

Fee From Refund Processing - Trust Account

Intent: If funds are received into GFS Trust Account we must aim to disburse promptly to client (within 7 days of receipt) and in compliance with APEs 310. Please check where client or a related entity has provided written authority for their refund to pay for an outstanding account **Refer to table 1.1.5 Checking NOA's (Table Guide)** for further guidance.

Note: If a client has requested a Cheque of their refund, you must prepare the FFR with a Cheque.

Ensure you print both ANZ and Westpac accounts per below until advised.

1. Go to <https://www.anz.com.au/personal/>
2. On the right hand side of the screen click "Log On".
3. Enter the Customer Registration Number and password and click "Log On".
4. The "Your Accounts" screen will pop up.
5. Select "Trust Account"
6. Click on "Print".
7. Click on "Print" again.
8. Change the layout to Landscape by clicking on "Preferences" then click on "Orientation" once to change to landscape.
9. Change the number of pages to print only the ones that are needed (generally, only one page is required)
10. Click "Print" again.
11. Click "Close"
12. Log out of ANZ.
 1. Go to www.westpac.com.au
 2. Press sign in
 3. Enter Customer ID and Password
 4. Click Submit
 5. Click Goodall & CO Trust Account
 6. Press Ctrl "P" and print the page
 7. Click Sign out
13. Print out reconciliation statement from Handitax:
 - a. Go to Handitax for the current financial year.
 - b. Click ATO reports
 - c. EFT Reconciliation
 - d. Enter in credential password
 - e. Submit
 - f. Ok
 - g. Wait for transmission to complete
 - h. Close
 - i. View Report
 - j. Print only the EFT Reconciliation Statement page

14. Match up figures from EFT Reconciliation report to trust account statement. Write names on bank statement next to relevant refund.
- Note: If there are any refunds in the bank account that have not had their Notice of Assessment (NOA) come in yet, check clients ATO account. Do this by entering their TFN at the Tax Agent Portal, then clicking on "Assessment Notice - Income Tax". If the relevant NOA is in the list of NOAs, print and process as normal. If not, add to Trust Account - Clearing Credits spreadsheet, per Procedure No 1.1.19.**
15. Review all funds which have come into the trust account. If an amount comes in to the trust account which is not a transfer from the ATO the staff member in charge of FFR must take the following steps.
- Find out why and for who this deposit was made. **(Any unknown amount being a deposit etc. must not be ignored)**. Check Trust Account Deposit Book located at reception. Check ATO portal accounts for relevant client to determine transaction type (e.g. return, credit refund)
 - Check FEES Register (*Public/Administration/FEES Register/ Fees Register*) for any notes (e.g.: this may have been an intentional step by the Accountant or RG)
 - Refer to Trust Account – Final SMSF (*Public/Clients/ Checklists/ Trust Account – Final SMSF*) if the transfer is in relation to the lodgement of a final tax return. Please note: if a bank cheque is required to be written up for a Final SMSF refund as a part of a rollover, refer to Zoe.
 - Check time & billing to see if any invoices have been raised for the particular deposit amount. Go to time & billing, Reports, Debtor Transactions, Invoice Transactions, Tick “show only debtors with Outstanding Amounts,” Ok. Review report for any with the same amounts and review with Royce/Senior staff to determine further action.
 - Once this has been confirmed (purpose of payment) then proceed onto Step 16.
 - If there are still any unknown payments, call ATO to confirm any required details of the transaction if unavailable (request ATO statement of account where it is an account we can't view as tax agent). Hold amount in trust account until the statement of account for the relevant transaction has been received for processing.
 - For any further random deposits with no connection as per prior steps, reverse the transaction with ANZ (only on authorization from RG) by logging into the ANZ account and sending a mail message as a general enquiry. Include the date, amount and name of the transaction to be reversed.
16. Record NOA'S as Assessed in Handitax in relevant year as per Procedure No 1.1.4.
- If any issues arise with the NOA's see Procedure No 1.1.15 (Checking NOA's Table Guide)
 - Ensure the correct accountant is listed in both Handitax and Fee register before bringing the NOA to their attention.
 - If accountant advises an amendment is needed, refer to procedure 1.11.20 Amended NOA's.
 - If we **don't have access to client on ATO**, use EFT Reconciliation Report as ATO Print out to show amount of refund. Block out any confidential details on report (other client names, other refunds, total refund amount at the top, etc). Ask ZD if unsure.
17. Get Signed Payment Authorities out of black binder located at Reception labelled “Payment Authority Forms”. Note: if you can't find a Signed Payment Authority form in binder then check filing, in case it is still attached to the Tax Return or check if the Payment Authority may be under the name of a related reference.
18. For specific examples on how to stamp and prepare different FFRs refer to examples 1.1.6a -1.1.6c located in (*Public /Administration/Admin Procedures File/Admin/1.1 Daily Tasks*)
19. Specific examples of scenarios that can occur and the correct form to prepare or process to follow in relation to these are listed in the table below as a guide.

Was the amount transferred into our Trust Account by mistake?	Do we have a signed Payment Authority?	Has the Client paid our Goodall & Co invoice?	Specific notes on Payment Authority Form?	Form to prepare
Yes	No	Yes	No	Cheque Payment of Client Monies from Goodall & Co Trust Account <i>(Public\Administration\Templates and Forms\Trust Account Forms\Cheque Payment of Client Monies from Goodall Co Trust Account)</i>
Yes	No	No	No	Attach a Payment Authority form with a "Sign Here" sticker. Place note on NOA to have client sign a payment authority form when they arrive to collect cheque. Cheque Payment of Client Monies from Goodall Co Trust Account <i>(Public\Administration\Templates and Forms\Trust Account Forms\Cheque Payment of Client Monies from Goodall Co Trust Account)</i>
No	Yes	No	No	n/a (Normal process applies)
No	Yes	No	Yes – to be EFT	EFT of client Monies from Goodall Co Trust Account Form <i>(C:\Public\Administration\Templates and Forms\Trust Account Forms\EFT Client Monies From Goodall Co Trust Account Form)</i> . Must be attached to this form client consent and bank details, and signed Payment Authority (if we have one).
Yes or No	Yes or No	Yes	Yes	Cheque Payment of Client Monies from Goodall & Co Trust Account <i>(C:\Public\Administration\Templates and Forms\Trust Account Forms\EFT Client Monies From Goodall Co Trust Account Form)</i> .

				<i>Credit to be applied to client account:</i> prepare FFR Checklist as per normal, complete box for credit refund with client name and amount, get RG/ZJ to sign off in the box.
No	No	Yes	No	<i>ATO Credit Refund Request has come into trust account:</i> prepare cheque payment of monies from trust account and use cover letter <i>ATO Refund Credit- Trust Account, attach statement of account (Goodall- Templates- Standard Letters & Others)</i>

20. Before writing the EFT Form or cheque, ensure you check related references for outstanding invoices. If there are outstanding invoices, confirm if these are to be deducted from clients refund (check fees register and payment authority form for notes). If no notes on these then refer to accountant.
21. Stamp bottom of NOA with the stamp that reads Refund Amount, Less Agent's Fee and Your Payment.
- Refund Amount - you will need to write the total refund amount that went into the Goodall & Co trust account for that client
 - Less agent's fee - the amount of our fee that is being deducted from the client's refund. Check that invoice amount includes \$22.00 FFR Fee. If not, you need to add this on to the existing invoice in Time & Billing and Fees Register, as per procedure 2.3.6.
Note: Do not add \$22.00 fee to invoice if accountant has put a note in Fees Register that indicated otherwise, if accountant has put note on Payment Authority form that indicates otherwise or if \$22.00 fee line has been crossed out on Payment Authority Form.
 - Your payment - the total amount of refund they are to receive once our fee has been deducted from their refund.
22. Write EFT Form as per example 16.c (less our fee if applicable). If client requested a cheque, write out to client (less our fee if applicable).
23. Once EFT form or cheques have been written, go back to the trust account statement and EFT reconciliation report and double check that the cheque amount matches what went in to the Trust Account, minus the fee (if a fee from refund). Once this has been checked highlight the client details on the EFT Reconciliation Statement and the Trust Account Bank statement.
24. Once EFT is completed:
25. Take 2 copies of Payment authority and 2 copies of NOA
26. Staple one copy of the Payment authority to the EFT Form

27. Staple the remaining copy of the Payment authority to Copy of NOA
28. Stamp NOA copy with "Prepared By" stamp and "Paid" stamp. Initial next to "Prepared By" and fill in method and date of payment in "Paid" stamp e.g. FFR 12/3/14. Note: If client has already paid their invoice (so we not deducting a fee), you will need to look up details of payment (method and date) in Time & Billing.
29. Original NOA to be attached (This is the clients copy)
30. Once all Payment Authorities / Refund EFT Forms have been prepared - staple bank account printout to Handitax reconciliation statement.
31. If a cheque has been written continue with steps 33a -3f:
 - a. Copy cheque to NOA.
 - b. Staple Copy of NOA to Signed Payment Authority form.
 - c. Staple cheque to original NOA.
 - d. Paperclip original NOA and copy of NOA together with any other relevant forms that may have been completed as per Step 18 above.
 - e. Stamp NOA copy with "Prepared By" stamp and "Paid" stamp. Initial next to "Prepared By" and fill in method and date of payment in "Paid" stamp e.g. FFR 12/3/14. Note: If client has already paid their invoice (so we not deducting a fee), you will need to look up details of payment (method and date) in Time & Billing.
 - f. Once all Payment Authorities / Refund cheques have been prepared - staple bank account printout to Handitax reconciliation statement.
32. Stamp bank account printout with "Prepared By" stamp and initial next to "Prepared By".
33. Record invoices as paid in Time & Billing and Fees Register as per Procedure 1.11.5 & Procedure 1.1.8. The receipt date should be the date when the money is received, as shown on the bank statement. Please note, if there is more than one refund covering an invoice fee, create two separate receipt transactions in time and billing to reflect the amounts taken from each refund.
34. Print the FFR Checklist (*Public/Clients/Checklists*) and complete Preparers section. In the Time Taken section record in minutes how long it took you to complete the FFR process (The process starts when you start printing off all of the MyGov correspondence). In the Preparers Check you are to tick each box once the step has been completed and once completed initial and sign the "Prepared By" section and date accordingly.
Note: If you have prepared an EFT of Client Monies From Trust Account form this must be completed up to and including step 6 and then given to the Checker. Once this has been checked Royce will then sign the EFT of Client Monies Form and return to the checker for processing.
35. Give to one of the staff members listed as Checkers at bottom of FFR Checklists to check/review using the Checkers section of the FFR Checklist.

36. **CHECKERS PLEASE NOTE:** If you are checking FFRs the steps on the checklist (FFR CHECKLIST) that you are to complete are located under the "Checkers Check" section. If you are checking an EFT form which has been prepared in conjunction with a FFR the following checks must be completed:
- a) Ensure that the EFT of Client Monies from Goodall & Co Trust Account form has been completed correctly from steps 1 to 6.
 - b) Confirm that we have consent from the client (must be written authority, not verbal) which has been attached to the EFT form.
 - c) Check that the account details on EFT Form match what the client has advised.
 - d) Check clients name and amount matches what has been recorded on the bank statement and Handitax printout EFT report. (This EFT report will be attached to the bank statement).
37. Once all has been checked give to Royce for signing/final authorisation.
38. Email ZD to notify her of amounts and whether funds are being transferred or issued by cheque.
39. Once Royce has signed the EFT forms, give the package back to Brooke (ZD in BT absence) to transfer the ATO Refunds.
40. As soon as the FFR's have been transferred they're to be given to relevant staff on checklist to double check the amounts and bank details and sign off the checklist
41. Relevant staff as listed on checklist to then file in Trust Account Monthly Reconciliation binder behind ID's desk.
42. Relevant staff on checklist is to scan the NOA to relevant client folder and email to client using the standard email template located: public/administration/admin procedures file/1. Admin/1.1 Daily Tasks/1.1.6 FFR Email template
43. Once emailed staff to stamp NOA with "Emailed NOA Copy" stamp and place in individual filing tray
44. **ADMIN:** File bank printout and Handitax EFT reconciliation report in "Trust Account Bank Statements and Reports" binder located behind Isa's desk.
45. If Cheque - notify client that refund cheque is in our office via SMS.