Taxcat FAQs

Q1   ***Why can't I access the (not highlighted) Shared Bank and Assets Maintenance in the Modules menu?***

A1   If you do not have the advance version of Taxcat you cannot access these modules. If you are working in the advance version, it may likely be that the advance-enhance key has dropped off. To address this problem, you will need to provide us your tax agent details to assist Catsoft in re-generating the enhance key for you again.

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Q2   *I have made ATO files for the returns but they are not listed when I click on Send Return. Why?*

A2   To address this problem, you will need to check the following:
1. Proceed to <u>Tax Agent Details | Lodgement Details</u> and check whether the Sign return box is ticked.
2. In the same screen, ensure there is correct value for the fields ELS Approval number and the Lodgement office.
3. On the front cover of the tax return (a) ensure the box Sign return is ticked (b) and press F12 to determine the completed tax return passes relevant ATO validation error.
Assuming the above is in place, proceed to make ATO file again. After this, the returns made for transmission should be listed in Send return section.

Q3   *How do I access the depreciation worksheet within the Rental schedule?*

A3   In the Rental Property schedule, press F3 Edit and click on Expenses tab. Within the expenses section highlight the item titled Depreciation on plant. Then, click on F5 Asset to access the depreciation worksheet.

Q4   *Taxcat displays a message "invalid input value" when I attempt to prepare an Amendment return. Why?*

A4   This normally indicates the original tax return return you intend to amend has a status other than Validated. To address this problem, proceed to the front cover of the original tax return you want to amend. Then, press F3 Edit follow by simultaneously pressing Ctrl + K (this should modify the return status = Validated) and press F4 Save. After these steps, try to prepare the amendment individual tax return again.

Q5   *I have made mistake on an amendment individual tax return, can I prepare an amendment based on an amendment individual tax return?*

A5   Yes. Ensure the status of the amendment individual return you want to amend has a Validated status and you could prepare and lodge an amendment based on an amendment individual tax return.

Q6   *Can I amend other return type, such as Company or Partnership tax return?*

A6   For the purpose of electronic lodgment to the ATO, you can only prepare and lodge amendment tax return based on Individual Tax return.

Q7   *I did not prepare the taxpayer original individual tax return. Can I still prepare his amendment tax return under Taxcat?*

A7   Yes. You will need to ensure the following is done:
1. Re-create the tax payer individual tax return by entering the tax return details into Taxcat.
2. Ensure you change the status of the completed tax return to Validated. This can be done from within the front cover by pressing Ctrl + K simultaneously and then press F4 Save.
3. After step 2, you may proceed to prepare the amendment individual tax return.

Q8 *How do I electronically lodge a Change of Details (CD) or Agent Update of BAS/IAS Form (CB)?*

A8 Press F4 save when completing a CD or CB form. By doing so, it will save the record and at the same time generate the ATO transmission files ready for electronic lodgment. The next time you access the Send Returns screen you will see the record.

Q9 *When I attempt to pick a tax return record from the client list, Taxcat displays a message "Password requirement". How do I fix this?*

A9 If you have entered a password to protect a particular tax return type in the password. If you have not typed in a password and this situation arises, you will need to do the following:
(1) On the main screen of Taxcat, click on menu Tools | Rebuild database.
(2) On the Rebuild Database screen, mark a tick for field Remove client password and click on Start button .
* Note: make sure you have done a backup before doing a rebuild *

Q10 *Another client's record front cover will be displayed even though I did not select it. How do I fix this?*

A10 To address this problem, the user will need to rebuild the database. To do so, at the main screen of Taxcat, click on the menu Tools | Rebuild database and then click on the Start button to proceed. *** Make sure there is no one using Taxcat while the rebuild process is to be carried out ***

Q11 *How do I access and enter information for item 3 lump sum payment?*

A11 Enter figures for item 3 - Lump Sum Payment - via Item 1 of the tax return.

Q12 *How do I reset a return with status Transmitted or Validated for ELS re-lodgment again?*

A12 On the Taxcat main screen, from the menu bar click on Lodgment | Reset Return. Select the tax return you would like to reset for re-lodgment.

Q13 *How do I alter the given client code of an existing tax return on the front cover?*

A13 To alter the client code, click on the menu File | Clone Client. Type a new client code for the cloned tax return and press F4 Save to save the record. You may then proceed to delete the original tax return in which you cloned from.

Q14 *When I type in a tax file number for a new tax return, Taxcat displays "Duplicate file number" message even though I'm sure there is no duplicate TFN. How do I fix this?*

A14 If you come across such problem, try the following:
1. Click on menu Setups | Directory and System Details
2. Then, select the tab screen titled System Default
3. Locate the field titled Skip Tax file numbers and mark a tick for it.
Try to prepare the tax return again after trying the procedures listed above.

Q15 ***When I type in a document identification number (DIN) for a BAS return, Taxcat displays "Duplicate Document Identification number" message even though I'm sure there is no duplicate DIN. How do I fix this?***

A15 If you come across such problem, try the following:
1. Click on menu Setups | Directory and System Details
2. Then, select the tab screen titled System Default
3. Locate the field titled Skip Tax file numbers and mark a tick for it.
Try to prepare the BAS tax return again after trying the procedures listed above.

Q16 ***How do force the printing of a tax return even though there are errors in it?***

A16 Click on the menu File | Print Tax Returns and the tax return can be printed irrespective of any errors.

Q17 ***How do I enter information for the sole parent rebates in the individual tax return?***

A17 The Family Tax Benefit Claim form has replaced the sole parent rebate. To access and complete the Family tax benefit claim schedule, you need to
(1) Click on the Schedule menu button and select Family Schedule (To be sent to ATO)

Q18 ***How do I print the completed work related expenses schedule (WRE) together with a tax return?***

A18 To do so, on the front cover of the tax return ensure you place a tick for the fields Print & Send WRE.

Q19 ***When printing the company tax return, only 2 pages are printed - the front cover and the declaration page. How to address this?***

A19 To address this, you need to make sure:
1. Click on the menu Setups | Directory and System Details
2. Then, select the tab screen titled Print Control Setup
3. Then, assign 1 under the Number column for Standard return and press F4 Save.

Q20 ***Why isn't the taxpayer declaration printing with the tax return?***

A20 Ensure you have this value for these fields in the Print Control Setup screen (access via menu Setups | Directory and System Details):
  Individual Declaration Name: C:\CATSOFT\WTAXCAT\DOCS\DECLI.DOC
   P,T, C and F Declaration Name:
C:\CATSOFT\WTAXCAT\DOCS\DECLE.DOC
* Assuming Taxcat is on C: drive. If Taxcat is installed on other drive, i.e, G: drive, then the above will be G:\CATSOFT\W... *

Q21 ***How do I enter the PAYG details for a tax payer individual tax return?***

A21 In the tax computation estimate screen (access by clicking on Calculation button) click on the F5 PAYG button. To reflect the entered PAYG figures for final tax payable, place a tick for field Add the total to final tax payable.

Q22 *How do I list all of the tax returns that have been lodged and validated by the ATO?*

A22 On the main screen of Taxcat, click on the menu Report | Client Reports . Click on the Setup button and from the report type, select All Clients Lodged Total.

Q23 *How do I access the Depreciation worksheet within item D1-Work related car expenses and item D5-Other work related expenses?*

A23 At the description field of these tax return item, type in *** and press the Enter key.

Q24 *I try to interface the exported data from Ledgercat into Taxcat with the instructed procedure but nothing happen. What is wrong?*

A24 You need to check the following:
(1) In Ledgercat ensure the Taxcat path (located in menu Master | Report - Path Setting) is pointing to where Taxcat Windows is originally installed. For example, if it is installed on F: drive, the path will be:
  F:\CATSOFT\WTAXCAT\DATA\DATA01
(2) Then, for the interface entity in Ledgercat make sure you have assigned the Taxcat ID to match that of the client code in Taxcat.

Q25 *How do I transfer assets that belong to one category to another category?*

A25 In the Assets Maintenance entry screen press F7 Transfer. Then, place a tick for the displayed assets in the list you wish to assign to another asset category and click on the Assign Assets button.

Q26 *How do I automatically assigned a default Electronic Fund Transfer details into each tax return?*

A26 Follow these steps:
(1) On the Taxcat main screen, click on the menu Setup | Tax Agent Details
(2) Select tab screen Miscellaneous Details and enter the EFT details.
(3) At the Electronic Fund Transfer section of the front cover of the tax return, click on the button labeled <<

Q27 *Is Taxcat compatible with Windows 98, Windows NT, Windows 2000, and Windows XP?*

A27 Taxcat is fully functional in all Windows environment. Check your operating system or network if you have problem.

Q28   I/O Error 87

A28   The reason the I/O error appears is because the program does not recognise the data path set in <u>Setups | Directory & System Details</u> for the relevant year.

Example: if your path is set to C:\CATSOFT\WTAXCAT**DATA.OLD**\DATA02, Taxcat will not recognise DATA.OLD as a folder. Only filenames can have extensions – in this example it has been used in the folder name.

Before you change the data path, make sure that the folder exists. In the example above, the DATA.OLD folder could be renamed to DATAOLD. This can be done in Windows Explorer. After you have changed the folder name, change the data path in Taxcat.

Within Taxcat, go to <u>Setups | Directory & System Details</u> and change the path from C:\CATSOFT\WTAXCAT**DATA.OLD**\DATA02 to C:\CATSOFT\WTAXCAT**DATAOLD**\DATA02.

Q29   I get a "V1725- Baby Bonus Schedule cannot be attached" when lodging a tax return.

A29   You have answered question T5- Ongoing Baby Bonus and filled in the Family Schedule as well. You can only answer T5 **OR** fill in the Family Schedule- not both.

Q30   I have prepared a CD-Update of Client Details form in Taxcat 2002 but it doesn't appear in the SEND list when I try to transmit it to the ATO.

A30   CD forms cannot be prepared and sent in prior years. Other forms that can only be prepared and sent in the current year (2003) are CB- Update of Activity Statement Clients, CP- Client (Correspondence) Preference, SR- Super AVA, SP- Super Supplier and ES- Super Member forms.

Q31   In a depreciation schedule I printed out for a Company Return, I can see a few assets under the category All Non-Pooled Assets but I don't know where to access these assets to modify them.

A31   For a Company Return, there are a few asset categories that existed in Taxcat 2002 and prior but do not exist in Taxcat 2003. Eg. Motor Vehicle deductions, Business- Non Primary Production, Business Primary Production etc.

Because of this, the assets are rolled over from Taxcat 2002 but are not allocated to any category. To overcome this, you will need to transfer those assets in Taxcat 2002 to a category that exists in Taxcat 2003. Eg. Company/Fund category

After transferring the assets, the Company return will need to be rolled over into Taxcat 2003 again. However, any information that has already been input will be overwritten by the roll over. Hence, you will lose any information already entered in the 2003 Company return.

This situation also applies to Trust and Partnership returns.