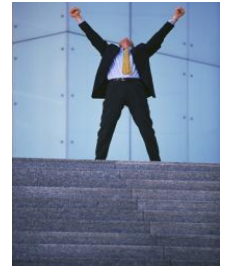


# Can't Track Notices and their Resolution



## Symptoms (Pain)

- Clients panic & want an immediate response
- Requires a lot of research to associate to a return & year
- Missed deadlines
- Time-consuming, work, charges unappreciated by client

## Causes (Diagnosis)

- Often receive notices close to deadline
- Start and stop nature
- No way to organize & track history of matters and related notices
- Proactive decisions not made to handle the notice

## Best Practices and Recommendations

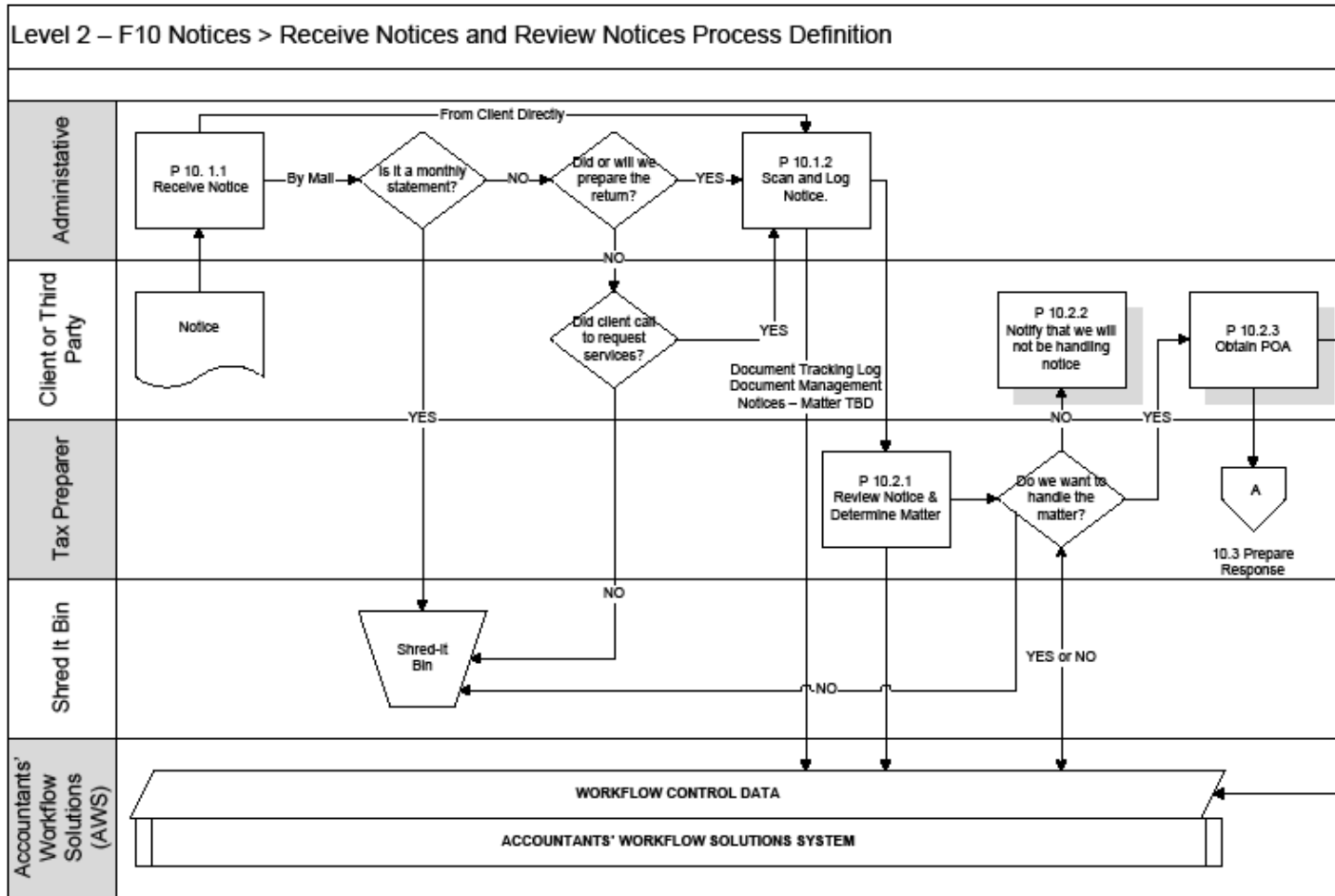
- Document procedures for notices
- Organize by matter (Year, Form, Issue); track due dates
- Record all correspondence about the matter
- Implement a decision based process flow for notices
- Track notices in a central system

## AWS Capabilities

- For notices that will be processed, CPA/associate defines the matter then admin logs and scans
- AWS tracks the status of notices at the matter and notice level
- Tracks due dates for follow up
- Tracks power of attorney

# Notice Process Flow

## Are we going to handle this notice?



H:\ACCOUNTANTS WORKFLOW SOLUTIONS\AWS\ Procedures\AWS\ Best Practices Swim Lanes\AWS Process Maps 2011 02 15.vsd, 10/21/11

# AWS tracks the status of Notices at the matter and notice level

AWS Home Screen | Notices - Client Level | Notices - Matter Level Filtered

## Notices - Matter Level

Client: Cooper, James  
Matter Name: Dependent Care Not Reported  
Matter Status: Active

**Add A New Notice**

Tax Year	Tax Form	Notice Number	Due Date For Response	Notice Status
2007	1040	CP 2000		Not Started
2009	1040	CP 2000	9/8/2011	Waiting on Client
2008	1040	CP 2000	9/8/2011	Waiting on IRS

# AWS tracks due dates for follow up




## Notices In Progress

Client Name	Matter Name	Tax Year	Tax Form	Notice Number	MI	Notice Status	Notice Received	Due	Response Submitted
Craft, Mark	Summary of Proposed Changes	2009	1040	CP 2000	<input type="checkbox"/>	Waiting on IRS	9/16/2011	10/12/2011	9/26/2011
Cooper, James	Dependent Care Not Reported	2009	1040	CP 2000	<input type="checkbox"/>	Waiting on Client		9/8/2011	
Cooper, James	Dependent Care Not Reported	2008	1040	CP 2000	<input type="checkbox"/>	Waiting on IRS		9/8/2011	
Cooper, James	Dependent Care Not Reported	2007	1040	CP 2000	<input type="checkbox"/>	Not Started	11/2/2011		
Macon, Darren	Unreported Stock Sales	2007	1040	CP 2000	<input type="checkbox"/>	Waiting on IRS	11/17/2011	12/13/2011	11/24/2011
Craft, Mark	Summary of Proposed Changes	2009	1040	CP 2000	<input type="checkbox"/>	Active	11/12/2011	12/10/2011	
All Weather Services, Inc.	Return Not Filed	2008	1120	CP503	<input type="checkbox"/>	Waiting on IRS	8/21/2011	9/26/2011	9/2/2011

# AWS Tracks Power of Attorney

AWS Home Screen    Taxation Reporting    **Power Of Attorney**



## Active Power Of Attorneys

Client	Tax Years	Tax Forms	Preparers	Date Signed	Date Sent
Craft, Mark	2008, 2009, 2010	1040	DE1, DE2	9/14/2011	9/15/2011
Cooper, James	2008, 2009, 2010	1040, 1040A	DE1, DE2	11/2/2011	11/2/2011
Monroe, Arnold	2008, 2009	1040	DE1	11/29/2011	12/1/2011
Macon, Darren	2009	1040	DE1	11/22/2011	11/23/2011
All Weather Services, Inc.	2009, 2010	1120	DE1, DE2	10/18/2011	10/25/2011

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