code for ProSeries/Fixed Asset Manager, if you purchased that program

Tip: The only product licensing information on the packing slip is your Customer Number and ZIP code.

Important: If you are installing ProSeries software on a server and workstations for network use, refer to the ProSeries Network Installation Guide for instructions.

Installing ProSeries software for stand-alone use

To install ProSeries software on a computer for stand-alone use:

1 Close all open applications and turn off any virus-protection utilities on the computer.

2 Insert the ProSeries CD into the appropriate drive.

   Don't remove the CD from the drive until you finish installing products.

3 In the **ProSeries Installation** dialog box, click **Tax Preparation**.

   If the **ProSeries Installation** dialog box doesn't appear automatically:

   a. Go to the Windows taskbar, click **Start**, then choose **Run**.

b. In the **Run** dialog box, type *X*:\CDSETUP (where *X* represents the letter of the drive containing the ProSeries CD), then click **OK**.

c. When the **ProSeries Installation** dialog box appears, click **Tax Preparation**, then continue to Step 4.

4 In the **Welcome** dialog box, click **Next** when you're ready to continue.

5 A **System Warning** dialog box appears if your computer doesn't meet the minimum system requirements for the ProSeries 2004 software. (For more information, see "Computer system requirements" on page 3.)

If the **System Warning** dialog box appears, read the information, then do one of the following:

- Click **Cancel** to exit the installation program, then correct the situation(s) identified in the **System Warning** dialog box. After your computer meets the minimum system requirements for the ProSeries 2004 software, go back to page 9 and start the installation procedure again.

- Check the box indicating that you understand you may not receive technical support for issues that you may encounter while using the ProSeries program, then click **Next** to continue to Step 6.

Important: We strongly recommend that you click **Cancel** and correct the situation(s) identified in the **System Warning** dialog box. For information about how system requirements can affect ProSeries operation, go to www.proseries.com.

6 In the **Software License Agreement** dialog box, read the ProSeries License Agreement to understand the scope of your rights to use ProSeries software.

- Select **I accept the agreement** if you agree to accept all the terms of the ProSeries License Agreement, then click **Next** and continue to Step 7.

- Select **I do not accept the agreement** if you don't agree to accept all the terms of the ProSeries License Agreement, then click **Cancel** and exit the installation program.

Important: If for any reason you find the ProSeries License Agreement unacceptable, *do not install the software.* Contact ProSeries Customer Service for a refund instead.

**7** In the **Select an Installation Type** dialog box, click **Next**.

Stand Alone is the default selection. —

8 In the **Select Destination Directory** dialog box, do one of the following:

- Click **Next** if you want to install ProSeries software in a \PROWIN04 directory on the drive that's shown in the dialog box. (That drive will be C: or the drive on which last year's ProSeries was installed.) Proceed to Step 10.

- Click **Browse** if you want to install ProSeries software to a different drive or directory. Continue with Step 9.

Click here if you want to install your
ProSeries products on a drive other
than the drive that's shown.

See Step 9 for additional
instructions.
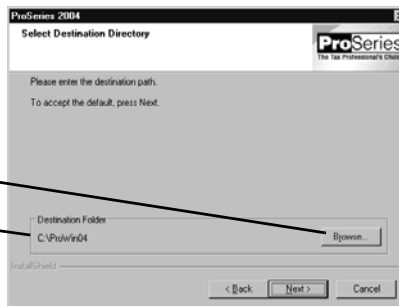
9 In the **Select Folder** dialog box, take the following steps:

a. Select the drive where you want to install ProSeries software.

b. After selecting the drive, type the folder name \ProWin04 in the **Folder name** field so that it appears after the drive you selected, then click **OK**.

PROWIN04 directory. For best results, use PROWIN04 as the name of your 2004 ProSeries directory. Don't install ProSeries software to the root of a drive.

c. When prompted to create the PROWIN04 directory in the location that you've specified, click **Yes**.

d. When you return to the **Select Destination Directory** dialog box, click **Next**. Continue with Step 10.

10 In the **Tax Year 2004 Product Selections** dialog box, select the products that you expect to use for the 2004 tax year, then click **Next**.

Tip: If you used ProSeries software for the 2003 tax year, the products that were installed last year may already be selected.

These check boxes are for state products.

This section explains how to use this dialog box.

These check boxes are for federal products.

At least one federal product must be selected.

Tip: If you select a state product, be sure to select the corresponding federal product.

Tip: Every ProSeries tax product for 2004 is shown in this dialog box, including products that may not be available yet. Select all ProSeries tax products that you intend to use this tax season. You can install additional products later, as described in

"Keeping your ProSeries tax products up-to-date" on page 25. Any products you select here that you haven't purchased as unlimited will be installed for pay-per-return use.

11 If any of the products you selected aren't on the CD, you'll see the **Installation Note** dialog box. Review the list of products that will be installed later (when they become available), then click **OK**. (For more information, see "Keeping your ProSeries tax products up-to-date" on page 25.)

12 In the **E-mail Alert Registration** dialog box, click **Accept** or **Decline**, depending on whether you accept the terms of the E-mail Alerts system, then click **Next**.

Tip: E-mail alerts inform you when the products you selected for installation become available or are updated. E-mail alerts also inform you about support issues, and present information relevant to your ProSeries products.

13 Review the **E-mail Alert Selection on Multiple Computers** dialog box, then click **OK**.

14 In the **Disk Space Confirmation** dialog box, review the Required Space and Available Space information, then click **Next**.

The installation program installs all available ProSeries tax products that you selected, then verifies that all applicable files were installed correctly. Continue with Step 15.

Installation Failed dialog box. If you see this dialog box, a product was not installed properly. Click **Help** to find a possible solution, then click **Exit** to exit the installation program.

15 Additional components. Wait while additional components, such as any necessary fonts, Internet Client software, the ProSeries User's Guide, WexTech® AnswerWorks® software, and ProSeries Product Licensing components are installed. Dialog boxes and progress bars keep you informed.

16 Internet Explorer. If Microsoft Internet Explorer 5.5, service pack 2 or later isn't installed on your computer, the installation program installs Internet Explorer 6.0 before continuing. ProSeries software requires portions of Internet Explorer 5.5, service pack 2 or later to run properly.

Important: If ProSeries installs Microsoft Internet Explorer, you are prompted to restart your computer. After the computer restarts, the installation program will finish the ProSeries installation procedure.

17 Restart Windows message. Restart your computer if you are prompted to do so.

If the installation program doesn't resume after you restart the computer, start the ProSeries program by double-clicking the **ProSeries 2004** shortcut icon on your Windows desktop. The Connected Customer Wizard will begin automatically. Go to "Setting up the ProSeries program" on page 14 now.

18 Setup Complete. In the **Setup Complete** dialog box, click **Finish**, then continue with Step 19.

We recommend that you leave the check mark in the **Launch ProSeries** option.

19 If the Launch ProSeries option was selected: The Connected Customer Wizard begins automatically. Proceed to "Setting up the ProSeries program" on page 14.

If the Launch ProSeries option wasn't selected: You return to the **ProSeries Installation** dialog box that's discussed in Step 3, which starts on page 9. Click **Exit** to return to the Windows desktop. Continue with Step 20.

20 After you return to the Windows desktop, start the ProSeries program by double-clicking the **ProSeries 2004** shortcut icon. The Connected Customer Wizard will begin automatically.

21 Continue with "Setting up the ProSeries program" on page 14.

Troubleshooting suggestions

If you have difficulty installing or starting the ProSeries program, see the troubleshooting suggestions in the following table.

If this occurs...	Do this...
A dialog box informs you that your computer doesn't have enough disk space	1. Go to the **Start** menu, point to **Programs**, then **Accessories**, then **System Tools**, and then click **Disk Cleanup**. 2. Try to install the ProSeries software again. 3. If there still isn't enough disk space, remove unused programs or data from the hard drive.
A dialog box informs you there was an error	1. Write down the error message, then restart the computer. 2. Go to the **Start** menu, point to **Programs**, then **Accessories**, then **System Tools**, and then click **ScanDisk**. 3. After ScanDisk is complete, go to the **Start** menu, point to **Programs**, then **Accessories**, then **System Tools**, and then click **Disk Defragmenter**. 4. After Disk Defragmenter is finished, run your virus-protection software. 5. Clean the ProSeries CD with a soft cloth, then try to install the ProSeries software again.
The ProSeries program doesn't start when it should	1. Restart the computer. 2. Make sure no other applications are running. 3. Double-click the **ProSeries 2004** icon on the desktop.
You still are unable to install or start the ProSeries program	Start your Internet browser, then go to www.proseries.com to see additional troubleshooting solutions.
You are unable to resolve the problem	Call ProSeries Technical Support. To save time, gather as much information as possible, including any error messages. If your computer is networked, have your network administrator available.

Setting up the ProSeries program

The first time that you start the ProSeries program, the Connected Customer Wizard helps you set up the program if there's a valid Internet connection.

Network. The ProSeries program should start from the ProSeries Admin workstation the first time. Don't set up other workstations to run the program until you've set up ProSeries from the ProSeries Admin workstation.

If the computer has a valid Internet connection

If the computer has a valid Internet connection, the Connected Customer Wizard performs the following important tasks to save you time:

- **Internet Connection.** Connects via the Internet to an Intuit ProSeries server that contains customer information.
- **Firm information.** Retrieves the name and address of your firm from the Intuit ProSeries server.
- **E-mail address.** Retrieves your firm's e-mail address from the Intuit ProSeries server.
- **Product licensing.** Licenses your ProSeries tax software to your firm, based on your Customer Number, ZIP code, and information in the customer database on the Intuit ProSeries server.
  - Products you've purchased as Unlimited are licensed as Unlimited.
  - All other products are licensed as Pay-Per-Return.

  Important: Product licensing information is **not** printed on the packing slip. For more information, see "Product licensing" on page 23.
- **Product updates.** Checks for updates to the products that were installed from the ProSeries CD, then downloads and applies the relevant updates, if any.
- **New products.** Checks for products that you selected for installation that weren't installed from the ProSeries CD, then downloads and installs those products, if any.

Tip: If you need to edit information that the Connected Customer Wizard retrieves from the Intuit ProSeries server, you can do that in the ProSeries program later.

Proceed to "Using the Connected Customer Wizard" below.

## If the computer doesn't have a valid Internet connection

If the computer doesn't have a valid Internet connection, you see a dialog box that explains the benefits of being connected and asks whether you want to start the Internet Connection Setup Wizard. If you don't establish a valid Internet connection, the Options Setup Wizard begins. Proceed to "Setting ProSeries options" on page 17. You'll have an opportunity to license your products and to enter your firm's name and address later.

Using the Connected Customer Wizard

When the Connected Customer Wizard starts, go to:

- Step 1 if the computer doesn't have a valid Internet connection
- Step 2 if the computer has a dial-up Internet connection
- Step 3 if the computer has a valid, non-dial-up Internet connection

1 **If the computer doesn't have a valid Internet connection**, a dialog box explains the benefits of being connected.

- If you think you might be able to establish a valid Internet connection, click **Yes** to run the Internet Connection Setup Wizard.

  After you establish a valid Internet connection and return to the Connected Customer Wizard, continue with Step 2.

- If you know you won't be able to establish a valid Internet connection now, click **No** to exit the Connected Customer Wizard.

  The ProSeries program will start automatically. Proceed to "Setting ProSeries options" on page 17.

  Tip: To establish a valid Internet connection at a later time, go to the ProSeries **Help** menu and choose **Internet Connection Setup**.

2 **If the computer has a dial-up Internet connection**, you are prompted to connect to the Internet if the computer isn't currently connected. After you connect to the Internet, continue with Step 3.

3 In the **Connected Customer** dialog box, click **Choose Products to Install** if you want to view the products that you selected to install, or if you want to select additional products for installation. Click **Next** in the **Connected Customer** dialog box when you're ready to continue to Step 4.
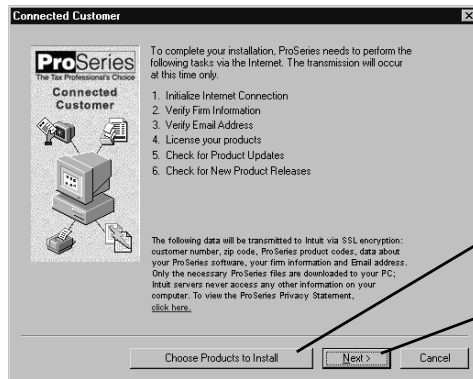
Click here to see the **Tax Year 2004 Product Selections** dialog box.

Click here when you're ready to continue.

4 The **Customer Information** dialog box appears so you can enter or verify your Customer Number and ZIP code. (See the **Sold To:** area on the ProSeries packing slip.)
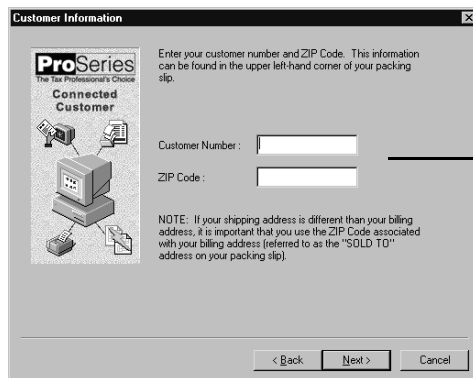
These numbers should match the Customer Number and ZIP code that are printed in the **Sold To:** area of your packing slip.

A different Customer Number and ZIP code might appear in the **Ship To:** area of your packing slip.

5 Click **Next**.

The **Progress** dialog box keeps you informed about what the Connected Customer Wizard is doing.

- The Connected Customer Wizard adds a check mark when it successfully completes a task.
- If the Connected Customer Wizard is unable to complete a task, you'll see an "X" instead.

6 Click **Next** after the Connected Customer Wizard finishes the setup tasks.

7 In the **Verify Firm Information** dialog box, review the information that appears. This is the information that we have on file for your firm (based on your Customer Number and ZIP code).

Important: Review this information carefully. The ProSeries program prints this information on all returns prepared by your firm.

Click **Yes** if your firm information is correct.

Click **No** if you want to enter or edit your firm information.

8 Click **Next**.

- If you selected **Yes**, you see the **Verify EMail Address** dialog box. Skip to Step 11.
- If you selected **No**, you see the **Enter Firm Information** dialog box. Continue with Step 9.

9 Enter or edit your firm's name and address, then click **Next**.
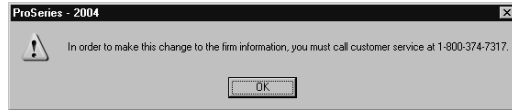
10 If you make significant changes to your firm's name or address, you see the **Warning** dialog box that's shown next. Call Customer Service to update your firm information in our records, then click **OK** to continue.

11 In the **Verify EMail Address** dialog box, enter or verify your e-mail address, then click **Next**.

12 The **Sending Changes to Server** dialog box keeps you informed about what the Connected Customer Wizard is doing. When it's done, click **Next**.

13 When the **Product/Update Summary** dialog box appears, review the list of new products and product updates that are available, if any. When you're ready to continue, click **Continue**.

14 If there are new products or product updates to download, wait while the Connected Customer Wizard downloads and installs those new products and product updates.

15 When the Connected Customer Wizard finishes, the **Prior Year Settings Transferred** dialog box appears or the Options Setup Wizard begins so you can set up various ProSeries options. Proceed to "Setting ProSeries options" next.

Setting ProSeries options

The first time this year's ProSeries program starts, it transfers preferences and settings that you used with last year's ProSeries program if it locates the file with that option information on your system.

Important: If you installed ProSeries for network use, the program transfers last year's preferences and settings only if it starts from the ProSeries Admin workstation the first time.

● **Not Transferred.** If the program wasn't able to transfer last year's ProSeries preferences and settings, the Options Setup Wizard starts. Proceed to the next section, "Using the Options Setup Wizard."

● **Transferred.** If the program transferred last year's ProSeries preferences and settings, the **Prior Year Settings Transferred** dialog box appears.

If you see the **Prior Year Settings Transferred** dialog box:

● Click **Edit** if you want to review and edit preferences and settings in the Options Setup Wizard before going to HomeBase.

● Click **OK** if you want to go to HomeBase without running the Options Setup Wizard. Proceed to "Transferring data from ProSeries 2003 client files" on page 21.
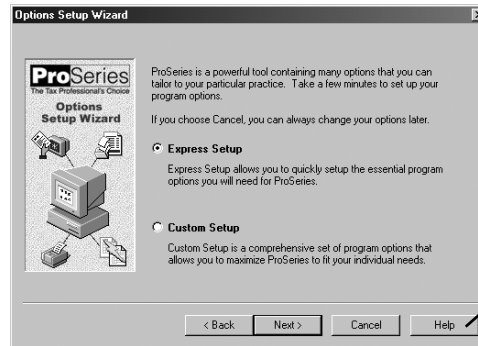
Using the Options Setup Wizard

The Options Setup Wizard starts automatically if the program wasn't able to transfer the preferences and settings that you used with last year's ProSeries program, or if you choose the **Edit** button in the **Prior Year Settings Transferred** dialog box.

To set ProSeries options:

1 When the Options Setup Wizard starts, the first dialog box you see welcomes you to the Options Setup Wizard. Click **Next** to see the **Options Setup Wizard** dialog box that's shown next.

Choose **Express Setup** to quickly set up some essential program options.

Choose **Custom Setup** for a more detailed review of all program options.

Click the **Help** button to see information about a dialog box.

2 Choose **Express Setup** or **Custom Setup**.

- If you select **Express Setup**, you see the Options Setup Wizard dialog boxes for the ProSeries options that you need to set before you complete returns.
- If you select **Custom Setup**, you first choose the areas of the program that you want to set up. The choices are **Basic Options**, **Transfer Options**, **Printing Options**, and **Electronic Filing Options**. Next, you see the Options Setup Wizard dialog boxes for the areas of the program that you chose.

3 Click **Next**.

Most Options Setup Wizard dialog boxes are self-explanatory. However, the next sections discuss the following three topics in some detail.

- "Entering firm and preparer information" (see below)
- "Entering global billing information" (see page 20)
- "Enabling and scheduling Task Scheduler tasks" (see page 20)

4 Continue setting ProSeries options in the Options Setup Wizard dialog boxes.

5 When the **Congratulations** dialog box indicates that you completed the Options Setup Wizard, click **Finish** to save the options that you selected.

6 Go to "Transferring data from ProSeries 2003 client files" on page 21.

Entering firm and preparer information

You enter information about your firm in the **Firm/Preparer Information** dialog box. If you completed the Connected Customer Wizard described on page 14, you'll see your firm's name and address in the gray area of the **Firm Information** section.

Tip: If you don't see your firm's name and address, you'll retrieve that information from an Intuit Internet server later as explained in "Product licensing" on page 23.

Enter other information about your firm in the fields below the gray area. If the firm will be filing returns electronically, be sure to enter the firm's Electronic Filing Identification Number (EFIN).

During the product licensing procedure, your firm's name and address are retrieved from an Intuit Internet server, then entered here.

Enter other information about your firm here.

Enter preparer and ERO information in this section.

To move to new fields, press ENTER or TAB, or use your mouse.

Enter information about the firm's preparers in the next section of the dialog box. There's room to enter information for many preparers. If preparers will be filing returns electronically, enter Electronic Return Originator (ERO) information in this section also. If the ProSeries program transferred preparer information from last year's program, just edit the information as necessary.

Tip: For information about any field in the **Firm/Preparer Information** dialog box, right mouse click the field, then select **About** *<Field>* on the pop-up menu.

This table explains some of the fields in the **Firm/Preparer Information** dialog box:

Field	Explanation
Firm Name and Address	This must be the primary firm name and location used by you in the normal course of business (in other words, the firm name and address under which you market yourself and your professional services). This information prints in the Paid Preparer area on each tax return for which you are the paid preparer.
	If you prepare a return for which you are not the paid preparer, and you want to substitute an alternative "self-prepared return" or "non-paid preparer" designation in the paid preparer section of applicable forms instead of your company's firm name and address, right mouse click on the **Preparer Code** field, then select **About Preparer code** on the pop-up menu to see specific directions on what to do in those situations.
	You can't enter or edit your firm's name or address in the Options Setup Wizard. To edit information in the shaded area after you finish the Options Setup Wizard, go to the **Tools** menu, select **Options**, select **Firm/Preparer Info**, click the **Edit** button, then follow the on-screen instructions. To enter your firm's name and address after you finish the Options Setup Wizard, go to the **Tools** menu, select **License Products,** select **Online** or **Manual,** then follow the on-screen instructions.
Preparer Code	Enter a code of up to three characters to identify the preparer. For example, enter the preparer's initials or a numeric code. Each Preparer Code must be unique.
	As you prepare returns, enter this same code on the client's Federal Information Worksheet (if an individual return) or in the preparer's block on the signature form (if a business return) to associate that return with a particular preparer.
Print name in signature area?	Check this box to print the preparer's name on the Preparer's Signature line of the tax return. The preparer can then write his or her signature on top of or next to his or her printed name.

Field	Explanation
Self-employed?	Select this box if you want ProSeries to check the **Self-Employed** box in the Paid Preparer area of the tax returns that the preparer prepares.
	Checking the **Self-employed** box does **not** replace the firm's name with the preparer's name, even if the preparer is self-employed. The firm name always prints on the returns for which you are the paid preparer.

Entering global billing information

Use the **Global Billing Options** dialog box to set the billing options that you want to use for all clients. Many billing options are available. If the ProSeries program transferred global billing information from last year's program, just edit the information as necessary.

Tip: If Client Organizer is the only installed product, the **Global Billing Options** dialog box doesn't appear.

This dialog box has seven sections:

1 Tax Preparation Fees

2 Hourly Charges

3 Per Form Charges

4 Miscellaneous Fees and Adjustments

5 Discount

6 Sales Tax

7 Standard Paragraph

Important: For detailed information about any field in the **Global Billing Options** dialog box, right mouse click the field and select **About** *<Field>* on the pop-up menu.

Entering your Customer Number and ZIP code

If the **Customer Information** dialog box appears, verify or enter your Customer Number and ZIP code, then click **Next**. You can find your Customer Number and ZIP code in the Sold To: area in the upper-left corner of the packing slip that came with the product.

Enabling and scheduling Task Scheduler tasks

ProSeries Task Scheduler automates several tasks for you. Typically, you set up Task Scheduler to perform tasks late at night, when you aren't using your computer.

The **ProSeries Task Scheduler** dialog box identifies the tasks that Task Scheduler can perform for you automatically. Initially, all tasks are disabled. Click the check box for each task that you want to enable. When you enable at least one task, this dialog box indicates the days and time that Task Scheduler is scheduled to perform the enabled tasks.

Tip: If Client Organizer is the only installed product, the **Receive E-file related Acknowledgments** task isn't available.

To enable a task, click the check box. ———————

This line identifies the current schedule. ———————

To change the current schedule, click here. (At least one task must be enabled.)

Options Setup Wizard

ProSeries Task Scheduler

ProSeries can automatically perform tasks at the time you specify. (Your computer must be turned on and able to connect to the internet.)

Check the box to the left of the task name to select the task.

Task	Description
☑ Download New/Update Existing produ...	Download selected products automatically and get the la
☑ Receive E-file related Acknowledgments	Receive Electronic Filing and Bank Product acknowledge

The selected tasks are scheduled to run at 1:32 AM Mon-Fri

To change the scheduled time, click "Modify Schedule".......................... [Modify Schedule...]

Your data is transmitted via a secure connection. Only data about your ProSeries software is transmitted to Intuit and only the necessary ProSeries files are downloaded to your PC. Intuit servers never access any other information on your computer. To view the ProSeries Privacy Statement, click here.

[< Back] [Next >] [Cancel] [Help]

Important: We recommend that you enable the **Download New/Update Existing Products** task to help keep your ProSeries tax products current. If you will be filing returns electronically, we also recommend that you enable the **Receive E–file related Acknowledgments** task. If you click the **Modify Schedule** button, you'll see the **Modify Schedule** dialog box.

Important: If you schedule tasks to run during the night, the computer must be running and Task Scheduler must be able to connect to the Internet "unattended." If your Internet connection requires a password, that password must be stored and available.

To see more information about Task Scheduler after you finish setting up the program:

● Use the Search Help feature on the Help toolbar, or

● Click the **User's Guide** button on the toolbar, then go to chapter 5, "Task Scheduler."

Tip: To run the Options Setup Wizard whenever you want from within ProSeries, go to the **Help** menu and choose **Options Setup Wizard**.

To see detailed information about ProSeries options after you finish setting up the program:

● Use the Search Help feature on the Help toolbar, or

● Click the **User's Guide** button on the toolbar, then go to chapter 3, "Setting ProSeries Options."

Transferring data from ProSeries 2003 client files

The transfer procedure is a simple way to start your clients' ProSeries 2004 client files using the relevant data in their ProSeries 2003 client files.

When you complete the Options Setup Wizard or choose **OK** in the **Prior Year Settings Transferred** dialog box the first time you start the ProSeries program, you are asked if you want to transfer last year's client files.

ProSeries Transfer - 2004

Would you like to transfer last year's client files?

[Yes] [No]
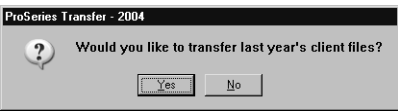
Tip: You can transfer data from 2003 ProSeries/1040 client files to 2004 Client Organizer files or to 2004 ProSeries/1040 client files. If you transfer data from 2003 ProSeries/1040 client files to 2004 Client Organizer files, you can transfer data from those 2004 Client Organizer files to 2004 ProSeries/1040 client files later.

If you used ProSeries software last year, click **Yes** to go to the **Transfer** window, then do the five steps listed on the left side of the **Transfer** window.

1
Select the type of transfer you want to perform from the list of alternatives.

2
Select the location of your existing client files.

3
Select a location for the new client files.

4
Select the client files that you want to transfer data from, or click the **Select All** button.

5
After you've selected one or more clients, click **Transfer**.
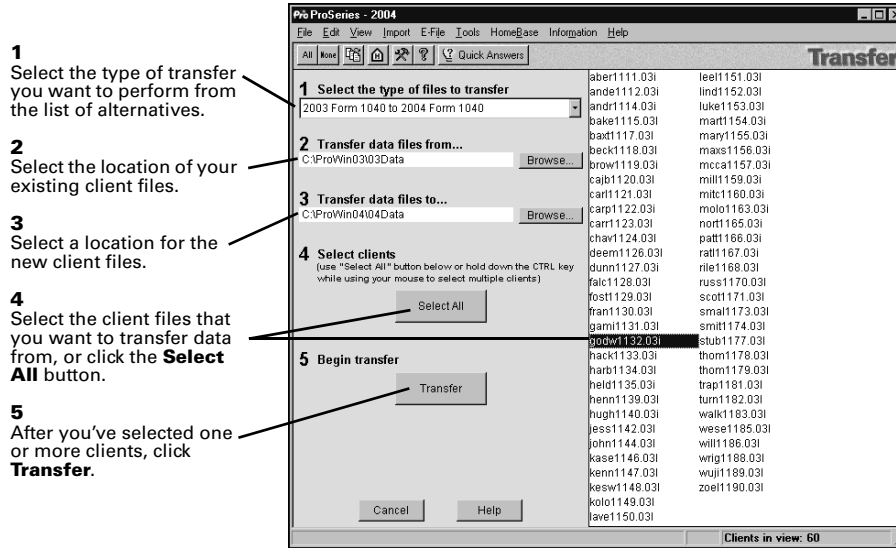
Important: When transferring client data on a network, the location in the **Transfer data files to...** field (step 3) must be the directory where your ProSeries 2004 client files are being saved. This directory is set from the ProSeries Admin workstation during the Options Setup Wizard (or in the **Directories** section of the **Options** dialog box).

When you click **Transfer**, the ProSeries program creates a new 2004 client file for each client whose data is being transferred, then transfers the applicable data into the new ProSeries 2004 client file.

The **Batch Transfer Status** dialog box keeps you informed during the Transfer process, and the **Transfer Log** dialog box appears when the ProSeries program finishes transferring client data.

Review the information, then click **Close** to go to HomeBase. HomeBase is discussed in "Preparing your clients' federal and state returns" on page 27.

Electronic filing. If a 2003 return was marked for electronic filing, that selection is transferred to the 2004 return. PINs are not transferred. If a client's 2004 federal return will be electronically filed using a PIN instead of Form 8453, open the client's 2004 federal return, then go to the IRS *e-file* Authentication Statement.

Tip: For on-screen instructions, go to the **Help** menu, choose **Help Center**, select **Tutorial Videos**, then choose **Transferring Prior Year Data**.

For more information about transferring data from ProSeries 2003 client files:

● Use the Search Help feature on the Help toolbar to find the information that you want, or

● Click the **User's Guide** button on the toolbar, then go to chapter 9, "Transferring Client Data and Practice Information."

Product licensing

Product licensing is a system that licenses your ProSeries tax software to your firm. Product licensing is required before you can print returns or file returns electronically. Products that aren't licensed for unlimited use can be used on a Pay-Per-Return basis. Product licensing no longer requires access codes.

Product licensing uses your Customer Number and ZIP code with information in Intuit's records to deliver the following to your ProSeries tax software:

● An unlimited-use license for each ProSeries tax product and ProSeries electronic filing product that you've purchased for Unlimited use—even if those products haven't been installed yet

● Your firm's name and address

Tip: You can make non-significant changes to your firm's name and address (such as changing "Dr." to "Drive") after ProSeries product licensing has occurred.

ProSeries product licensing can be performed using the Online method or the Manual method. For most ProSeries users, product licensing occurs online automatically.

Automatic, Online product licensing

The Connected Customer Wizard performs product licensing automatically when:

● You install ProSeries tax software for stand-alone use on a computer that has an Internet connection

● You install ProSeries tax software for network use from a computer (referred to as the ProSeries Admin workstation) that has an Internet connection

Important: When ProSeries is installed for network use, product licensing must be initiated from the ProSeries Admin workstation. Product licensing information is shared by all computers that have been set up as ProSeries workstations. See the Network Installation Guide for information about network install codes.

Be sure to read "Updating your firm's product licensing information" on page 24.

Product licensing using the Manual method

If automatic, Online product licensing hasn't been performed (as explained above), you'll see the message "Product Licensing Required" in the HomeBase Message Center. When you click that message, you see a **License Products** dialog box that includes two options: **Online (Recommended)** and **Manual**. Select **Manual**, then click **OK**. You'll see the **License Products** dialog box shown on the next page.

Tip: The three ways that you can contact Intuit for manual product licensing are:

● **Automated Touch Tone phone service** (call 1-800-723-0692)
● **Online service** (go to www.proseries.com, then select **Product Licensing**)
● **Talk to a Customer Service representative** (call 1-800-374-7317)

1
Verify your Customer Number and ZIP code.

2
Enter your firm's name and address.
(This information must match the
information contained in Intuit's records.)

3
Click the **Get Key Code** button so the
program will generate a unique Key Code.

4
Contact Intuit using one of three methods.
After you provide the Key Code that was
generated, you will receive a unique
Licensing Code from Intuit.

5
Enter the Licensing Code, then click **OK**.

Be sure to read "Updating your firm's product licensing information" below.

Product licensing with multiple, non-Internet computers

If you install ProSeries for stand-alone use on computers that don't have an Internet connection and you don't want to perform product licensing for each computer using the Manual method, here's a convenient way to copy your firm's product licensing information from one computer to the other computers.

1 From the computer with your firm's product licensing information, go to the **File** menu, choose **Copy Product License**, then use the dialog box to save the product license file to a network location or removable media (such as a 3.5-inch disk).

2 From each computer that requires product licensing, go to the **File** menu, choose **Retrieve Product License**, then use the dialog box to retrieve the product license file that you copied to the network location or removable media.

Tip: Repeat this procedure if you update the firm's product licensing information.

Updating your firm's product licensing information

Update your firm's product licensing information when:

● You purchase additional ProSeries tax products or additional ProSeries electronic filing products for Unlimited use, or

● The software or an Intuit ProSeries representative instructs you to update your product license information

If either of these situations occur, go to the **Tools** menu, choose **License Products**, select **Online** or **Manual**, then click **OK**.

● If you chose **Online**, simply wait for the product licensing procedure to conclude.

● If you chose **Manual**, just follow the instructions in the **License Products** dialog box shown at the top of this page.

Keeping your ProSeries tax products up-to-date

You can install new products and update previously-installed products via the Internet and from ProSeries CDs that you receive, as explained in this section. Getting tax products and updates via the Internet helps you have the most up-to-date versions of the ProSeries tax products that you use.

Software service and delivery information

When you placed your ProSeries order, you selected one of two CD delivery options. Details related to these options are shown below.

ProSeries CD name	Approximate ship date	Option 1 (3 CDs)	Option 2 (5 CDs)	The CD includes these ProSeries tax products
Head Start CD	Week of November 15	X	X	Client Organizer, plus the ability to download tax products when they become available for download starting in mid-December
Tax Release 1 CD	Week of December 27	X	X	Initial 1040, 1120, 1120S, 1065, 706, 709, individual state products, and business state products
Tax Release 2 CD	Week of January 24		X	Final 1040, 1041, remaining individual state products, and most business state products
Tax Release 3 CD	Week of February 14		X	1040NR, 990, remaining business state products, and other products, if necessary
Archive CD	Week of March 28	X	X	All final products

For information on release dates and news specific to the products you purchase, log in to your personalized www.my.proseries.com page. For other information about product release dates, go to http://www.proseries.com/support/release_dates.aspx.

Step 1 – Get products and updates via the Internet

In between CD shipments, you can use the Internet to get any newly-released products and product updates (if ProSeries is installed on a computer with Internet access). As soon as a ProSeries tax product or tax product update becomes available, it is posted to the ProSeries Tax Products Internet server.

Task Scheduler provides the easiest way to get ProSeries tax products and tax product updates via the Internet.

To use Task Scheduler, take the following steps from each computer on which the ProSeries program is installed for stand-alone use. If the ProSeries program is installed for network use, take these steps from the ProSeries Admin workstation.

1 Go to the **Tools** menu, choose **Options**, then select **Task Scheduler** on the left side of the **Options** dialog box.

2 Enable the **Download New/Update Existing Products** task. (There's a check in the box before the task when it's enabled.)

3 If you want to change the Task Scheduler schedule, click **Modify**, then select the day(s) and time that are convenient for you.

4 Make sure the computer is on when Task Scheduler is scheduled to perform tasks.

Password. Task Scheduler must be able to connect to the Internet "unattended." If your Internet connection requires a password, that password must be stored and available.

Tip: There's another way to get ProSeries tax products and tax product updates via the Internet. Go to the **Help** menu and choose **Update Installed Products/Download New Products**.

Step 2 – Get products and updates from ProSeries CDs

The following procedure explains how to install ProSeries tax products and tax product updates from ProSeries CDs that you receive after you've installed the program from the first ProSeries CD.

1 Insert the ProSeries CD into your CD drive.

2 Allow the installation program to install the appropriate ProSeries tax products and tax product updates from that ProSeries CD.

3 If you want to review the products that are selected for installation or select additional products for installation, click the **Select Additional Products** button.

4 After you review the products that are selected for installation or select additional products for installation in the **Tax Year 2004 Product Selections** dialog box, click **OK**.

Tip: The on-screen ProSeries User's Guide will be updated, if applicable.

Network. When a ProSeries tax product is installed or updated on the network drive from the ProSeries Admin workstation, that tax product or tax product update becomes available to all workstations on which you installed and set up the ProSeries program.

Important: The ReadMe information for the initial release of a product identifies any forms that are not ready to be filed yet. If you print a form that can't be filed yet, the printed form includes a "DO NOT FILE" watermark. The ReadMe information for subsequent releases of a product identifies any forms that couldn't be filed with the previous release of the product that can now be filed with the current release.

For more information about keeping your ProSeries tax products up-to-date:

● Use the Search Help feature on the Help toolbar, or

● Click the **User's Guide** button on the toolbar, then go to chapter 2, "Updating ProSeries Tax Products."

Preparing your clients' federal and state returns

After you complete the first-time start-up procedures, you see ProSeries HomeBase. HomeBase summarizes information about your clients and client files.

From HomeBase, you start new client files, open existing client files, and perform a variety of other tasks involving your client files, such as electronic filing.

The first time you start the ProSeries program, you see client information in HomeBase only if you transferred information from last year's ProSeries client files. As you work on client returns and save client data this year, you'll see information about those clients in HomeBase.

To see information about the clients who meet specific criteria, click the **HomeBase View** field near the top-left corner of HomeBase, then select the HomeBase view that you want from the HomeBase View list.

The ProSeries federal products that are installed determine which HomeBase views are available. ProSeries federal products are 1040, 1040NR, 1065, 1120, 1120S, 1041, 990, 706, 709, and Client Organizer. If appropriate, the HomeBase View list also includes "EF Center" and "Bank Products." The last entry on the HomeBase View list is "All Tax Returns."

Tip: If you install Client Organizer from the HeadStart CD, the HomeBase View list contains only "Organizer for 1040" and "All Tax Returns."

State products aren't reflected in the HomeBase View list. With ProSeries, you start new federal returns and open previously-saved federal returns from HomeBase, but you start new state returns and open previously-saved state returns from the client's federal return.

Preparing Returns

Starting and opening federal returns

When you start a new federal return or open a previously-saved federal return, the Information Worksheet designed for that type of return opens in the Client Data window.

From the Client Data window, you can:

- Open forms, schedules, and worksheets
- Enter, edit, and delete data for the current client
- Check the current client's return for errors
- Save the current client's data in a client file
- Import data from Quicken, QuickBooks, or other software
- Set up ProSeries options and features
- Get information and help

The Federal Information Worksheet, which is the starting point for all Form 1040 returns, is shown next.
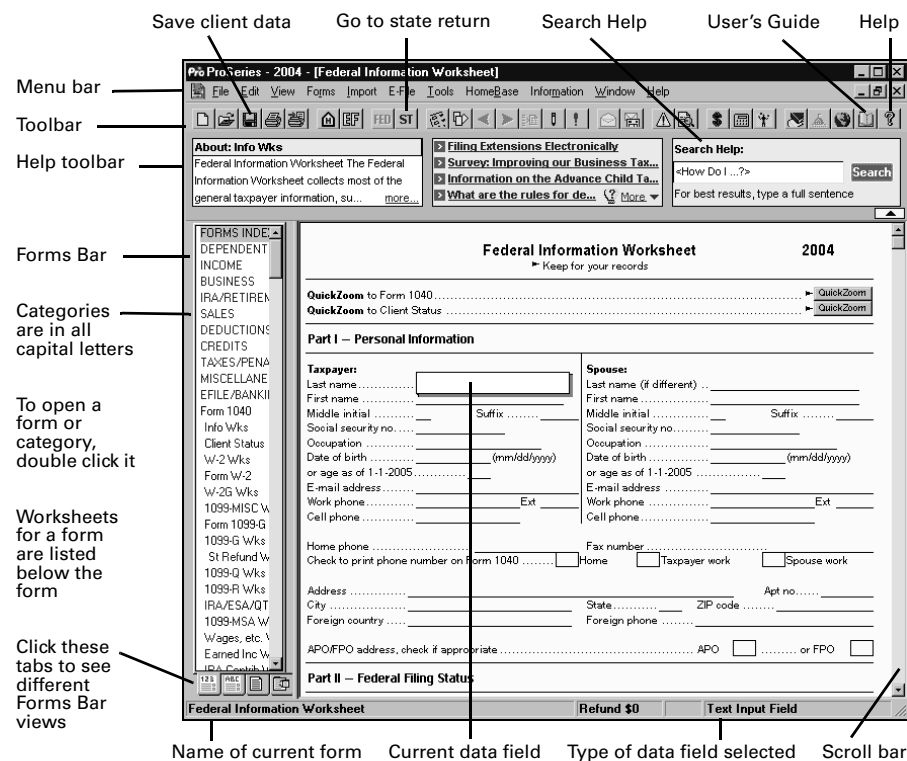
Important: To get information about a specific topic and your use of ProSeries software, enter keywords or a question in the Search Help field on the Help toolbar, then click **Search**. If you want information about a specific type of return, start or open a return of that type before you start the search.

Opening forms, schedules, and worksheets

The ProSeries program offers several ways to open forms, schedules, and worksheets, including the Forms Bar, **QuickZooms**, the **Open Forms** dialog box, and Index forms.

Using the Forms Bar

When a client's federal or state return is open, the Forms Bar on the left side of the Client Data window lists forms, schedules, and worksheets for that return. To open a form from the Forms Bar, double-click it, or select it then press ENTER.

Tip: In the Forms Bar, letters or numbers that are blue are keyboard shortcuts. The keyboard shortcut for many numbered forms are the form's number, and the keyboard shortcut for many lettered schedules are the schedule's letter.

The Forms Bar has four views. Click the tabs at the bottom of the Forms Bar to select the view that you want.

All Forms by Number ———— ———— Custom Forms

All Forms by Description   Forms in Use
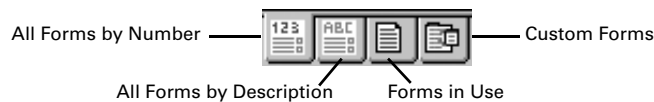
Note the following about each Forms Bar view:

- **All Forms by Number** – Shows all the forms, schedules, and worksheets for the type of return you're preparing, with forms listed by number, schedules by letter, and brief descriptions of worksheets.
- **All Forms by Description** – Shows all the forms, schedules, and worksheets for the type of return you're preparing, with forms, schedules, and worksheets grouped by category and including complete descriptions.
- **Forms In Use** – Shows only forms, schedules, and worksheets containing data for the open return. You can identify each copy of forms for which you've prepared more than one copy.
- **Custom Forms** – Shows the forms that you use most often for the type of return you're preparing. You use the **Customize Forms Bar** command on the **Tools** menu to identify those forms.

Tip: When you move your mouse pointer over an entry in the Forms Bar, the complete entry appears in a "fly-over" box if the entry is wider than the Forms Bar.

Tip: Click the right mouse button in the Forms Bar to see the **Forms Bar** menu. You can use this menu to unpark the Forms Bar (if you want to move it) and to park it (at the left side of the Client Data window).
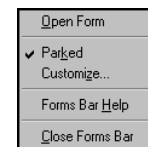
Using QuickZooms

Many ProSeries forms include **QuickZoom** buttons and **QuickZoom** icons.

- Click a **QuickZoom** button on a form to quickly open a related form.

- If you see a **QuickZoom** icon when you select a field on a form, click the **QuickZoom** icon to quickly open a related form.
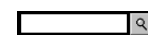
Using the Open Forms dialog box

The **Open Forms** dialog box is similar to the Forms Bar. Click the **Open Forms** button on the toolbar to see the **Open Forms** dialog box, then open forms from the dialog box.

If you select **All Forms**, the program can list forms by number or by description.

If you select **Forms in Use**, the forms are always listed by description.

To open a form from the **Open Forms** dialog box, double-click it, or select it, then click **OK**.

Tip: In the **Open Forms** dialog box, letters or numbers that are blue are keyboard shortcuts. The keyboard shortcut for many numbered forms are the form's number, and the keyboard shortcut for many lettered schedules are the schedule's letter

Using Index Forms

Most federal returns and some state returns include categories for forms that appear in all capital letters in the Forms Bar and the **Open Forms** dialog box. Double-click a category to open the Index form that helps you find the form that you want. Shown next is the **Where to Enter Efile and Bank Product Information** Index form for Form 1040 returns.

Click a **QuickZoom** button near the top of the form to go to that part of the Index form.

Click a **QuickZoom** button in a part to go from the Index form to the listed form.

Preparing more than one copy of a form

When applicable, you can prepare more than one copy of some forms. For example, you can prepare more than one copy of the Form W-2 Worksheet, Schedule C, or Form 4562 for individual federal returns.

When you open a form for which more than one copy is available, the **Multiple-Copy Form** dialog box appears.

- If you want to open an existing copy of the form, click **Select an existing form to open**, select the name of the copy that you want, then click **Select**.
- If you want to prepare a new copy of the form, click **Create new copy**, enter an applicable name for the copy, then click **Create**.
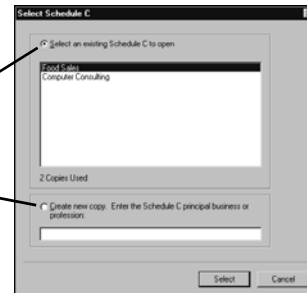
For detailed information about forms navigation:

- Use the Search Help feature on the Help toolbar, or
- Click the **User's Guide** button on the toolbar, then go to chapter 13, "Using Forms and QuickEntry Sheets."

Entering data on forms, schedules, and worksheets

As you select fields on the tax forms, schedules, and worksheets in your clients' returns, you'll see that some fields are available for data entry while other fields are calculated by the ProSeries program from data in the clients' returns.

- Data that you enter appears blue.
- Data that the program transfers (from another last year's return, from this year's Client Organizer, or from the federal return to a state return) appears aqua.
- Data that the program calculates appears black.
- Other types of data appear in other colors. For example, data that the program determines is invalid, such as an invalid Social Security Number, appears red.

When you enter data, keep the following in mind:

- Press ENTER after each entry.
- When you enter a dollar-and-cents amount or a percentage, include the decimal point. The program rounds amounts to the nearest dollar.
- When you enter an amount of more than three digits, the program adds the comma.
- When you enter a negative number, type the minus key before the amount.
- If the program shows one or more ways to complete the data entry that you've begun (because the **Use AutoFill** option is selected):
  - Press ENTER to accept the suggested data if it's correct, or
  - Select the correct alternative from the list of suggested data and press ENTER, or
  - Continue typing the correct data.

Important: As you enter data, go to the toolbar and click the **Save Client Data** button frequently.

For detailed information about data entry:

- Use the Search Help feature on the Help toolbar, or
- Click the **User's Guide** button on the toolbar, then go to chapter 13, "Entering Data on Forms and QuickEntry Sheets."

Summary of the basic steps to prepare client returns

The following table presents a brief summary of the basic steps to prepare client returns. Note that many optional steps aren't included in this table.

To do this...	Do this...
1. Start the client's federal return from HomeBase	**If you transferred last year's data**, select the appropriate HomeBase view, then double-click the client's name to open the client's file. **If you didn't transfer last year's data**, click the **Create New Client File** button on the HomeBase toolbar, then select the appropriate federal product. The appropriate Information Worksheet appears.
2. Prepare the client's federal return	**a. Import** - If there's relevant client data in QuickBooks, Quicken, or another program, go to the **Import** menu and choose the applicable command. **b. Enter data** - Enter data in the applicable data fields. Double-click forms in the Forms Bar to see them. **c. Save the data** - Click the **Save Current Client File** button on the toolbar often as you enter data. **d. Review** - Click the **Final Review** button on the toolbar to correct errors that the ProSeries program identifies.
3. Prepare the client's state return	**a. Go to state** - Click the **Go to State Return** button on the toolbar, then select the appropriate state. **b. Enter data** - Enter data in the applicable fields on the state forms. **c. Save the data** - Click the **Save Current Client File** button on the toolbar often as you enter data. **d. Review** - Click the **Final Review** button on the toolbar to correct errors that the ProSeries program identifies. **e. Go to federal** - Click the **Go to Federal Return** button on the toolbar to return to the client's federal return. **f. Prepare additional state returns** - Repeat these steps for any other state returns that the client must file.
4. Go to HomeBase	Click the **HomeBase** button on the toolbar.
5. Open the client's return(s)	**a.** Select the appropriate HomeBase view. **b.** Double-click the client's name in HomeBase to open the client's file (if you want to enter or review data).
6. Print the client's return(s)	**a.** Select the appropriate HomeBase view, then select the client in HomeBase. **b.** Go to the **File** menu, choose **Print Center,** then select **Print Clients**.
7. File the return(s) electronically	**a.** Make sure each return you want to file electronically is marked for electronic filing on the Federal Information Worksheet, and that it passes Final Review. **b.** Click the **Go to EF Center** button on the toolbar, then select the client's return(s) in the EF Center. **c.** Go to the **E-File** menu, point to **Electronic Filing**, then choose **Convert/ Transmit Returns and Extensions.** **d.** After 24 to 48 hours, click the **Go to EF Center** button on the toolbar, go to the **E-File** menu while in the EF Center, point to **Electronic Filing**, then choose **Receive Acknowledgments.**

For more information about HomeBase, client returns, and client data, use the Search Help feature, or click the **User's Guide** button on the toolbar, then go to the following chapters:

● Chapter 10, "Client Organizer"
● Chapter 12, "Using Forms and QuickEntry Sheets"
● Chapter 13, "Entering Data on Forms and QuickEntry Sheets"

Setting up other ProSeries features

Use the information in the following table to set up the following ProSeries features.

To do this...	Do this...
Set up an Internet connection so you can use ProSeries connectivity features	Go to the **Help** menu and choose I**nternet Connection Setup**.
License your ProSeries tax products so you can print and file returns electronically	Go to the **Tools** menu, choose **License Products**, then select **Online** or **Manual**. (We recommend that you select **Online**.)
Add funds to a Pay-Per-Return account so you can print and file returns electronically (for products you're using on a pay-per-return basis)	Go to the **Tools** menu, choose **Pay Per Return**, then select **Increase Account Balance**.
Activate the billing clock so it tracks the time you spend on each return	Go to the **Tools** menu, choose **Billing**, then choose **Billing Clock**.
Set billing rates for the forms and schedules of a specific type of return	After you open a return of the applicable type, go to the **Tools** menu, choose **Billing**, then choose **Rates Per Form**.
Sign up for merchant account services so you can accept payment by credit card and eChecks	Go to the **Tools** menu, choose **Accept Credit Cards/ eChecks**, then choose **Sign Up**.
Select options for slip sheets to use with envelopes and presentation folders	Go to the **Tools** menu and choose **Global Slip Sheet Options**.
Enter data that applies to all your clients who file a specific type of federal return	Go to the **Tools** menu and choose **Edit Client Template**.
View or edit the standard invoice for a specific type of return	Open a return of that type, go to the **Tools** menu, choose **Billing**, then choose **View Invoice** or **Edit Invoice**.
View or edit the standard client letter or standard recipient letter for a specific type of return	Open a return of that type, go to the **Tools** menu, choose **Letters**, then choose **View Client Letter** or **Edit Client Letter**.

For information about setting, reviewing, and changing ProSeries options or features, use the Search Help feature on the Help toolbar, or click the **User's Guide** button on the toolbar, then go to the following chapters:

● Chapter 3, "Setting ProSeries Options."
● Chapter 4, "Setting Up ProSeries Features."

Getting information and help

The ProSeries Help system includes a Help toolbar with three features to help you get the information that you need quickly and easily. From left to right, those features are Field/Form Help, Hot Topics, and Search Help.

Field/Form Help   Hot Topics   Search Help

Help toolbar
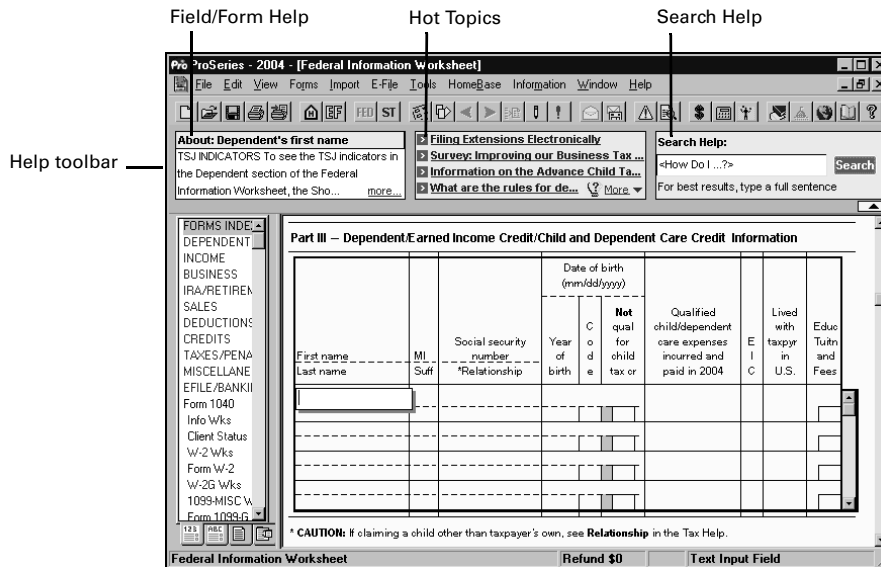
Search Help

To get answers to a question or information about a key word or phrase, type the question, word, or phrase in the Search Help field, then press the ENTER key or click the **Search** button next to the Search Help field. The program searches ProSeries Help content, then lists the search results in the Help Center. Click the blue, underlined title of a search result to see the full content of that information source in the Help Center or a browser window.

Hot Topics

Hot Topics are top support topics that are linked to information in ProSeries Help. Click a Hot Topic to see the relevant information in the Help Center.

Field/Form Help

When you're working on a return, the left area of the Help toolbar shows information about the currently-selected field or form. Click the blue, underlined word "more" to see all the current Field/Form Help information in the Help Center. Field/Form Help includes Tax Help, Cross-references, and Government Instructions.

Using the Help Center

All three features in the Help toolbar—Field/Form Help, Hot Topics, and Search Help—open the Help Center. From the Help Center, you can get a variety of information quickly from one, easy-to-use location.

Click here to see the previous information.

Click here to print the current topic.

Click here to maximize the Help Center.

Click here to close the Help Center.

Search for a specific topic in Tax Help and Program Help here.

Click the selections on the left side of the Help Center to see the corresponding information to the right.

Click a plus sign [+] to expand a selection. Click a minus sign [-] to collapse a selection.

Click blue, underlined hyperlinks to see more about those topics.

Use the scroll bars to see all the information in the Help Center.

Click and drag the splitter bar to adjust the window sizes.

Click here to provide feedback that will help us improve ProSeries help.

The Help Center is divided into the following four sections:

- **Tax Return Help** – Provides information about the open tax return
  - Includes **Tax Help**, **Government Instructions**, and **Cross References**
- **ProSeries Help** – Provides information about using the ProSeries program
  - Includes **User's Guide**, **Program Help**, and **Tutorial Videos**
- **Technical Support** – Provides important product information
  - Includes **Quick Answers** and **ReadMe Information**
- **ProSeries.com** – Is a resource for online help tools and information
  - Includes **My ProSeries** and **Release Dates**

Tip: The Help Center opens when you click the **Help** button on the toolbar.

For more information about ProSeries Help, use the Search Help feature on the Help toolbar to find the information that you want.

Using the on-screen ProSeries User's Guide

The ProSeries User's Guide is an excellent source of information for all aspects of using ProSeries software. The User's Guide is automatically installed on your system so its contents can be searched by the Search Help feature.

Here are three ways that you can open the ProSeries User's Guide:

● In the ProSeries program., go to the toolbar and click the **User's Guide** button.

● In the ProSeries program, go to the Help Center and choose **User's Guide**.

● From the Windows desktop:

 1. Go to the taskbar and click **Start**.

 2. On the **Start** menu, point to **Programs**, then point to **ProSeries 2004**.

 3. From the **ProSeries 2004** menu, choose **User's Guide**.

When the ProSeries User's Guide opens, you see the title page and Table of Contents in the ProSeries User's Guide browser window.

● Click a topic in the Table of Contents to see that information in the display area to the right of the Table of Contents.

● Use the scroll bars to see all the information in the Table of Contents and the display area.

● Click blue, underlined words and phrases to see more information about those topics.

● Click the **Printer** icon in the upper-right corner of the browser window to print the current topic.

● Click the **Index** and **Search** tabs to use those User's Guide features.

Tip: For detailed information about the various ways to get information and help about ProSeries software, open the ProSeries User's Guide, then go to chapter 1, "Getting Help."

Using ProSeries.com and My ProSeries.com

ProSeries.com (www.proseries.com) includes up-to-date information about ProSeries products and services.

My ProSeries.com provides content that's customized for you, such as:

● Status of your orders, and release dates of products you've purchased

● A way to complete product licensing manually

● Technical Support answers to current support issues

● Chat support with a ProSeries technical support agent

● E-mail support with historical logs of your e-mail correspondence

● Links to various helpful Web sites

Important: You must set up an account to use My ProSeries.com so we can provide you with information specific to your ProSeries products.

Filing returns electronically

ProSeries/Electronic Filing software is installed with ProSeries tax products that support electronic filing. ProSeries software supports electronic filing of the following:

- Federal individual returns and extension request forms
- State individual returns (for 42 states)
- Michigan Single Business Tax returns
- Massachusetts corporation, S corporation, partnership, and fiduciary returns
- Massachusetts corporation and S corporation extension request forms

To visit the Web site for a state's tax agency, go to www.proseries.com, choose **Resources**, click **Web sites** in the **State and federal tax links** section, then click the name of the state.

Important: If you don't have an IRS-issued Electronic Filing Identification Number (EFIN) yet, see "Preparing for electronic filing" on page 4.

Tip: For on-screen instructions about electronic filing, go to the **Help** menu, choose **Help Center**, select **Tutorial Videos**, then choose **Electronic Filing – Overview**, **Electronic Filing – Preparing a Return**, or **Electronic Filing – Preparing an Extension**.

For detailed information about electronic filing:

- Go to www.proseries.com, then select **E-Filing**, or
- Use the Search Help feature on the Help toolbar, or
- Click the **User's Guide** button on the toolbar, then go to chapter 20, "Electronic Filing."

Establishing an Internet connection

To file electronically, you need to be able to connect to the Internet from the computer on which the ProSeries program is installed.

If you don't have an Internet connection, you must first sign up for service with an Internet Service Provider (ISP). Once you have an ISP, go to the **Help** menu, choose **Internet Connection Setup**, then follow the instructions in the dialog boxes.

Setting up the ProSeries program for electronic filing

If you've already entered your electronic filing information, proceed to "Step 1 - Mark the return(s) for electronic filing" on page 39.

If you haven't entered your electronic filing information yet, take the following steps to set up the ProSeries electronic filing options.

1 Go to the **Help** menu and choose **Options Setup Wizard**.

2 In the first **Options Setup Wizard** dialog box, select **Express Setup**.

3 In the **Firm/Preparer Information** dialog box, be sure to enter the firm's Electronic Filing Identification Number (EFIN).

   PINs. PINs (Personal Identification Numbers) are used as electronic signatures. When you use a PIN, you don't mail Form 8453 to the IRS. If you're going to participate in the IRS' Practitioner PIN program, enter each preparer's PIN. This is a five-digit code chosen by each preparer.

Enter the firm's EFIN here.

Enter the preparer's PIN here.

4 In the **Filing Client Returns Electronically** dialog box, select **Yes, some returns may be filed electronically.**

5 In the **Electronic Filing Contact Information** dialog box, complete every field. (You can leave the Fax field blank.)

ProSeries transfers your firm's EFIN from the **Firm/Preparer Information** section of the Options Setup Wizard to this field.

If you entered Electronic Filing Contact Information in last year's program, the program enters that information here.

6 Complete the remainder of the Options Setup Wizard.

Tip: For on-screen instructions, go to the **Help** menu, choose **Help Center**, select **Tutorial Videos**, then choose **Electronic Filing – Overview.**

If more than one computer will be using the same EFIN

When ProSeries software is installed on a computer, the DCN (Declaration Control Number) counter is set at "00001." The program assigns that number to the first federal return that's marked for electronic filing, then increments the DCN counter by "1." As each subsequent federal return is marked for electronic filing, the program assigns the current DCN to that return, then increments the DCN counter by "1."

Important: If your firm will be filing returns electronically from more than one computer using the same EFIN on each one (and these computers are not networked), change the starting number in the DCN counter in the ProSeries program on all but one computer before preparers start to transfer or prepare returns. By advancing the DCN counter sufficiently in the ProSeries program on each "additional" stand-alone computer, each return marked for electronic filing will be assigned a unique DCN. For example, advance the DCN counter to "01001" on the second computer, to "02001" on the third computer, and so on.

Electronic Filing

Tip: If a computer will be using a unique EFIN, it's not necessary to change the starting number in the DCN counter for that computer.

To change the starting number in the DCN counter for a computer:

1 Go to the **Tools** menu, then choose **Options**.

2 Select **Electronic Filing** in the left side of the **Options** dialog box.

3 Go to the **DCN Counter** field and increase the number.

Important: The next sections focus on electronic filing and individual returns. For information about Michigan Single Business Tax returns, Massachusetts business returns, and Massachusetts corporate extensions, see "Michigan Single Business Tax returns, Massachusetts business returns, and Massachusetts corporate extensions" on page 46.

Step 1 – Mark the return(s) for electronic filing

To mark a client's federal and state individual returns for electronic filing:

1 Open the client's federal individual return, go to the Federal Information Worksheet, scroll down to **Part IV – Filing Information**, then make sure the appropriate preparer code is entered in the **Preparer Code** field.

   Tip: If you're acting as an ERO and filing a return for another preparer, enter that preparer's preparer code in the **Preparer Code** field.

2 Make sure the **Check this box to file the federal return electronically** box is checked.

Check this box to file the federal return electronically.   Enter the Preparer Code here.

Enter information about the state return(s) for electronic filing in this expanding table.

See Help if you need assistance.

3 **State returns.** If you're going to file the client's state return (or returns) electronically, enter the appropriate information in the **Choose state(s) to file electronically** expanding table.

   Note the following about the three EF filing types for state individual returns.

EF filing type	States	Comments
Independent	California, Illinois, Maine, Massachusetts, and Minnesota	**Independent** EF filing type state returns don't have to be electronically filed with the corresponding federal return. Returns for these states are electronically filed directly with the state taxing authority.
Fed/State	Hawaii, Oklahoma, and Oregon	**Fed/State** EF filing type state returns must be electronically filed with the corresponding federal return. Returns for these states are electronically filed to the IRS, then sent to the state taxing authority.
Fed/State or State-Only	34 states that aren't an **Independent** state or a **Fed/State** state	**Fed/State or State-Only** EF filing type state returns don't have to be electronically filed with the corresponding federal return. Returns for these states are electronically filed to the IRS, then sent to the state taxing authority.

Important: New York is a **Fed/State or State-Only** state this year.

4 Enter all other relevant information in the **Filing Information** section.

5 **Direct Deposit/Direct Debit.** If the client wants their refund deposited directly into their account or the balance due withdrawn from their account, complete **Part V – Direct Deposit or Electronic Funds Withdrawal Information**.

Step 2 – Prepare the return(s) for electronic filing

To prepare a client's individual return(s) for electronic filing:

1 Complete the client's federal return.

    Tip: See "Avoiding common reasons for rejection" after Step 7.

2 Complete the Electronic Filing Smart Worksheets on the client's Form W-2, 1099-R, W2-G, and 1099-G worksheets (if applicable).

3 **RAL or RT.** If you're participating in the ProSeries/Bank Products program and the client wants a Refund Anticipation Loan or Refund Transfer, complete the applicable parts of the Bank Product Information Worksheet.

For more information, see "Overview of Bank Products" on page 47.

4 Go to the toolbar and click the **Go to State/City** button.

5 Complete the client's state return.

6 Go to the toolbar and click the **Go to Fed** button.

7 Go to the toolbar and click the **Save Client** button.

Avoiding common reasons for rejection

● Verify the client's social security number (SSN) and Date of Birth (DOB) with the Social Security Administration (SSA).

● If you're preparing a Married Filing Joint return, verify that the spouse's last name on the return matches the spouse's last name on his or her Social Security card.

● Make sure the employer's name and federal identification number on the actual Form W-2 match the information you've entered in the ProSeries program.

● Make sure the payer's name and federal identification number on the actual Form W-2G or Form 1099-R match the information you've entered in the ProSeries program.

● Use error-checking during data entry. To do so, go to the **View** menu and make sure there's a check mark before **Error Alerts**.

Step 3 – Run Final Review from the return(s)

After you complete a federal or state return, run ProSeries Final Review to help you check the return for errors.

1 To review the open federal or state return, go to the toolbar and click the **Final Review** button.We recommend that you select every option in the **Final Review Choices** dialog box.
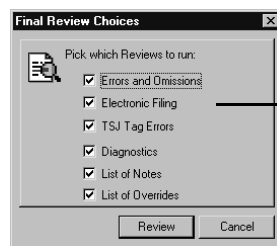
The **Electronic Filing** option of Final Review identifies conditions in the return that make the return ineligible for electronic filing.

2 Analyze the Final Review report, and fix all errors that are identified.

3 Click **Recheck** to check the return for errors.

Tip: A PIN is used as an electronic signature. An ERO Practitioner PIN can be any five digits (except all zeros). You enter your ERO Practitioner PIN in the **Firm/Preparer Info** section of the **Options** dialog box.

4 **Using PINs.** If you're participating in the IRS Practitioner PIN program and the client wants to use a PIN, go to the IRS *e-file* Authentication Statement in the client's federal return, make sure the box at the top of the form is checked, then complete the remainder of the form.

For more information, click the **Help** button while the IRS *e-file* Authentication Statement is open on the screen. Review the form and the return(s) with the client.

Tip: You'll need to retain a completed copy of Form 8879, IRS *e-file* Signature Authorization, that's been signed by the client.

5 **Not using PINs.** If you're not participating in the IRS Practitioner PIN program, review Form 8453 in the client's federal return. (If you're participating in the IRS Practitioner PIN program, you don't need to file Form 8453 with the IRS.) Also review the electronic filing paperwork form in the client's state return, if applicable. Review the form(s) and return(s) with the client.

Step 4 – From the EF Center, select the return(s)

To select individual returns for electronic filing:

1 Go to the toolbar and click the **Go to EF Center** button to go to the HomeBase EF Center.

The HomeBase EF Center presents important information about each client return that you've prepared and marked for electronic filing, including the status of each return.

2 Select the individual returns that you want to file electronically. Their status should be **Return Marked for EF.**

- To select consecutive client returns, click the first client return, then hold down the SHIFT key and click the last client return.
- To select non-consecutive client returns, hold down the CTRL key while you click each client return.

State returns. State returns are listed after the corresponding federal return. Select a client's federal and state returns at the same time.

Fed type. Individual returns (both federal and state) show **1040** in the **Fed Type** column.

Tip: While California, Illinois, Maine, Massachusetts, and Minnesota returns do not need to be electronically filed with the corresponding federal return, it's best to do so. If an Arizona, North Dakota, or South Carolina return isn't filed with the corresponding federal return, it can't be electronically filed until the federal return is accepted.

Step 5 – Convert and transmit the selected return(s)

To electronically file the individual returns that you selected in step 4:

1 Go to the toolbar and click the **E-File** button.

2 If any informational dialog boxes appear, read the information, then click **OK**.

3 If you see a **Pay-Per-Return** dialog box, authorize payment for the indicated client files.

4 In the **Electronic Filing Options** dialog box, select **Convert and Transmit selected returns/extensions**.

5 Make sure **Enable conversion error checking** is selected.

> **Tip:** A return that cannot pass error checking will usually get rejected by the IRS. Therefore, do not disable conversion error checking unless directed to do so by a Technical Support Representative.

6 Click **OK**.
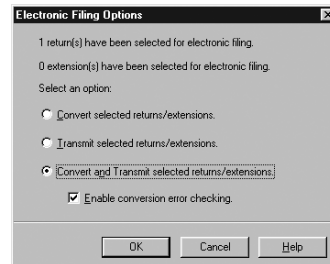
When the ProSeries program finishes converting and transmitting the returns, the **Transmit Electronic Filing Returns/Extensions Log** appears so you can review the results.

Step 6 – Wait 24 to 48 hours, then check for acknowledgments

Tip: ProSeries automatically checks for acknowledgments when you transmit client returns. It may take more than 48 hours to receive an acknowledgment for some federal and state returns.

To check for acknowledgments from the IRS or state taxing authorities:

1 In HomeBase or from an open return, go to the toolbar and click the **Go to EF Center** button.

2 Click the client's status in the **Status** column of the EF Center to open the client's Electronic Filing Client Status History.

> **Tip:** Entries in the **Status** column are blue and underlined. A client's status becomes bold when your mouse pointer rests on it.

3 Review the Electronic Filing Client Status History and identify the most recent status of the client's return, then click **Close**.

Tip: If a client's return was rejected, the report shows why it was rejected, and how to fix the error.
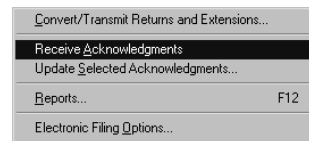
4 If the most recent status of the return is "Return Accepted," proceed to "Step 7 - Complete the electronic filing process" on page 45.

If the most recent status of the return is "Return Rejected," proceed to "Resolving a problem with a rejected return" that follows Step 8.

If the most recent status of the return isn't "Return Accepted" or "Return Rejected," continue with Step 5.

5 Go to the **E-File** menu and choose **Electronic Filing**.

6 From the **Electronic Filing** menu, choose **Receive Acknowledgments** to get the latest acknowledgments.

Convert/Transmit Returns and Extensions...
Receive Acknowledgments
Update Selected Acknowledgments...
Reports...   F12
Electronic Filing Options...

7 In the **Receive Electronic Filing Acknowledgments Log**, click **View Acks** to see the detailed Acknowledgment Report.

If there aren't any acknowledgments, **View Acks** is not available. In most cases, you will receive a client's federal acknowledgment before you receive the client's state acknowledgment.

8 Review the information, then click **Close**. If the return was rejected, continue with "Resolving a problem with a rejected return" next.

Resolving a problem with a rejected return

To resolve a problem with a rejected return:

1 From the EF Center, go to the **Electronic Filing** menu, choose **Reports**, then print a Rejected Returns report.

2 **Incorrect SSN.** If a return was rejected because the taxpayer's social security number wasn't correct, print the Intuit Electronic Postmark Report before correcting the social security number and resubmitting the return. This provides the original date and time of filing.

3 Fix the errors in the rejected return.

4 Make sure the corrected return passes Final Review.

5 Convert and retransmit the corrected returns as explained in "Step 4 - From the EF Center, select the return(s)" on page 42 and "Step 5 - Convert and transmit the selected return(s)" on page 43.

Re-filing state returns. If you've filed a client's federal and state returns together and the federal return is accepted but the state return is rejected, in most cases you can re-file the corrected state return electronically.

Hawaii, Oklahoma, and Oregon returns. You cannot re-file corrected Hawaii returns, Oklahoma returns, or Oregon returns electronically because they can only be filed with the client's federal return. To re-file a corrected Hawaii return, Oklahoma return, or Oregon return, you must print the return, then mail it to the appropriate state taxing authority.

Step 7 – Complete the electronic filing process

After the IRS or state taxing authority has accepted a return, take these steps to complete the filing process:

1 **Using PINs.** If you and your client are using PINs, you don't need to mail Form 8453 to the IRS (but you will need to retain a completed copy of Form 8879, IRS *e-file* Signature Authorization, that's been signed by the client). However, you may need to mail state electronic filing paperwork to the appropriate state service center. Proceed to Step 3.

Tip: To determine if a client's return was filed with PINs, go to the EF Center and scroll across to the **PIN** column. If the return was transmitted with a PIN, you'll see a "Y" in the **PIN** column. If the return was transmitted without a PIN, you'll see an "N" in the **PIN** column.

Not using PINs. If you and your client are not using PINs, attach any required paper documents to Form 8453, U.S. Individual Income Tax Declaration for an IRS *e-file* Return. Do this for each return that has been accepted, then continue with Step 2.

Tip: The **Preparing Form 8453** section of the Electronic Filing Information Worksheet identifies the paper documents to attach to the client's Form 8453.

2 After you've been informed the federal return was accepted, mail the completed Form 8453 to the appropriate IRS service center within the time period required by the appropriate taxing authority.

Tip: The **Mailing Form 8453** section of the Electronic Filing Information Worksheet shows the Form 8453 mailing address.

3 **State forms.** After you've been informed the state return was accepted, mail the completed state electronic filing paperwork to the appropriate state service center within the time period required by appropriate taxing authority (if the state taxing authority requires electronic filing paperwork).

4 Print Form 9325, Acknowledgment and General Information for Taxpayers Who File Returns Electronically, and give it to your client.

To print Form 9325:

a. Open the client's federal return.

b. Go to the **File** menu, choose **Print**, then select **Print Selected Forms**.

c. Click **Choose**, select **Form 9325: General Information for Electronic Filers**, then click **OK**.

d. Click **Print**.

IRS refund cycle. For information about the IRS refund cycle, go to www.proseries.com, select **Electronic Filing**, select **Other Useful Info**, then select **Refund Cycle**.

5 **Balance due.** If you filed a balance-due return and your client did not elect to pay with a Discover Card or to have their bank account directly debited, print Form 1040-V, Balance Due Payment Voucher, and give it to your client.

Federal taxes. If your client owes federal taxes, he or she must mail Form 1040-V and the payment to the IRS no later than April 15, 2005.

State taxes. If your client owes state taxes, complete the state tax payment voucher at the same time.

6 **Getting current information.** To review common reject reasons, troubleshooting information, and frequently-asked questions from www.proseries.com, do either of the following:

- While in the ProSeries EF Center, go to the Steps to E-File section, then click the **View Frequently Asked EF Questions** button.

- While in your Internet browser, go to www.proseries.com, select **E-Filing**, then select **E-Filing FAQs**.

For detailed information about electronic filing, including instructions on how to file extension request forms electronically:

● Go to www.proseries.com, then select **E-Filing**, or

● Enter appropriate keywords or a question in the Search Help field on the Help toolbar, then click the **Search** button, or

● Click the **User's Guide** button on the toolbar, then go to chapter 20, "Electronic Filing."

Michigan Single Business Tax returns, Massachusetts business returns, and Massachusetts corporate extensions

The steps to file Michigan Single Business Tax returns and Massachusetts business returns electronically are similar to the steps to file federal and state individual returns electronically. However, note the following:

● If the client will be filing a federal corporation, S corporation, partnership, or fiduciary return, you mark the client's Michigan Single Business Tax or Massachusetts business return for electronic filing on the Electronic Filing Information Worksheet in the client's federal return. You can select **Massachusetts** or **Michigan SBT**.

  Tip: If the client will be filing a federal individual return, you mark the client's Michigan Single Business Tax return for electronic filing on the Federal Information Worksheet in the client's federal return by selecting **Michigan SBT**.

● **Fed type.** The **Fed Type** column in the EF Center identifies the type of business return.

- Corporation returns (both federal and state) show **1120** in the **Fed Type** column.

- S Corporation returns (both federal and state) show **1120S** in the **Fed Type** column.

- Partnership returns (both federal and state) show **1065** in the **Fed Type** column.

- Fiduciary returns (both federal and state) show **1041** in the **Fed Type** column.

● **Return type.** The **Return Type** column in the EF Center identifies the state return.

- Massachusetts business returns show **MA** in the **Return Type** column.

- Michigan Single Business Tax returns show **MISBT** in the **Return Type** column.

For detailed information about filing Michigan Single Business Tax returns, Massachusetts business returns, and Massachusetts corporate extensions electronically:

● Go to www.proseries.com, then select **E-Filing**, or

● Use the Search Help feature on the Help toolbar, or

● Click the **User's Guide** button on the toolbar, then go to chapter 20, "Electronic Filing."

Overview of Bank Products

When you file your clients' federal individual returns electronically, those clients may be eligible to receive a loan based on their expected federal refunds in the form of bank products such as Refund Anticipation Loans (RALs), Refund Transfers (RTs), and Refund Transfer Direct Deposits (RTDDs). In addition, your fees are deducted from the client's refund and deposited into your bank account electronically.

As a general rule, a client is eligible for a bank product if:

● The client is due a federal refund, and

● You're filing the client's federal return electronically

ProSeries/Bank Products software through Santa Barbara Bank & Trust is included with ProSeries/1040 and integrates seamlessly with ProSeries/Electronic Filing. However, you can offer bank products through First Security Bank or Republic Bank instead of Santa Barbara Bank & Trust.

For more information about offering bank products through Santa Barbara Bank & Trust, First Security Bank, or Republic Bank:

● Go to www.proseries.com, select **E–Filing**, then select **Bank Products**, or

● Use the Search Help feature on the Help toolbar, or

● Click the **User's Guide** button on the toolbar, then go to chapter 21, "Bank Products."

The following table summarizes the basic steps for offering bank products to your clients through Santa Barbara Bank & Trust:

To take this step...	Do this...
1. Apply to Santa Barbara Bank & Trust to participate in their bank products program.	Go to www.proseries.com, select **E–Filing**, then select **Bank Products** to apply to Santa Barbara Bank & Trust.
2. Set the ProSeries Bank Products options.	**a.** Go to the **Tools** menu, choose **Options**, then select **Bank Products**. **b.** Select the Bank Products options that you want. **c.** Click **Registration Information**, then enter the requested information in the **Bank Products Registration Information** dialog box.
3. Transmit your registration information to Santa Barbara Bank & Trust (any time after 12:00 a.m. PST on 12/1/04).	**a.** Go to the HomeBase Bank Products view. **b.** Go to the **E-File** menu, point to **Bank Products**, then choose **Transmit Registration Information**.
4. Check for the registration acceptance status from Santa Barbara Bank & Trust.	**a.** Go to the HomeBase Bank Products view. **b.** Go to the **E-File** menu, point to **Bank Products**, then choose **Receive Authorization/Status Information**.

To take this step...	Do this...
5. Prepare the client's federal return for a bank product.	**a.** Prepare the client's federal and state return(s). **b.** Prepare the client's federal return (and state return(s) if applicable) for electronic filing. **c.** Complete the Bank Product Information Worksheet in the client's federal return. **d.** Review the client's return(s) and make sure the return(s) successfully pass Final Review. **e.** Print the Refund Application Loan (RAL) and Refund Transfer (RT) Application and Agreement form from the client's federal return, and have the taxpayer(s) sign it.
6. File the client's return(s) electronically.	**a.** Go to the EF Center and select the client's return(s). **b.** Go to the **E-File** menu, point to **Electronic Filing**, then choose **Convert/Transmit Returns and Extensions**.
7. Receive bank product print authorizations and status messages.	**a.** Go to the HomeBase Bank Products view. **b.** Go to the **E-File** menu, point to **Bank Products**, then choose **Receive Authorization/Status Information**.
8. Print the client's Refund Anticipation Loan or Refund Transfer check. (This step isn't applicable for Refund Transfer Direct Deposits.)	**a.** If "Ready to Print" appears in the **Status** column of the HomeBase Bank Products view, select the client. **b.** Go to the **E-File** menu, point to **Bank Products**, then choose **Print Checks**... **c.** Deliver the check to the client.
9. If there's a problem with a check, resolve the problem.	**a.** Go to the HomeBase Bank Products view and select the client whose check is affected. **b.** Go to the **E-File** menu, point to **Bank Products**, then choose **Resolve Check Problems**...
10. View or print Bank Products reports.	**a.** Go to the HomeBase Bank Products view and select the client returns that you want to include in the report. **b.** Go to the **E-File** menu, point to **Bank Products,** then choose **Reports**.

For detailed information about bank products:

● Go to www.proseries.com, select **E-Filing**, then select **Bank Products**, or

● Enter appropriate keywords or a question in the Search Help field on the Help toolbar, then click the **Search** button, or

● Click the **User's Guide** button on the toolbar, then go to chapter 21, "Bank Products."