



## **User Manual**

Welcome to Refund Manager. Our online application is designed for you to self-manage your Tax Practice's fee from refund service. In order to use our service, you will need to maintain your own Trust Account as Refund Manager does not have any control of any of your bank accounts. The basic steps involved in processing fee from refunds are as follows:

1. Enter or import your client's information.
2. Upload the latest Electronic Funds Transfer (EFT) reports retrieved by your tax software.
3. Generate the Direct Entry File (DEF) that you would upload to your bank.

In case any of your clients are past due, you should also have the ability to direct debit. If you do not have this capability, contact your bank on the procedures for providing you this resource. Our default fee agreement that your clients sign provides you with the authority to direct debit your clients' accounts, but your bank may request that you modify this agreement prior to direct debit approval. Our system allows you to easily customise this agreement (see Fee Agreement on page 16).

## **Getting Started**

In order to properly generate the DEF, ensure that your Practice's information is correct, especially the bank details. The DEF is generated from the information that you provide and any mistakes will cause errors when you upload the DEF to your bank.

### **Information about Your Practice**

You will first be directed to enter information about you and your practice.

1. Check that your email address is correct as that will be Refund Manager's primary mode of contact.
2. The Full Company Name is the full legal name of your business.
3. The Abbreviated Company Name will be used in the Fee Agreement that you have your clients sign and will also be used in the automatic emails that our system sends to your clients on your behalf. Please note that for the automatic emails to work, you will have to enter your email settings (see Email Settings on page 17).
4. The phone number that you provide must be the contact number of your business as that will also be used in the automatic emails described above.

## **Tax Agent Details**

Your tax agent details are most critical so please double check your entries. Only one tax agent number may be used per account as our system will prevent you from uploading an EFT report that does not correspond to your registered tax agent number.

1. The *Fee Deposit Account Details* are where your fees are to be deposited. When an EFT report is uploaded and processed, your fee deposit details will be contained in the DEF that we generate for you. Of utmost importance are the BSB, Account number, and 6 Digit APCA Code. Please note that the 6 digit APCA Code is different from the BSB. It is unique to your bank, and you will need to request that code from your bank before you can start processing the EFT reports.
2. The *Trust Account Details* is the account where the Australian Taxation Office (ATO) deposits your clients' refunds. It will be reported on the generated DEF as the account where the funds for you clients' refunds are coming from. Again, please request the 6 digit APCA Code from your bank.

## **Complete the Registration**

Please review our Terms of Service prior to completion of the registration process. To sign the agreement, use your mouse or touch screen to sign on the signature box. You may also print and then fax or Post the signed agreement.

Fax: 03 5174 6313

Post: Tax Refund Manager Pty Ltd  
101 Hotham Street  
Traralgon, VIC 3844

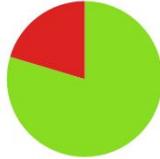
*Congratulations, your 1 month free trial has been activated!*

# Using Refund Manager



## Account Overview

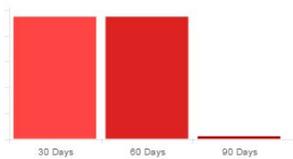
Total Statistics



Monthly Statistics



Clients Past Due



Once your account is active, you will be taken directly to the overview of your account. This overview will summarise the account statistics which include your total statistics, monthly statistics, and clients past due. The overview is dynamically generated as you start entering client information and processing EFT reports and direct debits. The links at the top also include the following:

<i>Customer Details</i>	Enter or import your client information.
<i>Customer Refunds</i>	Upload the EFT reports, Process EFT Reports, and receive error notices (Manual Transfer).
<i>Past Due Accounts</i>	Query past due accounts where an EFT report was never received and generate DEF debits to debit your client accounts. Note that you must have bank approval to debit accounts.
<i>Account Information</i>	Edit Registration Information, Tax Agent Details, Payment/Billing Settings, Fee Agreement, and Email Settings.
<i>Reports</i>	Download account deposit and debit reports to assist in reconciling your trust account.
<i>Support</i>	Contact our support team by phone, live chat, or our secure messaging system.
<i>User Access</i>	Change your password or allow other users limited access to your account.

## Customer Details

Customer Details

+ ADD A NEW CLIENT RECORD

+ ADD MULTIPLE CLIENT RECORDS

Client Search Terms:

Search By:

Latest:

TFN

25

RUN QUERY

From this tab, you have access to add a new client record, add multiple client records at once and search/view existing client records.

+ ADD A NEW CLIENT RECORD

If you have one client to add, select the box titled, *Add A New Client Record*. Once on the *Add Record* page, you will be required to enter the following:

<i>Tax File Number</i>	This is a 9-digit number specific to your client. This must match what the ATO has on record to avoid uploading discrepancies.
<i>Phone Number</i>	Provide a valid phone number for each client. This is not required.
<i>Client Code</i>	This is assigned to each client and is auto-generated from their tax lodgement software. It is not required but simplifies client list organisation.
<i>Email Address</i>	This email address will be used for automated Debit emails to your clients and automated Refund emails to your clients.
<i>Transfer Type</i>	You will select whether your client chose a Bank Transfer or a Cheque. Please note that a Manual Transfer will need to occur if a Cheque is chosen as the transfer type.
<i>Account Type</i>	You will select whether your client has an Australian bank account or an International bank account. Please note that a Manual Transfer will need to occur if an International bank account is being used.
<i>Name on the Account</i>	The given name and surname listed must match the name on the bank account to avoid uploading discrepancies.
<i>BSB</i>	This must consist of a 6-digit number provided by your client's bank.
<i>Account Number</i>	This will typically consist of a 9-digit number provided by your client's bank. If the account number is shorter than 9 digits, zero(s) will be automatically added in front of your entry. Please note that this will not affect the accuracy of the bank information.

<i>Date</i>	Enter the date that the tax return was lodged and accepted by the ATO.
<i>Tax Year</i>	Enter the tax year consistent with your client's tax return. This can range from 2000 to the current tax year.
<i>Refund</i>	Enter the estimated refund amount provided by the tax software used in the dollar amount.
<i>Fees</i>	Enter the total accounting fee including GST and any additional fees incurred from the fee-from-refund service offered.
<i>Fee Agreement</i>	Once you tick the orange box to <i>Add</i> , you will have the option to view your client <i>Fee Agreement</i> . You can either print this document and have your client sign by pen or have your client sign the agreement by mouse and Save Signature. Choose either option and Submit. Please note that you have the ability to update your fee agreement at any time before submission (see Fee Agreement under Account Information on page 16)
<i>Postal Address</i>	Please note that this is required to be completed if you intend to send your client's tax refund via post.

Once you have entered or updated any information, always select:



If you have multiple clients to add, tick the box titled *Add Multiple Client Records*. Once on this page, you will be prompted to download a template file.



[Click here to download the template file.](#) The file must contain 14 columns with headers in the first row.

*\*Please note that this option is not available for adding clients who chose the cheque transfer type or those using an international bank account.*

You will then begin to manually enter your client information into the template including the following:

<i>Tax File Number</i>	Enter the 9-digit number specific to your client with no hyphens. This must match what the ATO has on record to avoid uploading discrepancies.
<i>Title</i>	Choose from the dropdown menu provided.
<i>Account Given Name and Surname</i>	This should match the name provided to the ATO.
<i>BSB</i>	Enter the 6-digit number provided by your client's bank with no hyphens.
<i>Account Number</i>	This will typically consist of a 9-digit number provided by your client's bank. If the account number is shorter than 9 digits, zero(s) will be automatically added in front of your entry. Please note that this will not affect the accuracy of the bank information.
<i>Fee Date</i>	Enter this in the format of dd/mm/yyyy.
<i>Tax Year</i>	Enter the tax year. It can range from 2000 to the current tax year.
<i>Refund</i>	Enter the estimated refund amount provided by the tax software used in the dollar amount.
<i>Fees</i>	Enter the total accounting fee including GST and any additional fees incurred from the fee-from-refund service offered.

*\*Please note that you have the option to leave the last four entries of the template blank. Please note that if you choose to do so, you must search for the client and enter this information manually at a later point prior to processing.*

**Client Search Terms:** Use the client search terms box to run a query for a specific client. Choose from the drop down menu to search by *TFN, email, surname, given name* or *account number*. You also have the option to choose the order that your clients appear on the list using the *Latest* drop down menu.

Client Search Terms:  Search By:  Latest:

## Customer Refunds

From this tab, you will be able to upload an EFT report, process an EFT report and perform manual transfers.

**Upload EFT:** This option allows you to upload the latest EFT report received from the ATO. To do this, select the blue button titled, *Choose File*. Once you have selected the EFT file from your computer, select the orange button titled *Upload File*. You will then be directed to the *Process EFT* tab.

*\*Please note that the Tax Agent Number listed on the EFT report must match the Tax Agent Number on your account to avoid uploading issues. To update your tax agent information, please refer to Tax Agent Details under the Account Information tab.*

**Process EFT:** This option allows you to view all of your uploaded EFT reports, with the latest at the top of the page. Once on this page, you can do any of the following:

	<p>This option allows you to search existing EFT reports by any or all of the following options:</p> <ul style="list-style-type: none"> <li>● Status of report - processed, unprocessed</li> <li>● Field - name, TFN, report number</li> <li>● Field Term</li> <li>● Date</li> </ul>
	<p>This is the blue button to the right of each EFT report. It allows you to view the uploaded client overviews along with the tax agent information, total refund amount of all reported clients, and your <i>Trust Account</i> information.</p>
	<p>This is the orange button to the right of each EFT report. It creates a DEF file and will adjust client fees due. Once this option is selected, a DEF credit is generated. Based on Trust account information and fee deposit information, clients will receive their refund with processing fees already deducted. The DEF credit will debit your Trust account after issuing the client their refund. The deducted processing fees will be credited into your Fee Deposit account.</p> <p>If the processing fees exceed the refund amount, then the refund will apply toward the fees owed and will be deposited into your <i>Fee Deposit</i> account. A <i>balance due</i> will remain on the client's account for collection.</p> <p>If the processing fees are less than the refund amount, then the client's <i>balance due</i> amount will adjust to \$0.00.</p>

	<p>This option is located to the right of each report prior to processing. It will delete the report from the system completely and can no longer be processed. Once a report is processed, it can no longer be deleted.</p>
	<p>This is the blue button that appears to the right of each report after the EFT report has been processed. This shows a summary of the DEF credit including all of the following:</p> <ul style="list-style-type: none"> <li>• date of report</li> <li>• date processed</li> <li>• report number</li> <li>• client name</li> <li>• client TFN</li> <li>• Name on Account</li> <li>• BSB</li> <li>• Account Number</li> <li>• Refund issued by ATO</li> <li>• Refund issued to client minus processing fees</li> <li>• Fees received to <i>Fee Deposit</i> account</li> <li>• reference number used for system troubleshooting</li> <li>• transfer type chosen by client</li> </ul> <p>You have the option to also download the bank file from this tab by ticking the orange button in the top left hand corner. This will initially be downloaded as a zip file. Unzip and save in the format of 'report#.ABA'</p>
	<p>This is the orange button that appears to the right of each report after processing. This option will reverse the process completely and reset each client's balance due amount. The bank report will also be deleted.</p>



*\*Please note that if a client is issued a refund, the system does not detect which tax year that refund pertains to. Therefore, if a client's account lists multiple tax years with more than one refund amount, all outstanding processing fees will be automatically deducted from the initial refund issued by the ATO. All future refunds issued to that client will not have processing fees deducted as they were with the initial refund.*

**Manual Transfer:** This option allows you to view any client records that were unable to be processed onto the DEF credit report. These will need to be updated and manually transferred (see page 4 under Customer Details). From this page, you have the ability to update client information prior to performing a manual transfer using the following:

<i>Date</i>	This is the date that the EFT report was uploaded. The format is dd/mm/yyyy.
<i>Report Number</i>	This is the EFT report number where the client with the error existed.
<i>Client's Name</i>	This should match the full name on record with the ATO.
<i>Tax File Number</i>	This is the tax file number listed on the client's account. Please note that if the error in question is listed as a <i>TFN Error</i> , then this may need to be updated.
<i>Refund from ATO</i>	This is the total refund amount issued by the ATO.
<i>Send to Client</i>	This is the refund amount to be issued to the client after deducting processing fees.
<i>Fees to Receive</i>	This is the processing fee amount that was deducted from the client's total refund amount issued by the ATO.
<i>Description</i>	<p>There are 3 reasons why a manual transfer can occur:</p> <ul style="list-style-type: none"> <li>• an incorrect TFN was reported on the client's account</li> <li>• a client requested a cheque</li> <li>• a client requested an international transfer</li> </ul> <p>This section will also account for when an error has been fixed.</p>
	This is the blue button to the right of each Manual Transfer client. It will allow you to access instructions for how to proceed with resolving the issue described.
	This is the blue button to the right of each fixed Manual Transfer client. It shows you the client's bank details including: <ul style="list-style-type: none"> <li>• Name on account</li> <li>• BSB</li> <li>• Account number</li> </ul>
	This is located to the right of each Manual Transfer client with a TFN error. You will be brought to the <i>Customer Details</i> tab and prompted to edit the TFN information. Once this information has been updated, tick the box titled <i>Save &amp; Continue</i> to be directed back to the <i>Customer Refunds</i> tab.
	This is located to the right of each Manual Transfer client whose TFN

	error has been fixed OR next to clients who requested a cheque or international transfer. Once the manual transfer has been completed, remove the client off of the Manual Transfer list.
	This is located to the right of each Manual Transfer client's details. This can be selected if you choose to not send funds to the client due to fraud, etc. It will remove the client's associated fees and you will no longer be able to collect fees from your client due to all money associated will be marked to be returned to the ATO.

## Past Due Accounts

From this tab, you can view past due clients whose refunds were never deposited into your Trust account. Due to this, an EFT report was never generated by the ATO. In case any of your clients are past due, you should also have the ability to direct debit. If you do not have this capability, contact your bank on the procedures for providing you this resource. Our default fee agreement that your clients sign provides you with the authority to direct debit your clients' accounts, but your bank may request that you modify this agreement prior to direct debit approval. Our system allows you to easily customise this agreement (see Fee Agreement on page 16).

You have the option to run a query based on the following:

Query Type	Additional Search Criteria
<i>Past Due</i>	If fees were never received for a client, indicate the number of days after lodgement that you consider the client is due for collection. Our system defaults to 60 days.
<i>Debit Status</i>	This allows you to run a query based on the list you have placed selected clients on. You can search by the following lists: <ul style="list-style-type: none"> <li>● Sending Email</li> <li>● Ready for Debit</li> <li>● Account Debited</li> <li>● Client Paid the Fees</li> <li>● Future Debits</li> <li>● Get Fees Later</li> </ul>
<i>Client Search</i>	This allows you to search for a client on the Debit list by any of the following criteria: <ul style="list-style-type: none"> <li>● TFN</li> <li>● Email</li> <li>● Surname</li> <li>● Given Name</li> <li>● Account Number</li> </ul>

**Past Due:** Once you have run a query for these clients, you will be provided with a list based on the criteria chosen. Before selecting any options, you will need to check off the clients that will be affected. Once you have selected the client(s), you can then select any of the following options:

<i>Send an Email</i>	Tick "Yes" if you would like to have an email sent to customers to notify them of their past due amount. You will be able to select the date and time for the email to be sent. The client will then be moved to the <i>Sending Email</i> list until an email is sent. After the email is sent, the client will
----------------------	---

	<p>automatically be directed to the <i>Ready for Debit</i> list.</p> <p>*Please note that emails default to current AEST date and time.</p> <p>Tick "No" if you would like to bypass an email being sent to customers with a past due amount. This option will move clients directly to the 'Debit Status' without an email being sent to them.</p>
	<p>This option allows you to move the selected client(s) to the <i>Ready for Debit</i> list. Keep in mind that if you choose to have an automated email sent to the client, they will appear on the <i>Sending Email</i> list until they receive it. Once the client's account is debited, they will be removed from the <i>Ready for Debit</i> list and automatically be directed to the <i>Account Debited</i> list.</p>
	<p>This option allows you to move the selected client(s) to the <i>Client Paid Fees</i> list. This will typically be used for clients who paid their balance due via a different payment method or if the debt is being forgiven altogether.</p>
	<p>This option allows you to forgive the client's debt/balance due until the next time they lodge a tax return with your services. This will move the selected clients to the <i>Get Fees Later</i> list. Please note that if and when the client(s) decide to use your services again, their prior year fees will surface along with the current year fees and both will be deducted from their refund/debited from their account at that time.</p>
<i>Debit On</i>	<p>This option allows you to move a client to the <i>Future Debts</i> list. You will need to tick the box next to the Debit On option for the client. Then you will need to select which date you will be debiting their account on. Once you tick , that client will automatically be moved to the <i>Future Debts</i> list.</p>

**Debit Status:** Once you have run a query for these clients, you will be provided with a list based on the criteria chosen. Before selecting any options, you will need to check off the clients that will be affected. Once you have selected the client(s), you can then select any of the following options:

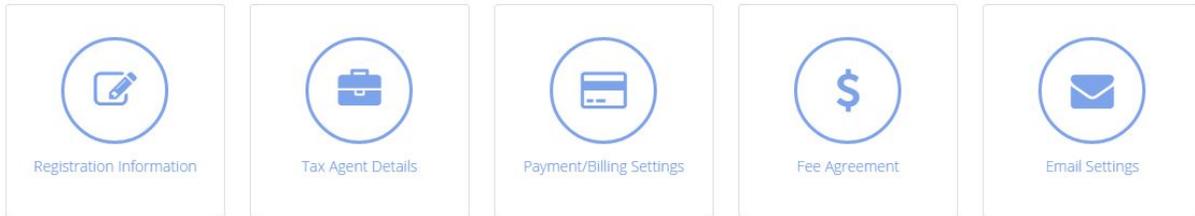
	<p>This option allows you to move the selected client(s) to the <i>Client Paid Fees</i> list. This will typically be used for clients who paid their balance due via a different payment method or if the debt is being forgiven altogether.</p>
	<p>This option allows you to forgive the client's debt/balance due until the next time they lodge a tax return with your services.</p>

	<p>This will move the selected clients to the <i>Get Fees Later</i> list. Please note that if and when the client(s) decide to use your services again, their prior year fees will surface along with the current year fees and both will be deducted from their refund/debited from their account at that time.</p>
	<p>This option completely resets the client back to a <i>not-debiting</i> status.</p>
	<p>This option allows you to generate the debit file that you will download and provide to your bank. *Please note that this option is only available for the <i>Ready for Debit</i> client list and for the clients that have direct debit capability.</p>
<p><i>Debit On</i></p>	<p>This option allows you to move a client to the <i>Future Debits</i> list. You will need to tick the box next to the Debit On option for the client. Then you will need to select which date you will be debiting their account on. Once you tick , that client will automatically be moved to the <i>Future Debits</i> list.</p>

**Unsuccessful Debit:** Once a client’s account is debited for the fees owed, their account will be moved to the *Account Debited* list. If the attempt to debit their account was unsuccessful or rejected, you have the option to either perform a second attempt or tick the box next to their account and then select *Get Fees Later*. This option allows you to forgive the client’s debt/balance due until the next time they lodge a tax return with your services. This will remove the selected client(s) from the *Debit Status* all together. Please note that if and when the client(s) decide to use your services again, their prior year fees will surface along with the current year fees and both will be deducted from their refund/debited from their account at that time.

## Account Information

From this tab, you will be able to access all account details including registration information, tax agent details, payment/billing settings, client fee agreement and email settings.



**Registration Information:** Within this section, you have access to view and update all information about your practice including the following:

<b>Person of Contact</b>	
Title	Choose from the drop down menu provided.
Given Name/Surname	Provide your full name.
Suffix	Choose from the drop down menu provided if applicable.
Email Address	Provide a valid email address.
<b>Business Information</b>	
Full Company Name	Provide full company name as registered with the ABR.
Abbreviated Company Name	
ABN (Australian Business Number)	Provide the 11-digit number unique to your business.
Address	Provide your full business address as registered with the ABR.
Phone	Provide a valid telephone number.
Fax	Provide a valid fax number.

Once you have updated any information, always select:



**Tax Agent Details:** Within this section, you will have access to view and update your tax agent details, including the following:

Tax Agent Number	
<b>Fee Deposit Account Details</b>	
Name on the Fee Deposit Account	Provide the full company name on account.
BSB	This must consist of a 6-digit number provided by your bank.
Account Number	This typically consists of a 9-digit number provided by your bank. If the account number is shorter than 9 digits, zero(s) will be automatically added in front of your entry. Please note that this will not affect the accuracy of the bank information.
Bank's Name	Provide the complete bank name.
Bank's ABN	Provide the 11-digit number unique to your bank.
Bank's 3-Digit Abbreviation	Please enter the 3-digit bank code abbreviation for the financial institution that is being used. This 3-digit code is assigned by a central bank and is used for identification purposes
Bank's 6-Digit APCA Code	Provide the 6-digit user ID number assigned by the Australian Payments Clearing Association and User Financial Institutions. If you do not have one, enquire with your bank as they can provide you with this number.
<b>Trust Account Details</b>	
Name on the Trust Account	Provide the full company name on account.
BSB	This must consist of a 6-digit number provided by your bank.
Account Number	This typically consists of a 9-digit number provided by your bank. If the account number is shorter than 9 digits, zero(s) will be automatically added in front of your entry.

	Please note that this will not affect the accuracy of the bank information.
Bank's Name	Provide the complete bank name.
Bank's ABN	Provide the 11-digit number unique to your bank.
Bank's 3-Digit Abbreviation	Please enter the 3-digit bank code abbreviation for the financial institution that is being used. This 3-digit code is assigned by a central bank and is used for identification purposes
Bank's 6-Digit APCA Code	Provide the 6-digit user ID number assigned by the Australian Payments Clearing Association and User Financial Institutions. If you do not have one, enquire with your bank as they can provide you with this number.

\*Please ensure that all entries in this section are accurate to avoid EFT report processing issues.

Once you have updated any information, always select:



**Payment/Billing Settings:** Within this section, you will have access to view and update your preferred billing method and nominated practice account information. You have a choice of the following options:

- Monthly billing to a nominated practice account
- Monthly billing to a credit card
  
- Annual billing to a nominated practice account
- Annual billing to a credit card

Once you have updated any information, always select:



**Fee Agreement:** Within this section, you will have access to view and update your Fee From Refund Service Agreement. Our system provides you with a default agreement that you can edit

using the formatting tools provided. Before saving, you have the option to view the agreement as it will be seen by your client.

Once you have updated any information, always select:



**Email Settings:** Within this section, you will have access to view and update both the automated Debit email and the automated Refund email. Our system provides you with default email text that you can edit using the formatting tools provided. There are specific tags in the body text, marked out by double hash marks (##) or double asterisks (\*\*), and when your emails are sent, those tags are replaced by data specific to your clients (e.g. ##OurFees## is replaced by your fee amount). You may change the text of either email, but please make sure that the tags remain intact and are used according to the key provided at the bottom of the page. Prior to saving your email information, you will need to provide the following:

<i>SMTP Server</i>	The Simple Mail Transfer Protocol (SMTP) Server is provided by your Email Service Provider . This will typically be shown as "smtp.domain.com.au" or "mail.domain.com.au"
<i>SMTP User</i>	This is usually the email address of the sender's account (e.g. "example@email.com.au"). Sometimes it is a different User ID so please check with your email provider.
<i>SMTP User Password</i>	This is the password that you use to log into your email account.
<i>SMTP Port</i>	The default outgoing server port is 25. If you need a secure email, you should use port 587 or 465. Port 587 is supported by almost all outgoing SMTP servers and is useful for Transport Layer Security (TLS) connections. Port 465 is the best choice if you are connecting via Secure Sockets Layer (SSL).
<i>From Email</i>	This is the email address that the customer will receive the email from.
<i>Trace Email</i>	This email address will not be seen by the recipient. This is the email address that your 'preview email' will be sent to for you to

	review prior to sending to the recipient. Also, for every email sent to your clients, you will also receive a copy to this trace account so that you have a permanent record.
<i>Email Logo</i>	You can upload an image from your computer to appear in the email to the recipient.

Before saving, you have the option to preview the agreement as it will be seen by your client. This test email will be sent to the Trace Email Address you provided in the section above.

Once you have updated any information, always select:



## Reports

From this tab, you will be able to run and download any necessary reports regarding your clients and the Trust Account. There are four reports to choose from. Each report and its function is described in the table below.

<b><i>Trust Account Deposits</i></b>	Itemised report showing all deposits made by the ATO to your Trust Account.
<b><i>Trust Account Disbursements</i></b>	Itemised report of all disbursements made to your clients; showing fees received to your practice, refund amounts, and disbursement amounts.
<b><i>Fees Paid/Pending</i></b>	Itemised report of all fees paid and/or pending to your practice. This shows any balance due on a client's account.
<b><i>Trust Account Reconciliation</i></b>	Itemised statement of credits and debits made to your Trust Account. This report shows where funds are going and who the funds are for, along with any balance due.

First, you'll choose which type of report from the list that you want to run. Select the green Run Report button.



Specify the date range of the report and the format type you'd like it downloaded in. You have the option to download the report as an Excel, CSV\*, or PDF file. Then, you'll select the Download button.



You will see the generated report at the bottom of your computer screen, ready to be opened. You can then save this report to your computer or elsewhere, as needed.

*\*Please note that when downloading by CSV, you will only generate the raw data. This format is least recommended for printing purposes.*

# Table of Contents

Getting Started .....	1
Information about your practice .....	1
Tax agent details overview .....	2
Complete the registration .....	2
Using Refund Manager .....	3
Customer Details .....	4
Add a new client record .....	4
Add multiple client records .....	5
Client search terms .....	6
Customer Refunds .....	7
Upload EFT .....	7
Process EFT .....	7
Manual Transfer .....	9
Past Due Accounts .....	11
Past Due .....	11
Debit Status .....	12
Unsuccessful Debit .....	13
Account Information .....	14
Registration Information .....	14
Person of Contact .....	14

Business Information	.....	14
Tax Agent Details	.....	15
Fee Deposit Account Details	.....	15
Trust Account Details	.....	15
Payment/Billing Settings	.....	16
Fee Agreement	.....	16
Email Settings	.....	17
Reports	.....	19