Summary

- **Tax Credits Software**
- **Support Helpline**
- **Compliance System**
- **System Templates**
- **Full Set of Standard Letters**
- **Control Database**
- **Other Support Services**
- **Continual Updates**
- **Improvement Program**
- **Differentiation and Pro-activity**

Tax Credits Calculation Software

General

- Fully comprehensive software that does not require a full understanding of the tax credit legislation and rules in order to complete a calculation and produce a quick result.
- Set up as a stage by stage process that takes you through seven screens ending with the final award computation.
- Date and circumstance driven, for example you enter dates of birth, dates of award period, select from drop down options and the software calculates ages, days available and split awards due to changes in circumstances automatically.
- Gives the information required to complete the HMRC TCO Annual Declaration and Review.
- Deals with every different element of the Working and Child Tax Credits awards.
- Calculates the exact days available per award element and uses the daily rates of each element so your calculations should match HMRC's exactly.
- Can be used easily for producing 'what if' planning scenarios, for example by changing income levels, trade losses, pension contributions, hours worked etc.

Specific

- Fully comprehensive software, for example all of the following issues are dealt with:-

Basic Data

- Joint and Single claims.
- Claimant Disabilities and Severe Disabilities.
- Part year claims.

Child Tax Credit Data

- Becoming responsible for a child after their date of birth (e.g. Adoption, fostering etc).
- Child Disabilities and Severe Disabilities.
- Entering and leaving relevant full time education.
- Registering for Local Careers or Connexions Service.
- Qualifying young person who starts work.

Tax Credits Calculation Software

Working Tax Credit Data

- Whether employed/self employed.
- Hours worked for each claimant and a change in the hours worked in the tax year.
- Child Care Costs and a change in the number of children in care or the amount paid.
  - Capping of eligible costs and proportion allowable all catered for automatically.
  - Deals with scenario where one of the parents is incapacitated, in hospital or in prison.
- Indicates when the 50+ Return to Work Element is potentially available, all that is required is to enter the date returned to work where applicable.

Annual Declaration

- Tells you exactly each type of income that needs to be included for tax credits purposes.
- Deals with the specific rules relating to the treatment of trading losses for tax credits, and caters for multiple trades for each claimant.
- Deals with the deductions from income specific to tax credits.
- Enables you to enter previous year's income for tax credit purposes for the disregard calculations.

Annual Review

- Prompts you on the issues that give rise to changes of circumstances via a checklist.

Exception Report

- Summarises any errors or omissions in the data entry that you need to address prior to moving on the final award result.

Award Computation

- Deals with the income disregard calculations automatically.
- Deals with all of the Income Thresholds and Withdrawal Rates automatically. I.e. First Income Threshold, First Income Threshold Child Tax Credits Only, Second Income Threshold.
- Calculates and displays every separate element of the award and shows the award prior to and after any restrictions.
- Warns you again if there are any data entry errors.

Support via Helpline and Email

- For assistance with any legislative or procedural technical issue you may have while dealing with a specific issue in relation to your clients Tax Credits Compliance work.
- For assistance with Tax Credits Planning cases.
- For assistance with using the software or systems.

Compliance System

- A system that takes you step by step through the various stages of dealing with the annual tax credits award compliance lifecycle.
- At each stage prompting you with which template, letter or tool to use.

System Templates

A full set of system templates including:-

- **File set up template**
- **Call log**
- **Service Fact Sheet** - *detailing what is included in your fixed fee compliance service and what specific work would fall outside of the fixed fee and attract an additional fee. Also caters for initial set up value % fee.*
- **Client Personal Details Form** - *for the collation of tax credits specific client data that you are unlikely to hold on your main client files. The details requested are essential for the completion of the clients Application Form and ongoing Annual Declaration and Reviews.*
- **Tax Credits Letter of Engagement** – *MNA have had this approved by the Chartered Institute of Taxation and it is fully comprehensive. It details the clients responsibility in relation to providing information and documents within deadlines, and also lists in detail all the information and changes in circumstances that the client is responsible for informing you of. It has a specific section dealing with joint claims to protect you from the specific risk areas in relation to joint claims. It details exactly what you are responsible for completed under your standard service, and also lists specifically work that would require an additional fee (E.g. Appeals, Under/Over Payments).*
- **Marketing Mail Shot Flyer** – *Use this to mail shot your entire client base to begin generating interest in your tax credits service. It summarises some basic scenarios that could give rise to an entitlement, deals with protective claims and highlights how sensitive tax credits are, with a view to dispelling the myth that they will not qualify.*
- **Summary of Key Dates**
- **Summary of Useful Telephone Numbers**

Full Set of Standard Letters

- A full bank of standard letters dealing with each stage of the compliance lifecycle, including:-
  - Sending all relevant documents to clients as well as subsequently chasing them.
  - Sending all relevant documents to HMRC (including requesting the three month backdate of a new claim).
  - Requesting Declaration and Review forms from client and chasing them.
  - Confirming annual award to client.
  - Service clarification letters when a client asks you to perform work outside of the fixed fee service, detailing why the work requires additional fees and requesting the additional information required in order to perform the work, also requesting confirmation that the client wishes you to proceed.

Control Database

- A control database to track the compliance work flow of each of your tax credits clients. Dealing with:
  - 64-8's.
  - Letters of Engagements.
  - Application forms.
  - Completion of Annual Declaration and Review.
  - Estimates and Actuals.

THE TAX CREDITS TEAM

Other Support Services

- Assistance with value billing your tax credit planning work
- Opportunity to sub-contract your tax credit planning work to MNA on a pay away basis
- Access to group and site based one to one training on learning the technical knowledge required to offer a tax credits planning and compliance service to your clients, in addition to learning how to use the software and systems *(available at additional cost)*.

Continual Updates

- Updates to the software for rate changes each tax year
- Continual updates for changes to legislation and procedures reflected in the systems, software and standard templates.

Improvement Program

- Ongoing development and improvement to the software.
- Further marketing templates and systems.
- New and enhanced templates and standards letters.

Differentiation and Pro-activity

- You will differentiate your practice from others as the vast majority do not offer tax credits as a compliance service and certainly do not use them as a proactive tax planning tool.

Testimonials

"One of our clients when we suggested a tax credit claim said, 'I earn too much, I have no children…'. In 2009/10 he will receive £3,302 in tax credits, is highly delighted and was wondering why his previous accountant had not suggested it. …….we consider the investment in the software to be greatly beneficial to the practice as well as our clients".
Raymond Hey of Stead Robinson

"Brilliant. Virtually every small business client we mention the service to is delighted to put this into our hands. Almost without exception we find we can increase the size of their claim by substantially more than our fee. The whole process is managed by a bright young 21 year old who has completed the AVN Training day. After a month we have added £10,000 to the GRF of a department which we had been considering closing".
Nick Hume of Calcutt Mathews