Requirements for AI -Tax Returns System

SNo	Work flow	Step No	Step Name	Requirements	Technology consideration	Questions/Comments
1	Tax Return Processing	1	Client Approaches the Firm	• Clients can approach via phone, email, or message. • The assistant forwards the email or creates the ticket manually in Zoho Desk. • ID verification: Driver's license is requested from the client. • **Is the client existing or new? • If **existing**, verify contact information (Tax File Number, ABN, Address). • Get the client to sign the **Client Update Form** which authorizes the firm to act as a tax agent.		
2		2	Register or Log into Tax Platform	• The ticket is assigned to the assistant accountant. • The assistant accountant logs into **Lodgeit**. • If the client is **existing**, verify their contact information (Tax File Number, ABN, Address). • Add the client to the system. • Choose the appropriate client type: individual, partnership, company, trust, or SMSF. • Log into the **ATO portal** and add the client		
3		3	Gather Necessary Documents and Information	A **Checklist** is emailed to the client from Zoho Desk with the necessary documents required. Example documents include: • **Income:** • Payment Summaries and Income Statements • Lump Sum/Termination Payments, Government payment statements • Interest income, Dividend statements, Managed Fund Tax Statements • **Other Income:** • Rental property, Business income, Foreign income, Capital Gains • **Deductions:** • Motor vehicle, Travel, Uniforms, Work-related expenses, Donations, Income protection insurance		

				• **Offsets and Refunds:** • Health insurance, IAS statements, Spouse details, etc. • **Tax Refunds:** • Bank account details, TFN, ID		
4		4	Complete the Tax Return	• The junior accountant pre-fills the tax return using information from the ATO portal. • The junior accountant discusses other requirements and deductions with the client and finalizes the information.		
5		5	Review the Tax Return	• The ticket is assigned to the senior accountant for review of the assistant accountant's workand information provided by the client is verified. • The senior accountant reviews and double-checks the return. • The client is advised of the outcome, and any discrepancies are discussed. • The client is sent an **e-signature request** using inbuilt e-sign software.		
6		6	Prepare Invoice	• The administrator prepares the invoice in **QuickBooks**. • The invoice is emailed to the client.		
7		7	Submit the Tax Return Electronically	• Once the **e-signature** is completed by the client (as shown in Lodgeit software), the accountant lodges the return from the Lodgeit software. • The ticket is assigned to the administrator.		
8		8	Receive Confirmation of Lodgement	• The ITR appears in the "Lodged" category in Lodgeit. • The administrator receives a confirmation email of lodgement.		
9		9	Wait for ATO Processing	• The ATO usually processes the tax return within 10 working days. • The refund is directly deposited into the client's account. • The **Notice of Assessment** becomes available on the client's MyGov account. • If there is a payment due, the client pays as per the Notice of Assessment.		

10		10	Invoice Payment	• The invoice remains outstanding in QuickBooks until paid by the client. • Once paid, the invoice is cleared. • The Zoho ticket is closed by the assistant.		