Missing Information Procedure

<u>Preparer:</u>

Interview:

If during an interview you determine a client is missing information needed to complete their return, fill out a missing information form. Forms can be found in 2016 Forms (Mising Info Forms).

- Select the form for the appropriate office.
- When filling out sheet, number each missing item and be as specific as possible. For example "need interest amount" is unclear. Examples are

    1. Need 1099 interest from Bank of America
    2. Need 1098 mortgage interest statement from Countrywide Loans
    3. Need amount paid for student loan interest.

- Scan Missing Info sheet to appropriate Front Desk email. Give sheet to client.
- From the CSM icon, set return status to Missing Information.
- Enter Missing info note in *Drake NOTE* screen (one note – return is Missing info and check Hold EF box).

Mail-In / Drop-off

If questions are not answered, then questions are an item for missing information.

<u>Front Desk</u>

Note Missing Information from Client in Drake

- Click on the appropriate line and after the missing info point // edit the description with the answer to the question. For example if MI 1: is charitable contributions, and the client tells you $375, type that in the description field. If a document is sent, file in Drake DDM, 2016 tax folder and note in appropriate MI description "See file in DDM"

File Documents in Drake Document Manager (DDM).

DDM is a filing cabinet application separate from Drake. Access DDM from a shortcut on the desktop or from the Documents Icon from the menu bar in Drake

- If a document is **mailed** in or **dropped off**, place original document in clients blue file, green folder. – Send Lead a Quick Note - see file
- For electronic documents (**email**ed or **fax**ed).
  - -E-mail attachments – save file to desktop (or folder of your choice), drag and drop to Client's 2016 Tax folder in DDM
  - -E-mail messages – pdf print to desktop (or folder of your choice), right-click to convert to adobe pdf, drag and drop to client's 2016 Tax folder in DDM
  - -Faxes – save file to desktop (or folder of your choice), right-click to convert to adobe pdf. Drag and drop to client's 2016 Tax folder in DDM
  - - Send lead a Quick Note that MI is in and See DDM

Update Return Status

- When ALL the missing information is received, send the preparer a note in Aero.
- The Office Manager/Preparers will then finish the return.