Accountable Technology

Advance® BPA
Standard Task Library

APS 2010

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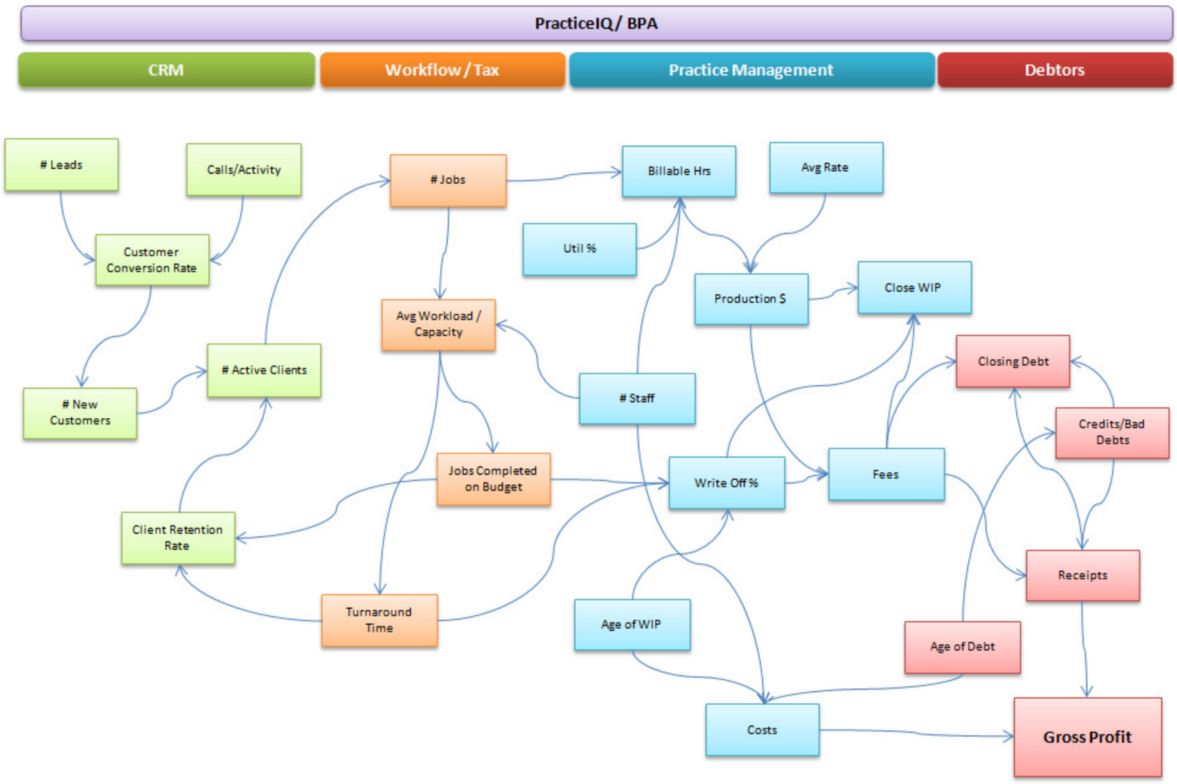
Introduction

The Advance product suite consists of a practice management system, and a wide range of compliance-based applications. The greatest asset of the Advance solution is not just the applications themselves, but that there is a single, integrated database that can be cross-referenced using reporting and automation applications.

While the integrated products provide the content, it's Advance PracticeIQ that can provide a high-level summary to determine if a practice is reaching its business goals. Advance BPA can be used as the mechanism to drive the business processes and efficiencies that will help produce these desired outcomes.



This document is intended to serve as an example of standard tasks that we have been able to achieve for clients using Advance BPA. A standard task is one where the query has already been written, but still requires client or consultant input on factors such as what time it will run and how often, what the format will be, who will be the recipients, and other factors that may be unique to your database.

The client can choose whether to use these tasks that are available, make modifications or create new tasks. The purpose of this document is to serve as a starting point when considering implementing the Advance BPA solution.

Practice Management

Tasks aimed at improving business processes and efficiencies within the standard install of Practice Management.

Database Mainenance

The APS integrated database is Client-Matter centric. These tasks can be used to facilitate completeness and accuracy of data that is fundamental to on-going operations in the practice

Task Name	Description	Key Benefits
Missing Client Details	Runs a check against the Clients to ensure that key information exists	Client information is complete and can better be used for reporting purposes
Changed Client Details	With database auditing enabled, summarises information about changes to key Client information, such as the name or address	Increases awareness about Client information and provides an opportunity to check for accuracy
Missing Matter Details	Runs a check against the Matters to ensure that key information exists	Ensures that all necessary Matter information exists in the database and can better be used for reporting purposes
Relationship not Set	Checks that certain client types have a relationship set	Client relationship information is up to date and complete in the database

Business Processes – Debtor Management

The purpose of these tasks is to manage Debt levels. By putting a process in place to take action when different levels of aging are reached on outstanding invoices, the practice can improve their cash flow.

Task Name	Description	Key Benefits
Active Fees not Processed	Finds active Fees that have not progressed over a certain period of time.	Ensures a timely processing of Fees that can remain idle in the batch queue
Outstanding Invoices	Checks for unpaid invoices that breach defined time periods, such as 30, 60, 90 days. The output can take the form of an	Can be used to automate the debt collection process. Different actions can be taken at different levels as

	email to staff members, an email to the Debtor, or for reminder letters to be generated	part of the debt collection process

Business Processes – Matter Management

These alerts are concerned with the management matters, to keep track of whether they are running on time and under budget.

Task Name	Description	Key Benefits
Matter WIP Alert	An alert is sent when the WIP on a Matter reaches a certain threshold	Can be used as prompt to create a Fee on a Matter to prevent excessive WIP levels
Unbilled Matters	Finds Matters that have been closed but still have unbilled WIP	Alleviates the problem of WIP being unaccounted for as Fees are raised when a Matter is closed
Matter Fee Budget Alert	Alert to indicate that the total WIP against a Matter has exceed its budget, or a specified threshold as a percentage	Increases awareness of WIP against a Matter compared to its budget. Can provide the opportunity to communicate information to the Client and adjust the scope if required
Milestone Budget Hours	For practices that use Workflow, reports on Matters that have the total Milestone Actual Hours exceeding or approaching the Budget Hours	Improved Matter management when using Matter Milestones
Milestone Budget Cost	For practices that use Workflow, reports on Matters that have the total Milestone Actual Cost exceeding or approaching the Budget Cost	Improved Matter management when using Matter Milestones
Milestone Target Dates	Can check against specific milestones to find if a Matter has becomes stalled for a particular period of time	Ensures timely completion of Matters, or that milestone information is up to date in the system

Business Processes – Timesheet Administration

The Timesheets application in Advance PM is fundamental to the running of the practice because it's where all the WIP is recorded against matters and how other non-billable is tracked. Having accurate information being recorded in a timely fashion enables better planning and performance evaluation.

Task Name	Description	Key Benefits
Weekly Incomplete Timesheets	A summary of the last week's timesheets, returning those that have not yet been posted, or where Total Hours is less than Standard Hours	Greater degree of accuracy and less likelihood of forgotten entries. Back-office processes are less impacted by delay and inaccuracy
Daily Timesheet Hours	Checks whether the previous day's Total Hours is less than the Standard Hours for that Staff member for that day	Daily tracking of the week in progress to ensure completeness and accuracy of data
Timesheet Actual Hours	Summary information to find timesheets where the total hours is less than standard	Identifies where are staff are not completing their timesheets or are working less than standard hours
Unposted Disbursements	Lists Disbursements that have yet to be posted, including the client, matter, value and narration	Disbursements are more regularly posted keeping the level of out-of-pocket expenses down

CRM

The main purposes for implementing a CRM system are to gain and retain clients. Using these as part of an alert system can enable your staff to more proactively engage prospects and maintain relationships with existing clients.

Task Name	Description	Key Benefits
Client Birthday's	Does not require CRM to be installed, but sends a reminder to the relationship Partner, or other staff when it's a Client's birthday	Send a message to the client on behalf of the Partner / Firm
Activity Follow-Ups	Finds Activities that are overdue, or have an approaching due date, and sends a reminder to the Activity Owner	CRM staff are proactive in following up on Opportunities
Gold / Platinum Client Follow-Ups	Reports on certain grades of client where there are no Activity entries for the past month	High-value clients are contacted on a regular basis
Prospect Follow-Ups	Lists prospect opportunities that have not had recent Activity entries	Ensures that Opportunities and Prospects have regular activity and are kept in the foreground
ASIC Registration Reminder	Sends an email reminder to your clients, reminding them that their renewal for ASIC registration is due soon	Prevents your clients from incurring penalties for late renewal

Tax

Tasks aimed at improving data integrity and business processes in relation to Tax Manager and related Practice Management data.

Automation of Tax Data Investigator Reports – PM Client Data

These tasks can be used to interrogate PM Client data in relation to Tax Manager. This can be used to ensure that all data passed to Tax Manager is as accurate as possible, and specifically that all reporting is as effective as possible.

All of these reports can be run manually in Tax Manager, but if there are any areas in particular that require attention, these same reports can be automated.

Task Name	Description	Key Benefits
Duplicate TFN/ABN	If the same file number is replicated for more than one client it is displayed on this list as a duplicate. This situation may arise when practices duplicate clients on their system but neglect to change or remove the file number	If duplicate file numbers exist within the database then it is not possible to accurately match information from the Australian Tax Office (ATO) within standard reporting and may have a negative impact on other areas of the tax system like shared rental or distribution
Invalid TFN/ABN	These options will list all file numbers on the system which do not meet the ATO validation rules. It will also display any numbers that have been entered with spaces ( ), hyphens (-) or underscores (_) or other invalid characters	File numbers entered with any of these characteristics prohibit a match being made with information from the ATO
TFN/ABN not specified in a Tax Matter	Selecting either of these options will list all clients that have a tax matter attached in the database but do not have a TFN or ABN on the system	If a TFN or ABN is not specified and the practice is required to prepare a tax return then it is not possible to match ATO return information and establish a tax return due date. This query extends to tax matters from all years
Default Tax Agent not Specified	List Clients that don't have an entry for the Default Tax Agent attribute	For practices with multiple tax agents it is particularly important that all clients that have a tax matter also

		have a tax agent attribute to ensure that each client is correctly associated with the right agent for reporting purposes

Automation of Tax Data Investigator Reports – Tax Manager Data

The options available under this heading allow the Administrator to compare data that resides inside the tax returns as opposed to data that is specifically attached to the client in Practice Management.

Task Name	Description	
Current Year Missing / Invalid / Duplicate TFN	This query checks the current year tax return data and reports back on any returns where a TFN does not exist, or is invalid or 2 or more tax returns are sharing the same TFN	The required TFN information can be gathered and updated prior to any due date, ensuring the returns are processed in a timely manner
Current Year ATO Due Date / Tax Level not Specified	This query details any current year returns where the ATO Due Date or Tax Level is missing. They may be missing because the normal ATO client list report did not contain the detail required or it has not been populated due to an ELS error when downloading	Awareness of the Due Date ensures that the return is lodged in time, and allows for better planning for tax matters in terms of workflow. The Tax Level is an ATO field used for reporting purposes.
Current Year Future Rollover Disallowed	This query will display any returns in the current period that have been flagged to not display in the rollover list in the following year.	This would typically be used to indicate if a client left and or was no longer required to lodge tax returns
Current Year Returns to Create (Prior Years Lodged)	This report details all returns that have been created in the prior year and do not have a tax return created for the current year	This is an ideal list for practices which have been on the APS system for more than one year and need a guide as to what work is yet to complete
Current Year Returns marked Private / Checked-Out / Locked	These lists will detail all returns that have been marked as exclusive access via any of the 3 functions listed in the heading	Using this report these returns can be managed accordingly

Automation of Tax Data Investigator Reports – ATO Data

This section uses data that has specifically come from the ATO and reviews that data and compares it to the Advance database.

Task Name	Description	Key Benefits
ATO Reports Received	Lists all ATO reports received by the practice, regardless of agent	Designated staff can be kept up-to-date on ATO reports
Current Year in Advance not in ATO List	This will display any current year tax returns that have been created where a TFN match cannot be found on the latest available Full Client List on the practice's database.	Identify these returns to avoid late penalties because they do not appear on your ATO list, or find if a CU form may be required.
In ATO Client List not in Advance	This query will list all returns that appear on the client list which are not yet created in Advance.	May be the result when there is no matching TFN in Advance. Useful to reconcile data between the practice database and ATO
Current Year in OM not in Tax Manager	This query will list all Activity statements that appear on the latest ATO OM report which have not been created in the system.	Matches on ABN/TFN and the activity statement period to reconcile practice management and ATO data

Tax Matter Management

Task Name	Description	Key Benefits
Sent For Signing Outstanding	Reports on Tax Returns that have a status of Sent For Signing but haven't progressed to Lodged or Finished within a defined time period	Helps ensure Tax Matters are completed by the Due Date
Tax Returns Due	Reports on Tax Returns that are overdue or have a Due Date approaching within a certain period	Helps ensure Tax Matters are completed by the Due Date
BAS Returns Due	Reports on BAS Returns that are overdue or have a Due Date approaching within a certain period	Helps ensure Tax Matters are completed by the Due Date

Digital Imaging

Tasks aimed at improving business processes and efficiencies within the standard install of Practice Management.

Task Name	Description	Key Benefits
Assessment Letters	Generates Assessment Letters to be mailed to clients who have a Tax matter. Similar to a mail merge, different templates can be used for different form types that are scanned, such as • Refund, • Tax payable • Nil Assessment • Assessment with Variance	Used in conjunction with Advance Digital Imaging, a batch of documents can be scanned and saved into the system with applicable letters or emails for the client generated within minutes
Assessments with Variance Alert	Compares the Tax Manager estimate against the Actual returned by the ATO when the document is scanned. An alert with a link to the document can be sent to the manager responsible	Variance levels can be set by an absolute or percentage value. With a scan solution, the revision of these exceptions can quickly be summarised as a part of this process
Scanned Documents Summary	When a batch of documents is scanned a summary can be sent to the scan operator, or applicable matter or client managers	Finds exceptions that may occur in the scanning process, and staff can be informed when certain documents are available in the system