

TAX TIME NEWS

WINTER 2013, ISSUE 4



ALL ROADS LEAD TO THE 2013 TAX SEASON!

IT'S ALMOST 2013 LET'S GET 'ER DONE!

1. IS YOUR PTIN RENEWED OR APPLIED FOR?
2. HAVE YOU COMPLETED BIT 1,2 & 3?
3. HAVE YOU STARTED PRACTICE SCENARIOS?
4. HAVE YOU COMPLETED MANDATORY MODULES?
5. HAVE YOU CHECKED YOUR SCHEDULE?
6. DO YOU HAVE YOUR INTERNAL EMAIL ADDRESS?
7. DO YOU KNOW ABOUT THE TPRT TEST IN PROFILER?



LOUD & PROUD

When consumers wake up in January, they are already thinking about their taxes, their refunds and where they are going to get their taxes prepared. Keeping that in mind, it's up to us to do everything we can to make every Jackson Hewitt location "LOUD & PROUD" and to grab *every* possible customer we can from our competitors by making sure that every potential customer who drives or walks past your store can't avoid having Jackson Hewitt on their mind.



"TAX UPDATE TRAINING"

The 2013 Tax Update Training is available on JHNET. Completion of this module qualifies you for 3-CE credits. Don't delay. Do it now if you are renewing, or after 1/1/13 if you have a new PTIN.

NEW INSIDE THIS ISSUE....

DISTRICT MANAGER CONTACT INFORMATION
LIKE US ON FACEBOOK
IRS MAINTENANCE
NEIGHBORLY \$99
WORK SCHEDULES AVAILABLE
SPOTLIGHT ON INVITING & ENGAGING CLIENTS
SORTING OUT PROMOTIONAL PRICING
JANUARY CALENDAR



DISTRICT MANAGER CONTACTS

Your District *Manager* is an invaluable resource for operational and tax help throughout the season.

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NEIGHBORLY \$99

All retail associates in Walmart & Sears stores, as well as neighbors to these stores, will be extended the FANTASTIC offer of federal & state tax preparation for only \$99 with Free Electronic Filing! Spread the Word NOW. We will be getting the word out in your neighborhoods soon. Stop every associate if you work in a retail setting & tell them!



Visit us on
Facebook



SCAN QR CODE, OR GO TO FACEBOOK & SEARCH FOR "JACKSON HEWITT TAX SERVICE MICHIGAN"

**IRS.COM MAINTENANCE!
DON'T GET CAUGHT!**

PTIN DEADLINE 12/31/12

We have been advised that the IRS Website may be down for maintenance beginning 12/29/12. Because of this, be sure to renew or obtain your PTIN prior to this date! Email your District Manager with your new PTIN, or confirm with your DM that you have renewed it.



CHECKING YOUR WORK SCHEDULE ON JHNET



Schedules are posted now for Walmart and will soon be posted for Storefront and Sears locations (by 1/1/13). If you are a new employee, we will do our best to pair you with a returning preparer. Expect to continue training and development in *your* first few days on the job! New schedules are posted each week by Wednesday.

Login to JHNET and click on the eServices Tab. Choose "Employee Scheduling" and you can see your Weekly View by clicking on "Employee Week View".

You must notify your Office Manager immediately if there is a conflict. We schedule based on the availability that you provided us so if that changes, you must let us know.

WHAT IS THE FINE PRINT ON PROMOTIONAL OFFERS?

WE WILL MATCH WHAT YOU PAID LAST YEAR!

1. We will match a fee from last year of \$99 or less with the \$99 promotion.
2. Customer must show proof of what they paid last year.
3. If it is a prior year customer, we will charge them at least \$99; unless the calculated fees in ProFiler come up less.

SWITCH TO US AND SAVE \$50 OR PAY \$50 LESS THAN YOU DID LAST YEAR OR DARE TO COMPARE

1. Customer must show proof of tax prep fee from last year.
2. A copy of their proof must be copied/scanned into their file.
3. Valid on fees paid for tax preparation only over \$150.

DID YOU KNOW? TAX UPDATE TRAINING IS NOW AVAILABLE!



PRACTICE MAKES PERFECT!!

We need all of you to become experts in Jackson Hewitt's Proprietary Tax Software Program – ProFiler – by the time you are engaging customers and preparing tax returns. To accomplish this, we give you remote access to the software through a program called “LOGMEIN”. During a LOGMEIN Session, you will be logging in with security information that we will provide when you become hired. Your computer, in turn, takes on the characteristics of the computer you are “talking to” during this process. If you have not received these instructions and are ready to start practicing, please email or call your District Manager (contacts on Page 2). To preview LOGMEIN, please visit www.logmein.com. There will also be ProFiler Labs and opportunities to practice in the early season at offices.



SPOTLIGHT ON INVITING & ENGAGING CUSTOMERS IN THE EARLY SEASON

Invite & Engage is something we must all do to drive early tax return preparation in our offices. At press time, decisions were still not made relative to the “fiscal cliff”, creating uncertainty and confusion among all taxpayers. It will be your chance to engage customers and offer to start their tax return early. You can do this by requesting that they bring in their last check stub. You can then check to see if we are able to download their W-2 or them. Even if we do not have the ability to download the W-2, we can start their tax return with their last pay stub(s) and get a reasonable calculation of the refund based upon the information they provide. When they receive their W-2 forms, they can return for verification of information and filing of their return. This will greatly decrease their wait time during the busy part of the season when everyone's filing. Their return visit will be quick & easy!



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 HAPPY NEW YEAR! CHECK YOUR SCHEDULE!	2 OFFICE MANAGER TRAINING (WALMART) 10AM-8PM	3 OFFICE MANAGER TRAINING (SEARS & STOREFRONT) 10AM-8PM CITY TRAINING @ NOON*	4 WALMART LOCATIONS OPEN AT 11AM	5 ORIENTATION MUSKEGON 9AM-5PM END OF PAY PERIOD
6	7 CUTLERVILLE & PLAINFIELD OPEN ORIENTATION PLAINFIELD 6PM-10PM (all staff who have not previously attended-bring SS Card, ID & voided check)	8	9 SEARS LOCATIONS OPEN	10 ALL REMAINING LOCATIONS OPEN	11	12
13	14	15	16	17	18	19
					PAY DAY	END OF PAY PERIOD
20	21 MARTIN LUTHER KING DAY	22 EFILE BEGINS!	23	24	25	26
27	28	29	30	31		
	*On January 3 rd , A Friend of the Rapids & Walker will be closed. Taxes in those jurisdictions will be due by noon.			ALL DATES SUBJECT TO CHANGE PENDING LEGISLATION FROM CONGRESS.		